



Bangladesh University of Business and Technology (BUBT)

Internship Report

On

Level of Employee's Job Satisfaction of Islami Bank Bangladesh Limited

SUPERVISED BY

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ID : 15162101546

Intake : 39th

Program : BBA

Major in (Human Resource Management)

Date Submission:

Internship Report

On

Level of Employee's Job Satisfaction of Islami Bank Bangladesh Limited



ইসলামী ব্যাংক
বাংলাদেশ লিমিটেড

Letter of Transmittal

Date:

To: Md. Arafater Rahman Bhuiyan
Assistant professor and Chairman (Acting)
Department of Management
Faculty of Business administration,
Bangladesh University of Business & Technology (BUBT)

Subject: Submission of Internship Report

Dear Sir,

With due respect I would like to submit my internship report on “**Employee’s Job Satisfaction of Islami Bank Bangladesh Limited**”. I have completed my internship report as a part of the course requirement of BBA program under your supervision. I am grateful for your guidelines and direction. I have tried my best to prepare this report in consistence with optimal under your valuable direction.

Hereby, I hope that you would be kind enough to accept my report and oblige thereby. I will be glad if you kindly accept the report. Your positive action regarding this matter would be very much helpful for my academic career. It will be my pleasure to answer any clarification regarding this report.

Sincerely Yours,

.....

(Yeasin Arafat)

ID: 15162101546s

BBA 39th Intake

Major in Human Resource Management

Bangladesh University of Business & Technology

Certificate of Supervisor

This is to certify that Yeasin Arafat student of BBA program, ID No-15162101546 has successfully completed “**Internship Program**” and prepared the report entitled “**Employee’s Job Satisfaction of Islami Bank Bangladesh Limited**”. He has prepared the report with utmost care . A study of Employee’s Job Satisfaction of Islami Bank Bangladesh Limited under my supervisor as partial fulfillment or the award of the BBA degree.

He has done his job according to my supervision and guidance. He has tried his best to do this successfully. I think this program will help him in the future to up his career. I wish him success and prosperity.

.....

Md. Arafater Rahman Bhuiyan

Assistant professor and Chairman (Acting)

Department of Management,

Faculty of Business Administration,

Bangladesh University of Business and Technology (BUBT)

Student Declaration

I am Yeasin Arafat hereby declaration that this report titled of “Employee’s Job Satisfaction of Islami Bank Bangladesh Limited” has been prepared based on my internship for two month’s in above-mentioned organization with due to integrity and confidentiality. Findings and recommendations are made here from my sheer observation . In addition , I have take necessary assistance and filtered content of my report regularly from my supervisor. However, I would also like to declare that I am responsible for any major or minor mistakes if I have ever committed here,. I seek your kind generosity in this regard.

.....
(Yeasin Arafat)

ID: 15162101546s

BBA 39th Intake

Major in Human Resource Management

Bangladesh University of Business & Technology

Acknowledgement

First I am grateful to Allah who gives me sound mind & sound health to accomplish my internship report. In performing my internship report, it is a successful one. I have to take the help and guideline of some respected persons. The completion of the report gives me much pleasure. But this is not my credit in this endeavor. There I am very grateful to “Islami Bank Bangladesh Limited” for giving the right information.

It was a great pleasure to prepare report on the various aspects of “Job Satisfaction of Islami Bank Bangladesh Limited”. The special thanks goes to our honorable teacher Md. Arafater Rahman Bhuiyan Sir, Assistant professor and Chairman (Acting). Department of Management, Bangladesh University of Business and Technology (BUBT).

I am very grateful to my teacher for all his kind cooperation and guidance in preparing this project paper. Then, I would like to express my Gratitude to some officers of IBBL Bank, who helped me by providing necessary information about preparing this project.

The internship report for some limitation. There still be some of minor mistake such as typing mistake despite my utmost care. So I hope apologize for this.

Executive Summary

IBBL is one of the largest successful Banks in Bangladesh. In Bangladesh it has good market reputation and market position. This report mainly deals with the existing Analysis of Job satisfaction of IBBL. Based on my practical knowledge and experience I have made this report. I have surveyed questionnaire among 10 employees of IBBL Mirpur-1 Branch.so I also tried to collect information regarding the particular topic. I have tried various sources like internet, questionnaire, field date etc.

My Internship report topic an analysis of Employee's Job Satisfaction of Islami Bank Bangladesh limited, Mirpur-1 branch. Most of the staff are satisfied with there job and they highly believed in islami shariah.

Job Satisfaction more effective part of any bank. So this topic Job Satisfaction is one of more effective significant that every bank.

Chapter One

Introduction

1.1 Background of the Study

Academic course of study benefits us in a real sense when it has practical applications in our life. When students engage themselves in practical fields to make proper use of their theoretical knowledge, they come to realize the benefits of that knowledge. Such an application is possible through an internship program. I had the opportunity to work in one of the country's leading commercial banks named "**Islami Bank Bangladesh Ltd**" and my report topic was "**Employee Job Satisfaction of Islami Bank Bangladesh Ltd**".

Banking is an important segment of the financial infrastructure of any country. There are mainly two types of banking- commercial banking and investment banking. Commercial banks raise funds by collecting deposits from customers and by lending that deposited amount to other customers in exchange of high interest rates. Like other commercial banks, Islami Bank Bangladesh Ltd is also operating its business in this way and is now a leading commercial bank in Bangladesh.

1.2 Origin of the Report

This report is based on an internship program. **Islami Bank Bangladesh Ltd.** arranges internship program with a view to providing the students with practical knowledge which they did not acquire throughout the BBA program.

1.3 Scope of the Report

This internship program provided me with the opportunity to gather practical experiences and knowledge about several areas of banking. I got a primary idea about the existing corporate culture of the country. During the first few weeks of my internship period, I communicated with all the employees of the Mirpur-1 branch and subsequently adapted myself with the working environment of the bank. While preparing this report, I had a great opportunity to have in depth knowledge of all the banking activities of Islami Bank Bangladesh Ltd. It has enriched my knowledge and will help me a lot in future to build up my career in the banking sector.

1.4 Objective of the Study

Broad Objective:

The broad objective of the study is to specific assure job satisfaction of Islami Bank Bangladesh Ltd, Mirpur-1 branch.

Specific Objectives:

The study was conducted with a view to achieving the following secondary objectives:

- To measure the level of job satisfaction of employees with respect to the company.
- To find out the components that prompt job satisfaction of the staffs of Islami Bank Bangladesh Ltd. (Mirpur-1 Branch)
- To know the reasons behind the job dissatisfaction of the employees from the findings.

1.5 Methodology of the Study

With a view to preparing this report, a set of questionnaires was used which helped me to gain factual information regarding the client satisfaction level. Data needed for conducting the study have been collected from the following sources:

Primary sources:

- Questionnaire

Secondary sources:

Secondary sources are the permanent and printed sources of information. This are-

- Annual reports.
- Desk report of related department.
- Brochures.
- Different reference books.
- Banker's training book.
- Study of related books.
- Internet.

1.6 Methods of Datacollection:

For data collection - Interview method was used. Interviews were taken with the officers of Mirpur-1 Branch of Islami Bank Bangladesh Ltd. through questionnaire.

➤ **Sampling Method:**

- Convenience sampling method has been performed for selecting samples.

➤ **Target population:**

- All officers work at Mirpur-1 Branch, one bank ltd.

➤ **Sample size:**

- There were 15 respondents

Questionnaires:

1. Are you satisfied with your regular assigned activities?
2. Do you think that the leaders in your organization are positive role models to you?
3. Does the supervisor keeps you well informed about what's going on in the company?
4. Do you think that your views and participation are valued in the company?
5. Does the supervisor care most important to you?
6. Are you satisfied with the Professionalism of the people with whom you work?
7. Do you feel flexible with the team spirit in your work environment?.
8. Does your work give you a feeling of personal accomplishment?
9. Do you receive appropriate recognition for your contributions?
10. Does the empowerment influence the quality of your work?
11. Are you satisfied with the ability to maintain a balance between family and work life?
12. Do you think that your compensation matches to your responsibilities?
13. Are you satisfied with the overall job security?
14. Do you receive informal praise and appreciation from your supervisor?
15. Are you satisfied with the company as a place to work?
16. Do you think there is any kind of gender discrimination in your organization?
17. Does our company offer adequate opportunities for promotions and career development?
18. Do you feel your manager is fair to all employees?
19. Does organization manager motivate employees?
20. Do your superiors communicate company news effectively and in a timely manner?

1.7 Data Analysis & Interpretation :

Scale: Likert scale.

Interpretation : Bar Chart & Pie Chart.

1.8 Limitation of the study:

There are some limitations of the report and therefore it may lack some crucial data. In preparing the report, I faced some kind of problems which are as follows:

- The primary constrain of the study was insufficiency of information, which was required for the study. There are some information which the employees can't provide due to security and other corporate obligations.
- Due to time limitation, many of the important aspects could not be discussed in the report. Learning all the functions of a bank within just 60 days is hard enough.
- Since the officers were very busy, they could not provide enough time.
- I didn't have the opportunity to visit more than one branch.

