



Inspiring Excellence

Internship Report

On

**“Qualitative factors that influencing employees of Incepta
Pharmaceuticals Ltd”**

Submitted By:

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BRAC Business School

Submitted To:

Mr. Syed Mahfujul Alam

Lecturer

BRAC Business School

Submission Date:

30th April, 2019

Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

Student's Full Name & Signature:

Marwa Mizan
Student ID:14104168

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Fahim Ahmed
.....Officer , HR Department
Incepta Pharmaceuticals Ltd.

Letter of Transmittal

30th April, 2019

To

Mr. Syed Mahfujul Alam

Lecturer

BRAC Business School

BRAC University

Subject: Submission of Internship Report.

Dear Sir,

It is a pleasure of mine that I am submitting my internship report on “Qualitative factors that influencing employees of Incepta Pharmaceuticals Ltd” . I have completed this report based on the knowledge of my undergrad courses that I have done in my BBA program as well as the experience that I have gathered by doing work with this renowned company.

I am thankful to every one of those individuals of HR Department who gave me the critical data, information and pragmatic advice. I would be thankful if you read my report minutely. Surely i will attempt to answer all the questions that you have about my internship report.

Sincerely yours,

Marwa Mizan

ID: 14104168

BRAC Business School

BRAC University

Date:

Letter of endorsement

This is to ensure that Marwa Mizan, ID:14104168 , BBA Program, BRAC Business School, BRAC University has done internship report on “qualitative factors that influencing employees of Incepta Pharmaceuticals ” to complete BBA internship program. This letter is to certify that all the following mentioned information in the report is true and not confidential to the company.

I wish her the best and hope that she will prosper in her career and life.

Mr. Syed Mahfujul Alam

Lecturer

BRAC Business School

BRAC University

Acknowledgement

At first I would like to express my gratefulness to the Almighty Allah, because of His definitive consent that I got to finish my internship along with the internship report. Only words will never be enough to express how thankful I am to some respected people whose immense help and support led me to complete my internship report.

First of all, I would like to convey my gratitude to ‘**Abdul Muktadir**’the Chairman and Managing Director of Incepta Pharmaceuticals Ltd for his kind consideration to give me an opportunity to complete my internship in this company. I am also thankful to Md. **Anayet Hossain** (Assistant Manager HR), **MR.MD.Zakir Khan** (Deputy Manager HR), **Md.Jahid Hasan** (Senior Officer HR), **Rahnuma Momtaj** (Officer HR),**Ms. Jannatul Ferdous**(Assistant Officer),**Md.Neamul Karim** (Executive Officer) for allowing me to get provided by the necessary information. During these three months they shared their knowledge and experiences which helped me a lot to understand what the actual scenario of corporate world is. Lastly I am very grateful to my company supervisor and mentor **Fahim Ahmed** (Officer HR). He allowed me to do a survey for the purpose of my internship report and also shared the required in depth data which I needed to cover all the topic of my report.

Lastly I would like to show my gratefulness to all the employees and my intern mates by whom I got motivation and encouragement to learn different task. They helped me to pass my whole internship program in an easier way.

Executive Summary

It was a great opportunity for me to get change to working with IPL and learn from them. They believe their employees are the main asset of the company .So the management try to focus on employee satisfaction.This report mainly focuses on the qualitative factors which influencing IPL employees. Based on these factors employee retention scale determines. As employees plays a vital role from manufacturing the products and services to deliver them in consumer hand, company has to make them feel satisfied,motivated and enthusiastic.So the topics which has been covered on the report is going to explain how the employees feel about their job experience and which steps should be taken to ensure their retention in IPL.

In the First chapter, Background of Incepta Pharmaceuticals ltd and their mission,vision, products and services, divisions and departments, management hierarchyhas been explained.In the second part, the main parts of the report included. Such as rational of the study, scope and limitation, objective methodology,limitations and literature review of the study. After that analysis of the data, findings, recommendation and conclusion has been elaborate.

In analysis part of the report the focus was done based on some factors related to employee retention such as their health and safety, compensation structure and non-monetary benefits, workplace culture, communication among the workers and so on. Analyzing these factors leads to finding the result about in depth work experience of the employees.

The key finding includes employee satisfaction on health and safety, work environment and communication. On other factors employees have different opinions. Most of the employees indicates dissatisfaction on compensation management, equal rights and scope of career growth, work life balance.Some recommendation also has given on these issues. So it can be solved to retain employees for a longer period of time. Such as building a fair pay structure, providing insurance facilities equally, scope to career growth, giving promotion on the basis of performance , value everyone's opinion etc. these findings and recommendations can help the company to find out managerial gap and solve them to retain their valuable customer .

