

2020

Evaluation Of Employee's Job Satisfaction in Techno International





Internship Report On

Evaluation of Employee's Job Satisfaction in Techno International

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Letter of Transmittal

September 1, 2020

To,

Azmol Hossain

Senior Lecturer

School of Business and Economics,

Uttara University

Subject: **Submission of Internship report.**

Dear Sir,

I am very glad to submit the report entitled **“Evaluation of employee’s Job satisfaction in Techno International**. It gives me immense pleasure to complete and submit this report on the analysis I have conducted during this period.

I would be very happy to provide you with any clarification regarding the report. Would you please kindly accept my paper and oblige me thereby.

Your support in this regard will be highly appreciated.

Sincerely Yours,

.....

Wafi Ahmed

ID: 2191061054

MBA

Major in HRM

Batch 48

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Acknowledgement

I would like to convey my heartfelt respect and cordial thanks to **Azmol Hossain**, my internship supervisor for his encouragement, guidance, advice and valuable supervision. She was also available when I needed her for help, suggestions and guidelines.

I also articulate my heartiest appreciation to **Sayedur Rahman**, HR Manager, for giving me the valuable opportunity to explore over the satisfaction of Techno Internationals Employee

It was my privilege and I am truly honored working with such a wonderful team.

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Executive Summary

Title of the Internship Report is “Job Satisfaction of employee at Techno International” and Objectives of the Internship are to understand the satisfaction level of an employee, formulating strategies for employee’s need, his career build up and his/her decision making capabilities.

This is the internship report based on the a year long job I am doing in the organization as Junior Accountant and this paper is about the Techno Internationals Employee Satisfaction. I have written down every detailed information that I could collect, that I have experienced.

Methodologies used for achieving these objectives are data analysis and feedback from the various employees. For achieving first three objectives, I have done employee survey at Techno International, collecting their opinions, collaborating these with the present situation and finally make a comparison statement in between present job facilities at corporate level with the exiting employee facilities at Techno International.

Main findings of this internship are given here. Employees can be categorized broadly into three heading and that is highly skilled, moderate skilled and fresh/ new comer. Different employee’s satisfaction level depends on how he could perform in that environment and sometimes, how he has been treated in the company. I found that employees are satisfied with the working environment, their peers, supervisors, and subordinates. There s flexibility, work life balance and pay scale is competitive and career growth opportunities are also attractive. The outcome of this internship is that, though more facilities and collaboration of new instrument may accelerate the job satisfaction but ultimately it the employee himself who has to take part to satisfy his/her job.

I mainly tried to present the information around evaluation of job satisfaction of techno international employees. And all information gathered from employees. And I tried presenting all possible information.

Chapter # 01

Introduction

1. Introduction:

This report has been prepared on the basis of experience gathered during the period of internship. For preparing this report, I also got information from monthly report of Techno International Ltd. I have presented my experience and finding by using different charts and tables, which are presented in the analysis and findings part. Techno International is a importer and wholesaler of computer accessories. They Purchase Product and Sales to other company. Relevant data for this report has been collected primarily by direct investigation of different records, papers, documents, operational process and different personnel. Information regarding office activities of Techno International and has been collected through consulting and discussion with company personnel or employee.

a. Background of the study

Job satisfaction is one of the most researched variables in the area of workplace psychology, and has been associated with organizational factors ranging from leadership to job design. It is important to explore what factors precede and are impacted by job satisfaction.

Topic of the internship report is employee's job satisfaction in Techno International. I have an interest toward knowing the satisfaction level of employees regarding their work life. Work life occupies a major portion of their life. Job satisfaction has an impact on employee's personal, family and social life. It makes employees more production in their work life. To have a detail study about employee's job satisfaction, I have chosen this topic to do my report.

Human resource management is a comparatively new and rapidly growing profession in Bangladesh. Job is not only a main source of income but also an important component of life. Work takes away a large part of worker's day and also contributes to one's social standing. Job satisfaction and dissatisfaction are function of the perceived relationship between what one expects and obtains from one's job and how much importance or value one attributes to it.

b. Objectives of the Study

Broad Objective

The broad objective of the study is to evaluate employees' Job satisfaction of Techno International

Specific objectives

Specific objectives are-

- ❖ To identify the relative importance of job satisfaction factors
- ❖ To identify the organizational benefits of Techno International's employees.
- ❖ To identify the interpersonal relationship between co-workers
- ❖ To identify the job satisfaction against the gender discrimination

c. Limitations of Report

The sources of the report are collected from different desks, various documents of Techno International. Though the entire staff member remains busy all the time for their desk work they helped a lot to manage and collect the data & information. But it was very difficult to collect information on the client as it is very sensitive and secret issue for the Organization. Every task has some limitations. So, there have also some limitations of the study.

Chapter # 02

Organization

2. Organization Profile

a. Brief Description of Techno International Organization Ltd.

Techno International is Importer of Computer & IT Related Product in Bangladesh and we provide Wholesale product as best price. Represents a large number of reputed international manufacturers and suppliers for a variety of computer products.

The efforts of the company are adequately supported by Importation, Assembling, Hardware Engineering, Software Development, Web Designing, Logistics, General Service, Material Procurement & Quality Control, Accounts & Finance, and Legal & Public Relations Department adequately support the efforts of the company.

Different types of employees:

The Techno International has in different employees criteria. There are different types of employees working in different places inside Techno International. The types of employees are-

1. Regular/ Full time employee:

In full time category, employees are joined as probationary for six months or one year depending on job category. They also have to sign a deed for 5 years a long with depositing taka 2 lac refundable. The regular employees are allowed to get the bonus, incentives and other allowances with their basic salaries. And these types of employees also have the benefit of getting extra facilities the Techno International is providing for their employees.

2. HR Contractual:

Contractual employees are taken for specific period like six months basis. Along with their salary, they get attractive performance bonus if they achieve their target which determined by organization. HR temporary contract are for those categories whose Job description is such, where he/she needs to be under the direct supervision of authority, whose performance is monitored by the Organization Management. They might be specialist,

consultant, and specially assigned staff. Staff under HR contract are those people who directly or indirectly deals with customer, has access to confidential datas & valuable properties (car, etc.), deals with sensitive areas.

3. Outsource Staff:

Other contractual employees are not entitled for any service agreement. They will be recruited through outsource agencies. The requirement of any support staff through outsource agency must come through HR signed by the Division Head. HR will send the requirement to provide staff by the Outsource Agency.

4. Intern:

To encourage and help human resource development in the financial industry the Organization may decide to offer internship programs to individuals or educational institutions. The decision to enter such an engagement will be decided by the MD& CEO on the recommendation of the Department Head.

C. Compensation, Pay & Benefits

The remuneration of employees consists of:

- ☐ ☐ Basic Salary
- ☐ ☐ House Rent and
- ☐ ☐ Medical Allowance

Salaries are confidential between the employees concerned and the Management. The salary ranges for these job grades are reviewed from time to time.

HR Temporary & outsource staff do not have any assigned job grade. The contracts get a consolidated payment per month and there are no other entitlements applicable except commission based on job criteria.

Basic Pay

Basic Salary Ranges (BSRs) is commensurate with the job grades and is determined by the Board on the recommendation of the Managing Director. The Board reviews the BSR at least once every two/three years.

House rent allowance:

House Rent Allowance may be paid to the employees at such rates and on such conditions as may be prescribed by the Competent Authority from time to time.

Medical allowance:

Medical Allowances may be paid in accordance with the job grades and on such conditions that may be prescribed by the Competent Authority from time to time.

Festival Bonus

All regular and confirmed employees get two bonuses each year. One in Eid-UL-Fitr and another during Eid-UL-Azha only for Muslims and employees of different religion gets that bonus during their respective religious festival. There is also a performance bonus system maintained by the Compensation, Pay & Benefits wing.

d. Leave System:

The policies followed for employee leaves management based on the types of leaves and their criteria are given below:

Annual Leave:

All officers will become eligible for annual leave of 24 working days after completion of one-calendar year. Of these 24 days 15 days must be taken as consecutive leave each year. Any pending leave may be carried forward to the next year.