CHAPTER-TWO

COMPANY PROFILE

2.1 About IBBL

The organization of islami bank Bangladesh Limited as “a financial institution who rules and procedures expressly state its commitment to the principles of Islamic Sharjah and to the banning of the receipt and payment of interest on any of its operations. Islami bank Bangladesh Limited is the biggest organization of Bangladesh. Islami bank Bangladesh limited is the number one private bank ranking in Bangladesh.

Islamic Bank Bangladesh Limited is the worldwide ranking in 994 out of one thousand. The time 1930 to 1940 is considered as the period of Philosophical foundation of Islamic Banking.

Islami bank Bangladesh limited head office of dilkhusha commercial area, motijil, Dhaka, Bangladesh.

Islami bank Bangladesh limited Chairman & Board of director Prof. Md. Nazmul Hassan, Ph. D and Managing Director & CEO Mr. Md. Mahbub-ul-Alam. this bank is more popular bank in this city, this bank total branch 346 for full Bangladesh all division. This bank worldwide money transaction easy way.

The bank essentially a normative concept and could defined the objective for Islami economy.

Islami bank Bangladesh is system of financial that avoids and payment of interest in conducts its operation in a way that it helps achieve the objectives of in islami economy.

2.2. History

In the late seventies and early eighties, Muslim countries by the emergence of islami bank Bangladesh limited provided interest free banking facilities. Currently more than 300 interest free organization all activity in the world. Islami bank Bangladesh limited now a days only operate almost over the world. This history of islami bank Bangladesh limited banking can be traced back to the birth of Islam.

Islami bank Bangladesh maintain the islami roles and regulation and follow the islami roles and regulation of all banking activity.

Finally 1983 islami bank Bangladesh limited out to the challenge of doing banking activity. Islami bank Bangladesh is to be first interest free bank in Bangladesh of Southeast Asia. The incorporated on 13 march 1983 established a public company with limited liability under the company Act 1983. Islami bank Bangladesh limited operation on march 30, 1983 with major foreign entrepreneurs.

This is the some history of islami bank Bangladesh limited. The bank mainly Bangladesh economy very helpful and must needed.

At present the bank total branches of 346 in Bangladesh all division these are all modern branches.

2.3 Mission

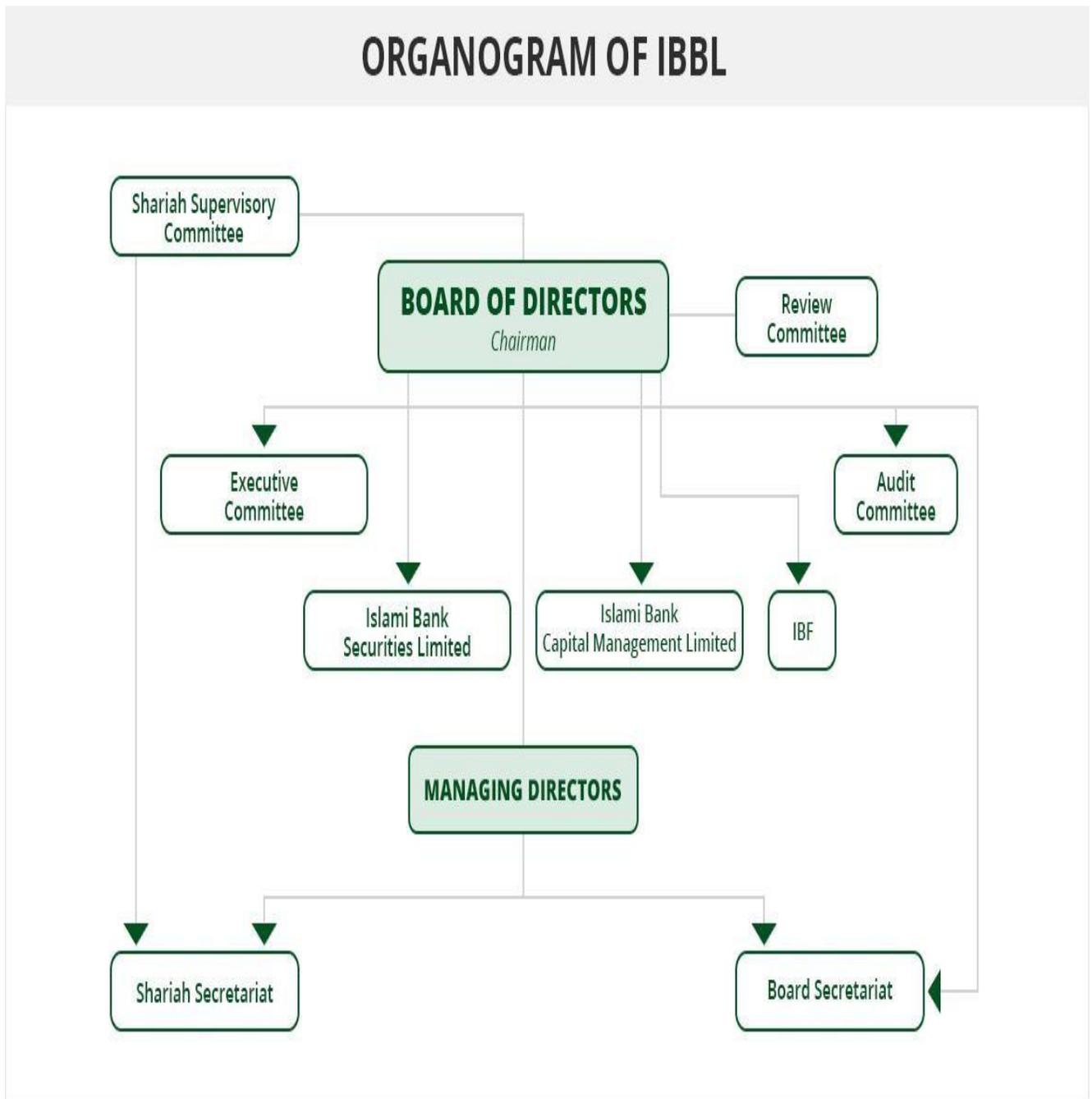
To establish Islami Bank Bangladesh Limited the introduction of welfare banking and also ensure equity in the field of all economic activities, balanced growth and development in investment operation in the priority sectors and less then development areas of the Bangladesh. The socio economic upliftment and financial services to the loss profit in the rural areas in Bangladesh.

2.4 Vision

Their target is the establish and maintain the modern banking, to ensure and development of the financial system based on Islamic principles to become the strong and efficient company with highly motivation.

They are also investment particularly in the project highly employment for organization.

2.5 Organizational Structure of IBBL



2.6 corporate information of IBBL

Financial Information: [As on: 31 December 2018]

	US Dollar (\$)
Authorized Capital	20,000 million
paid-up Capital	16,099.91 million
Equity	69,618.58 million
Reserve Fund	37,186.41 million
Deposits	822,573.12 million
Investment (including Investment in Shares)	847,370.63 million

Foreign Exchange Business	US Dollar (\$)
Import	399,816 million
Export	251,592 million
Remittance	275,212 million

Organizational Information:

Chairman, Board of Director	Prof. Md. Nazmul Hassan, Ph. D
Managing Director & CEO	Mr. Md. Mahbub-ul-Alam
Company Secretary	J. Q. M. Habibullah, FCS

Number of Zones	17
Number of Branches	346
Number of AD Branches	59
Number of ATM Booth	621
Number of Shareholders	33,686
Number of Manpower	11,381

2.7 Training offer from Islami Bank Bangladesh Limited for employees

- ✓ Foundation course
- ✓ General Banking
- ✓ Foreign trade payment & Finance.
- ✓ Credit Management
- ✓ SME Financing
- ✓ Islamic Banking and Finance
- ✓ Banking Laws and Regulations
- ✓ Anti-money laundering policies and implementation of IBBL
- ✓ BASEL-II Implementation
- ✓ IT Securities and Information System in Bank
- ✓ Customer Service Intelligence
- ✓ CIB reporting
- ✓ SBS I, II & III
- ✓ Credit Risk Grading
- ✓ Cash Management
- ✓ CRM Manual.
- ✓ SWIFT
- ✓ Prevention of Malpractices in Bank
- ✓ Presentation of Malpractices in Bank
- ✓ Retail Banking
- ✓ Treasury operation
- ✓ House keeping
- ✓ Workshop for problem and solving as per department requirement of IBBL
- ✓ Detection, Disposal of forged & mutilated notes

- ✓ Loans and advances reporting for submission to Bangladesh Bank
- ✓ Internal control risk Management of IBBL
- ✓ Foreign exchange risk management of IBBL
- ✓ Foreign exchange regulatory Act- 1947 of IBBL