Keywords: Employee retention, Work environment, Compensation, Employee value, Job experience, Career growth, work life balance

Table of Contents

Declaration.....	3
Letter of Transmittal.....	4
Non-Disclosure Agreement	5
Acknowledgement.....	6
Executive Summary	7
Table of Contents	8
List of Acronyms	10
Chapter 1 [Body of the report]	11
1.1 [Background of Incepta Phrmceuticals Ltd]	Error! Bookmark not defined.
1.2 [Total business of IPL].....	11
1.3 [Vision]	1Error! Bookmark not defined.
1.4 [Mission].....	1Error! Bookmark not defined.
1.5 [product and services].....	13
1.6 [Departments and Divisions].....	14
1.7 [Management hierarchy of Incepta Pharmaceuticals Ltd].....	15
Chapter 2 [Introduction of the report and study].....	16
2.1 [Rationale of the study].....	16
2.2 [Scope of the study].....	16
2.3 [Limitation of the study].....	16

2.4 [objective of the report].....	17
(a)Broad Objective.....	17
(b)Specific Objective.....	17
2.5 [Literature review].....	18
2.6 [Methodology of the study].....	19
(a) Primary resource.....	19
(b) Secondary resource.....	19
Chapter 3 [Analysis and interpretation of data].....	20
Chapter 4 [Findings of the study].....	31
Chapter 5 [My experience as an Intern].....	32
Chapter 6 [Recommendation of the study].....	34
conclusion.....	35
Reference	36
AppendixA.....	37

List of acronyms

IPL – Incepta Pharmaceuticals Limited

ERP - Enterprise Resource Planning

SAP - Systems Applications and Products

SKU – Stock Keeping Unit

CHAPTER 1

Organizational Overview

Background of Incepta Pharmaceuticals Ltd.

Incepta Pharmaceuticals Limited is the second largest pharmaceutical companies in Bangladesh. This organization started its journey back in 1999. They have their own manufacturing plant, one situated in Savar which around 35 km away from Dhaka and another is 53 miles away for Dhaka city located in Dhamrai and head office situated at Tejgaon . Tablets, capsules, oral liquids, ampoules(containers of liquid for injections), dry powder vials, powder for suspension, nasal sprays, eye drops, creams, ointments, lotions, gels, prefilled syringes, liquid filled hard gelatin capsules, lyophilized injections, human vaccine etc these are the key SKU's (Stock keeping units) the factory produces. Since the start of Incepta Pharmaceuticals, they give emphasis on producing innovative products with competitive price to fulfill the demand of medicine community. Therefore their focus is on technologically advanced molecules and innovative dosage. Another specialty of IPL is quick mouth dissolving tablets. To innovate new, advanced dosage forms for various drugs and devices they have started their latest laboratory and formed new research team. They are innovating poorly soluble drugs, coated pellets,dry powder inhalers, taste masked preparation,modified release products etc. On January 15, 2011, IPL came up with globally accepted ERP software – SAP. Incepta started its operation with a bunch of highly skilled and devoted experts guided by a capable initiative. Technical excellence, proper strategic planning and decisions helped them to accomplish their goals which lead them to a faster growth.

Total Business of IPL

Incepta Pharmaceuticals Limited is a sister concern of Impress group. They currently do market their product in 67 countries in sub continents of Asia, Europe, Africa, North America, South America, Oceania. They manufacture more than 834 products from 35 therapeutic class. They are the first Bangladeshi pharmaceutical company to acquire the technology to produce human

Vaccines. They believe an integrated marketing, sales and distribution network is required to make the product information available to the customer therefore they have total 24 to depots to ensure strong distribution network. Employees from the departments from microbiology, pharmacy, MBA, Engineering, Accounting, and Medicine are giving their efforts in nationwide by the guidance of Incepta. currently total 7400 employees are working in IPL Organization received "Certificate of GMP compliance" from European Union, which helps its door to market their product in Europe.

VISION:

Our vision is to become a trusted healthcare company to ensure better health for everyone, everywhere.

MISSION:

Provide quality healthcare products and services for the benefit of humanity in the best possible way through innovation and diversification.

Following chart will potterly how the acceptance of high quality product led the organization into 2nd position in pharmaceutical industry within 8 years from its journey. The positioning, which was by IQVIA, once in the past IMS, they are the biggest research organization in the world, indicates size of Incepta as far as deals in the nation, throughout the years. Starting at 2017, they are the second biggest pharmaceutical organization in the nation (Teater, 2017)

Year	No. of Products	First Ever Product	IMS Rank*
2019	870	0	2nd
2018	865	10	2nd
2017	810	5	2nd
2016	783	11	2nd
2015	742	5	2nd
2014	706	3	2nd

2013	686	7	2nd
2012	631	7	2nd
2011	632	9	2nd
2010	594	10	2nd
2009	585	4	2nd
2008	532	10	2nd
2007	451	17	3rd
2006	368	9	3rd
2005	288	12	3rd
2004	198	6	5th
2003	154	18	8th
2002	119	14	10th
2001	78	11	12th
2000	35	4	31st

Products and services

With a wide range of offerings IPL serves both locally and internationally to meet the current demand. Following list in a broad head IPL manufactures locally.

