Sonargaon University (SU)

Dhaka, Bangladesh

Internship Report
on

Job Satisfaction of Employees in Bangladesh:

A Case Study on Paper 21 Limited

Submitted by:

Name: Md. Saidul Islam

ID: BBA1903018036

Program: Bachelor of Business Administration (BBA)
Major: Human Resource Management (HRM)

Semester: Summer-2023

Submitted to:

Department of Business Administration

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Dhaka-1215

Date of Submission:

Date: 05-09-2023

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Name: Md. Saidul Islam

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Supervised by:

Md. Rasel Hawlader

Lecturer

Department of Business Administration

Sonargaon University (SU)

Date of Submission

Date: 05-09-2023

Letter of Transmittal

September 04, 2023

To,

Md. Rasel Hawlader

Lecturer

Department of Business Administration

Sonargaon University, Dhaka.

Subject: Submission of Internship report on "Job Satisfaction of Employees in Bangladesh:

A Case Study on Paper 21 Limited.

Dear Sir,

It is a great pleasure to submit my internship report on the internship titled **"Job Satisfaction of Employees in Bangladesh: of A case Study on Paper 21 Limited"** This report was assigned by me during my study period in Paper 21 Limited."

I gave my best effort in preparation of this report. Any shortcomings or flaw may arise as I am new or beginner for this kind of job. I will wholeheartedly welcome any clarification and suggestion about any view and conception disseminated in myreport.
I would like to thank you for your kind-hearted cooperation in preparing my report.

I humble request you to accept this report for your kind evaluation. Kind regards,

Very truly yours,

Md Saidul Islam

ID: BBA1903018036

Department of Business Administration

Sonargaon University (SU)

Letter of Authorization

I, Mr. Md. RaselHawlader, Lecturer, Department of Business Administration, Sonargaon University (SU) hereby certify that the internship report work entitled as **"Job Satisfaction of Employees in Bangladesh: of A case Study on Paper 21 Limited "** has been prepared by Md Saidul Islam, ID: BBA1903018036, Department of Business Administration, Sonargaon University (SU) and submitted as a requirement for the partial fulfillment for the degree of the Bachelor of Business Administration (BBA) with major in HRM. To the best of my knowledge, the above-mentioned work has been conducted by the student himself. Any option and/or suggestion made in this study are entirely that of the author of this internship report.Thereportisanoriginalworkandpreparedasapartialrequirement ofthedegreetheBachelor of Business Administration(BBA).

Md. RaselHawlader
Lecturer
Department of Business Administration
Sonargaon University (SU)

Student's Declaration

This is Md Saidul Islam, a student of Bachelor of Business Administration, ID: BBA1903018036 from Sonargaon University (SU) would like to solemnly declaration here that this report on Human Resources Management Practices in Bangladesh: A Case Study on Paper 21 Limitted of Companies has been authentically prepared by me under supervisor of Md. Rasel Hawlader, Lecturer, Department of Business Administration, Sonargaon University. I am confirming that this report is uniquely prepared by me.I am further declaring that I did not submit this report any where for awarding any degree, diploma, or certificate.

Sincerely Yours,

Md Saidul Islam
ID: BBA1903018036
Major: HRM
Semester: Summer-2023
Department of Business Administration
Sonargaon University (SU)

Acknowledgment

First & foremost of all, I would like to convey my heartiest gratitude and total devotion to Almighty God for blessings me with the ability, strength, patience as well as keeping me active in performing my thesis report tasks successfully.

A special debt is due to my respectable teacher, **Md. Rasel Hawlader,** Lecturer, Department of Business Administration, Sonargaon University (SU) who has been my academic supervisor for the course of BBA. He was king enough to allocate her valuable time to provide me with her humble guidance, motivation thoughts, ample & applicable directions for the successful preparation of this report.

I would like to convey my heartiest thanks to **Md. M. I. M. Mamun,** Managing Director, Paper 21 Limitted, who gives me valuable cooperation, affectionate behavior and special guidance.

I would like to Special thanks to **Md Rafiqul Islam, Accounts & Manager,** Paper 21 Limited, for his assistance while working in the concern.

I am also extremely grateful to the all officials of Paper 21 Limited are working who have sacrificed their valuable time in providing me necessary information and made detailed explanation that have contributed to the planning of this report and internship study. In addition, I gladly acknowledge the valuable cooperation and assistance I have received from the staffs of the Paper 21 Limitted. It will be really injustice if I do not thanks to them because without their cooperation we cannot do anything.I am responsible for errors and mistakes presented in the report and a positive and constructive criticism will always be greetedwarmth.

Md Saidul Islam

ID: BBA1903018036

Major: HRM

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Executive Summary

An executive summary is a thorough overview of a research report or other type of document that synthesizes key points for its readers, saving them time and preparing them to understand the study's overall content. This study is the result of my internship program ran for the past three months placed at the Paper 21 Limited is one of the reputed organizations in Bangladesh. We place a high importance on surpassing customer expectations since they are our most valuable resource. Customer service, diligence, and integrity form the foundation of our company ethics. The management charter of the firm identifies honesty, confidentiality, and respect for others as the essential qualities for our continued success in Bangladesh's paper sector. By assuring exceptional service, quality, innovation, and the value we offer to our clients, we establish and maintain our position as a leading paper supplier in each of the markets we have selected. It has already developed reputation among the users. Therefore, the branches has all level of employees of the company. It began its journey with the intention of making all types of paper accessible in Bangladesh and so improving the caliber of printed materials. has access to every type of paper found worldwide and modern facilities for the creation of paper goods. Our ongoing success is largely due to the earnest efforts, prospective attempts, and appropriate direction we put forth to establish, expand, and reshape the specialty paper distributor. The corporate social responsibility has motivated us to stand apart from the business world. Social wellbeing is something we constantly cherish. Since my internship program guided to understand the level of job satisfaction, I had to gain the practical area of responsibilities and of accountabilities of the employee so that I could cooperate with them to assess their views about and relations with the organization. I tried best to ask the staffs of the Paper 21 Limited directly and indirectly to gather myinformation. However, I had a good access to the company publications. My task was designed to understand the level of job satisfaction of the employee of the Paper 21 Limited. To prepare this report I used primary and secondary data. The objectives of the report were understood level of job satisfaction of the employees of the Paper 21 Limited. So, the research was designed to achieve it. From the previous studies on this subject I have practically and empirically learnt that job satisfaction largely depends on the number of interrelated components such as workplace, salary, training, lack of gender discrimination, neutral promotion policies. Despite differences in opinions made by the employees of the organization on what the study was conducted, what the study finds is that they are highly satisfied in theirjob.

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