CHAPTER 3

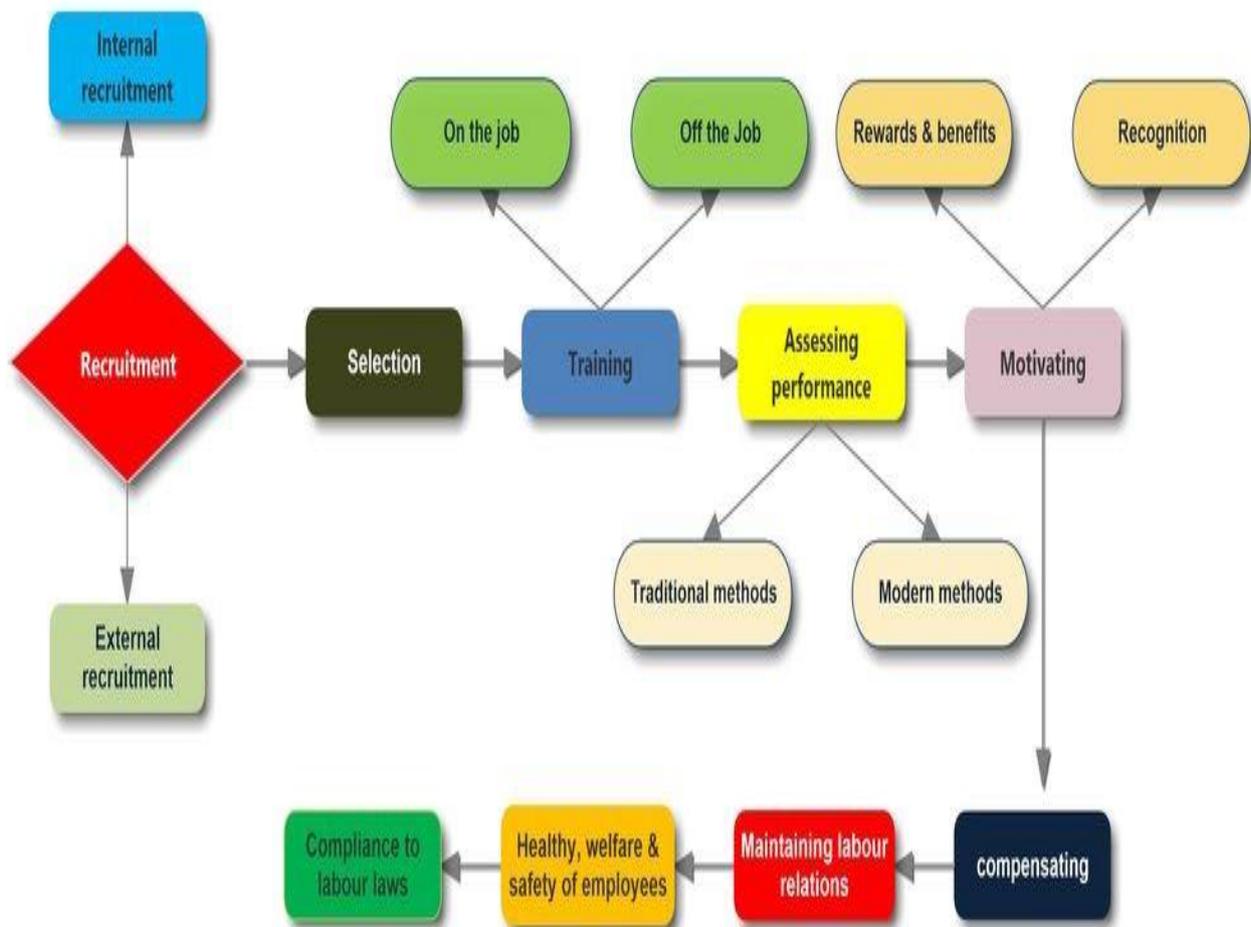
Theoretical Aspects

3.1 Human Resource Management:

Human Resource Management is the process of recruiting, selecting, inducting employees, providing orientation, imparting training and development, appraising the performance of employees, deciding compensation and providing benefits, motivating employees, maintaining proper relations with employees and their trade unions, ensuring employees safety, welfare and healthy measures in compliance with labor laws of the land.

www.whatishumanresource.com

HRM Process



3.2 Functions of HRM:

1. Acquisition Function:

Acquisition process is concerned with securing and employing the people possessing required kind and level of skills necessary to achieve the organisational objectives.

The acquisition function begins with planning. It also covers other functions such as job analysis, **human resource** planning, recruitment, selection, placement, induction and internal mobility.

2. Development Function:

Development function is the process of improving, moulding and changing the skills, knowledge, creative ability, aptitude and values of the employees. The development function can be viewed along three dimensions:

(a) Employee Training:

Training is the process of imparting to the employees the technical and operating skills and knowledge. It also includes changing of attitudes among workers.

(b) Management Development:

Management development is primarily concerned with knowledge acquisition and the enhancement of an executive's conceptual abilities.

It is the process of designing and conducting suitable executive development programmes so as to develop the managerial and human relations skills of employees.

(c) Career Development:

Career development is the continual effort to match long-term individual and organizational needs.

When human resources have been developed effectively, one can expect to have competent employees with up-to-date skills and knowledge.

3. Motivation Function:

The motivation function begins with the recognition that individuals are unique and that motivation techniques must reflect the needs of each individual.

It is an area of management that deals with integrating people into work situation in a way that motivates them to work together productively, co-operatively and with economic, psychological and social satisfaction.

4. Maintenance Function:

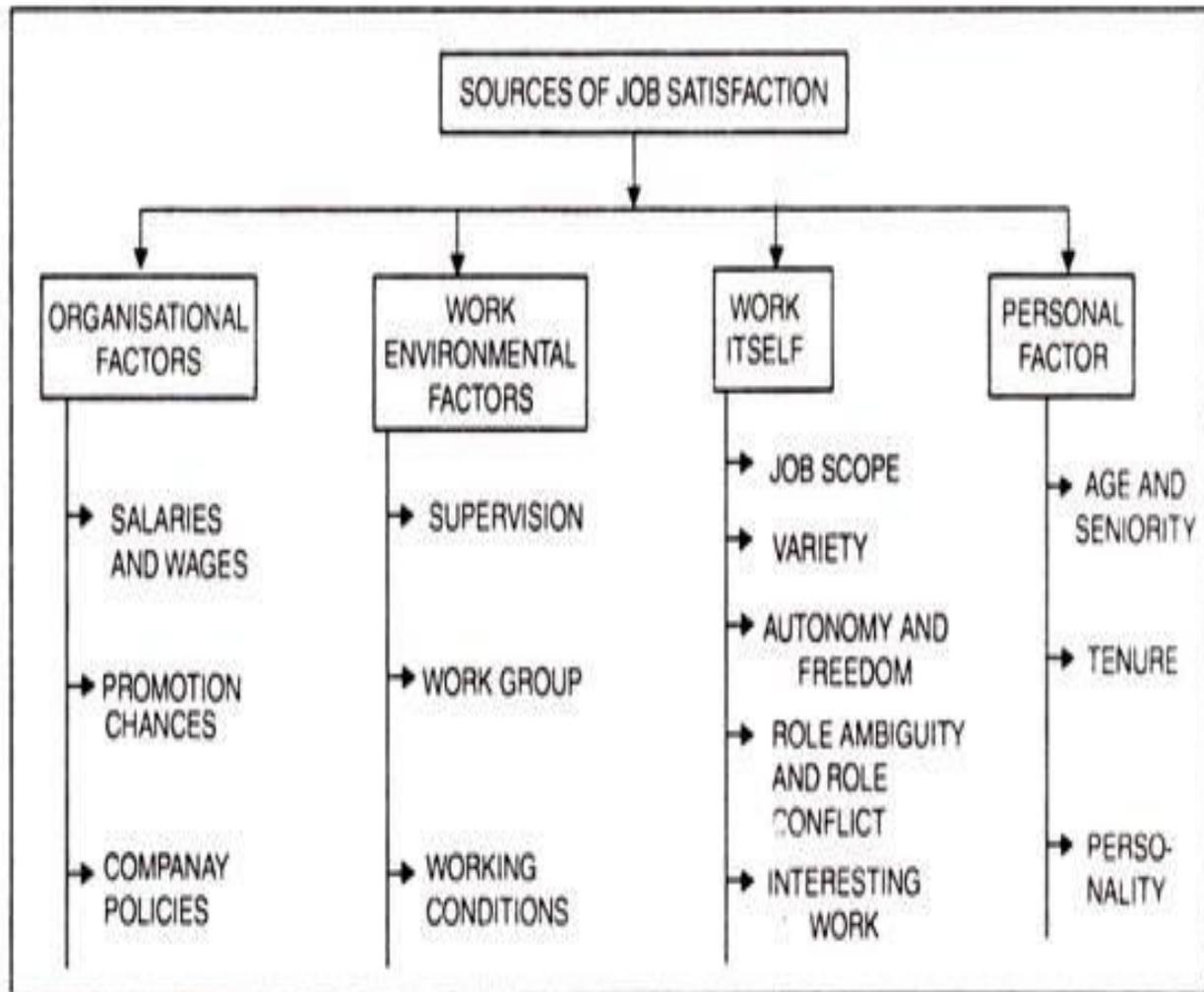
The maintenance function is concerned with providing those working conditions that employees believe are necessary in order to maintain their commitment to the organization. The objective of the maintenance function is to retain people who are performing at high levels.