*Nasal Sprays & Drops

*Sterile Products

*Biological Products

*Lyophilized Products

*Ophthalmic

*Non Sterile Products

*Cephalosporin

*Pre-filled Syringes.

Apart from Pharmaceuticals, IPL has begun to find its chance in ventures like-

*Bio-similar

*Animal Medicines

*Vaccines (Animal Vaccine, Human Vaccine)

*Natural Products

*Hygiene products e.g. Diaper etc.

Departments and Divisions of Incepta Pharmaceuticals Ltd

1. Sales.
2. Distribution.
3. Human Resources (HR).
4. Administration.
5. Production.
6. Finance and Accounting.
7. Information Technology (IT)
8. Marketing.

Organizational Chart:

Generally In an organization, workers are positioned at different dimensions inside the workplace; each level is one over the other. At each phase in the chain, one individual has various specialists straightforwardly under them, inside their range of control. Like some other pharmaceuticals company, Incepta Pharmaceuticals has a management hierarchy structure. Incepta Pharmaceuticals various leveled structure is tall with thin ranges of control, which gets more extensive as we move down the structure. As I have done my three months of period internship program I have learn that each of the employees used to have a good understanding with their supervisors and very faithful to their departments and their responsibilities.

Management hierarchy of Incepta Pharmaceuticals Ltd.



Fig : Employment structure of Incepta Pharmaceuticals Ltd

CHAPTER 2

Introduction of the report and study

2.1 Rationale of the study

This report is a reflection of the Human Resource function of IPL. Through this report we can have a holistic view regarding how giant organization like Incepta maintaining the global standard in terms of HR practice. This report will also pottery the relevancy of bookish knowledge and the practical scenario. New and old companies can also analysis this report for their further study. Here boldly I tried the focus and analyze on how qualitative factors influencing employees of IPL to retain with this organization.

As part of my internship report I prepared this report based on my practical work experience in IPL, website information, interviewing my on-site supervisor Mr. Fahim Ahmed, some report from other students, research, and my personal fact based findings.

2.2 Scope of the study

This report speaks about the organizational factors which influencing the employee retention in the company. Why the employees are not swiping up to other companies and what are the main facilities or benefits that they are getting and overall job experience of the employees has been described here with the help of primary and secondary data.

2.3 Limitation of the study

To provide more data and to assemble information, more time and sources are required. In spite of the fact that I attempted to make the report however much precise and legitimate as it was required but I could not accumulate more data for the report.

I am addressing following limitation while making the report:-

- Limited access to the information.

- Practical knowledge gap.
- As an intern I used to do operational works as a result there was very limited scope to know the policy.
- Many policies were not accessible to interns.
- Limited time to understand the entire process.

2.4 Objective of the report

The principle objective of prepare this report is to contentment the requirement of our undergrad program. This report is the part of my internship under course ID: BUS 400. This internship contains four credit hours. Here we need to prepare and present a report based on the learning we gained through our internship period, our theoretical knowledge and research.

(a)Broad objective

The broad objective is to analyzethe qualitative factors that influencing employees of Incepta Pharmaceuticals by relating the theoretical and practical knowledge

(b)Specific objectives

- Analysis the employee's tangible and intangible motivation factors.
- Understand the working environment, cultural and interpret the findings.
- Understand the co-worker's communication process and interpret the findings.
- Understand the individual employee's freedom.
- Understand the succession planning process for the performers.
- Understand employee's on the job experience.

2.5 Review from related lecture

This report focus on the different factors which influence the employee experience directly and indirectly. As a result employee take the decision of either to leave or to serve the company. As I was the first intern of that IPL who is covering the report on qualitative factors that influencing employees, I had to start the analysis from scratch . But I studied many articles, news , journals on related topics which made my vision very clear . as a result I could easily understand my topic and relate it with my company . Researchers have come up with positive connection between general workplace attitudes and individual performance outcomes (Iaffaldano&Muchinsky, 1985)”. That means workplace attitude can directly affect individual employees. Maintenance is the procedure of physically keeping each employee in an organization as it is one of the key essentials that are fundamental for organizational achievement.

