

**INTERNSHIP REPORT ON
IMPACT OF JOB
SATISFACTION ON
WORKERS
PRODUCTIVITY OF
SHAMS WASHING Ltd.**



United International University

Internship Report On Impact of Job Satisfaction on Workers'
Productivity

-A study of SHAMS WASHING Ltd.

SUBMITTED BY

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Date of submission: 21.11.2021

Letter of transmittal:

November 21, 2021

ABU SALEH MD. SOHEL-UZ-ZAMAN *Ph.D.*

Professor,

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Subject: Submission of Final Report

Dear Sir,

First of all, I might want to thank you for giving me the chance to make an internship report on Impact of Job Satisfaction on Workers' Productivity of Shams Washing Ltd.

In my report I have tried to discuss materials regarding Job Satisfaction on Workers' Productivity in details and thoroughly. Gathering information was not that much easy though. I have used information which I have found from colloques, workers, personal experience, internet and finally all data helps to get the goals of my venture report.

All the direction, I actually have got from you were deeply obvious. What is additional, I want to ensure you, and that I have followed all the principles, that you simply required to seek out in my report. Presently, I might be deeply appreciative on the off-chance that you acknowledge my project report and oblige there by.

Sincerely,

Md. Towhidul Islam Shuvon

ID: 111 152 265

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Declaration of the student

I am Md Towhidul Islam Shuvon, student of United International University of Bachelor of Business Administration, Major in Human Resource Management. I do hereby declare that the Internship Report on ‘Impact of Job Satisfaction on Worker’s Productivity A study on Shams Washing ltd’ is real work and has not previously been submitted for a degree or accreditation.

I also hereby declare that this internship report work is solely done by me under my supervisor, Abu Salah Md. Sohel-UZ-Zaman *Ph.D.* professor, School of Business & Economics at United International University. This report is completed for the fulfillment of my undergrad degree BBA with the major in Human Resource Management from United International University.

Md. Towhidul Islam Shuvon

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Acknowledgement

First and initially, I want to thanks Allah for giving me the strength to carry out my duties and responsibilities throughout my internship and to complete my report in the time allotted. My internship supervisor is Abu Salah Md. Sohel-UZ-Zaman *Ph.D.* Professor of School of Business and Economics at United International University and I am grateful for his consistent support, instructions, and observations during my internship time.

From August 02, 2021 to October 31, 2021, I had the honor of working as an Intern in the Human Resource Department of Shams Washing ltd. Especially Sojib Ahmed; Director of Shams Washing ltd and Siam Ahmed; Manager of HRD at Shams Washing ltd has been especially helpful in educating me and providing hands-on training in departmental operations. I am very grateful to them.

I am grateful to Shams Washing ltd, its management, and especially the HR departments' colleagues and also IE department for their kind assistance in preparing this challenging research with vital facts and data.

Executive summary

This report is prepared on the basis of my three-month sensible expertise at Shams Group (Shams Washing Ltd). This internship program helped me to learn about the practical scenario of a human resource of the industry. Shams Group Ltd is a dynamic and leading countrywide GDP production solution provider. It is a joint venture company between Jamuna Fashion wears and Shams washing. Shams Group started its operation in 1997 under the brand name Shams among the garment factory service providers in Bangladesh. Later, on 28th March 2010 the company started its new journey with the brand name Jamuna. This report has been presented based on my observation and experience gathered from the company. The organization has many divisions and departments but the focuses is given more on the level of employee satisfaction in bearing as I only got the opportunity to work in wash division.

The report highlights about the facilities and benefits Shams Washing Limited gives to their employees. The Research is driven to describe a conclusion on the consequences of those facilities and benefits. The result that's found is sort of considerable. However, Shams Washing Limited should work more to convince and sustain their existing employees. The result of the research is described in details during this report within the following chapters. After knowing the whole scenario of Shams Washing Ltd in terms of their employee satisfaction a lot of recommendation came up. The report conjointly consist recommendations and conclusion in the line with my point of view, which I believe would improve the setting of the organization if enforced.

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Chapter: 1

INTRODUCTION

1.1 Literature Review

Job satisfaction is that the positive and negative feelings of an employee towards his job or it are the quantity of happiness connected with the work (Namaziandost, 2021). Both management and employees have a very important role to play in guaranteeing a positive atmosphere at the workplace and eventually job satisfaction (Prachi Juneja, 2021). For a few people, the proper job might entail earning a particular salary. For others, the correct job might involve having a supportive team (Joshua Bourne, 2021). Reasons for job satisfaction include achievement, recognition, responsibility, growth, and alternative matters associated with the motivation of the individual in his job (Vincent S. Flowers and Charles L. Hughes, 1973). An increase in creativity, productivity, and overall quality has all been linked to employee satisfaction. Happier employees are more efficient and productive and that they also care more about what they're doing (Snack Nation, 2018). Sometimes we forget that individuals work for people, not companies. When people aren't happy, they don't show up systematically, they end up less and their work quality suffers (Janis Strathearn, 2021). The happier people are within their job, the more satisfied they're said to be. Job satisfaction is not the identical as motivation, although it's clearly linked. Job design aims to strengthen job satisfaction and performance; methods include job rotation, job enlargement and job enrichment. Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous workgroups. Job satisfaction might be a vital attribute that's frequently measured by organizations. The foremost common way of measurement is that the utilization of rating scaled where employees report their reactions to their jobs. Questions relate to rate of pay, work responsibilities, quite tasks, promotional opportunity the work itself and associates.

1.2 Objectives of the report

This study is designed to investigate the effect of employees' job satisfaction on organizational productivity in the selected business enterprise to identify issues and prospects as the effects.

- To find out whether employees' satisfaction depends on adequate compensation.
- To find out whether job satisfaction affects employees' productivity.
- To measure the overall employees job satisfaction of Shams Washing Ltd.
- Identify the causes of employee job dissatisfaction.
- To find out if there is any relationship between job satisfaction and employees' morale.
- Make suggestion for improving job satisfaction of Shams Washing Ltd.

1.3 Methodology of the study

The study has been conducted on personal interview of the employees of Shams Washing Ltd. Who are working ChotoKaliakoir, Savar, Dhaka. As well as a focus group discussion method used to be collected various information related with job satisfaction and observation method is used in various sensitive issues to know the actual impact on productivity.