Casual/Sick Leave:

Casual leave up to 14 calendar days can be granted per year to an employee who may be unable to attend duty due to sudden illness or urgent private affairs. Not more than 2 days casual leave can be taken at a time in a month.

Maternity Leave:

Female (confirmed) employees will enjoy 4 months maternity leave. One employee will be entitled to avail this leave for 2 times in her entire service period.

Study Leave:

Study leave of maximum 2 years can only be granted to an employee without pay and allowances provided he/she has put in at least three years of service.

Leave without Pay:

Leave without pay may be granted to an employee in special circumstances where no other leave is admissible under these rules. In case of Leave without Pay, the period does not exceed 60 days.

Leave during Probation Period:

For sick leave in the probation period, the leave has to be specially mentioned by the department. Casual leave will be granted to probationary employees after completion of 6 months. Any leave taken prior to completion of 6 months will be adjusted against the casual leave.

Probation and Confirmation:

The terms of probation are as follows:

- A person selected for appointment with less than 3 years job experience will be on probation period of one year.
- An employee with job experience of 3 years or more will be on probation for 6 months.

e. Promotion Pattern:

Promotion is a continuous process by which the employee motivates for better work; get the price for employee's better work. In Techno International there are two types of promotions-

Regular Promotion:

Regular promotion is given according to the employee's regular performance. When the supervisor or department head of the employee evaluate that his employee is become an asset for the organization and deserve promotion then the supervisor or the department head take a promotion appraisal form from HRD and recommended the employee for promotion.

PM Promotion:

Performance Matter (PM) is the annual performance report of individual employee of Techno International. According to Performance Matter ranking scale the employee can get promotion in the job grade of their own.

Resignation:

The following sections will display the policies of Techno International regarding its employees' resignation and termination situations. This part will discuss about the policies and procedures for resignation or termination in situations when:

- A regular employee wishes to resign
- A probationary or temporary employee wishes to resign
- When a regular employee is terminated
- When a probationary or temporary employee is terminated

Reward:

Reward and Recognition is a way to express appreciation for another employee's hard work, dedication and contribution to the organization. There are many levels of Reward and Recognition, to ensure both small contributions as well as the larger ones is recognized.

There are four levels of rewards and recognition:

LEVEL 1: Individual Contribution & Monthly Award

LEVEL 2: Departmental Committee Award

LEVEL 3: Organizational Competence Award

LEVEL 4: Chairman's Excellence Award

Spot award:

This is an award is given to employees on the spot recommended by the customers or the employees very nicely handle any difficult client /situation

F. My Job in Techno International

As a jobholder I was given all the liberty to work freely in Techno International in Techno International as Junior Account Officer. I was given specific tasks which were important for the department

Job Description:

- Creating and processing invoices
- Cross-checking invoices with payments and expenses to ensure accuracy
- Managing a company's accounts payable and receivable
- Sending bills and invoices to clients

- Tracking organization expenses
- Processing refunds
- Working with collection agencies on overdue payments
- Communicating with clients regarding billing and payments

Chapter # 03

Data Collections & Processing

3. Data Collection & Processing

a. Methodology of the study

Methodology of the Report:

My first target was to make a reliable report and for that reason I need some information. So I made a questionnaire and based on my questionnaire I collected information and whole process is given bellow.

b. Data Collection

The questionnaire method has been used for data collection for the study. Information collected to deliver this report is both from primary and secondary sources.

Primary Data:

The primary data were collected from several desk works of Techno International. I have done some face to face discussion with executive and officer which is consider being another source of primary data. I also collected some interesting and important data through my observation during of my internship period. And my survey questionnaire was the best of the lot from other methods. It helped me to get specified data which is essential for my internship report.

Secondary Data:

The secondary data are collected from reports of the Techno International. And data regarding the operations and analysis of financial statement were collected from secondary sources like journals, newspaper.

c. Data Processing and Presentation

For data processing and presentation, I have used MS Word, MS Excel. I have used table and chart to present data in a comprehensive way.

d. Measuring job satisfaction

There are many methods for measuring job satisfaction. By far the most common method for collecting data as regards job satisfaction is the Likert scale (name after Rensis Likert). This data is typically collected using an Enterprise Feedback Management (EFM) system. Other less common methods of the gauging job satisfaction include:

- ❖ Yes/No question
- ❖ True/false question
- ❖ Point system
- ❖ Checklists

Chapter # 04

Analysis & Findings

Analysis & Findings

Specific objective-1:

- ❖ To identify the relative importance of job satisfaction factors

Q.1 Techno International management policies are friendly and comfortable for employees?

Answer	No. of Respondent	% OF Respondent
Strongly Agree	5	20
Agree	11	44
Neutral	7	28
Deny	2	8
Strongy Deny	0	0

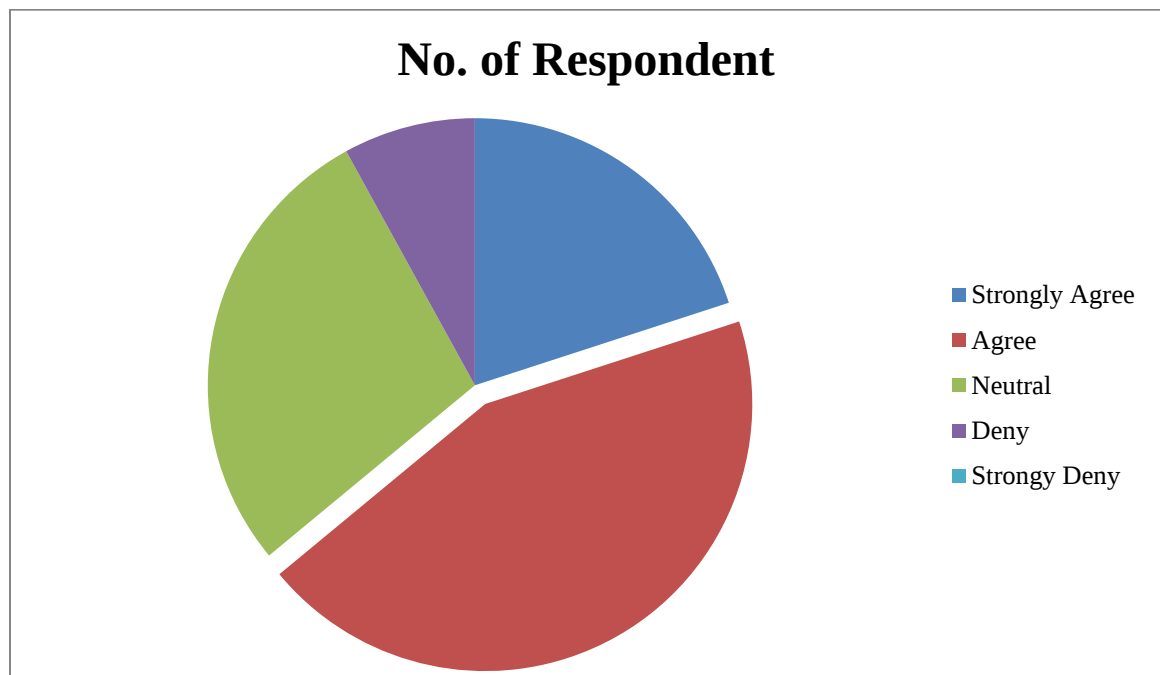


Figure 5.1: Identify the satisfaction level of employees around Techno International management policies.

Analysis of Q1:

This given table demonstrates the opinion of Techno International employees about to determine the fact of friendly and comfortable management policies for employees at Techno International. 48% of total respondent agreed, 28% of total respondent become natural on that question, 16% of total respondent have strongly agreed. 8% comment on denied of total respondent.

Q.2. Techno International provides sufficient training and support to their regular jobs?