3.3 Definition of job satisfaction

Job satisfaction is a measure of workers' contentedness with their job, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Job satisfaction can be measured in cognitive (evaluative), affective (or emotional), and behavioral components. Researchers have also noted that job satisfaction measures vary in the extent to which they measure feelings about the job (affective job satisfaction) or cognitions about the job (cognitive job satisfaction).

3.4 Factor affecting job satisfaction:

There are a number of factors that influence job satisfaction. A number of research studies have been conducted in order to establish some of the causes that result in job satisfaction. These studies have revealed consistent correlation of certain variables with the job satisfaction.



These factors can be discussed in detail as follows:

A. Organizational Factors:

Some of the organizational factors which affect job satisfaction are:

1. Salaries and Wages:

Wages and salaries play a significant role in influencing job satisfaction. This is basically because of a few basic reasons. Firstly, money is an important instrument in fulfilling one's needs. Money also satisfies the first level needs of Maslow's model of satisfaction. Secondly, employees often see money as a reflection of the management's concern for them. Thirdly, it is considered a symbol of achievement since higher pay reflects higher degree of contribution towards organizational operations.

Non monetary benefits are also important, but they are not as influential. One reason for that is that most of the employees do not even know how much they are receiving in benefits. Moreover, a few tend to under value their benefits because they do not realize their monetary value. The employees, generally, want a pay system which is simple, fair and in line with their expectations.

2. Promotion Chances:

Promotional chances considerably affect the job satisfaction because of the following reasons:

Firstly, Promotion indicates on employee's worth to the organization which is highly morale boosting. This is particularly true in case of high level jobs. .

Secondly, Employee takes promotion as the ultimate achievement in his career and when it is realized, he feels extremely satisfied.

Thirdly, Promotion involves positive changes e.g. higher salary, less supervision, more freedom, more challenging work assignments, increased responsibilities, status and like.

3. Company Policies:

Organizational structural and policies also play an important role in affecting the job satisfaction of employees. An autocratic and highly authoritative structure causes resentment among the employees as compared to a structure which is more open and democratic in nature.

Organisational policies also govern the human behaviour in the organizations. These policies can generate positive or negative feelings towards the organization. Liberal and fair policies usually result in more job satisfactions. Strict policies will create dissatisfaction among the employees because they feel that they are not being treated fairly and may feel constrained.

Thus, a democratic organisational structure with fair and liberal policies is associated with high job satisfaction.

B. Work Environmental Factors:

The work environmental factors include the following important factors:

1. Supervision:

Supervision is a moderately important source of job satisfaction. There are two dimensions of supervisory styles which affect the job satisfaction:

First is Employee Centeredness:

Whenever the supervisor is friendly and supportive of the workers there is job satisfaction. In this style, the supervisor takes personal interest in employee's welfare.

Second is Participation:

The superiors who allow their subordinates to participate in decisions that affect their own jobs, help in creating an environment which is highly conducive to job satisfaction. Thus, the supervisors who establish a supportive personal relationship with subordinates and take personal interest in them, contribute to the employees' satisfaction.

2. Work Group:

The nature of the work group or team will have effect on job satisfaction in the following ways:

(i) A friendly, and co-operative group provides opportunities to the group members to interact with each other. It serves as a source of support, comfort, advice and assistance to the individual group members. If on the other hand, the people are difficult to get along with, the work group will have a negative impact on job satisfaction.

(ii) The work group will be even a stronger source of satisfaction when members have similar attitudes and values. In such a group, there will less friction on day to day basis.

(iii) Smaller groups provide greater opportunity for building mutual trust and understanding as compared to larger groups.

Thus, the group size and quality of interpersonal relations within the group play a significant role in worker's satisfaction.

3. Working Conditions:

Good working conditions are desirable by the employees, as they lead to more physical comfort. People desire that there should be a clean and healthy working environment. Temperature, humidity, ventilation, lighting and noise, hours of work, cleanliness of the work place and adequate tools and equipment are the features which affect job satisfaction. While the desirable working conditions are taken for granted and may not contribute heavily towards job satisfaction. Poor working conditions do become a source of job dissatisfaction.

As shown in the figure, all the four employees are dissatisfied when the working conditions are unfavorable. However, as the working conditions start becoming favorable, the job satisfaction of employee A and B increases sharply while employees C and D have only minor increase in satisfaction.

C. Work Itself:

The content of the work itself plays a major role in determining the level of job satisfaction.

Some of the aspects of the work which affect job satisfaction are:

(i) Job Scope:

It provides the amount of responsibility, work pace and feedback. The higher the level of these factors, higher the job scope and higher the level of satisfaction.

(ii) Variety:

A moderate amount of variety is very effective. Excessive variety produces confusion and stress and a too little variety causes monotony and fatigue which are dis-satisfiers.

(iii) Lack of Autonomy and Freedom:

Lack of autonomy and freedom over work methods and work pace can create helplessness and dissatisfaction. Employees do not like it when their every step and every action is determined by their supervisor.

(iv) Role Ambiguity and Role Conflict:

Role ambiguity and role conflict also lead to confusion and job dissatisfaction because employees do not know exactly what their task is and what is expected of them.

(v) Interesting Work:

A work which is very interesting and challenging and provides status will be providing satisfaction to the employees as compared to work which is boring and monotonous.

D. Personal Factors:

Personal attributes of the individuals also play a very important role as to whether they are satisfied at the job or not. Pessimists and people with negative attitudes will complain about everything including the job. They will always find something wrong in every job to complain about.

Some of the important personal factors are:

1. Age and Seniority:

With age, people become more mature and realistic and less idealistic so that they are willing to accept available resources and rewards and be satisfied about the situation. With the passage of time, people move into more challenging and responsible positions. People who do not move up at all with time are more likely to be dissatisfied with their jobs.

2. Tenure:

Employees with longer tenure are expected to be highly satisfied with their jobs. Tenure assures job security, which is highly satisfactory to employees. They can easily plan for their future without any fear of losing their jobs.

3. Personality:

Some of the personality traits, which are directly related to job satisfaction, are self-assurance, self-esteem, and maturity, and decisiveness, sense of autonomy, challenge and responsibility. Higher the person is on Maslow's needs hierarchy, the higher is the job satisfaction. This type of satisfaction comes from within the person and is a function of his personality. Accordingly, in addition to providing a healthy work environment, management must ensure that the employee is happy with himself and has a positive outlook on life.

Chapter 4

Analysis and Findings of the Report

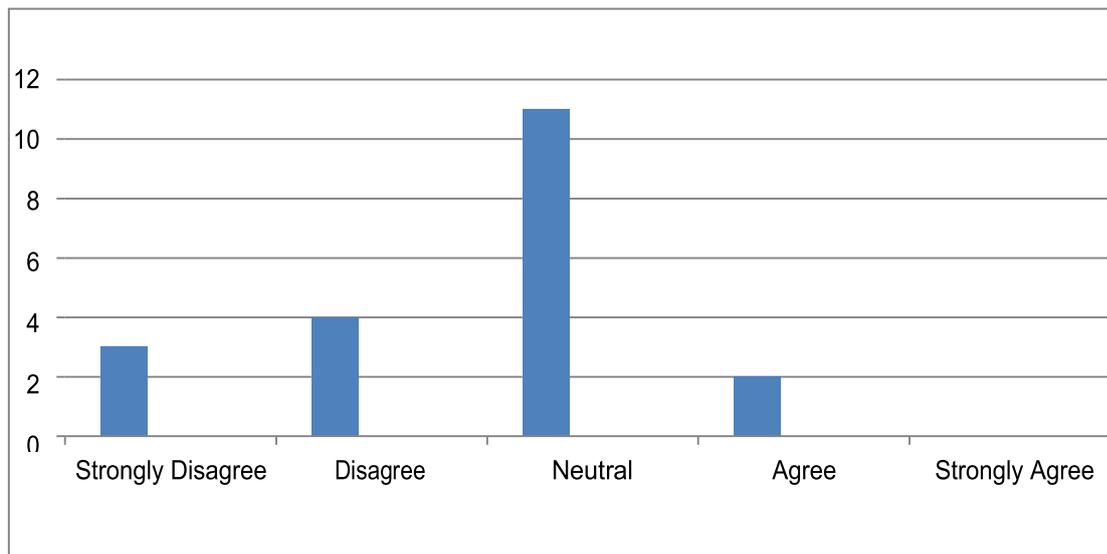
4.0 My Work Area:

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

The findings from each question are given below with analysis:

Question no: 4.1

Are you satisfied with your salary according to your position?