In a globalized domain, maintenance and retention of individuals is very difficult and challenging (Benjamin,B,A.,Ahmed,P,M,S.2012).when authority have open discussions with their worker about what picked them to look for new chance, it concentrates the discussion on what the workers needs, and what the supervisor can really control. Now and then it's a matter of a bit change, which may offer an opportunity for goals with limited effect to a group (Desia, J.,Faison, March 25,2019). Employee satisfaction is one of the important part of organizational behavior (Ozdevecioglu, 2003).Worker retention is very challenging to the long term achievement of a business. Holding the best representatives guarantees extraordinary consumer loyalty, extended production, cooperative colleagues, and deeply learning and sharing organizational aspects (American Management Association, Jan, 2019). Various HR outcomes are responsible for customer satisfaction and company profitability. Employee satisfaction has no influence on profitability but on customer satisfaction (Denial, J. K. (2001)

Identifies about organizational commitment between the management and employees (Leena, J., Jessy, M. November,2012) . They focus on three type of commitments – affective, continuance and negative commitments which relates to employee retention. when this three kind of commitment are maintained in an Organization, the relation between the employees and the management can be consider better. With all the related journals and articles I will try connect my academic knowledge and relate with my report (Reichers, 1985; Meyer and Allen, 1991, 1993).

2.6 Methodology of the Study

Both primary and secondary sources were being used to prepare this report. A survey of 30 people were conducted in the company so here the sample size is 30. Both male and female employees of all department were part of the questionnaire survey. And they answered all the questions with their honest opinion.

(a) Primary sources:

Primary sources includes-

- Interviewsofcoworker mainly HR personnel of IPL
- Observation on all the divisions and departments of IPL
- Random conversations with the employees about their opinion towards IPL.
- By analyzing the documents which was provided by my on-site supervisor.

(b) Secondary sources:

Secondary sources includes-

- Resources from web.
- research answers papers
- Interview to my on-site supervisor.
- Information from websites, other internship report, recommend text book for theory part.

Chapter 3

Analysis and Interpretation of the Data

In IPL, a full time employee is expected to work for 9 hours in a day,54 hours in a week. So it can assume that employees are spending a long period of time in their workplace. Individual has to be productive to be successful in a work. There are so many qualitative factors that plays a vital role behind successful employee So it is a matter of concern that the company where employees are serving whether giving them proper importance to their comfort and work life balance or not.to analyze these factors I did survey on 20 person . Both male(70%) and female(30%) were the part of this questionnaire survey as per the requirement .This indicates sample size were 20. Sample has been selected based on random sampling technique. Here I am considering this 20 person as 100%.

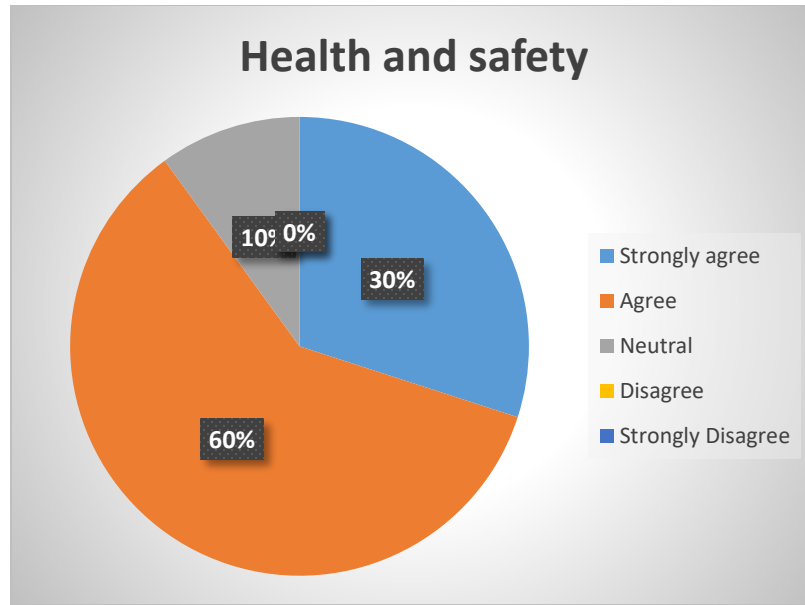
The Likert scale survey questionnaire was made on total 14 questions and it was divided among 20 employees .After the collection, transcription and analyze of the data, I divided the interpretation based on 5 themes which includes Employee health and safety, Work environment, Communication,Motivation, Compensation and benefits.

Analysis of the data explained as follows-

1. Health and safety :

By putting resources into wellbeing upgrades, employer make their employees feel how significant their security is. Accordingly, by this process company acquire worker faithfulness. After all nobody would take risk to work in a place where they won't get proper respect. That is the reason thinking about the general security and prosperity of workers gives advantage to the representative and the organization. It's additionally worth expressing that furnishing employees with a protected workplace has to be the top most priority.