Answer	No. of Respondent	% of Respondent
Strongly Agree	3	12
Agree	16	64
Neutral	5	20
Deny	1	4
Strongly Deny	0	0

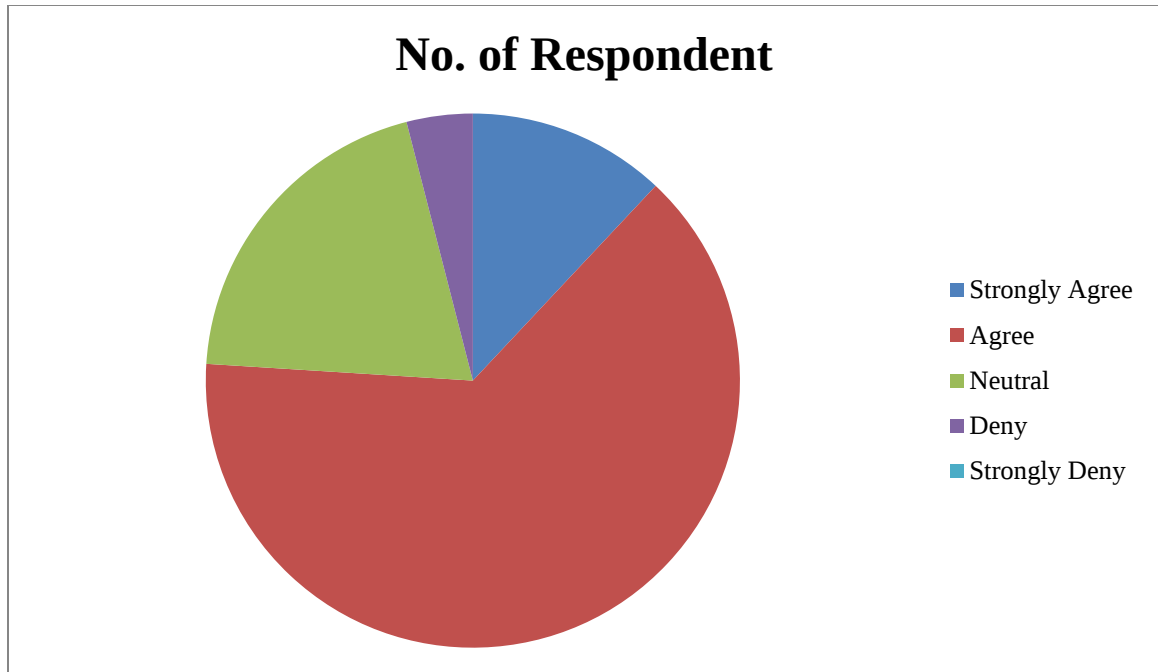


Figure 5.2: Determine the fact of sufficient training & support for employees.

Analysis of Q2:

Techno International always comes up with training for developing its employee. From survey we can 64% of employee agreed about it.

Q.3. I am treated fairly by my boss?

Answer	No. of Respondent	% of Respondent
Strongly Agree	6	24
Agree	10	40
Neutral	4	16
Deny	4	16
Strongly Deny	1	4

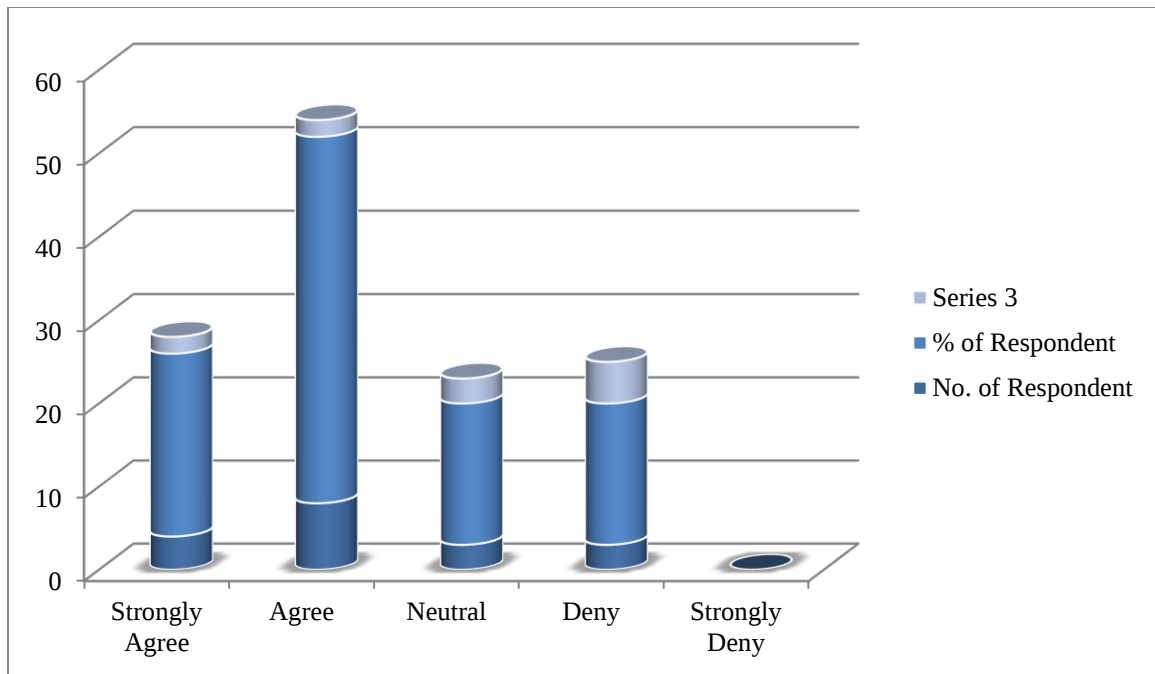


Figure 5.3: Finding out the fact employees are treated fairly by their Boss.

Analysis of Q3:

80% of employees are satisfied about their superioirs. Survey shows that boss are much friendly and co-operative they don't act bossy.

Q.4. I always get the materials and equipment to do my work right.

Answer	No. od Respondent	% of Respondent
Strongly Agree	2	8
Agree	9	36
Neutral	8	32
deny	4	20
Strongly Deny	2	8

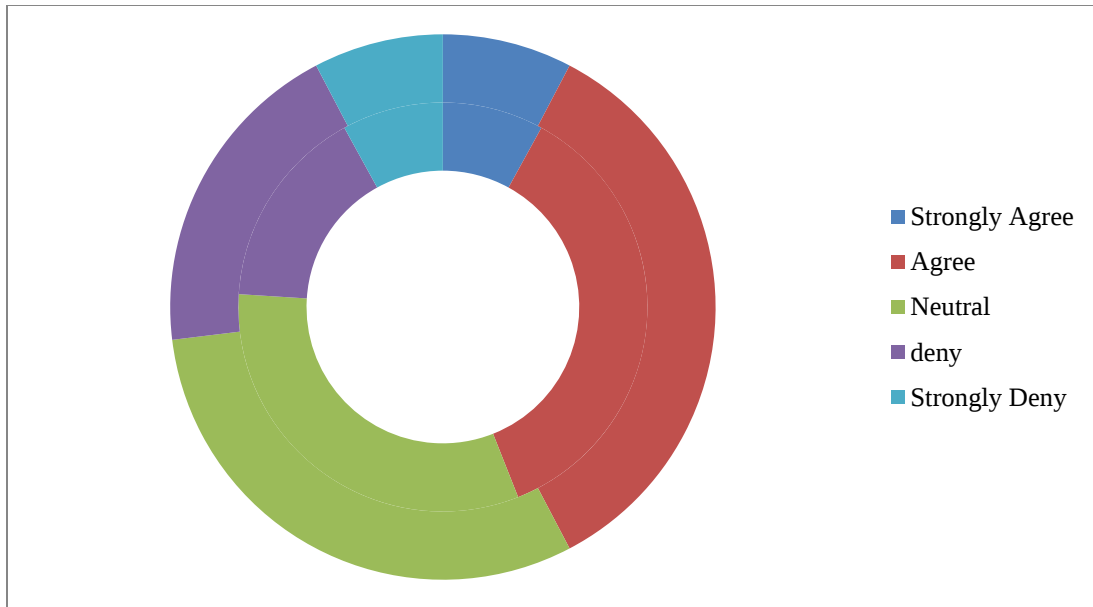


Figure 5.4: Determine the fact that employees got the materials and equipment to do their work right.