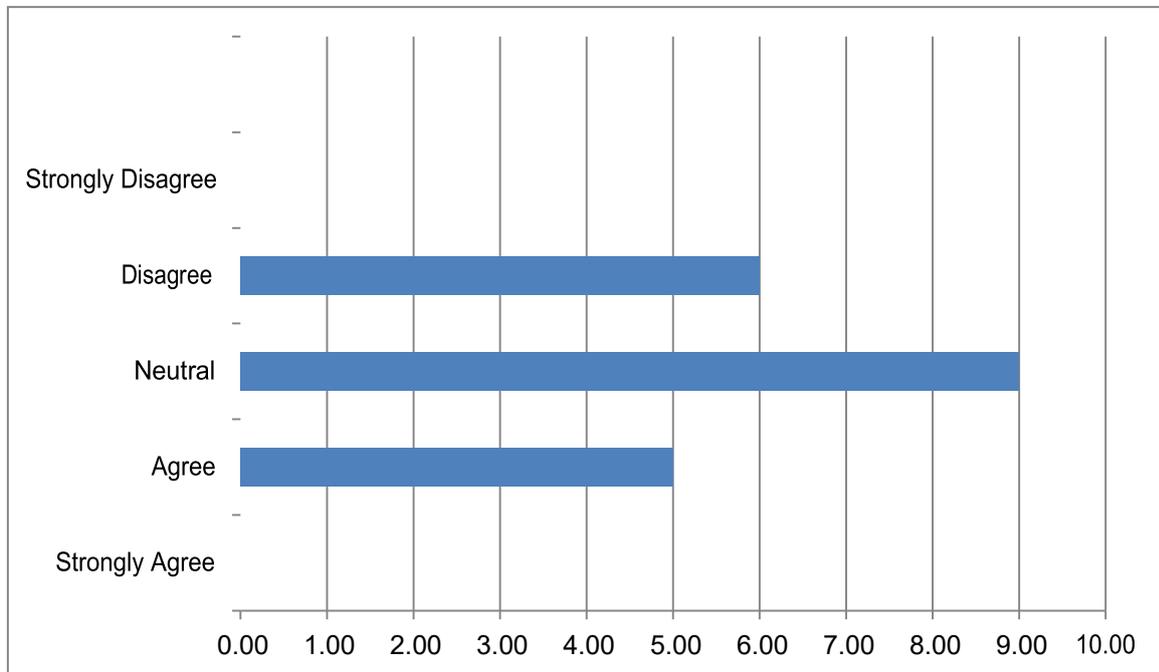
Satisfaction	Frequency	Percentage
Strongly Disagree	3	15%
Disagree	4	20%
Neutral	11	55%
Agree	2	10%
Strongly Agree	0	0%
Total	20	100%

Analysis and Findings:

In IBBL, there were 20 employees working at the Mirpur-1 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?



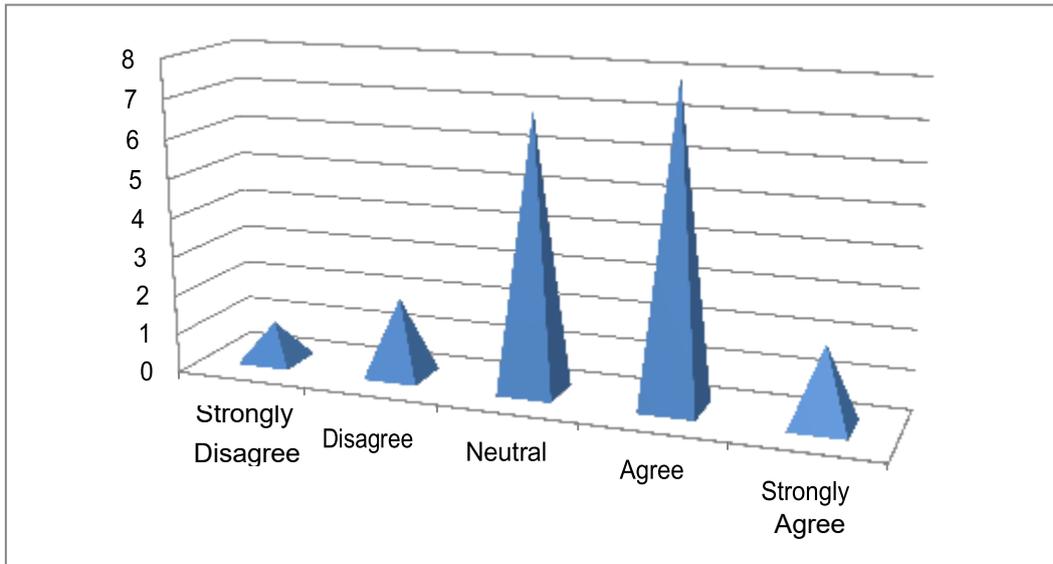
Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	6	30%
Neutral	9	45%
Agree	5	25%
Strongly Agree	0	0%
Total	20	100%

Analysis and Findings:

At IBBL, there were 20 employees in the Mirpur-1 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?



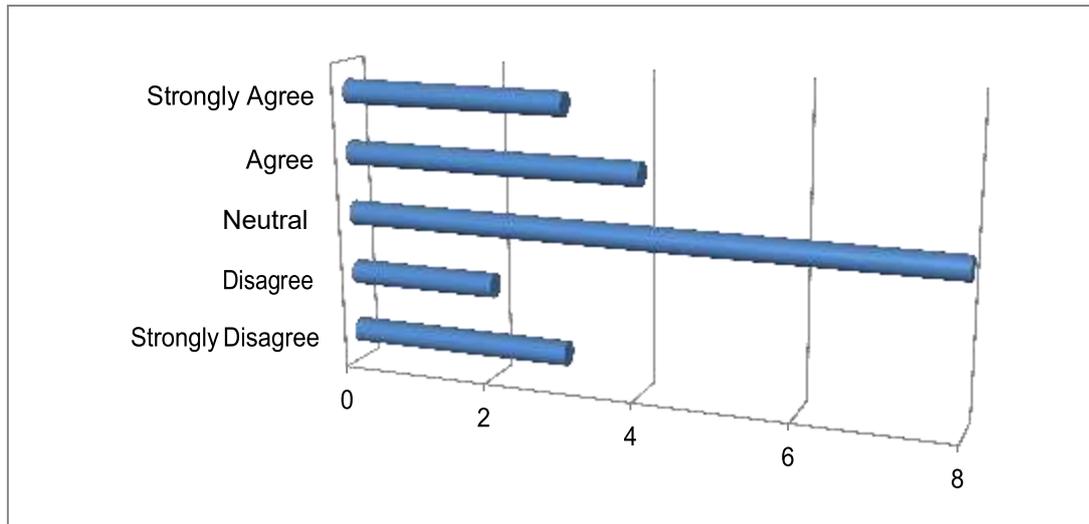
Satisfaction	Frequency	Percentage
Strongly Disagree	1	5%
Disagree	2	10%
Neutral	7	35%
Agree	8	40%
Strongly Agree	2	10%
Total	20	100%

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?



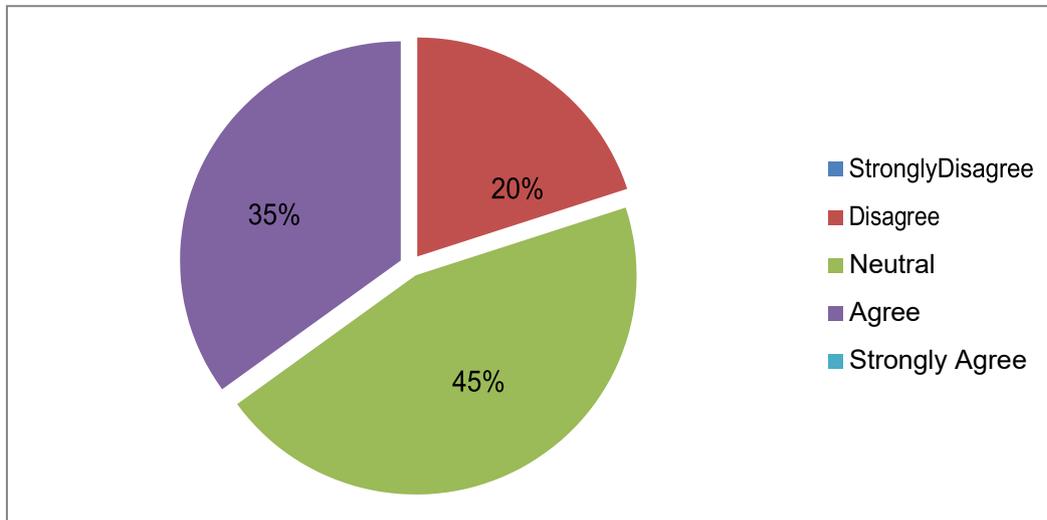
Satisfaction	Frequency	Percentage
Strongly Disagree	3	15%
Disagree	2	10%
Neutral	8	40%
Agree	4	20%
Strongly Agree	3	15%
Total	20	100%

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?



