Thesis Report

on

Employees Job Satisfaction during COVID 19: A Study on Cash Department of Banking Sector in Bangladesh

Submitted by:

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ID: EMBA-2101022018

Program: EMBA

Major: HRM

Semester: Spring-2022

Supervised by:

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Department of Business Administration

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Sonargaon University (SU)

Date of Submission: May 07, 2022

Letter of Transmittal

To

Mr. Md. Masud Rana

Assistant Professor & Coordinator

Department of Business Administration

Sonargaon University (SU).

Subject: Submission of Thesis Paper on, **"Employees Job Satisfaction during COVID 19: A Study on Cash Department of Banking Sector in Bangladesh"**

Dear Sir

It is my pleasure to submit the Thesis paper on **"Employees Job Satisfaction during COVID 19: A Study on Cash Department of Banking Sector in Bangladesh".** I think that this Thesis paper is really essential for the fulfillment of my EMBA degree. The Thesis Paper was a valuable experience for me.

I have tried my level best to follow the guidelines of yours. The whole experience of this report enables me to get an insight into the real-life solution of "Employees Job Satisfaction during COVID 19: A Study on Cash Department of Banking Sector in Bangladesh"

Yours Sincerely

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Shamima Khanom

ID: RMBA-2101022018

Program: EMBA

Major: HRM

Semester: Spring-2022

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Letter of Endorsement

I, Md. Masud Rana, Assistant Professor & Coordinator, Faculty of Business Administration, Sonargaon University (SU) hereby certify that the Thesis work entitled as **"Employees Job Satisfaction during COVID 19: A Study on Cash Department of Banking Sector in Bangladesh"** has been prepared by Shamima Khanom, ID: EMBA2101022018, Department of Business Administration , Sonargaon University (SU) and submitted as a requirement for the partial fulfillment for the degree of the Executive Masters of Business Administration (EMBA) with major in HRM. To the best of my knowledge, the above-mentioned work has been conducted by the student herself. Any option and/or suggestion made in this study are entirely that of the author of this Thesis Paper. The report is an original work and prepared as a partial requirement of the degree the Executive Masters of Business Administration (EMBA).

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Md. Masud Rana
Assistant Professor & Coordinator
Department of Business Administration
Sonargaon University (SU).

Student Declaration

I hereby solemnly declare that the work presented in this research Monograph entitle **"Employees Job Satisfaction during COVID 19: A Study on Cash Department of Banking Sector in Bangladesh"** has been carried out by me under supervision of **Mr. Md. Masud Rana,** Assistant Professor & Coordinator, Department of Business Administration, Sonargaon University. I also declare that it has not been previously submitted as a whole for any other degrees at Sonargaon University or at any other institution.

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Shamima Khanom
ID: EMBA-2101022018
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Major: HRM
Semester: Spring-2022
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Letter of Authorization

Certified that this project report titled **"Employees Job Satisfaction during COVID 19: A Study on Cash Department of Banking Sector in Bangladesh"** is the bona fide work of **Shamima Khanom,** ID: EMBA2101022018, Department of Business Administration, Sonargaon University (SU)**,** who carried out the research under my supervision. Certified further that to the best of my knowledge the work reported herein does not form part other project report or thesis on the basis of which a degree or award was conference on the earlier occasion on this or any other candidate.

……..

Md. Masud Rana
Assistant Professor & Coordinator
Department of Business Administration
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Executive Summary

The study is done on the specific topic on the "Employees Job Satisfaction during COVID 19: A Study on Cash Department of Banking Sector in Bangladesh. The Cash Department is one of the most important Departments in any Bank. It serves as a center-point for all other departments and without it no transaction can be done. All Bank in Bangladesh remain opened their Cash Department during the pandemic (COVID-19) situation. The Cash Officers continued their service during the pandemic situation although they were in severe health risk because they are committed to provide service to the customer and client of the bank. The Government of Bangladesh and Bangladesh Bank took many initiatives for opening and continuing banking service. The Bangladesh Bank announced 'special incentive' for bankers during the lockdown period. Bankers got priority in case of Covid Test from Government Hospitals. Bankers also got vaccine on priority basis as a front liner during COVID 19. Already most of the employee of the Banks got booster dose of vaccine on priority basis. In Bangladesh, during COVID-19 period, all Banks could not fill-up the targeted profit. For that reason, most of the Bank reduced salary of the employees, reduce cost of the bank, stopped to give promotion, increment also incentive bonus etc. But the Employees who work in Bank especially in Cash Department are satisfied in their job because of they were continued their job smoothly during the COVID-19 period for getting better help, support and motivation from the Bank Authority.