Analysis of Q4:

Distributed question of 18 total respondents. 11% of total respondent strongly agreed, 50% of total respondent agreed, 28% of total respondent was neutral, 5% of total respondent denied, 6% of total respondent strongly agreed

Q.5. I do feel I have job security.

Answer	no. of respondent	% of Respondent
Strongly Agree	0	0
Agree	6	24
Neutral	12	48
Deny	6	24
Strongly Deny	1	4

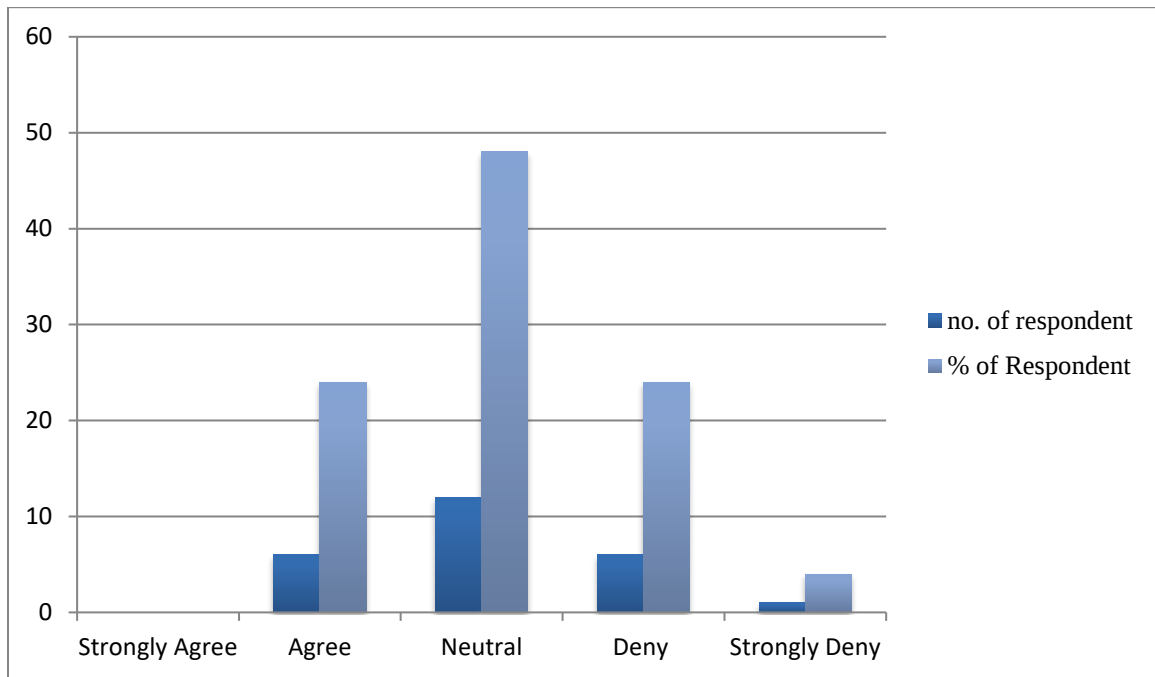


Figure 5.5: Finding opinion of employees around job security.

Analysis of Q5:

Total number of respondents was 25. 24% of total respondent agreed, 48% of stotal respondent wanted to be in the neutral side 24% respondent.

Q.6. Top management has never come into my way of decision making process.

Answer	No. of Respondent	% of Respondent
Strongly Agree	1	4
Agree	15	60
Neutral	5	20
Deny	3	15
Strongly Deny	1	4

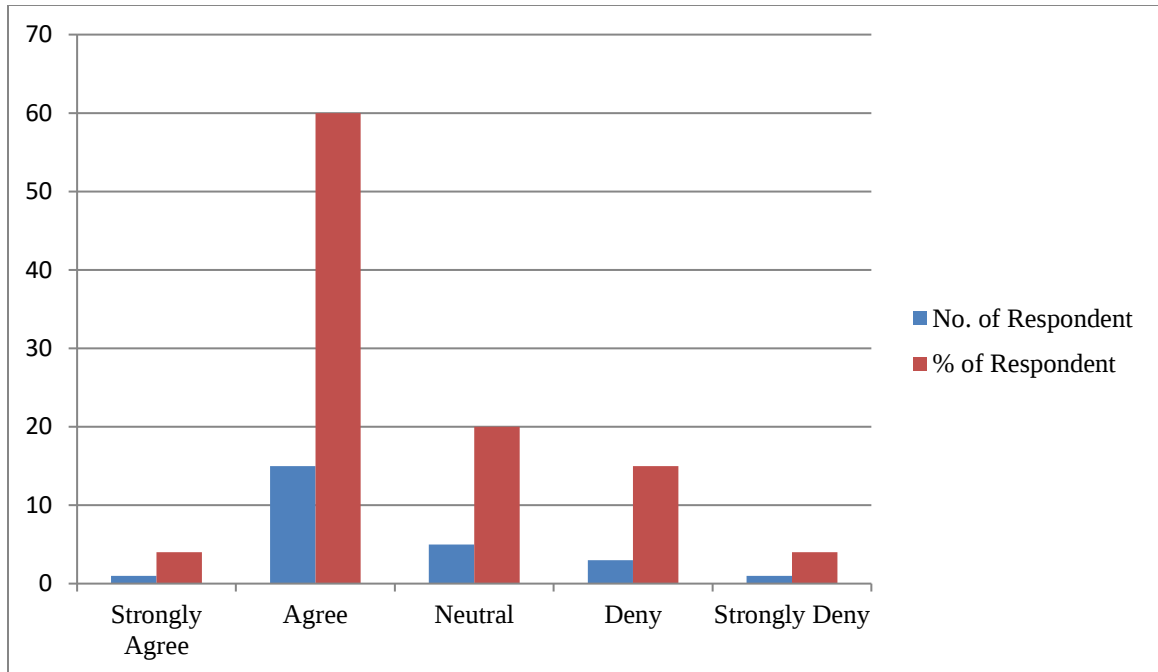


Figure 5.6: Determine the fact top management has never come interfere of decision making.

Analysis of Q6:

64% agrees that their boss do not interrupt while making decision but 36% are not satisfied so there is a scope to develop.

Q.7. Company evaluates my job effort

Answer	No. of Respondent	% of Respondent
Strongly Agree	1	4
Agree	15	60
Neutral	5	20
Deny	4	16
Strongly Deny	0	0

