

Department Of Management

Joypurhat Govt. College, Joypurhat

Term Paper

ON

EMPLOYEES JOB SATISFACTION IN GRAMEENPHONE LTD. BD



Submitted To

Md. Abu Bakkar Shiddique
Professor
Department of Management
Joypurhat Govt. college,
Joypurhat

Submitted By

Name: Md. Naimur Hassan
Class Roll: 2017260012
Reg No:
Session: 2020-2021
MBA (Final Year)
Department Of Management
Joypurhat Govt. College, Joypurhat

Letter of Transmittal

To
Professor Md. Abubakkar Shiddique
Department of Management
Joypurhat Govt College, Joypurhat
Sub: Submission of term paper "Employee Job
Satisfaction in Grameenphone Limited, Bangladesh."

Dear Sir,

With due respect and humble submission I would like to state that I have completed my term paper at Joypurhat Govt College. I am submitting this report to you. I have done a substantial work on the "Employee Job Satisfaction in Grameenphone Limited Bangladesh". I have tried my best in this report. This term paper program has been really very helpful for me.

I would be really happy if the report that I have created is able to service its purpose. Your support in this regard will be highly appreciated.

Sincerely yours

Md. Naimur Hassan

Reg:

Roll No: 2017260012

Session: 2020-2021

MBA (Final year)

Department of Management

Declaration

I do solemnly declare that the work presented in this term paper entitled "Employees job satisfaction in Grameenphone Limited Bangladesh", has been carried out by me and has not been previously submitted to any other university college or organization for any academic qualification certificate BBA or MBA. The work I have presented does not breach any loss or damage arising from breach of the foregoing obligation.

Md. Naimur Hassan

Reg No:

Roll No: 2017260012

MBA (Final year)

Department of Management

Joypurhat Govt College, Joypurhat.

Acknowledgement

This Successful Completion of this report is the outcome of the Contribution of a number of people to whom I'm grateful and thank from the very deep of my heart. So would like to take this opportunity to thank all those people who helped me in preparing to thank all those people helped me this report "Employees job satisfaction in Grameenphone Limited Bangladesh". First of all I would like to express my great respect to almighty for providing me the strength and energy to prepare report.

I wish to express profound gratitude to my teacher Md. Abubakkar Siddique, Head of the Department management, Joypurhat Govt College, Joypurhat. I would like to thank my parents for giving me the moral as well as the financial support for preparing the term paper.

Executive Summary

Grameenphone Limited is the largest telecommunication service provider in Bangladesh. Service received its operating license in November, 1996 and started its operations from March 26, 1997, the Independence Day of Bangladesh. Grameenphone Limited has many employees. Employees job satisfaction is a big factor for an organization. Employees overall job satisfaction raise several HRM practices. In this research the researchers take four independent variables (job security, compensation, motivation and promotion) and one dependent variable (Employees job satisfaction). Grameenphone Limited. According to the correlation and regression analysis job security, compensation, motivation and promotion are positively related with employees job satisfaction.

TABLE OF CONTENTS

1.0	Introduction	1
2.0	Statement of the problem	2-4
3.0	purpose of the study	5
4.0	Literature Review	6
5.0	Conceptual framework	7
6.0	Research Methodology	8-9
7.0	Result Analysis	10
8.1	Assessment of Hypotheses 1	11
8.2	Hypothesis 2	12
9.0	Recommendation	13
	References	

1.0 Introduction:

Grameenphone is the biggest mobile telecommunication operator in Bangladesh. Grameenphone widely known as GP is also the most important telecommunication service provider in Bangladesh. Grameenphone limited received a license for cellular phone operation in Bangladesh from the ministry of post and telecommunication on November 28, 1996. Grameenphone started operations on March 26, 1997 the Independence Day in Bangladesh. With more than 35 million subscribers as of October 2010. Grameenphone is the largest cellular operator and to cover most part of the country. It is a joint venture enterprise between Telenor and Grameen Telecom. Telenor is the largest telecommunication company in Norway, owns 55.80% shares of Grameenphone. Grameen Telecom owns 34.20% and remaining 10% is General public & other institution.

2. Statement of the problem:

The study found that, job security and Compensation is connected with employee work related attitude to organization. In this period, job security and Compensation is major concern for employee's job satisfaction, especially during challenging economic time. Job satisfaction will be related with employee's productivity. When employees suffer job security problem then their productivity will decrease. Recently the top management of Greenphone Limited has been taking a step which is not in favor of employees. HRD section always takes this opportunity to evaluate the performance of the employees. The employees of Greenphone Limited have faced job security problem and they do not feel safe in work place. It was revealed that employee work related attitude is related to organization HRM.