1.4 Scope and limitation of the report

Scope:

This study covers the variables influencing job satisfaction that impact on productivity of Shams Washing Ltd workers. The hierarchical components incorporate work conditions, pay, decency; job satisfaction is the needy variable. Since, working at the Shams Washing, I get the chance to pick up learning of the parts that hold job satisfaction of employees. The choices and investigations are done dependent on the assessment of 25 respondents from wet process and 25 respondents from dry process. In RMG industry job satisfaction is very essential and ultimate thing. It needs to update in a regular basis. Moreover, all Garments industry tries to keep this information secret in this competitive market.

Limitation:

Generally there is no way of contradiction that without limitations research works. Any disability that arises in this study is a result of factors that are beyond the researcher's control.

Therefore, it will be of more essential to highlight certain different factors that tend to confined or limit my scope of the study.

This project research would have been easier for me without these imitating factors:

- Time factor: Time wasn't enough for me to recommend numerous sectors of the Shams washings and review all the employees or given out questionnaires to numerous sectors which effect on the revenue policies.

As we tend to all apprehend time is rarely our friend. The time I got was not enough for the completion of this analysis thesis. As a result, generating information and data was tough because it meets with the ultimate year examination amount, which required attention.

- Finance: This is another drawback that restricted the researchers work.
- Available resources: Resources was not that much available for the analysis work.

1.5 Definition of key terms

- **Job satisfaction**: Job satisfaction meaning employees positive feeling regarding his/her job and duties, which play role as a motivation. Job satisfaction relates to the total relationship between an individual and the employer for which he is paid (Shiyani, 2021).
- **Productivity**: Productivity is strength of production for any products or services that express by results of amount or qualities. Measurements of productivity quantity are typically expressed as a relation of output to input, or input employed in a very production method.
- **Job engagement**: Employee engagement is the border line where employee feels motivated about their job; they are committed to the job, and give extra efforts in to their job. Employee engagement is a human resources (HR) concept that describes the level of enthusiasm and dedication a worker feels toward their job(Smith, 2020). Engaged employees always care about their performance, their work and they feel that their effort can make a differences.

- **Motivation:** Biological, emotional, social and psychological is the main characteristics, if that forces employee's behavior positively then it converts as motivation. Motivation pushes employees to express their best performance and give effort to achieve organizational goals. Motivation is the power that activates the engine of success and moves you toward accomplishments (Sasson, 2021).
- **Communication:** Communication is a process of exchanging verbal or nonverbal sign or language between two individuals. That can be formal and informal both. Through communication we can exchange different types of information.
- **Job rotation:** Job rotation is the process of task replacement. Here you can shift any worker from his/her current workplace to another work, where he/she can perform better than previous workplace. A job rotation program moves employees through a variety of positions within or among departments, enabling them to gain exposure to different parts of the business while growing and expanding their skill sets (Leddy, 2017).
- **Compensation:** Compensation is the exchange process, where you give benefits to your employee in terms of taking their services or contributions in your company or anywhere. The contribution elements are their time, skills, abilities, commitment and knowledge.

Chapter 2

COMPANY REVIEW & ANALYSIS

2.1 Overview and history

Shams washing ltd is hugely referred to as Jamuna fashion wears ltd. Founded in 1991, Shams Group is a renowned organization in Bangladesh garments industry area. To hold position with the style market Shams Group founded Shams Washing Ltd in 2020 with the most effective's machineries and services. A highly skilled team is serving with high-quality and fastest delivery on the timeframe.



2.2 Shams Washings Operations

The services our washing companies giving to our customers all are given blew_

Dry process	Wet process
Hand Sanding	Softener Wash
Garments wash	Silicon Wash
Whisker Chevron	Enzyme Stone
Tagging Crinkle	Wash Enzyme
3-D whisker	Bleach Wash
Grinding Destroy	Pigment Wash
PP Spray	Snow Wash Tie
Resin Spray	Acid Wash
Color Spray	Towel Wash
PP Rubbing	Garment Over-dye
	Tie-Dye

2.3 SWOT analysis

A huge number of not standardized fashion products, not harmonized sizes, and quality of production are a danger for gaining access to the worldwide market. SWOT analysis is also of special importance within the style business when used for designing a replacement article of clothing, i.e., collection. This text has presented an in depth discussion of the SWOT analysis of the fashion business.



SWOT Analysis in Apparel Manufacturing Sector:

During the manufacturing of basic SWOT analysis, different problems may appear and they can be solved with more critical POWER SWOT tool:

Were,

P = Personal experience

It provides the SWOT analysis to be based on the experience, knowledge, skills, attitudes, and beliefs because all the observations and personal feelings have an impact on the SWOT.

O = Order

Marketing managers often confuse features and advantages or disadvantages and risks, because the line between them is sometimes invisible.

W = Weighting

Certain key elements of the SWOT analysis are often so difficult to estimate. There are some points which are slower than others. Therefore, it is necessary to use percentage participation.

For Example:

1 = weakness of 20%,

Weakness -2 = 70% and weakness-3 = 10% (total 100%).

E = Emphasize Detail

Many details, reasons, and justification have been omitted in the SWOT analysis. For example, the technology itself is often both the weakness and the advantage.

R = Rank and Prioritize

All the facts presented in the SWOT analysis have an impact on the strategy and that is why it is necessary to classify (rank) them from the highest to the lowest impact and thus determine the priorities.

For example, if possibilities of a manufacturer for a new collection of clothing:

1. The desire of customers for new creations = 25%
2. Creating a “showroom” facility = 60%
3. Launching new products to market = 20%

Then the marketing plan must be identified according to the following priorities (the opening of “showroom”, new creations, placing new products on the market, etc.).

For ranking and setting priorities a Gap Analysis can be used, a simple and effective analysis that enables marketing managers to decide upon the appropriate strategy and tactics.

The suggestions for the use of SWOT analysis when designing a new article of clothing in the readymade apparel industry have discussed below:

Strength:

1. Huge space of running wash factory
2. Good qualities machineries
3. They have ETP plan for protecting the environments
4. Quality of production is good
5. Jamuna gives any type of money support to Shams Washings
6. Shams washings electricity capacity is huge
7. Automation of production processes
8. They conduct industrial training by experts
9. Only 250 workers, that is easy to maintain low numbers of workers

Weakness:

1. Crisis of chemical causes delay the production
2. No chain of command is maintained properly
3. Manpower's are not educated to perform in the wash factory
4. Connection with foreign buyers is not good.
5. The prices of energy are very high
6. Because of introducing VAT price of raw materials increased
7. Short time for making the products best and most effective.
8. Employees are not loyal to the company, they always looking for better opportunities

Opportunities:

1. Consumers' wish for new designs
2. Marketing of products into a new market
3. Shams washings get all types of local supports
4. Making e-mail catalog – Value of labor
5. Production of garments Made-to-Measure

Threats:

1. Shams washing are not able to give delivery buyers products timely
2. Competitor's price of products is lower than Shams washings
3. Competitors distribution channel is better and they have more places for distributions
4. Technology became old quickly

2.4 Industry analysis:

There are 2 parts of Shams Group, first is Jamuna Fashion Wears Ltd. (Rupnagar, Mirpur) and second one is the Shams washing ltd. (ChotoKalikoir, Savar).