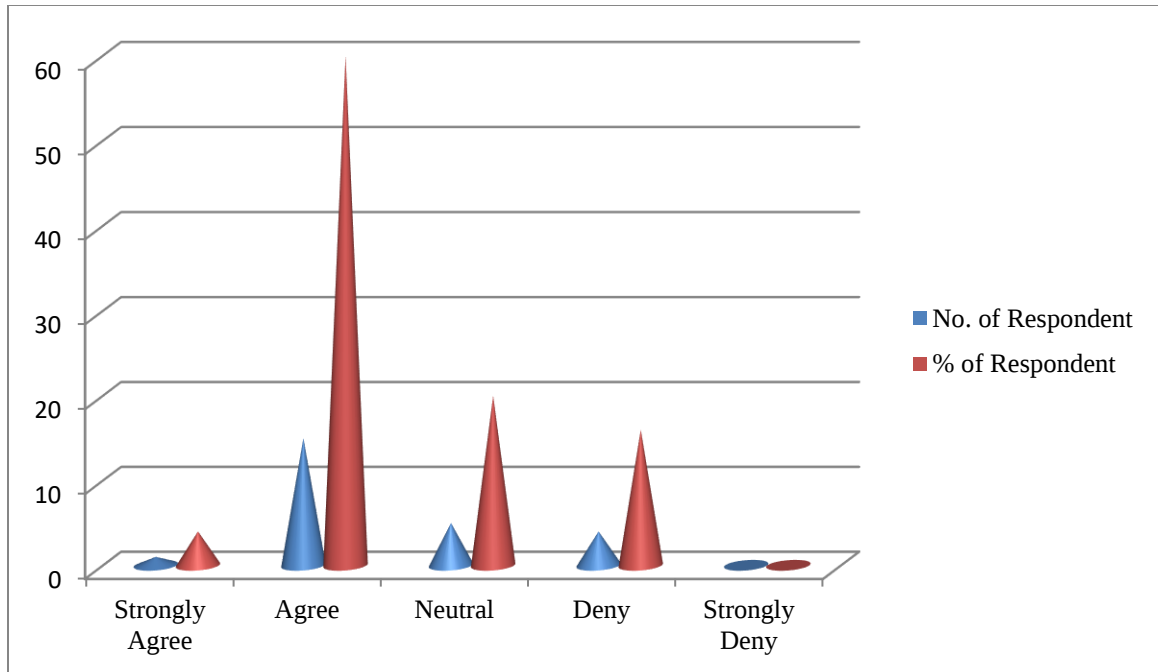


Figure 5.7: Career growth facility

Analysis of Q7:

64% agrees that their tasks are evaluated properly, 20 % is neutral about it. Techno International has always eye on its employees and their job , indeed they do also have a IFS system where their accomplishment , their task are recorded, beside that they also carry out weekly meeting with their direct boss to discuss about what they did whole week.

Q.8. I have equal chance to be promoted to the top position of this company.

Answer	No. of Respondent	% of Respondent
Strongly Agree	6	24
Agree	14	56
Neutral	1	4
Deny	4	16
Strongly Agree	0	0

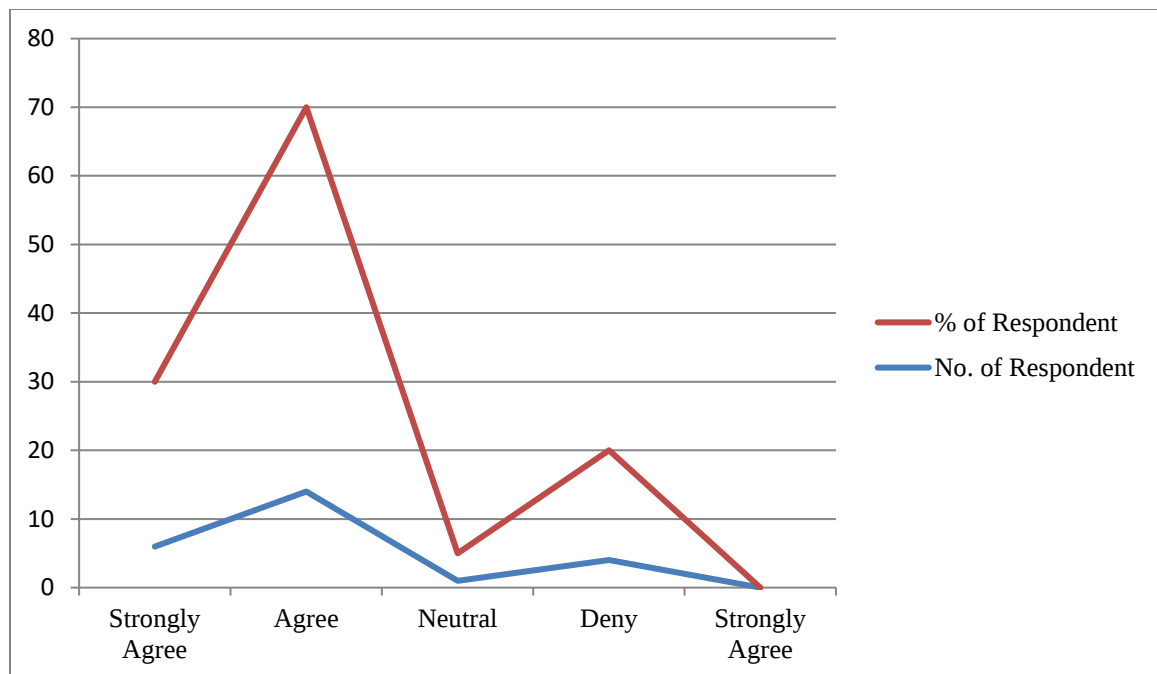


Figure 5.8: Determine the career growth opportunity.

Analysis of Q8:

80% of the employee thinks if they works hard they will be promoted. There is no biasness, which increases the employees' dedication towards works as they have their own benefit in it.

Specific objective-2:

- ❖ To identify the organizational benefits of Techno International's employees.

Q.9. I am satisfied with increasing compensation and other benefits for my position?

Answer	no. of Respondent	% of Respondent
Strong Agree	2	8
Agree	6	24
Neutral	12	48
Deny	5	20
Strongly Deny	0	0

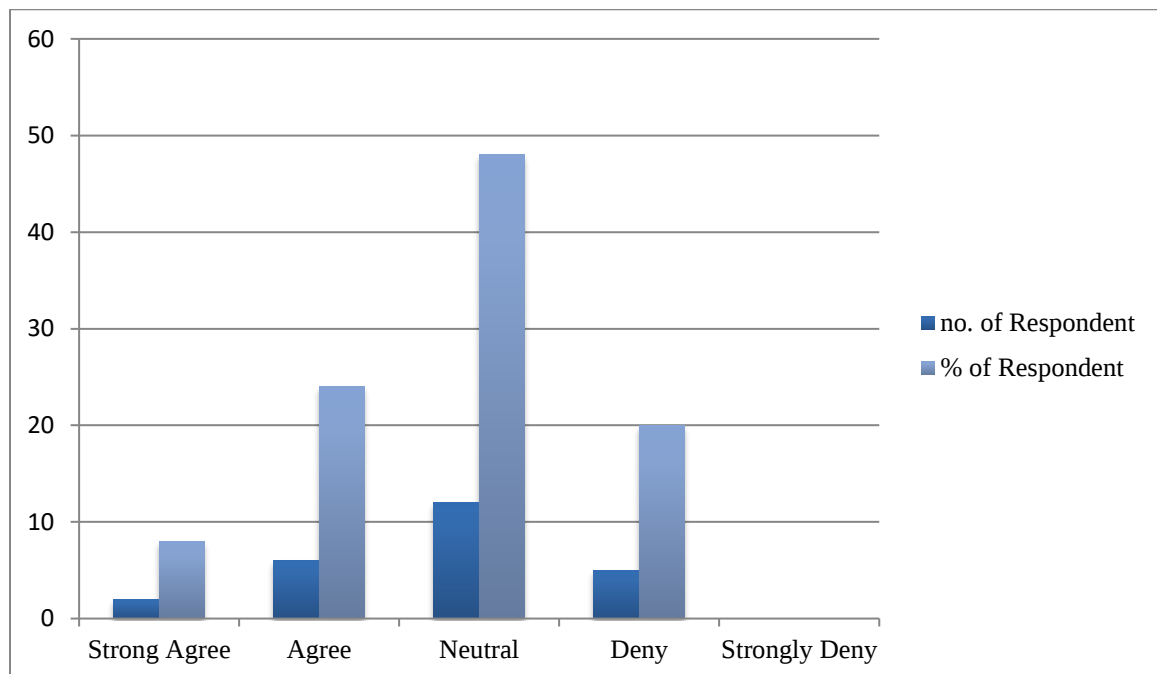


Figure 5.9: Find out employees job satisfaction against compensation and other benefit

Analysis out Q9:

Majority (68%) are not satisfied with compensation policy of Techno International. So there is a scope to develop in this sector.

Q.10.Techno International provides sufficient amount of salaries compared to their competitors?