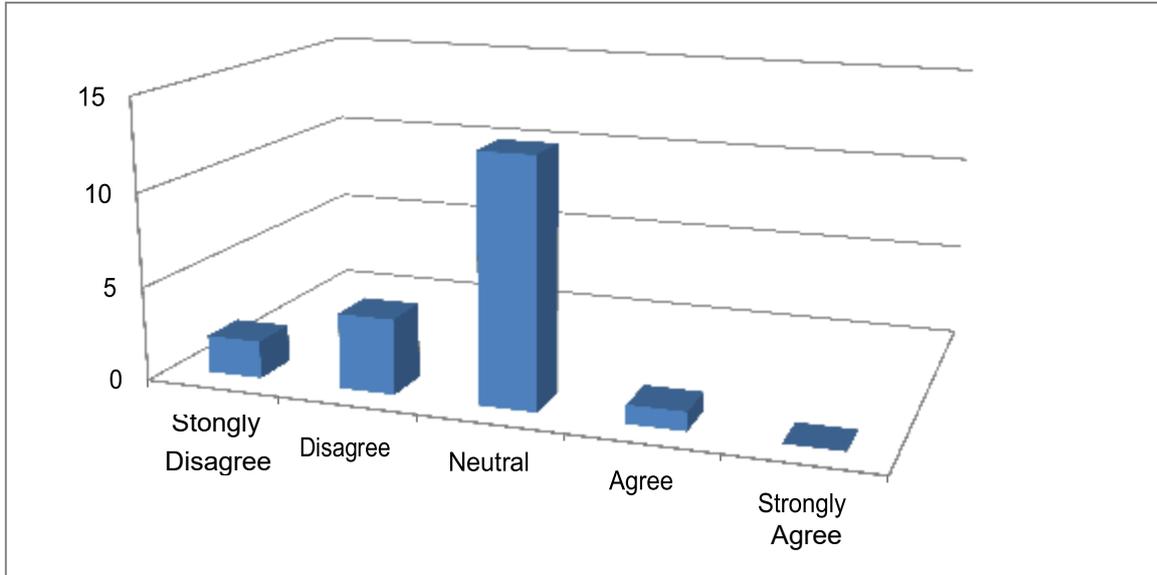
Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	4	20%
Neutral	9	45%
Agree	7	35%
Strongly Agree	0	0%
Total	20	100%

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?



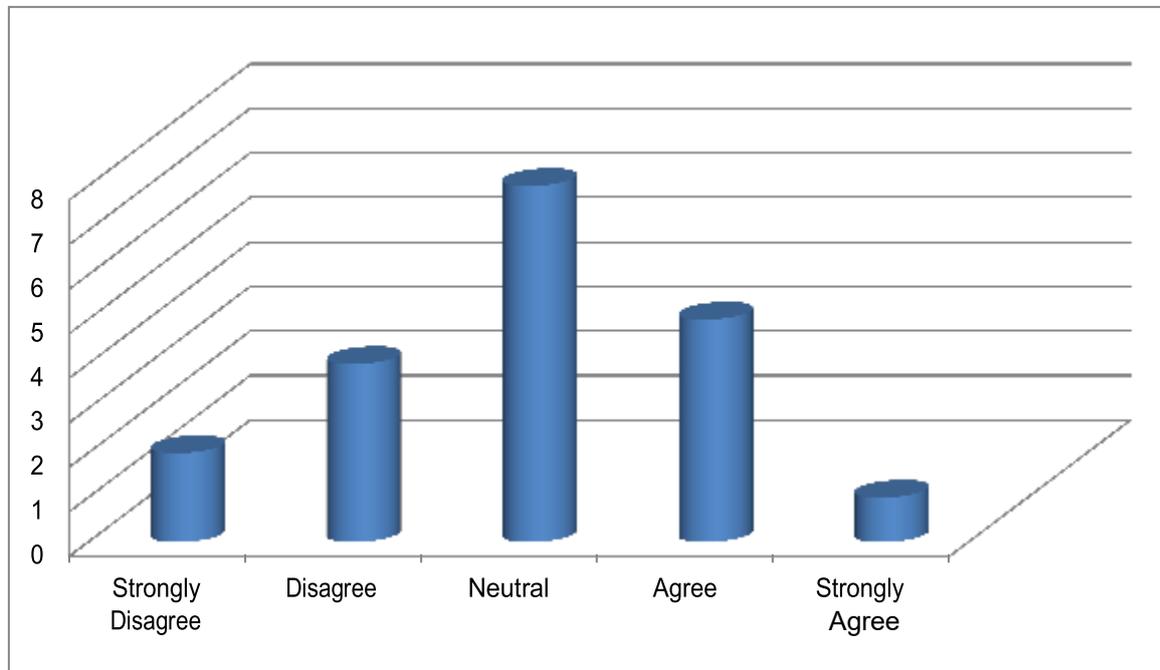
Satisfaction	Frequency	Percentage
Strongly Disagree	2	10%
Disagree	4	20%
Neutral	13	65%
Agree	1	5%
Strongly Agree	0	0%
Total	20	100%

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?



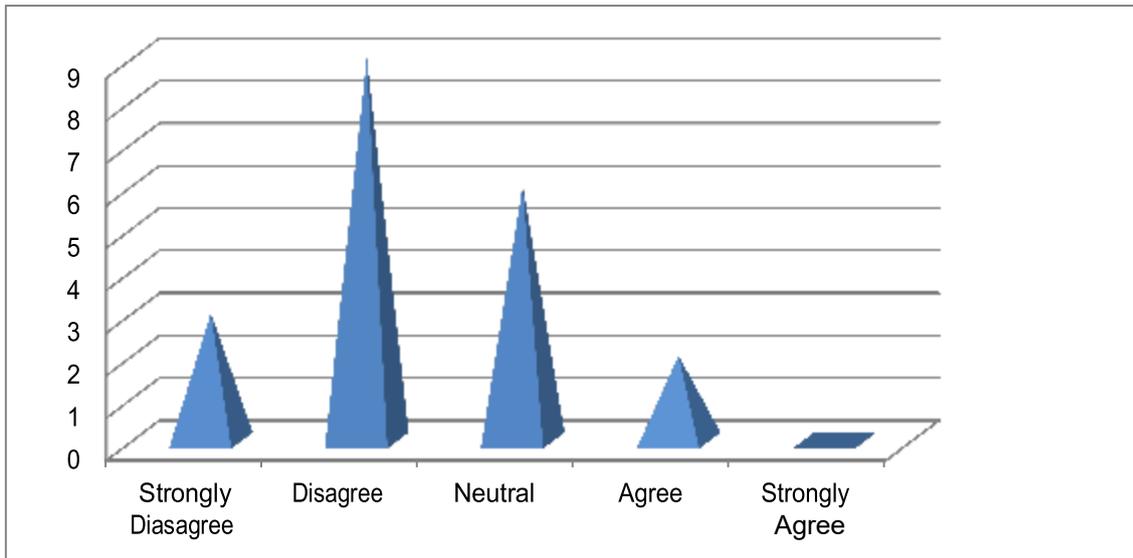
Satisfaction	Frequency	Percentage
Strongly Disagree	2	10%
Disagree	4	20%
Neutral	8	40%
Agree	5	25%
Strongly Agree	1	5%
Total	20	100%

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?



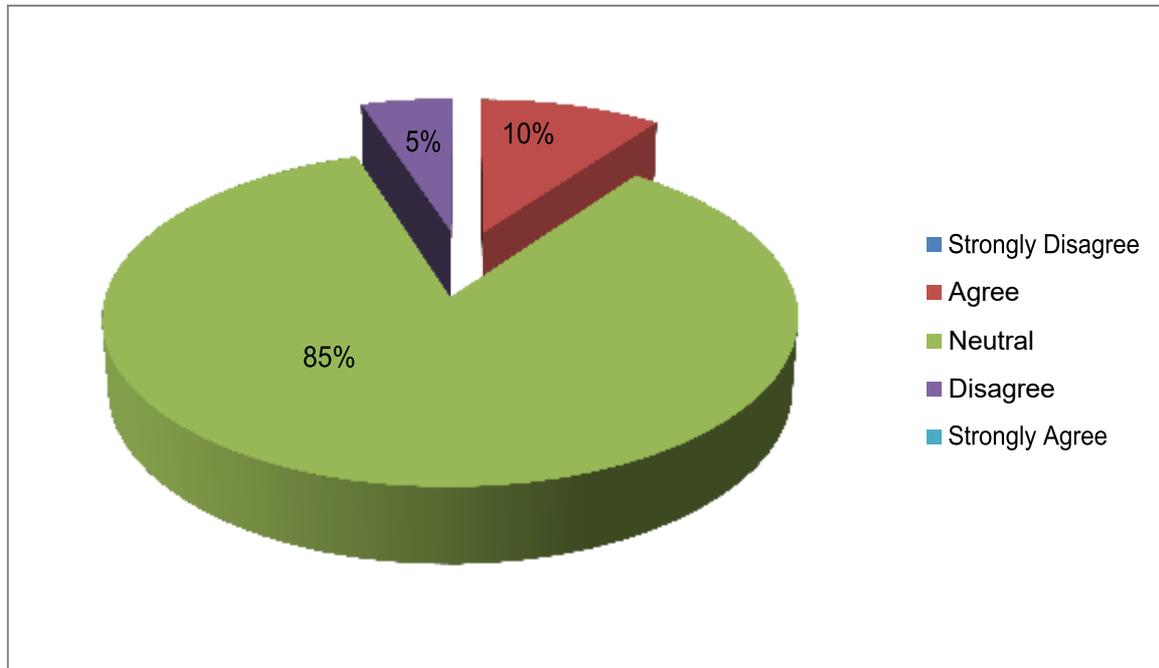
Satisfaction	Frequency	Percentage
Strongly Disagree	3	10%
Disagree	9	40%
Neutral	6	30%
Agree	2	20%
Strongly Agree	0	0%
Total	20	100%

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?