Jamuna fashion wears:

Jamuna Fashion Wears has immense reputation of quality garments makers within the market, they provide excellence quality clothing product to their customer, which theoretically have very tight measures on quality which provides product exceptional characteristic and most lovable garments. They follow very inflexible progressions through an A.Q.L. (acceptable quality level) of 2.5. The quality assurance process in factor is an on-going continues process, which begins from the instant fabric enters within the factory till final finished goods leaves the factory for shipment. They need their own quality assurance systems as per the international standards in throughout the factory covering all the sections. they struggle to form products that not only meet buyers required criteria but also gives consumer's 100% satisfaction.

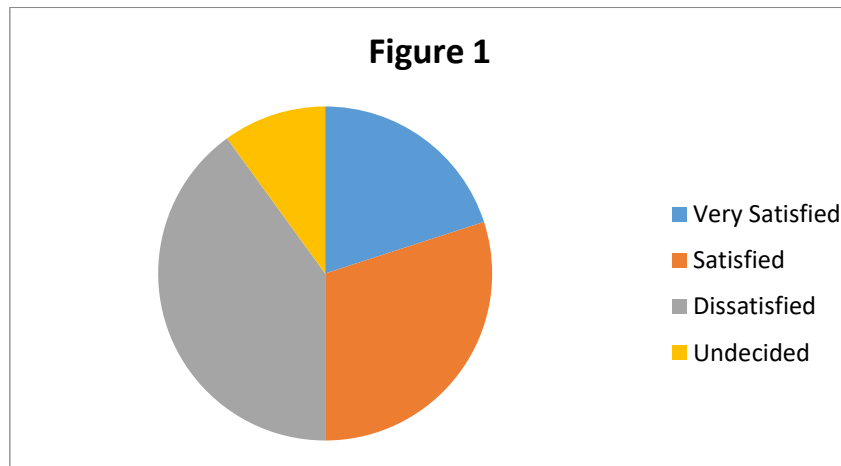
Shams washing ltd:

1. Dry process: Dry process comes before wet process and it changes the visual appearance by mechanical abrasion without altering the development and properties. The garment gets a pleasant take care of dry process and also it adds value to the merchandise. Fashionable garments are produced by the dry process.
2. Wet process: Wet process engineering is one amongst the most important streams in textile engineering which refers to the engineering of textile chemical processes and associated field of study. The opposite three streams in textile engineering are yarn engineering, fabric engineering, and apparel engineering. The processes of this stream are involved or applied in an aqueous stage. Hence, it's called a wet process which usually covers pre-treatment, dyeing, printing, and finishing.

2.5 Analysis of the Job Satisfaction of Shams Washing employees

Opinion	Frequency
Very Satisfied	10
Satisfied	15
Dissatisfied	20
Undecided	5
Total =	50

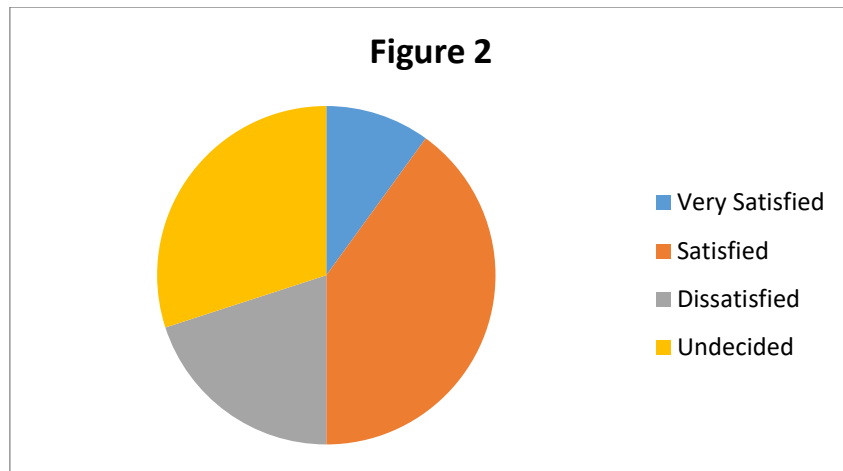
Table: 2.5.1 Co-workers Cooperation



Inference: From the figure no.1, it is surmised that out of absolute 50 employees, 25 percent employees are happy with their job and just 50 percent employees are happy with their job and other rest 50 percent employees are in hesitation about their satisfaction level.

Opinion	Frequency
Very Satisfied	5
Satisfied	20
Dissatisfied	10
Undecided	15
Total =	50

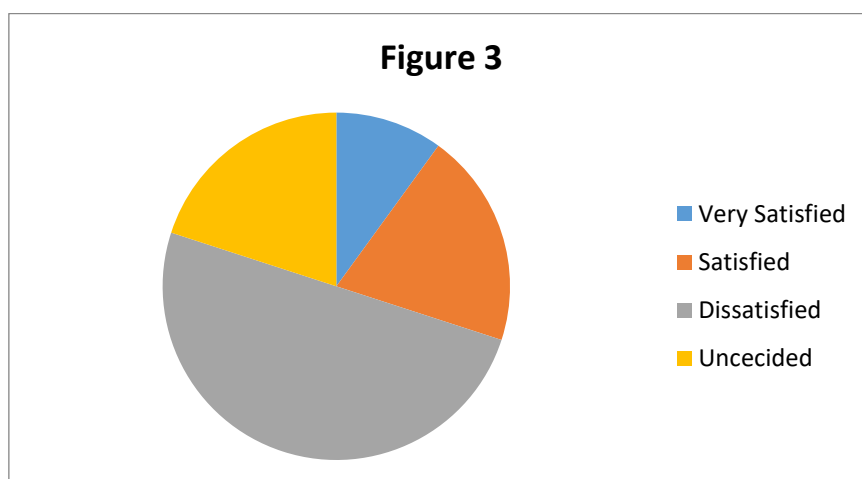
Table: 2.5.2 Working Environment



Inference: Working Environment is the main consideration for the degree of job satisfaction. To the extent the satisfaction level of the respondents, 10 percent employees are simply happy with their job and 40 percent employees are exceptionally happy with their job and rest 50 percent employees are in hesitation about their satisfaction level.