Answer	No. of Respondent	% of Respondent
Strongly Agree	1	4
Agree	5	20
Neutral	12	48
Deny	4	20
Strongly Deny	3	12

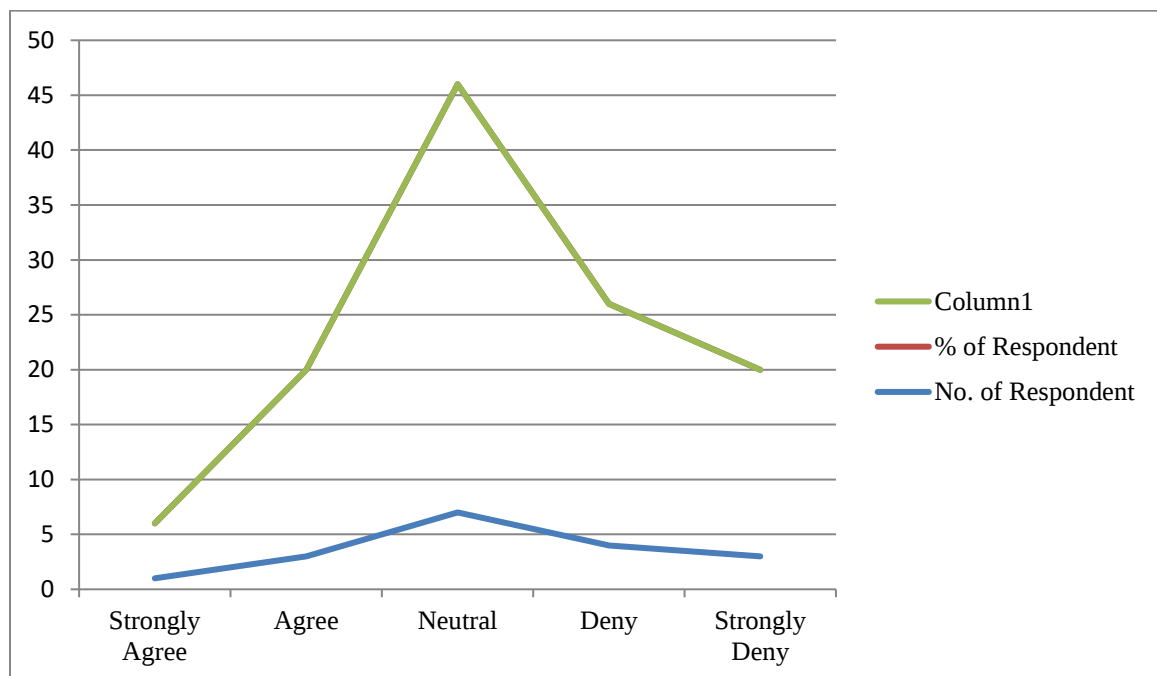


Figure 5.10: Investigation about job satisfaction around sufficient salary

Analysis of Q10:

80% of employees, the majority of the employees thinks the salary structure of Techno International is not smart enough comparing other private organizations and should be revised very soon. They should take some initiative to change their pay structure which will satisfy their employees.

Q.11. Technology provided is available for me as well as client.

Answer	No. of Respdent	% od Respondent
Strongly Agree	1	4
Agree	15	60
Neutral	5	20
Deny	4	16
Strongly Deny	0	0

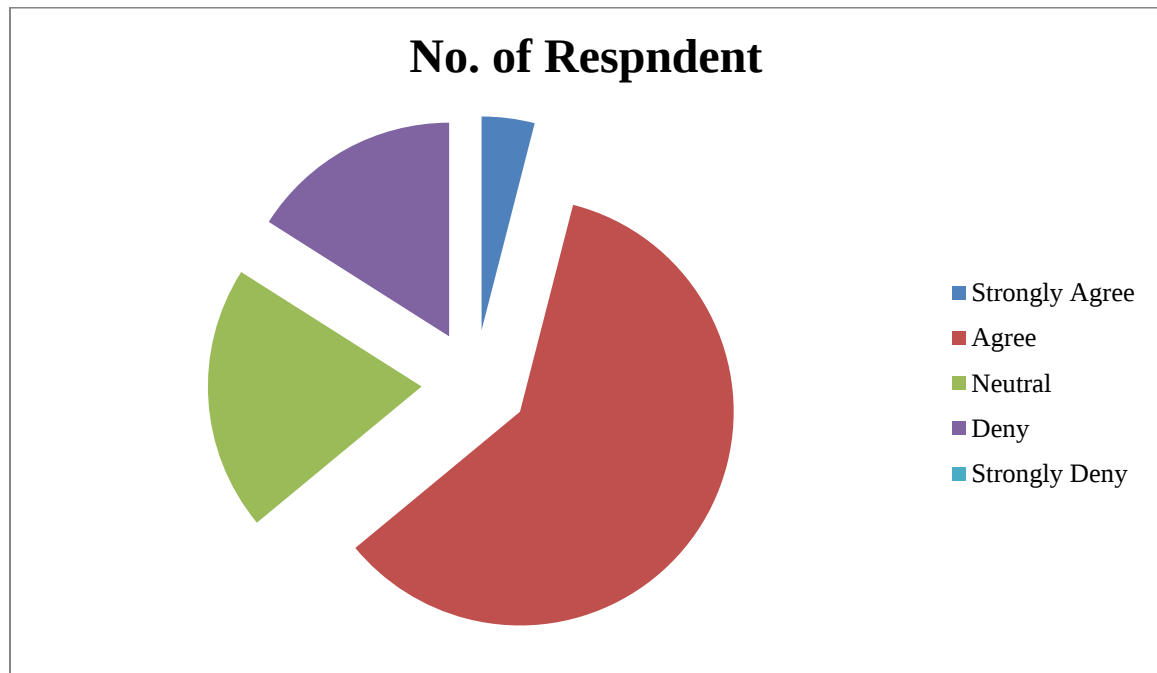


Figure 5.11: Finding about job satisfaction around technological availability.

Analysis of Q11

:

Here total number of respondents was 25, 4% of total respondent strongly agreed, 60% of total respondent agreed, 20% was neutral, and 16% of total respondent denied.

Q.12. Company Provides appropriate training.

Answer	No. of Respondent	% Of Respondent
Strongly Agree	1	4
Agree	16	64
Neutral	6	24
Deny	2	8
Strongly Deny	0	0

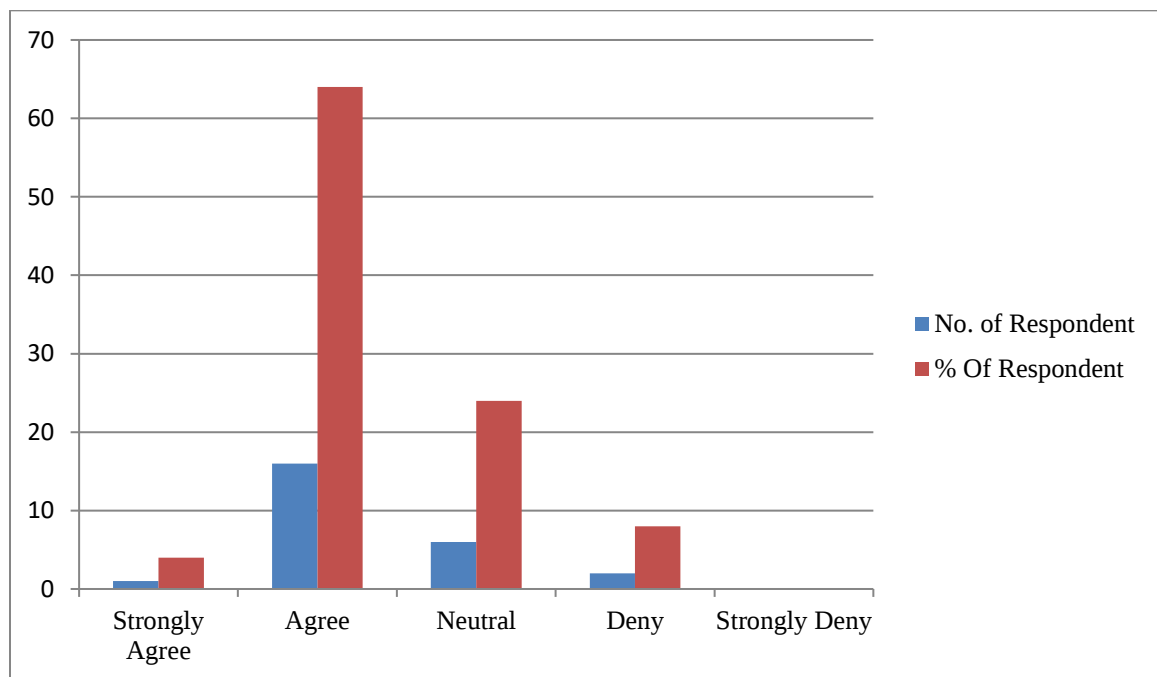


Figure 5.12: Training and Development.