Employees are not getting enough rewarded for their work. That's why employees are less motivated. The major factors of motivation are one's needs, rewards, wealth, determined goals, beliefs and dignity (Vroom, 1990). It was discovered that employees promotion are also connected with employee work related attitude. The employees of Arcameenphone Limited are not satisfied with their promotion policy. They feel they are stuck in a same position for last few years. promotion flows a defined set pattern which is outlined in the employment bond (Doeringer & Piore, 1971). It is generally thought that employees feel good about their jobs when they are using their skills and abilities and contributing to the organization. (Petrucci, and Simmers 2008) found that several HRM practices raise employees overall job satisfaction.

Employees are paid compensation in addition to wages and salaries. Compensation is linked to performance. Now the employees of Greameenphone Limited feel that, they are not getting properly and justifiably compensation for their effort. They also feel that, last few years increment and salary structure should be restructured. Compensation practice is one of human resources management practice which normally refers to pay, wages, salary, and benefit etc. Many researchers argued that incentive based compensation has a great effect on organization performance (Gerhart and Milkovich 1992; Milkovich and Boudreau, 1998) Motivated employees are more productive. But in Greameenphone limited employees motivation and also their trust level is not up to the

3. purpose of the study:

The purpose of this study is to find out a relationship between HRM practices (job security, compensation, Motivation, and promotion) and employees work-related attitude (Employee job satisfaction). in the context of Grameenphone Limited. It is very important for the HR of Grameenphone Limited to develop strong relationship with employee.

Therefore the researcher purpose is to find out, is there any significant relationship between HRM practices and employee work-related attitude, in the context of Grameenphone Limited.

4. Literature Review:

This study focuses on the relative importance of job satisfaction factors and their impacts on the overall job satisfaction of GP House (Corporate Finance and Treasury) in Grameenphone Limited, Bangladesh. The result shows that job security, Motivation, Compensation and promotion are the most important factors contributing to job satisfaction.

5. Conceptual Framework:

In this paper, therefore aims to identify the relationship among the factors such as HRM practices and employee work-related attitude.