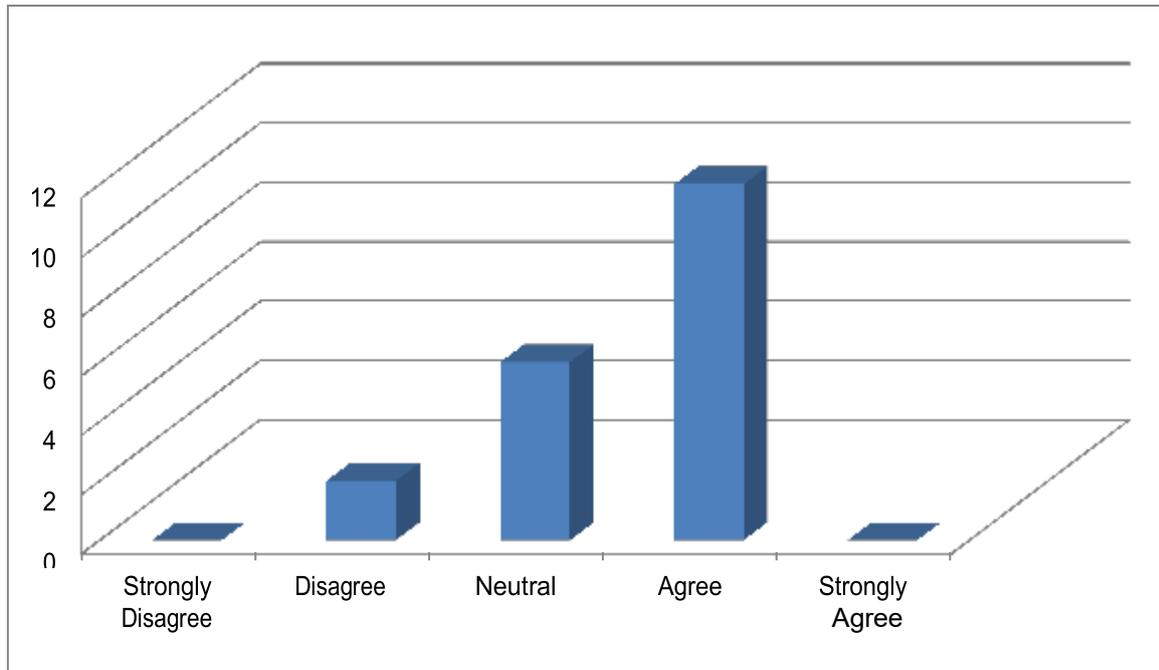
Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	1	5%
Neutral	17	85%
Agree	2	10%
Strongly Agree	0	0%
Total	20	100%

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?



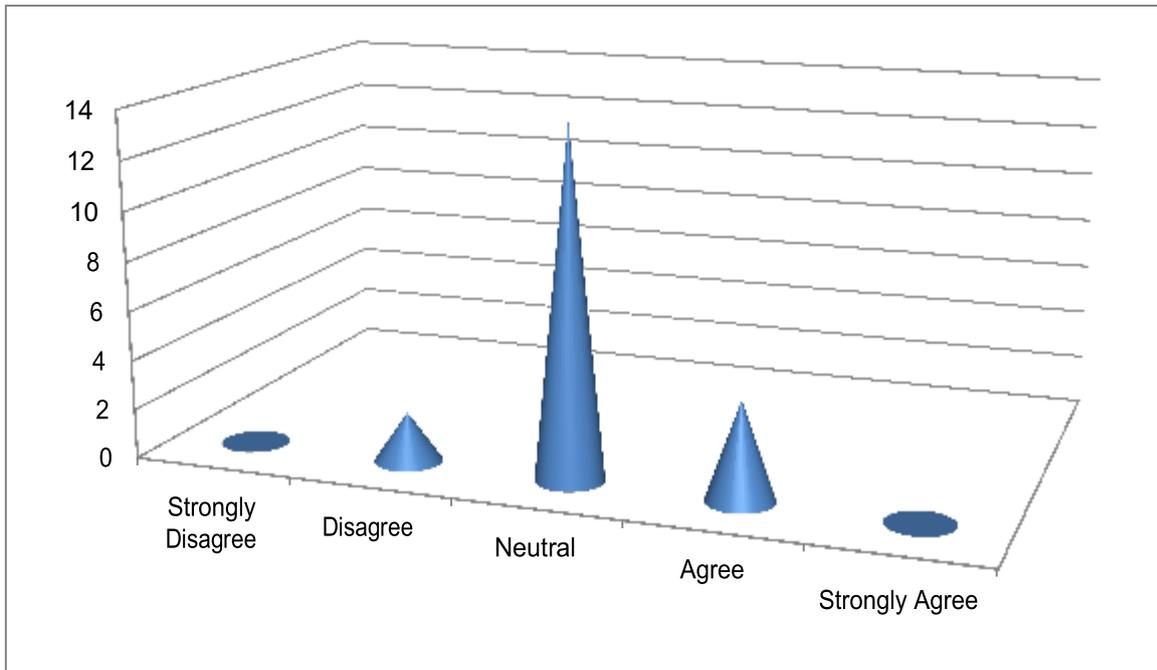
Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	2	10%
Neutral	6	30%
Agree	12	60%
Strongly Agree	0	0%
Total	20	100%

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?



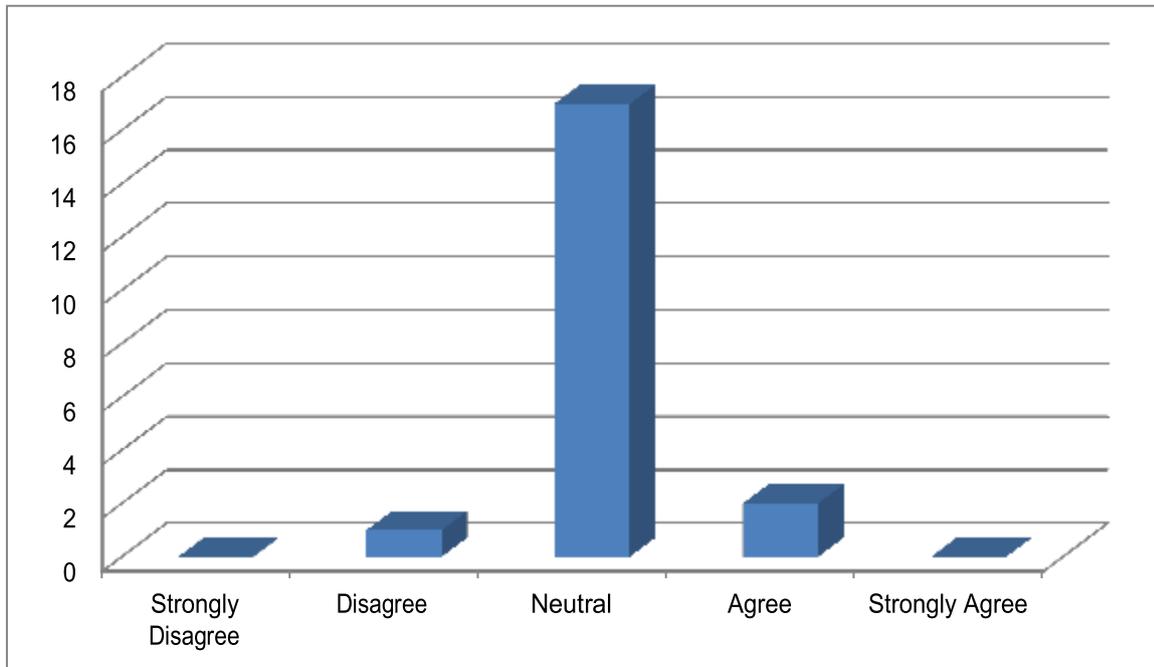
Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	2	10%
Neutral	14	70%
Agree	4	20%
Strongly agree	0	0%
Total	20	100%

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?