The following chart shows that among 100% respondent ,60 % people are strongly agree and 30% are agree with their safety issues . That means they are agree to the fact that company is very concern about their health and safety issues. Health and safety issue includes hygiene, which means the cleanness of the workplace, fresh food,fire safety which is really very important everywhere. There are two fire exit in the building and so

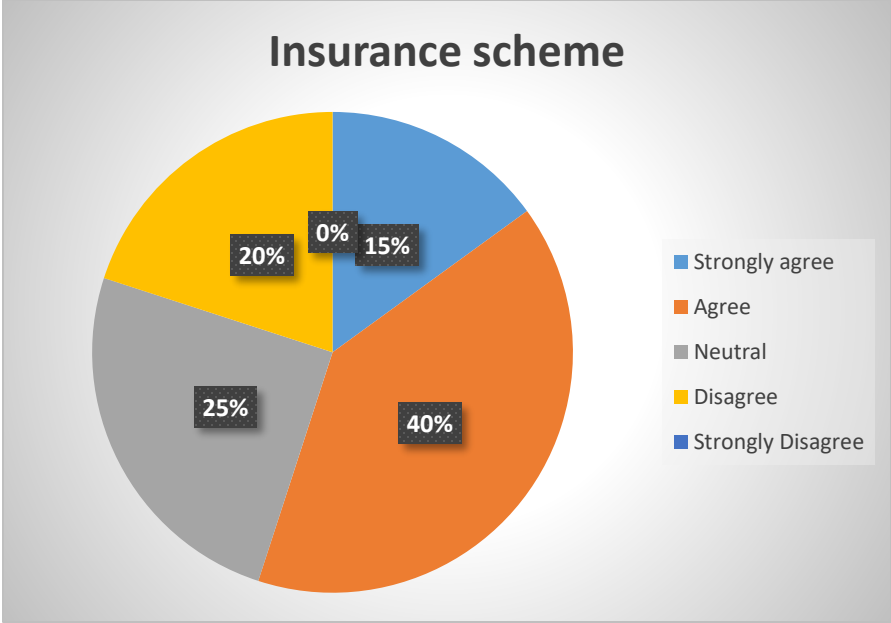


Many exit paths so that employees can easily step out during any unavoidable situation. Moreover 10% employees have different opinion about the health and safety issue .they are not much agree with the statement nor disagree. But after analyzing the pie chart we can assume that most of the employees feel safe in the company.

1.1 Insurance schemes :

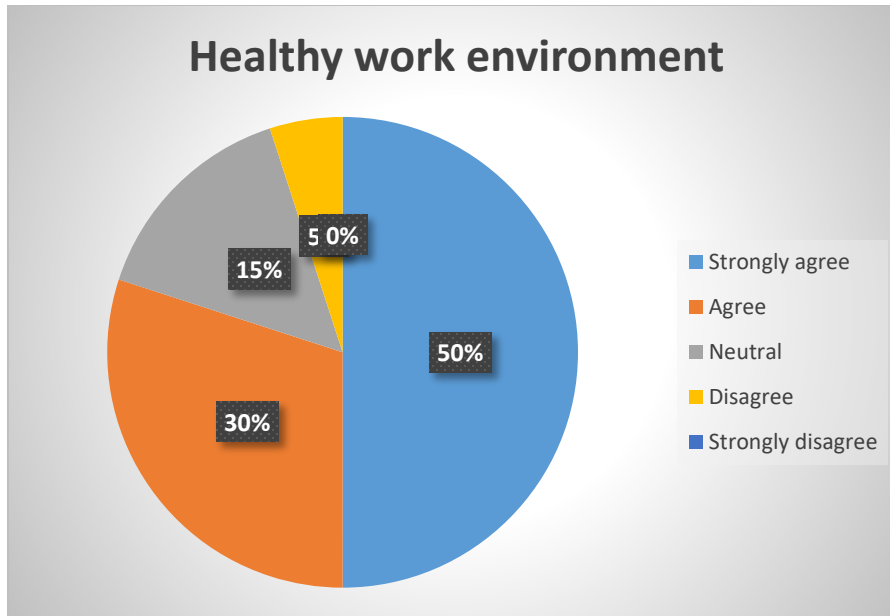
Company that provides insurance to their employees as a major aspect of their worker benefits package can pull in more qualified candidates than companies who don't. This system is more effective when competitor companies offer the same type of insurance facilities. Incepta believes its employees to be significant resources and ensures their rights and gives a full scope of staff facility including extra security and payment of 5% of the organization benefit to them.