Opinion	Frequency
Very Satisfied	5
Satisfied	10
Dissatisfied	25
Undecided	10
Total =	50

Table: 2.5.3 Working Facilities

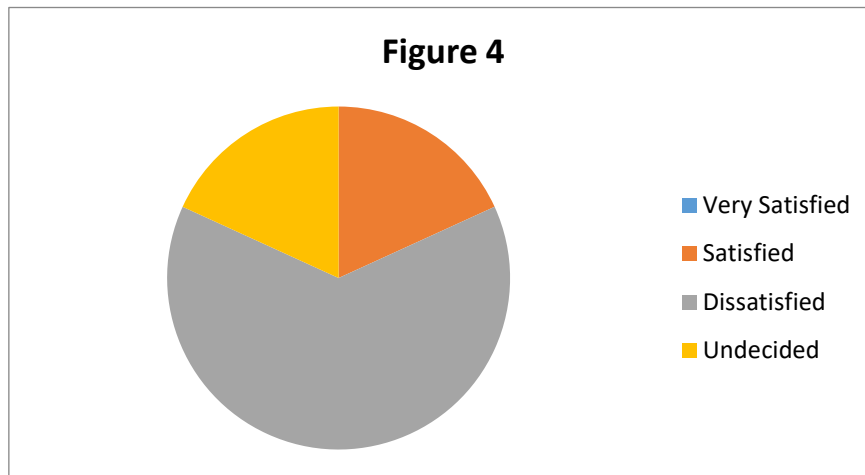


Inference: The table no.3 has construed that out of 50 respondents, 10 percent employees are happy with their job and 20 percent employees are happy with their

work facilities, then again, 20 percent employees are in uncertainty about their satisfaction level, and the rest 50 percent employees are dissatisfied about facilities.

Opinion	Frequency
Very Satisfied	0
Satisfied	10
Dissatisfied	35
Undecided	10
Total =	50

2.5.4 Salary Satisfaction

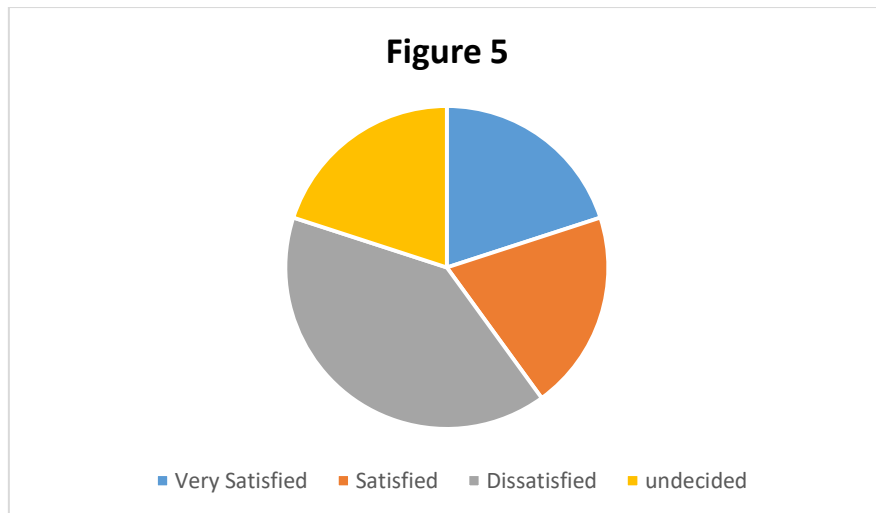


Inference: The chart demonstrates that 20 percent employees are satisfied with their Salary, 20 percent employees are in uncertainty about their satisfaction level, and the rest 70 percent employees are dissatisfied.

Comments: Here the chart shows that most of the employees are dissatisfied with the salary systems of Shams washings Ltd. That indicates employee satisfaction depends on adequate compensation. The cause of dissatisfaction is employees are not giving salary timely. In case if anyone give resign, then he or she will not be getting the salary of last month which is unethical practice of Shams washings.

Opinion	Frequency
Very Satisfied	10
Satisfied	10
Dissatisfied	20
Undecided	10
Total =	50

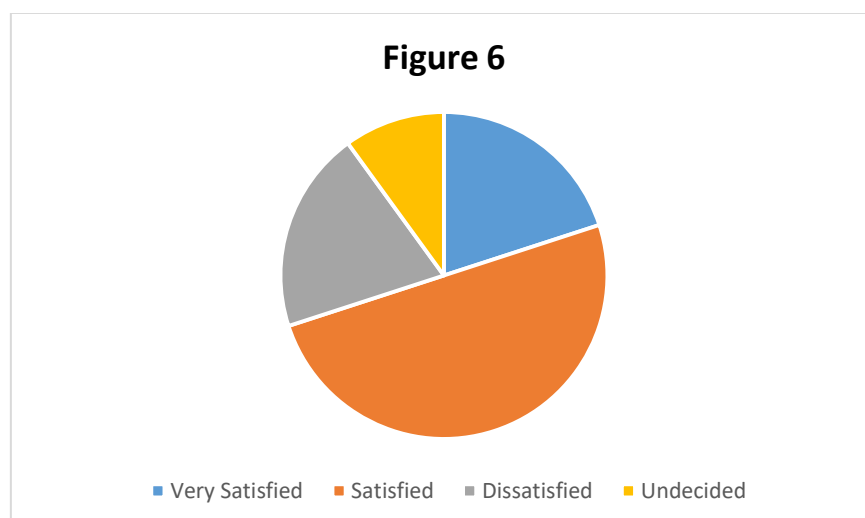
Table: 2.5.5 Increment Satisfaction



Inference: The table no.5 demonstrates the satisfaction level with the idea of the job discovered by the specialist. The finding is that 20 percent employees are happy with their job, 20 percent employees are exceptionally happy with the idea of their job, 20 percent employees are in uncertainty about their satisfaction level, and rest 40 percent employees are disappointed

Opinion	Frequency
Very Satisfied	10
Satisfied	25
Dissatisfied	10
Undecided	5
Total =	50