conceptual Framework

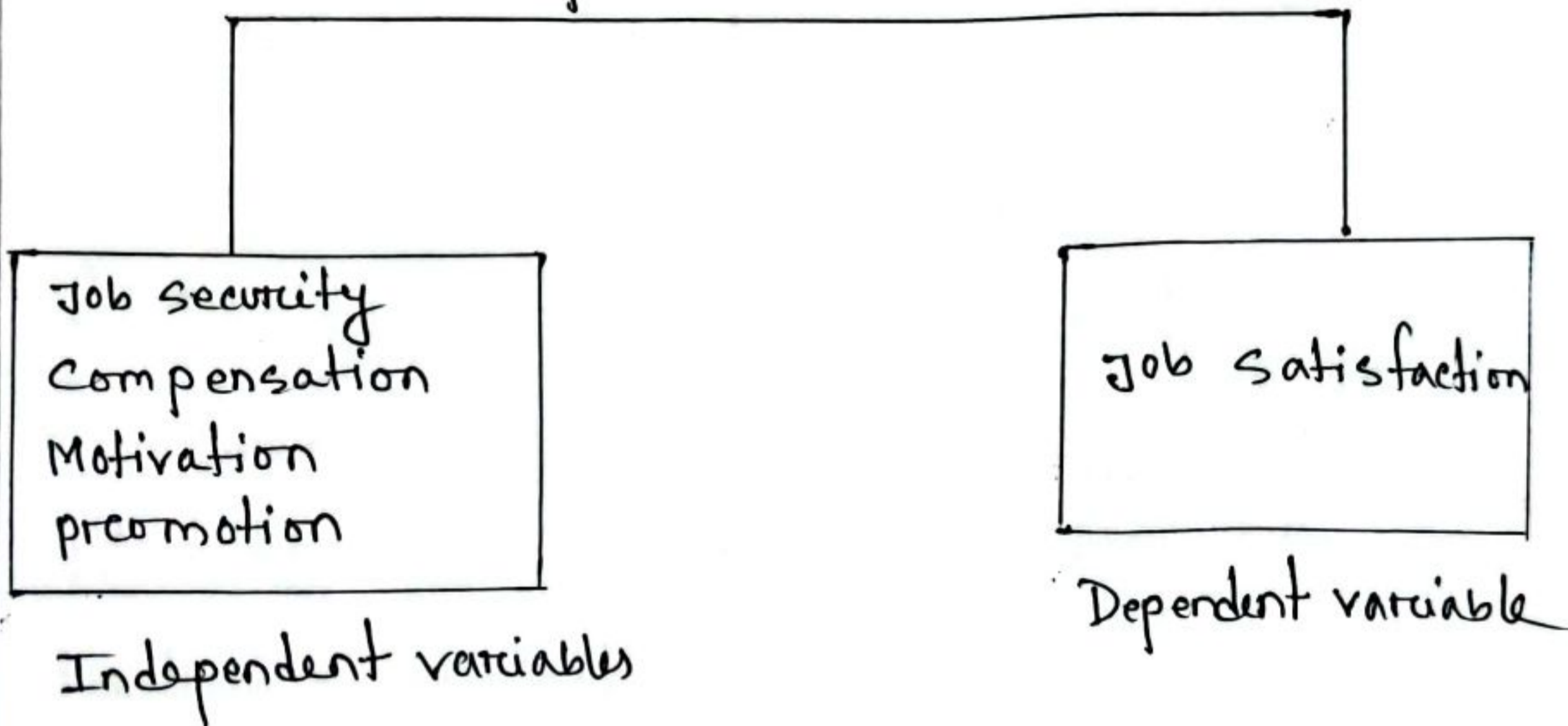


Figure: Developed Conceptual Framework of Research variables and their relationships.

6. Research Methodology:

The research questions and hypotheses clearly support this model. In this study, the research are going to investigate the relationship between HRM practices and employee work-related attitude of Grameenphone Limited. when researcher investigates the effects of the measuring variables and analyses the relationships among the variables, the design is know as Co-relational (Graziano Ravlin, 1997; Zikmund, 2000). That is why a Co-relational research design has been selected in order to find out the appropriate answer of the research question and to test the hypotheses. The model also suggest this type of desing. The present, " Descriptive research methodology uses a correlation study to establish the existence of relationship between the measured

In the research, the researchers intend to identify whether any relationships exists between these measured variables or not.

A co-relational study provides a measure of the degree between two or more variable.

Therefore, the present study will be characterized as a co-relational study.

The researchers will gather information from the employees of GP House (Corporate Finance and Treasury) who is currently appointed at Grameenphone Limited.

Bangladesh and use structured question nairce for collecting information.

7. Result Analysis:

Reliability coefficient and descriptive statistics:

Table 1

Reliability coefficient and Descriptive statistics of job security, Compensation, Motivation, and promotion with job satisfaction.

<u>variable</u>	<u>Number of items</u>	<u>M</u>	<u>SD</u>	<u>Alpha</u>
Job security	4	3.4362	.71754	.675
Compensation	4	3.2340	.57437	.016
Motivation	8	3.8218	.42249	.643
promotion	6	3.0390	.74472	.759
job satisfaction	3	3.7305	.78525	.746

8. Assessment of Hypotheses:

8.1. Hypothesis 1

There is a significant relationship between job security and employees job satisfaction, in context of Grameenphone Limited.

The result of the correlation analysis signifies that the job security ($r = .631$) is having a moderate relationship with the job satisfaction in perspective of Grameenphone Limited, Bangladesh and their relation is statistically significant. In stepwise regression job security is found to explain 67.4% variation in job satisfaction. Moreover, stepwise regression analysis shows that job security is significantly and positively related with employee's job satisfaction. Therefore, both the analysis supports the hypothesis.

8.2 Hypothesis 2

There is a significant relationship between compensation and employees job satisfaction, in context of Grameenphone limited.

The result of the correlation analysis signifies that the Compensation ($r = .476$) is having a moderate relationship with the job satisfaction in perspective of Grameenphone limited, Bangladesh and their relation is statistically significant. In stepwise regression compensation is found to explain 70.5% variation in job satisfaction. Moreover stepwise regression analysis shows that compensation is significantly and positively related with employees job satisfaction.

Therefore, both the analysis support the hypothesis.

9.0 Recommendation:

According to the correlation and regression analysis job security, Compensation, Motivation and promotion are positively related with employees job satisfaction. From the study it is being also observed that the job security, compensation and motivation are moderate relationship with employees job satisfaction and promotion is also strongly correlated with job satisfaction. Moreover employee job security, compensation and motivation is not up to the mark. So for this reason the higher authority should take an initiative to develop HR policies like improve yearly increment policy, salary structure, performance, and promotion policy which will help to recover employee's job satisfaction.

References

- Abegglen JC (1958). The Japanese. Aspects of its social organization. Free press.
- Arnold, J & Feldman, C (1986). organizational behavior. New York. McGraw Hill Book.
- Bakam I, Buykbese T (2004), "The Relationship between organization communication and the Aspects of Job satisfaction. A Field Study for Academic organizations". Akdeniz Univ. J. Econ. Adm. Sci 1(7): 1-30
- Barnett, R. C. & Brannan R. T (1995) The relationship between job experiences and psychological distress. A structural equation approach. Journal of organizational Behavior 16, 259-276