However, After reviewing the following chart we can assume that people have different opinion about insurance facilities. Overall 55% employees are agree that they get provide by the insurance facilities. Among them 15% are strongly agree. 20% employees are not agree with the statement and 25% employees has neutral opinion. One of the HR personnel said their insurance policy is not equal to all employees .Only the employees of managerial level can avail this facility. Probably this is the reason why different respondent has different views regarding this matter.



2.working environment:

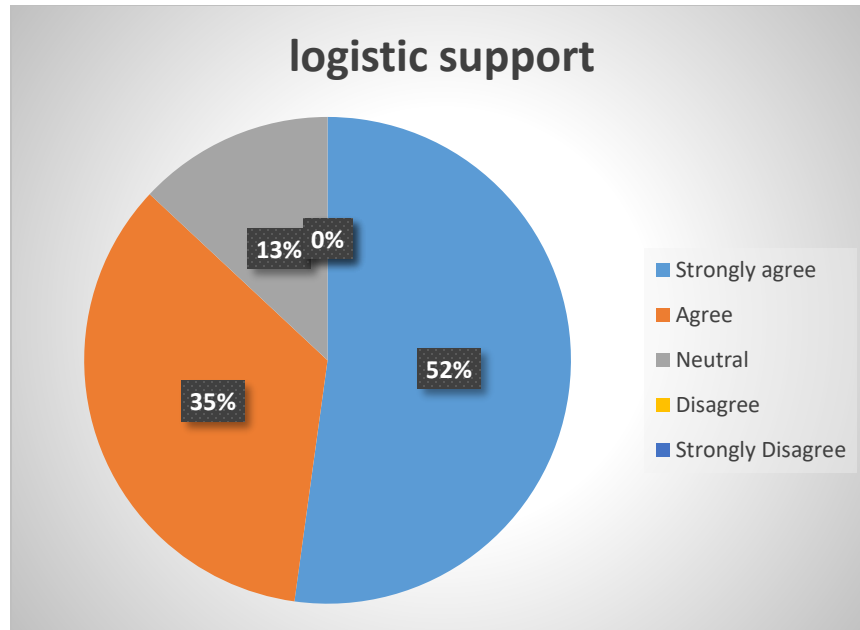
Incepta offers their workers very open, friendly and harmonious condition to create and practice their professional skill. Incepta pharmaceuticals encourage creativity, collaboration, incorporation, responsibility, respectability and excellence. Employees get challenging tasks and assignments just as chances to build up their ability and capacities. Incepta gives chances to growth of the career, Employee achievement and hard work. Opportunity to work at Incepta pharmaceuticals define a profession with learning, support, improvement and development of workers. Here we can see 80% of employees is happy with their work environment. However 15% employees are in neutral opinion that means they have mixed experience in the workplace. Rest of the 5% employees are dissatisfied with the statement maybe because their expectations does not match.



2.1logistical support:

Logisticalsupport plays a very crucial role to a company because even if the employees are capable and responsible enough to their task it is really very important to get provide by the necessary logistical support to get their work done properly on time. Logistical support includes day to day required elements such as technical information, gadgets like computer, laptop, notepad; electricity, small equipment like pen , paper , pencil etc.

This kind of equipment helps workers to production. From the pic chart we can see that over 87% employees get necessary logistics support from this company. This chart proves that this factor is influencing employees to give their best effort to every day task.