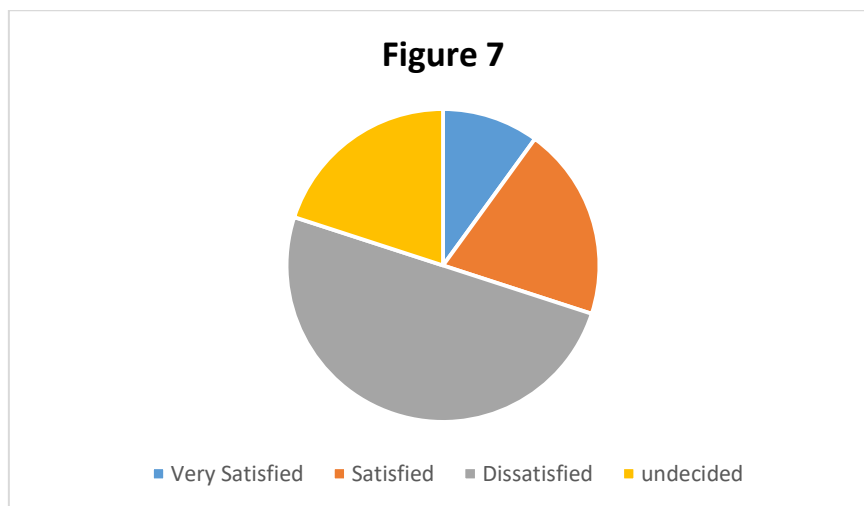
Table: 2.5.6 Other Facilities



Inference: As the satisfaction level of employees for the workplace is concerned, 50 percent employees are happy with their job, 20 percent employees are extremely happy with their job, 10 percent employees are in uncertainty about their satisfaction level and 20 percent employees are disappointed about their satisfaction level. In spite of the fact that most of the employees are happy with their workplace, it doesn't prompt job dissatisfaction.

Opinion	Frequency
Very Satisfied	5
Satisfied	10
Dissatisfied	25
Undecided	5
Total =	50

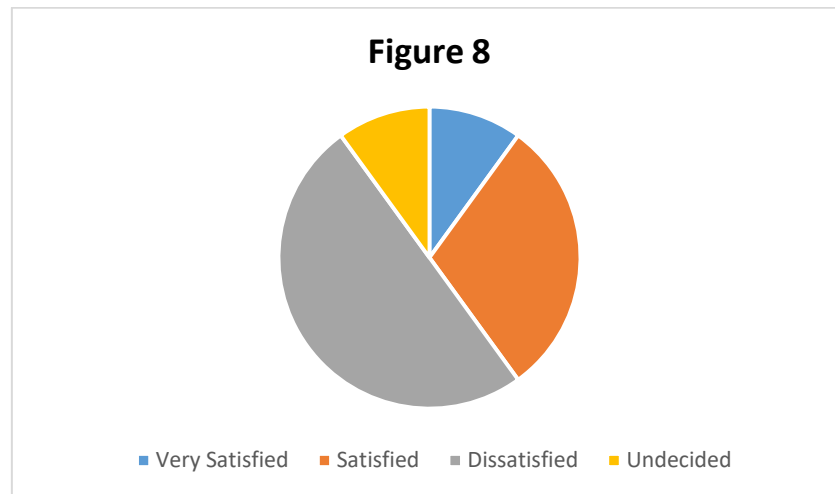
Table: 2.5.7 Performance Appraisal System



Inference: Employees were asked whether they are happy with their Performance Appraisal System that they are accepting from the Shams Washing Ltd. Around 10 percent of employees are happy with their job, 20 percent of employees are extremely happy with their job, and then again, 50 percent of employees are in hesitation about it. In spite of the fact that most of the employees are unhappy with their compensations, a disappointed parcel is likewise very huge. This outcome might be a troubling element for the Shams Washing Ltd. since the insufficient compensation or view of being come up short on may prompt job dissatisfaction.

Opinion	Frequency
Very Satisfied	5
Satisfied	15
Dissatisfied	25
Undecided	5
Total =	50

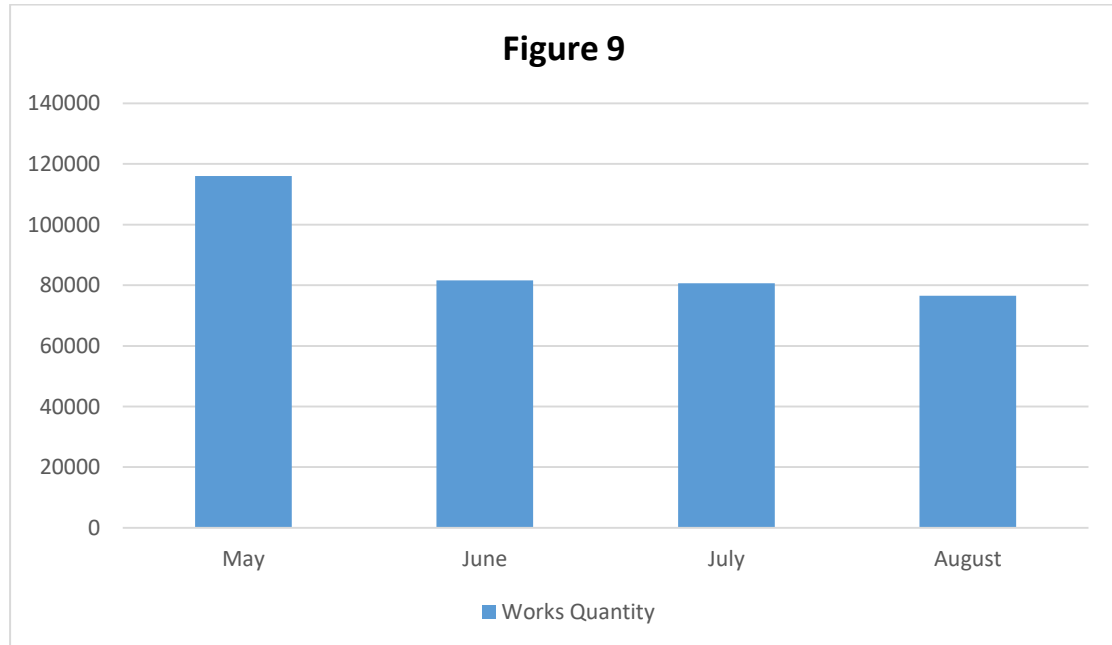
2.5.8 Behavior of Boss



Inference: Around 10 percent of employees are happy with their job, 30 percent of employees are happy with their job, and then again, 60 percent of employees are in hesitation about it. In spite of the fact that most of the employees are unhappy with their compensations, a disappointed parcel is likewise very huge.