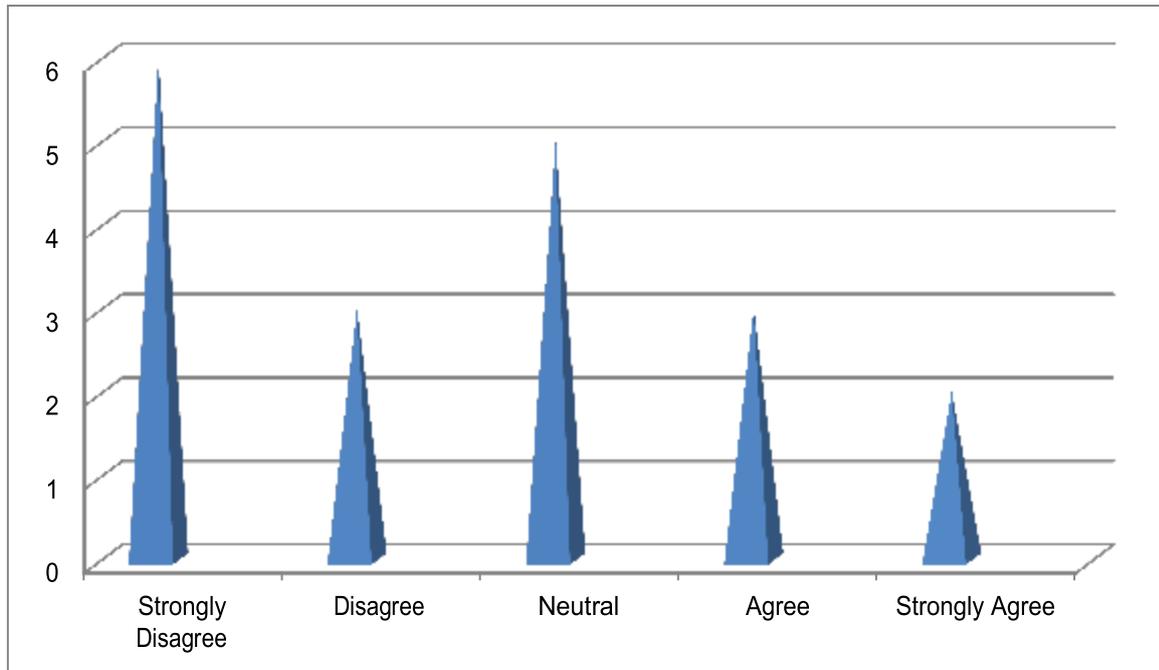
Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	1	5%
Neutral	17	85%
Agree	2	10%
Strongly Disagree	0	0
Total	20	100%

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

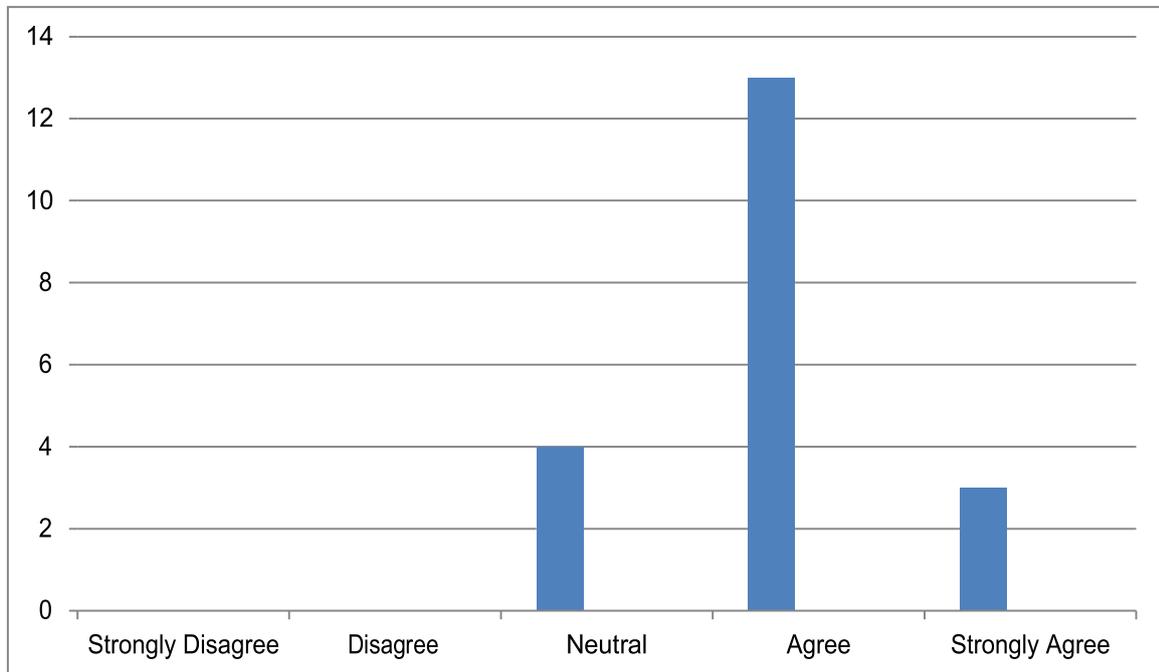
Do you feel your manager is fair to all employees?



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?**

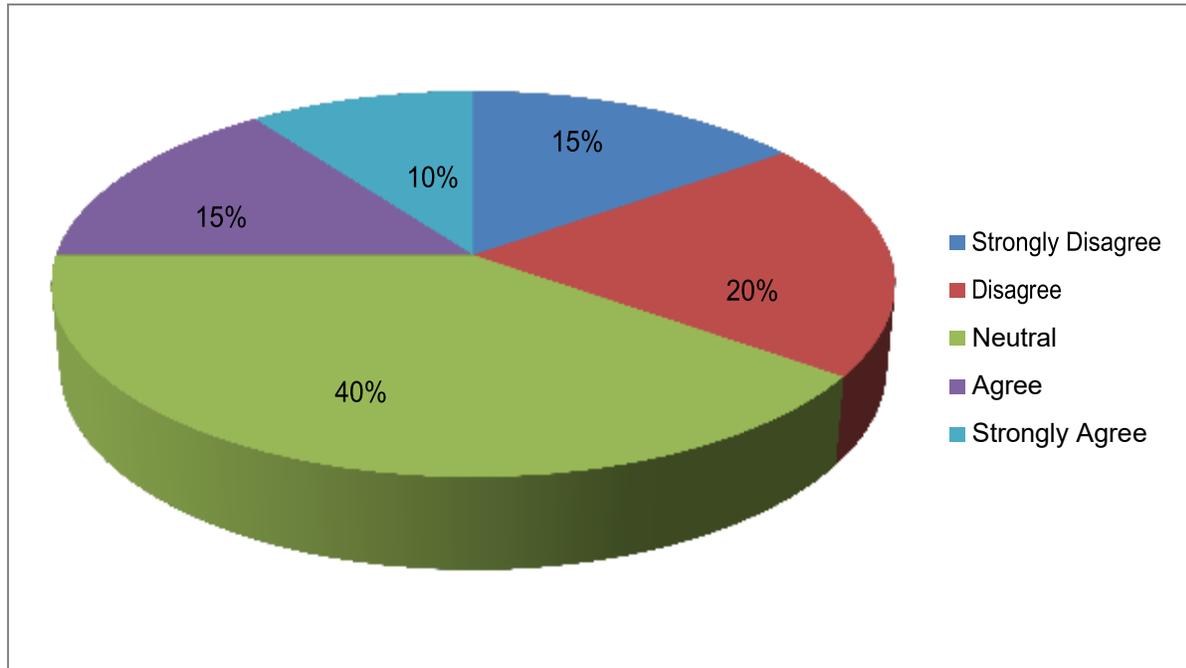
Satisfaction	Frequency	Percentage
Strongly Disagree	0	0%
Disagree	0	0%
Neutral	4	20%
Agree	13	65%
Strongly Agree	3	15%
Total	20	100%

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 05
Recommendation, Conclusion and
Bibliography

5.1 Recommendation:

The study finds that every employee wants to see his or her place in good condition. In spite of that, some probable solutions were found of the identified problems on the basis of collected data, observation, expert staff opinion and own knowledge and judgments. The necessary steps are recommended below:

- New employees job space need to make large.
- The leader should be more special take care, polite & helpful to the fresher employees.
- The supervisor should be informed to all employees about the current situations of the organization special the new employees.
- Senior level staffs allow should be keep co-operative view to the lower staffs.
- The supervisor of the organization has to take care of all staffs, not only selective persons.
- All of the employees behavior attitudes must be professional of there own job.
- Senior staffs need to keep good relations & helpful mind with there junior staffs during the working period.
- Employees always have to keep good feelings of their personal accomplishment for their job.
- Management of the branch need to recognition and respect to their employees contribution of business development.
- The senior employees allows support & influence to provide good quality work with their junior staffs.
- Employees have to think their flexibility at work place helps them to realize the relation in between work & family life.
- The new comers shall have to through their fair of lose job.
- The supervisor always look on his employees work performance and keep away those staff who has negligence of work.
- The branch place is suitable but the interior decoration need to be change includes AC section & wooden furniture.

5.2 Conclusion

Islam is complete life and Allah guidance into all areas our lives. Islam has given explanation regulation for economy life. Islami bank Bangladesh limited founded 13th march based on 1983.

My internship bank Islami bank Bangladesh limited this bank internship report topic on an analysis of Job Satisfaction of IBBL. IBBL 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. IBBL 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. In conclusion I would like to suggest IBBL should made opportunity to practices HR in Branch.

Finally islami bank Bangladesh limited has established view to conduct interest free banking activity. Finally establish welfare banking of debtor and creditor relationship its investment operation that would lead to just its final step.

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