Analysis of Q12:

Techno International is well known for providing its employee in house and out house training. from survey we can see 68% employees think they get sufficient training.

Q.13. level of satisfaction regarding timeliness of salary handover.

Answer	No. of Respondent	% of Respondent
Strongly Agree	8	32
Agree	12	48
Neutral	4	16
Deny	1	4
Strongly Deny	0	0

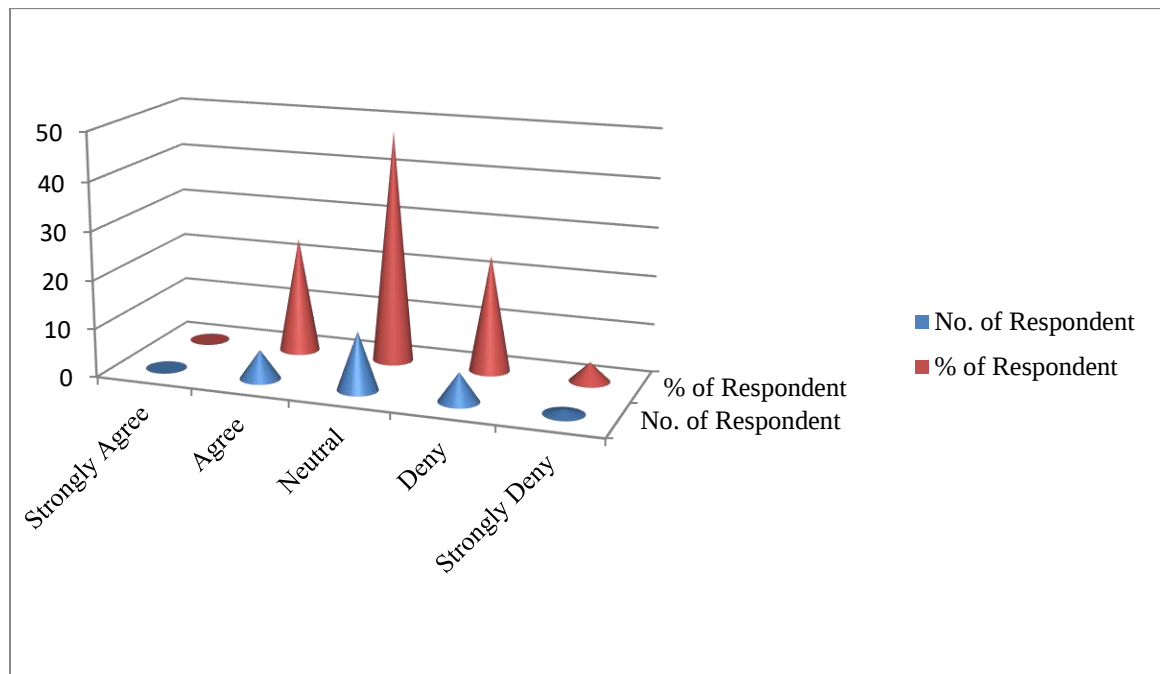


Figure 5.13: Training and development of employee.

Analysis of Q13:

Out of 25, most of the respondents were satisfied (80%) and 8 respondents was highly satisfied (32%) by the timeliness of salary handover. They mentioned that the salary is given to their account on time every time.

Specific objective-3:

- ❖ **To identify the interpersonal relationship between co-workers**

Q.14. My co-workers are very helpful

Answer	No. of Respondent	% of Respondent
Strongly Agree	1	4
Agree	16	64
Neutral	6	24
Deny	2	8
Strongly Deny	0	0

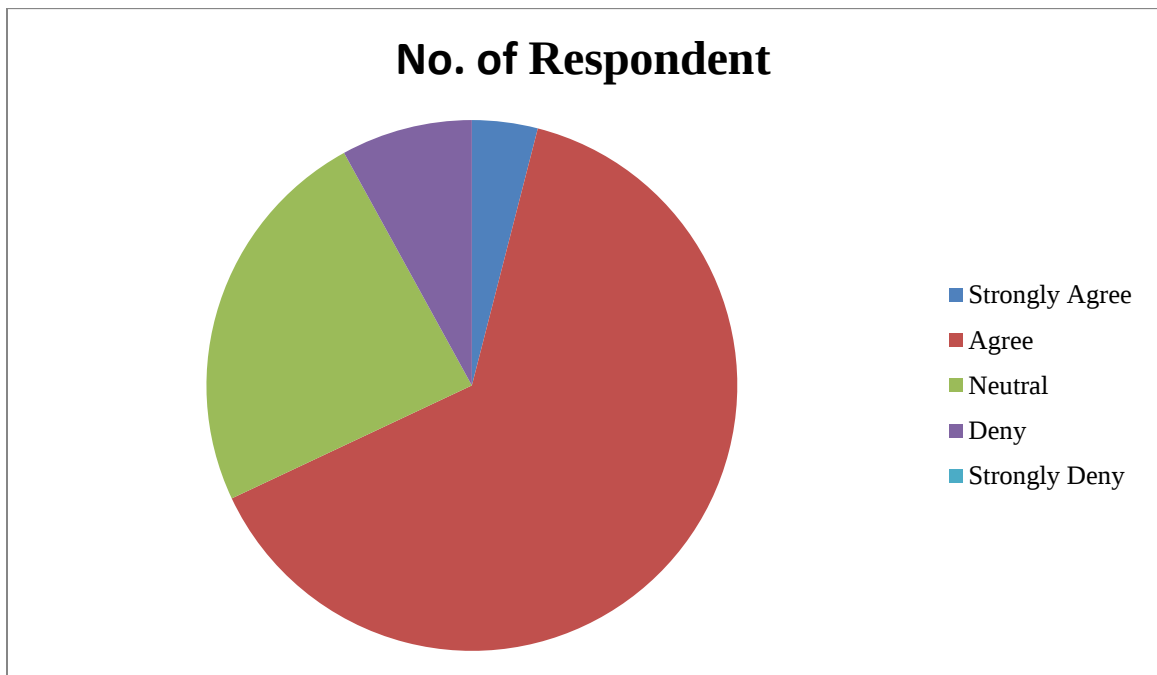


Figure 5.14: Determine the fact of supportive and helpfulness co-workers.

Analysis of Q14:

Only 8% are not satisfied with their colleagues, rest of the 92% are satisfied. They have mentioned the colleagues are as co-operative, helpful and friendly as the reason behind their satisfaction.

Specific objective-4:

❖ To identify the job satisfaction against the gender discrimination

Q.15. Women employees are equally treated as well as men.