2.6 Production Status

Here I show the 2021 production reports of Shams Washing Ltd. till my report completion date. The production was extremely fall month by month because of employee's job satisfaction. The reports are shows in the chart below_



This chart shows the employee dissatisfaction impact on productivity. Here the chart shows Shams Washing Ltd works in dollars for the months May, June, July, and August. In May month Shams Washing works 116000 dollars, June 81500 dollars. July 80700 dollars and August 76500 dollars but the production capacity of Shams Washing Ltd is 180000 dollars. Here we saw the quantity of production decrease monthly. That proved that employee is not satisfied with their job and as a result this types of impact occurs in the production.

Above all analysis charts of job satisfaction of Shams Washing Ltd shows that all employees are highly dissatisfied about their compensation system, increment system and performance appraisal system. They are also unhappy about their boss behavior. All this reasons are responsible for the employee's productivity and downfall of this Shams Washings productivity monthly.

2.7 The overall employees job satisfaction of Shams Washing Ltd.

The overall job satisfaction of Shams washing Ltd is very poor. They are more dissatisfied than their satisfaction towards Shams washings Ltd. Shams washings employees overall satisfaction listed in below:

- They are satisfied with the working environment of Shams Washings working environment. Cause Shams washings have enough space which is comfortable for worker to move one place to another place. Shams washing have ETP plant that protect environment.
- Shams washings salary scale is better from any other comparative washing factories.
- Here employees are satisfied with their coworkers, because they are helpful and their bonding is good enough. If any unlawful activities happen, they raise voice together.

2.8 Cause of Shams Washings employee job dissatisfactions

- Employee is not satisfied with Shams washings top management behavior. They behave rude with their employees.
- Employees are dissatisfied about their increment systems. They are not getting any types yearly increment. Shams washings promises employee that they are giving increment for better performances but they are not implemented it in real life.
- Employees are not satisfied with Shams washings performance appraisal system. They don't praise any employee for their better performance.
- Employees are extremely dissatisfied about their Shams washings salary systems. Because they don't give salary in given time, randomly they change the salary time.

2.9 Relationship between job satisfaction and employees' morale

Most of the Shams washings employees are wanted to switch another organization because they are not satisfied with this job. Employees are not giving their best performance to increase productivity. They always try to cheat and contribute less than their capacity. These happen only because of employees' dissatisfactions. The bosses of Shams washings behavior are rude with employees. That's why employees are not loyal about their job. These are the relationship between job satisfaction and employee's morale. If employees are satisfied then their morale will be positive.

Chapter 3

THEORITICAL ASPECTS

3.1 Importance of job satisfaction

- Job fulfillment is imperative parameters of how representatives feel concerning their activity associated an indicator of work conduct, for example, hierarchical, citizenship, Absenteeism, Turnover.
- Job fulfillments will basically mutual connection of identity factors and degenerate work conduct.
- Common research finding is work fulfillment is related with way of life. This connection is equal importance the general population who are happy with the existence will in general be happy with their employments and the general population who are happy with their occupations tends to happy with their life.

3.2 Employee role in job satisfaction

Job satisfaction for an employee is an important aspect to get the best out of them. A satisfied employee always contributes more to the company, helps control attrition & helps the company grow (MBA Skool, 2021). On the off chance that activity fulfillment benefits bosses, most likely the business will have the capacity to add own fulfillment and prosperity at work. The accompanying recommendations can enable any business to discover individual occupation fulfillment: look chances to exhibit aptitudes and abilities. This arrangement regularly prompts additionally difficult work and more noteworthy duties, with specialist increments in pay and other acknowledgment.

Create incredible relational abilities. Boss' esteem and rewards brilliant perusing, tuning in, and composing and talking aptitudes.

Realize all the newer activity related information that causes you to perform undertakings all the more proficiently and successfully. This will remember weariness and regularly gets one took note.

Show imagination, activity and characteristics like these are esteemed by most associations and regularly results in acknowledgment and additionally in expanded duties and prizes. Create collaboration and individual abilities. A vast piece of

occupation achievement relies upon collaboration and the capacity to cooperate with other people to take care of business.

Different diversity tolerating in individuals gives positive outcomes in any organization. Acknowledge individuals with their disparities and their defects and figure out how to give and get valuable analysis.

The assessment of work is imperative for accomplishing objective of any association. Valuing the worth of what one can result in fulfillment with the work itself. This assistance to offer importance to one's presence that assumes an indispensable job in occupation fulfillment.

Figure out the way to de-stress is to an important factor. Decide to escape wear out by creating solid pressure the executive's procedures.

3.3 Effects of job satisfaction

Job satisfaction has an assortment of impacts. These impacts might be found with regards to an individual's physical and psychological wellness, productivity, truancy, and turnover.

3.3.1 Physical and Mental Health

The degree of job satisfaction affects somebody's physical and psychological state. Feeling of job satisfaction comes from our mindset, its favorableness and unfavorableness affects our individual psychology as a result which mainly affects our physical health. Whereas employment is a very essential part of our life, job satisfaction has an impact on our life satisfaction. The results that there's assess effect which occurs in both the way between job satisfaction and life satisfaction.

3.3.2 Absenteeism

Absenteeism refers to the absence in a particular time of an employee from his/her organization, which can be unexcused absence due to some avoidable reasons or excused absence due to some unavoidable reasons. It is the prior type of absence which is matter of worry. Unexcused absence occurs due to missing of job satisfaction that results lack of will to work and alienate an employee from work. However, job satisfaction is related to employee absenteeism.

3.3.3 Satisfaction and Safety

If company follow poor safety practices that create negative impression which causes low job satisfaction and discourage about their job satisfaction. Company and companies' authority, they are liable if any accident happens. Underlying causes for that type of accidents create discouragement, and may take one attention away from the work. Inattention leads to accidents.

3.3.4 Employee turnover

Turnover of employees is that the rate at which employees leaves the organization within a given period of your time. When a private feels dissatisfaction within the organization, he tries to beat this through the varied ways of defense reaction. If he's unable to try, he opts to depart the organization. Thus, normally case, turnover rate is said to job satisfaction. However, job satisfaction isn't the sole reason for ratio, the opposite cause being better opportunity elsewhere. As an example, within the present context, the speed of turnover of computer software professionals is extremely high in Bangladesh. However, these professionals leave their organizations not just because they're not satisfied but thanks to the opportunities offered from other sources particularly from foreign companies located abroad.