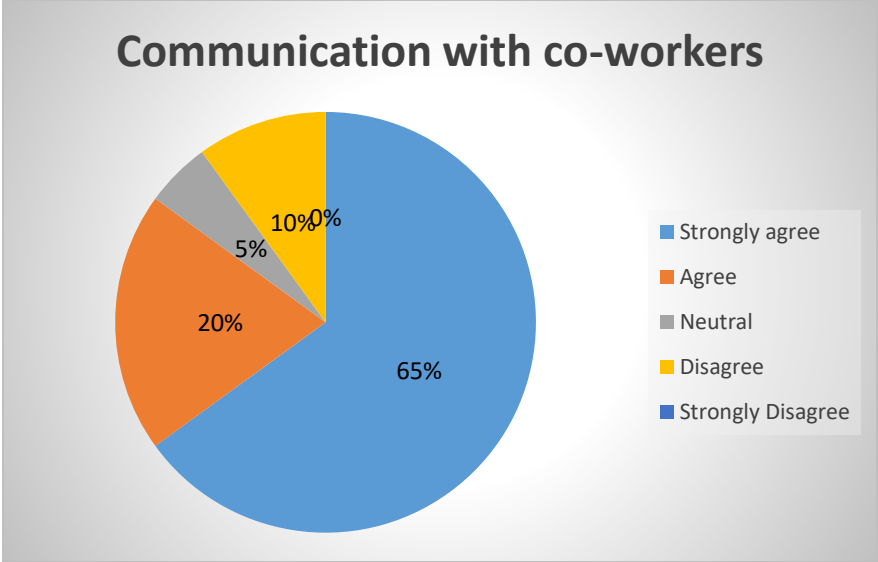


3. Communication

3.1 Communication with co-workers :

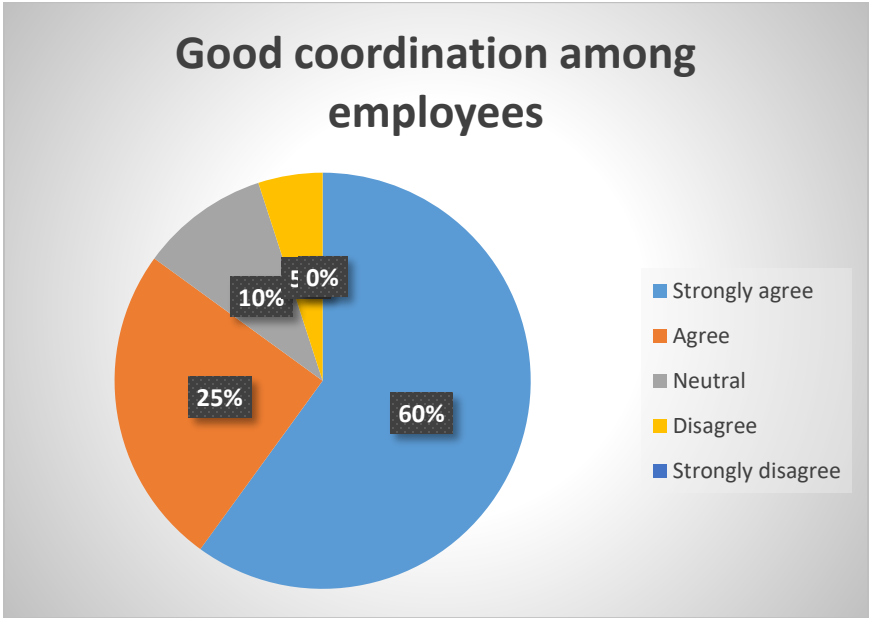
Communication plays a big part to any company. People with having good interaction skills can contribute a significant role. The way of communication can be verbally ,non-verbally, written, visually etc . In today’s updated world employees of IPL are heavily rely on communication through many ways. As a result company can easily come up with new ideas as people share their views and suggestions with each other. Moreover interaction between co-workers make themselves comfortable and they can deliver views with each other which is good for the workplace environment.

Through analyzing the pie chart 65% employee strongly believes coworker communication level is highly satisfactory.20% employee believes co-workers have satisfactory communication level . 10% employee disagree with the fact .



3.2 Team work and coordination

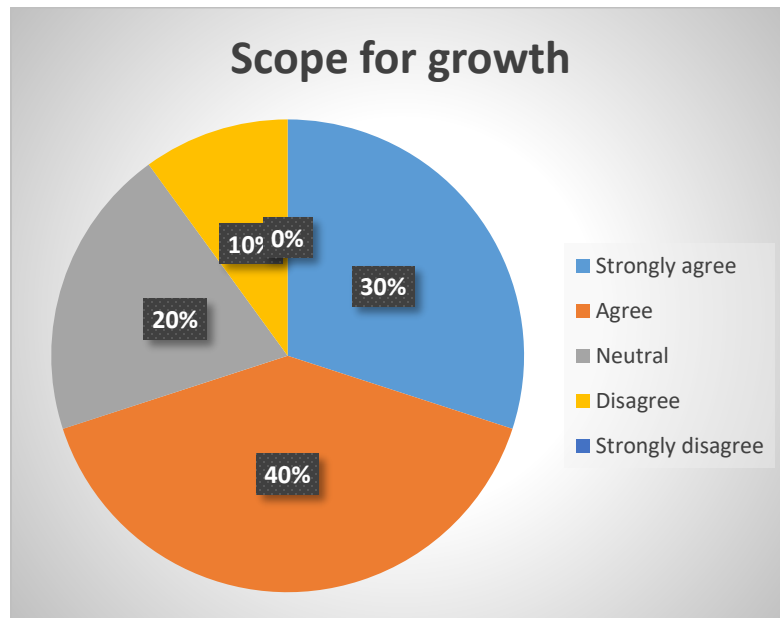
According to Incepta Pharmaceutical’s management team, individuals must work together in order to be a reputed company in the industry. IPL always work on team management. They arrange many training regarding leadership skills, communication skills etc.They continuously try to make an improvement to worker’s performance, analyzing and measuring them.



