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Certificate from the Organization

Certificate of Supervisor

This is to declare that Md. Sohel Rana, a student of MBA in Accounting and Information Systems, Department of Accounting, Faculty of Business Studies, Session 2019, bearing ID No. 1905872 has completed an internship report titled on **A CASE STUDY ON EMPLOYEE’S JOB SATISFACTION OF RUPALI BANK LIMITED (Chehelgazi Branch and HSTU Branch Dinajpur)** under my supervision.

I also declare that I have gone through the draft copy of the report. Thoroughly found it satisfactory for submission to the department as a part of partial fulfillment of MBA degree.

I recommend the report to submit for awarding the degree of Master of Business Administration (MBA), Hajee Mohammad Danesh Science and Technology University, Dinajpur.

I wish him every success for the days to come.

.....
Supervisor

Mohammad Mazibar Rahman

Assistant Professor

Department of Accounting

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HSTU, Dinajpur

Certificate of Co-supervisor

I hereby declare that the concerned report on “A Case Study On Employee’s Job Satisfaction Of Rupali Bank Limited”(Chehelgazi branch and HSTU branch) is a work completed by Md. Sohel Rana, Student ID: 1905872, MBA in Accounting and Information Systems, Hajee Mohammad Danesh Science and Technology University, Dinajpur-5200, under my Co-supervision and submitted for the partial fulfillment of the requirement of the degree of Master of Business Administration (MBA) in Accounting and Information Systems at HSTU, Dinajpur.

I wish him every success in life.

.....
Co-Supervisor

Mohammad Main Uddin

Assistant Professor

Department of Accounting

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Student's Declaration

I hereby declare that the Internship Report on **A CASE STUDY ON EMPLOYEE'S JOB SATISFACTION OF RUPALI BANK LIMITED (Chehelgazi Branch and HSTU Branch Dinajpur)** is completed by me after collecting and Analyzing data.

I also declare that this is my Internship report and prepared for academic purpose which is a part of MBA and the report may not be used in actual market scenario.

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ABSTRACT

Rupali Bank Limited was constituted with the merger of 3 erstwhile commercial banks i.e. Muslim Commercial Bank Limited, Australasia Bank Limited and Standard Bank Limited which operated in the then East Pakistan on March 26, 1972 under the Bangladesh Banks (Nationalization) Order 1972. Rupali Bank worked as a nationalized commercial bank till December 13, 1986. When the Bank went public but the majority of the shares are still retained by the Government. Banks and other financial institutions play a vital role in forecasting the economic and social condition of a country. Banks in Bangladesh now constitutes the core of the country's organized financial system. The main task is to mobilize funds from surplus economic unit and deployment it to deficit economic unit and Rupali Bank Limited is doing that successfully from its establishment. This study is the result of my internship program ran for the past 90 days placed at the Rupali Bank Limited. (A Case Study on Chehelgazi Branch and HSTU Branch Dinajpur). The objective of Rupali Bank isto know the banking environment of Ruapli Bank Limited, to know the factors that influences the satisfied level of the employees of Rupali Bank Limited, to measure the satisfied level of the employees of Rupali Bank Limited, to find out the problem related to the satisfied level of employees of Rupali Bank Limited, and provide the suggestions regarding the problems. My sampling area is Rupali bank of the Chehelgazi branch and HSTU Branch Dinajpur. There are 20 respondents. Convenience sampling method has been performed for selecting samples. The data used to furnish this report have been collected from the primary sources and secondary sources. Among primary and secondary sources most of the data have been collected from the secondary sources. 40% employees are satisfied in overall issue with Rupali bank. The bank should be improving their internal issue. Job satisfaction refers to the automated delivery of banking products and services match the employee needs. Different kinds of banking services ranging from bill payment to making investments. Salary is the primary and most important factor for satisfied. It should be high enough to maintain the living standard of employees. The authority should consider that salary structure and benefits should be reasonable and comparable with that of other banks and /or other similar institutions.

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