Answer	No. of Respondent	% of Respondent
Strongly Agree	6	24
Agree	14	56
Neutral	1	4
Deny	4	16
Strongly Deny	0	0

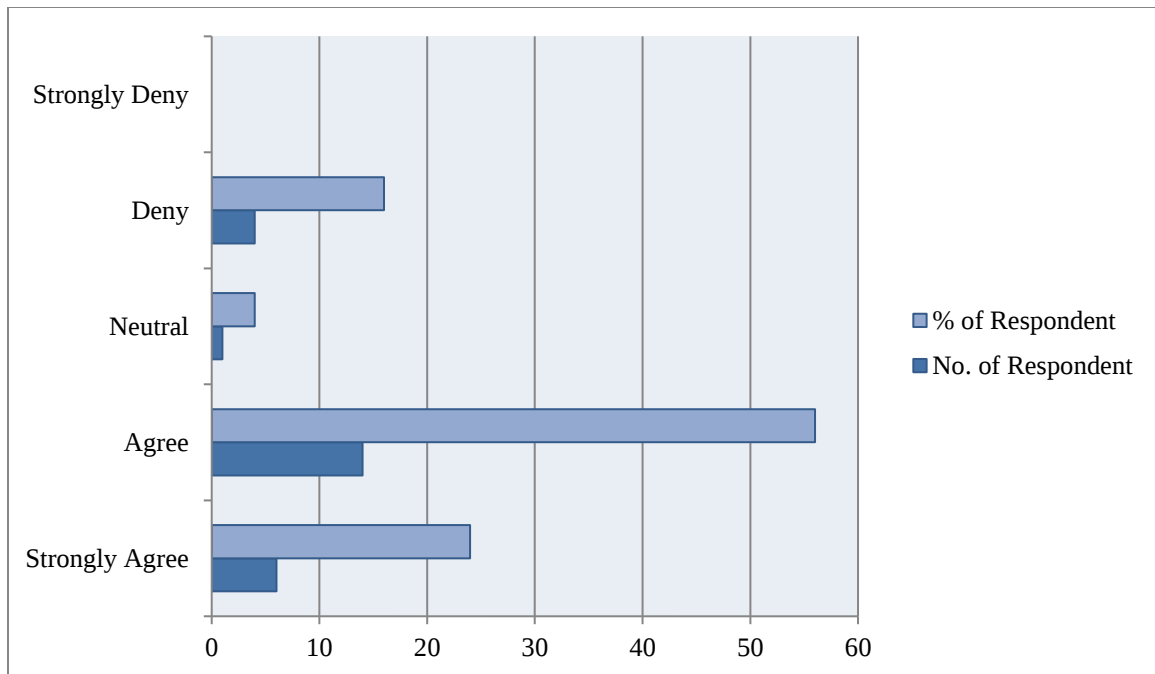


Figure 5.15: Determine the fact women are equally treated as well as men

Analysis of Q15:

The number of total respondents was 25, 24% of total respondent strongly agreed, 56% of total respondent agreed, 4% of total respondent was neutral, and 16% of total respondent denied

b. Gist of Findings:

The followings are the main findings done through this study-

- ❖ 24% of the employees agree that they cannot contribute to the facilities, plan and mission of the organization.
- ❖ A remarkable portion (38%) of employees agree that they have not been given enough authority to take decision they need to take.
- ❖ It is found that 20% of respondents feel that they cannot be counted on being promoted if they do good work.
- ❖ 32% of the respondents disagree that their job is secure.
- ❖ Some of employees feel that they are not valued at Techno International.
- ❖ The study has shown that some employees disagree that their supervisor treats them fairly.
- ❖ Some employees opined that there is no strong team work and cooperation among subordinates and colleagues.
- ❖ A portion of employees are dissatisfied.
- ❖ The study shows that 96% of the respondents opined that there is adequate planning.
- ❖ There is good working condition.
- ❖ It is also seen that there is enough communication from the management.

Chapter # 05

Recommendation & Conclusion

Recommendations:

I have identified some facts based on questionnaire & interview. This may help the organization to increase the satisfaction level of the employees. Job satisfaction is an important criterion in service industry. As per my study it is found that majority of the employees are satisfied with their job but there are certain areas where the employees are not much satisfied. Job satisfaction is a very important determinant of the rate of the turnover for any organization. Job satisfaction by itself is a largely effected by the attitude of employees towards monetary and non-monetary rewards. Based on those findings the following suggestions have been made. In order to keep employees satisfied and retain them organizations should adopt the following practices.

- ❖ All employees should be given opportunity to contribute to the facilities, plan and mission of the organization.
- ❖ Enough authority should be given to all employees to take decision when they need to take.
- ❖ When employees do good work, it has to be counted in case of providing promotion to the employees.
- ❖ Job security should be ensured to a level that all employees feel that their job is secure.
- ❖ Employees should be valued for their performance.
- ❖ Supervisor should treat employees fairly.
- ❖ Measures should be taken to ensure strong team work and cooperation among subordinates and colleagues.
- ❖ Find out the causes of employee's dissatisfaction and resolve them.

Conclusion:

Job satisfaction of employees in any organization is of paramount importance to achieve the targeted goals on a sustainable basis. It is observed that free cafeteria food and flexible programs are not enough. It is experienced that job satisfaction is attributable to high self-confidence of the individuals. It varies from individual to individual. The proactive attitude together with physical and emotional resources which are brought by the employees to the workplace decides the degree of job satisfaction amongst them. They are not only satisfied with their jobs but they also feel competent in work and life, which are mutually reinforcing. The research on the subject has put forth that building of employees' competencies and self-confidence through training, feedback and recognition should be a permanent activity of the organization. It is noticed that high job satisfaction is closely related to the feelings of effectiveness on the job. Similarly, it can only be achieved effectively by encouragement of genuine self-confidence of the employees. Such highly satisfied employees ultimately show extraordinary devotion for mission, vision and enthusiasm for work. They are excited to achieve mission driven changes within the shortest time. In order to face new challenges by the individuals and groups, constant encouragement and suitable rewards are essential from the management. High job satisfaction correlates strongly with the feelings of fun at work. Enhancement of performance through rest and recovery at the work place is also reported by top performers in almost every field. It is evident that monetary and non-monetary ways to enhance employee job satisfaction have to be adopted by the organization depending on the prevailing circumstances.

Chapter # 06

Internship experience

Work experience or Critical Observation

1. Keen supervision increases work performance of the customer service officers. Because of the pressurized work environment of the customer service section the officers become prone to avoid dedicated service to the customers. Hence if the Customer Service Managers supervise the officers by standing their side then they become alerted and provide dedicated service.
2. Increase the number of employees in few of the department s There is a rush at the time like Discount period, SALE, Back Friday. The frequency of these rush seasons are so frequent that there should be more customer service officers to reduce the delay of work.
3. Modernization and update of computer operating system and software reduces service delivery time, hence increases performance and customer satisfaction level.

Bibliography

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Human Resource Manual of Computer accessories Limited.

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Several Booklets & Newspapers from techno-international

[http://til-erp-dc:58080/Techno Internationalerplv/secured/Default.page](http://til-erp-dc:58080/Techno%20Internationalerplv/secured/Default.page)

<http://til-hq-con-web.bd.tech.com/ETOS/>

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Some information about HR from Associate Manager, HR services.

Appendix

Questionnaire for measuring the level of job satisfaction of Techno International.

(Information to be provided will be kept confidential and only be used for research purpose)

A. Job Satisfaction related question

*You are requested to read each statement carefully and mark the best response
considering the situation of your company.*

Questions	Strongly Agree	Agree	Neutral	Deny	Strongly Deny
Management policies are friendly and comfortable?					
Provide sufficient training and support for employees.					
Satisfied with increasing compensation and other benefits.					
Top management never interrupts while making decision					
Provides sufficient amount of salary in comparison to other organization?					
Technologies provided are sufficient					
Women are equally treated as men					

Co-workers are helpful

I get all the materials to do my job right

Fairly treated by boss

I feel have job security

Company evaluates my job effort

have equal chances to be promoted to top position.

Company provides appropriate training

Company provides in-house managerial training

B. General information (Optional):

1. **Position:**

2. **Job duration:** **Years**

3. **Department:**

4. **Education:** Bachelor: ☐ Master's/MBA: ☐ PhD: ☐ 5. **Gender:** Male: ☐ Female: ☐

6. **Age:** ☐ 20-25; ☐ 26-30; ☐ 31-35; ☐ 36-40; ☐ 41+

Thanks for your valuable time