3.4 What Employee Engagement is – and is not

The concepts of job satisfaction and engagement in a way related or connect to one another. In Job satisfaction Organizations is more concern about employee's personal happiness and whether the employee actively engage in works or not (SHRM, 2021). If employee is not satisfied with their working environment, then definitely, they are not actively participating in the organizational activities. Employee engagement increase when their daily relationship with their direct supervisor, in-charge, and manager will be positive. If supervisor give priority employee for making any decision by taking their opinion, then they will be more engaged with that works. Also, leaders will impact on employee's engagement in the job. If the supervisor doesn't maintain good communication with employee, then they feel dissatisfied to do their work. Good leaders have to understand his employee's problems and try to solve those problems, and give motivation to overcome those problems. Otherwise, employee will be depressed and lose their productivity.

3.5 Superior-Subordinate Communication

If you're not keeping staff informed about company developments, rumors can spread, and morale and productivity can decline (Hosking, 2021). Unrivaled subordinate correspondence may be a significant impact on job satisfaction within the work environment. The manner by which subordinate sees a supervisor's conduct, that can decidedly or contrarily impact job satisfaction. Correspondence conduct, for instance, outward appearance, eye to eye connection, vocal articulation, and body development is crucial to the unrivaled subordinate relationship. Nonverbal messages assume a focal job in relational connections as for impression development, misdirection, fascination, social impact, and passionate articulation. Nonverbal communication with the supervisor related to their subordinates affecting job satisfaction. The way wherein supervisors convey their subordinates might easily compare to the verbal substance. Individuals who aversion and contemplate their supervisor are less able to impart or have the inspiration to figure while people that like and think emphatically about their supervisor are certain to impart and are proud of their job and workplace. The link of a subordinate with their supervisor could be a significant perspective within the working environment. Along these lines, a supervisor who uses nonverbal quickness, agreeableness, and open correspondence lines is additionally desperate to get positive input and high job satisfaction from a subordinate while a supervisor who is reserved, antagonistic, and reluctant to convey will normally get negative criticism and low job satisfaction from their subordinates within the work environment.

3.6 Productivity of the employee

Productivity is correlation between the values of a good. That is, whether measured as labor productivity or total factor productivity, productivity rises in booms and falls in recessions (Fernald, 2001). Economists have shown that enormous and chronic differences in productivity levels across businesses are ubiquitous (Syverson, 2011). Employee productivity is metric that's calculated supported the number of output on a project versus the number of your time it takes. It may also be measured against a regular or base of productivity for a team of workers doing similar work.

Chapter 4

INTERNSHIP EXPERIENCE

4.1 Position, duties and responsibilities

An internship report contains the summary of internship experience, responsibilities, position, mostly required by academic institutions to prove the criteria of a student's internship as complete, in order to move forward with his/her degree issuance process. These reports are sometimes required by employers to possess a first-hand review of their internships and the way they'll improve their policies for incoming internship applicants.

Position:

In the Shams Group Ltd give the good position of me. They give me Officer-HR& Admin position. For that I have the power to take decision of my position. This position has many responsibilities.

Responsibilities:

In this position there are so many responsibilities this are given below,

- Recruit candidates. HR needs to understand the organization's needs and make sure those needs are met when recruiting for new positions.
- Hire the right employees. When we hire employee at first, we identify previous work record, then national identity card, relatives' number, references and experiences of the employees.
- Process payroll.
- Conduct disciplinary actions.
- Update policies.
- Maintain employee records. As an employee record, we made personal file of every employee, which carries full bio data of the employees.
- Conduct benefits analysis.

4.2 Training

This is most important part of the internee. Training is the process of chosen best employee and updates them in a better way. Select the perfect candied then train him. This also gives the feedback of the company. The company how they train a person this is also includes the reputation. Shams Washing Ltd is good opportunity for internee. Here all the staffs are helpful for the internee. At first I will give the explanation how they give the training; this are given blew_

File Section

This is the first section of the HR. In this section huge documents are store here. All kind of employee and the data of worker store here. For that this called the file section. In the front side the office of file section and in the behind side there is the data store. Basically, Shams Washing Ltd store the data two ways first the hard copy. This is store in the data store section. Second is the soft copy which is kept safe in the website of the company. Only can HR department can see it. They also hire the worker in deferent way. Giving the works in below_

- Recruit candidates
- Hire the right employees
- Process payroll
- Conduct disciplinary actions
- Update policies
- Maintain employee records
- Conduct benefit analysis



Picture of the file store

Here in the file store section shows the personal file of all employees of Shams Washing Ltd. Personal file is the employee records in the company. That contains employees name, parents name, address, educational background, previous work record, educational background and salary of the employee. All the records are signed by the individual's employee and approved by the Managing Director.



The attendance of worker

In the attendance book of Shams washing Ltd keep all the record of employee, staff attendance and also overtime.

Employee is very concern about their attendance and overtime. Though our attendance system is manual, chances of making error is high. That's we have to maintain the attendance very carefully. Because if any employee not getting his/her overtime properly that creates dissatisfaction.

4.3 Contribution to departmental functions

For them I am new and I have low level of practical knowledge. I help them not so much but I try so hard to satisfy them. My works in the factory are given below_

- I make the personal file
- Attach the things which are needed
- Hear the problem of the worker and what they want
- Help the boss
- Give suggestion to the worker
- Teach the worker proper rights
- Input the data to the website
- Take a salary step to the worker

4.4 Evaluation

Evaluation of HRM refers to appraising the degree of success of HRM being performed in an organization. For decent analysis, its vital to access however well and the way so much staff of the organization are utilized in achieving the structure goals. Common metrics for assessing HR compliance include: Percentage of employees trained in company policies.

Common metrics for assessing outcomes include:

- Employee Net Promoter Score.
- Employee satisfaction index.
- Absenteeism rate.
- Employee productivity rate.
- Average length of service.
- Attrition rate.

4.5 Skill Applied

Some of skill that I learn by the teacher but never try before this is the chance where I use my knowledge. The teacher said that the HR is always remaining calm. They take the decision very carefully. So, I prepared my-self remain calm. I did not take any decision without permission of my boss. The boss really helps me directly or gives another person to take care of me. The skilled which I applied this are given below_

- Worker hire by the command of IE section
- Give the worker health information
- Give the worker proper support
- Make the personal file of worker
- Take the collection of worker information
- Information take the boss
- Giving knowledge about effect of COVID-19
- Giving the information how to prevent COVID-19
- Giving the inspiration which make them to work hard

4.6 New skilled develop

This is the best chance to develop new skill. The Shams group provides much information which is helpful to gather new skill. I provide few skills in the factory. Causes there are some restriction of the Managing Director of Shams washings. But I do something this are given below_

- I make the salary of worker based on his/her general work time and overtime together.
- I give the leave to worker by considering his/her yearly leave, casual leave and seek leave.
- I take the attendance of the worker and entry to the employee registrar
- I take the medical position of the worker
- Giving the motivation of working, so that they will be loyal to shams washing
- Giving the importance of good health

4.7 Application to academic knowledge

Application to academic knowledge means the knowledge what I learn from the educational institute and apply to the industry. In the United International University, they gave me everything that I can use in my life time. In the four years I have learn many things and forget many things lack of my own practice. By the way in the internship, I can use my learning what is given to my educational institute. First of all, they give how to attach with the situation. The knowledge what I learn and I can use the institute this are given blew_

- Writing the formal letters
- Learning the labor law and the industry law
- Banking system
- LC preparing and maintain
- Learning about the basic needs of the worker
- Salary given by government taking knowledge
- Facility provides by an institute
- Making the balance sheet
- Making the government TAX sheet
- Knowledge about the human resource management
- How to advertise the hiring worker.
- To know about the worker psychology
- Speaking the English language

Chapter 5

CONCLUSIONS & KEY FACTS

5.1 Findings

Findings of the study are as follows-

- 20% employees are highly satisfied and 30% are satisfied with the coworker cooperation of Shams Washing Ltd and we have seen that 40% employees are not satisfied with coworker cooperation.
- 20% employees are not satisfied with working environment of the Shams Washings.
- Salary is the primary and most important factor for satisfaction. But it not enough to maintain the living standard of employees and we have seen that most of the employees are not satisfied.
- 60% of the employees are satisfied with the other facilities whereas 50% are not satisfied with the other facilities of Shams Washing Ltd.
- Larger part of respondents said that manager does not treats the workers reasonably, when they perform great job
- Promotion System of Shams is lengthy process, employer is not well treated Promotion System.
- Shams Washings office environment is good but not all employees are comfortable.
- Employer is not getting compensation proper in proper way.
- Training and development program of Shams Washings are not enough to enhance the employees' skills development.

5.2 Recommendation for improving productivity

The study finds that each employee wants to work out his or her place in good condition but the good condition of his or her largely depends on his or her job satisfaction. Shams Washing Limited is well-established company. Therefore, it's terribly robust to recommend on any aspect of the company. However, because it is the demand of the report therefore, I have come up with the recommendations, when concluding the analysis. They're as follows:

Shams group limited restricted will offer coaching on the facilities they supply, like advantages, allowances etc. so staff have a lot of plans on utilizing the facilities they're receiving during a correct manner.

Some staff recommended that they must be supplied with a lot of coaching on safety and security. Therefore, Shams cluster might organize coaching on safety and security for the welfare and safe guard of staff.

Shams group could promote their disciplinary acts and rules of punishment more to their employees in order that they need complete idea about the consequences of those measures. The company can even provide recognition to their employees through many activities at minimum cost. A recognition program doesn't must be expensive. The structure of a recognition program is restricted only by your imagination.

To be fair, a program must not favor one employee over another, merely due to his or her position within the organization, or his relationship along with his supervisor. There must be an honest means of identifying employees who should be recognized. In many programs, there is a simple means by which employees can nominate others for recognition. For increased to a nomination program, authority can keep lists of appreciable employee achievements.

Shams Washing Ltd needs to reconsider their salary systems. They have to clear all the salary in one date. The salary date has to be within 10 of the months.

The behavior of the bosses extremely effects of employee's satisfaction (Joshua Bourne, 2021). So, bosses of Shams Washings must have to carry good behavior with their employees. That will be increases employee motivation and that's results by increasing productivity. They need to motivate employees by arranging regular counseling and talk about the possibility of improvement of the company, which makes hope in employees' mind. That type of activities makes employee loyal towards company.

It's an undeniable fact that if the staffs are happy then they'll feel more motivated towards work and thus increase the productivity within the long term. Many facilities may be provided to the labors like health benefits, occasional arrangements during festivals, air con, health care and more importantly day care centers for the feminine employees who have children. The Reporting Officers must be more cooperative, cordial and friendly to HR department.

5.3 Conclusion

Although this is a big journey of new life, totally different from the educational life it takes three months. Sometimes this day is so boring sometime the day is nice. The staff and worker are very busy in their work. At first when I ask something, the authority felt disturbed, like they are not always free for teaching me. Some people are not giving any interview for their working pressure. Some people eagerly come to me and give information and teach me how I can do my work properly. They always said that didn't harm on the production and office side. First time I was afraid so much, then all the staff and the employees are connected with me day by day and started to help me to complete my project. My HR boss was so helpful. He knows that the worker did not give the time he gives me time when he finished his work.

Impact of job satisfaction on worker's productivity is not good then the last year. In the 2020 the production was good enough. Now they have to overcome their production capacity. In that time I'm the only one internee for that I make my own question. Helping the staff is the good point of Shams Washing Ltd. They always support me when I done the good things. At last, anyone can say that this is a good period of learning things.

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Appendix:

- I am collecting information for this project by conducting focus group discussion. At first I am discussed with 25 employees of dry process then I discussed with another 25 employees of wet process. For this discussion I made a questionnaire, which is the main theme of our discussion. The questionnaire is given below_

QUESTIONNAIRE:

- 1) What do you think about you coworkers?
 - 2) Are you satisfied with the working environment, that Shams Washing Ltd giving you?
 - 3) Are you satisfied about the Shams Washings compensation system?
 - 4) What types of facilities you are getting from Shams Washings?
 - 5) Are you happy with your bosses' behavior?
 - 6) Are you getting increment timely?
 - 7) Does Shams Washing follow the performance appraisal system?
 - 8) Are you satisfied with your working environment?
- I am taking all the information by following above questionnaire, and then I make 4 categories of all employees answer for the graphical presentation of my research. That's are_ 1) Very satisfied 2) satisfied 3) dissatisfied 4) Undecided
 - I took every moth's production report from our Shams Washings Data Entry Officer Sultan Ahmed. That I can shows the impact of job satisfaction on workers' productivity.
 - Personally I took the interview the director of Sham Washing Ltd Sojib Ahmed and the general manager of Shams Washing Ltd Mashud Khan.