Here around 85 % employee believe that Team work and coordination between co-workers is strong.

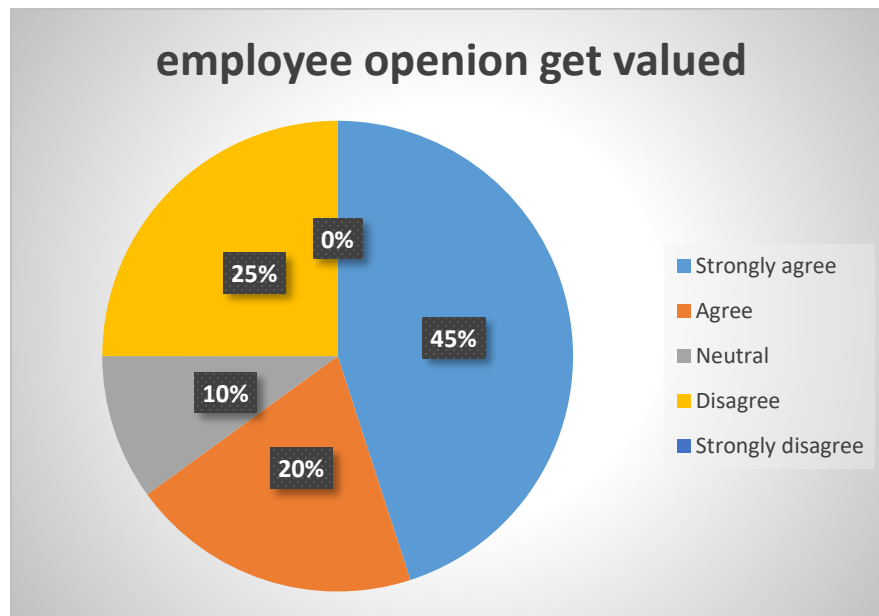
4. Motivation:

IPL believes that they provide individuals a scope for better career and development plan. They encourage their employees to take new challenges and use their potential correctly so that the company can achieve quality results and they can meet the expectations both customers and workers. Here is the pie chart for scope of employee growth.



30% of respondent are strongly agreed to the fact that they get proper scope for self - development..40% workers are agreed. 20% has mix opinion and other 10% has totally disagree with the fact.

4.1 Employee opinions and suggestions get valued

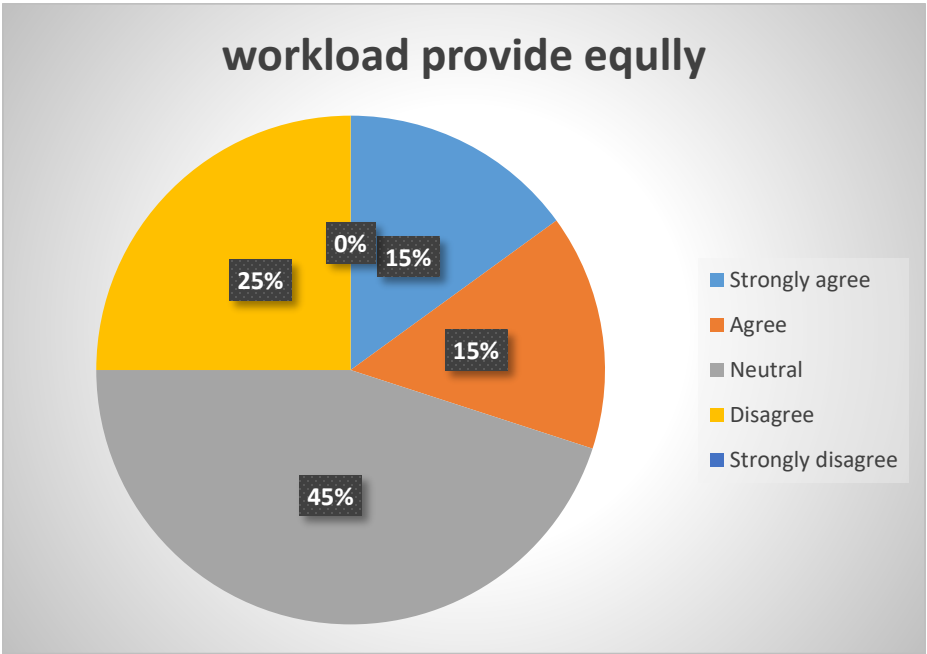


Here we can assume by the result of the pie chart that 45% employee believes their organization value their suggestion and opinion. Other 20% employees also agreed. Rest of the 25% employees are not happy with the statement which is not a good sign for IPL. This can make employees demotivate towards their responsibilities.

4.2 workload balance

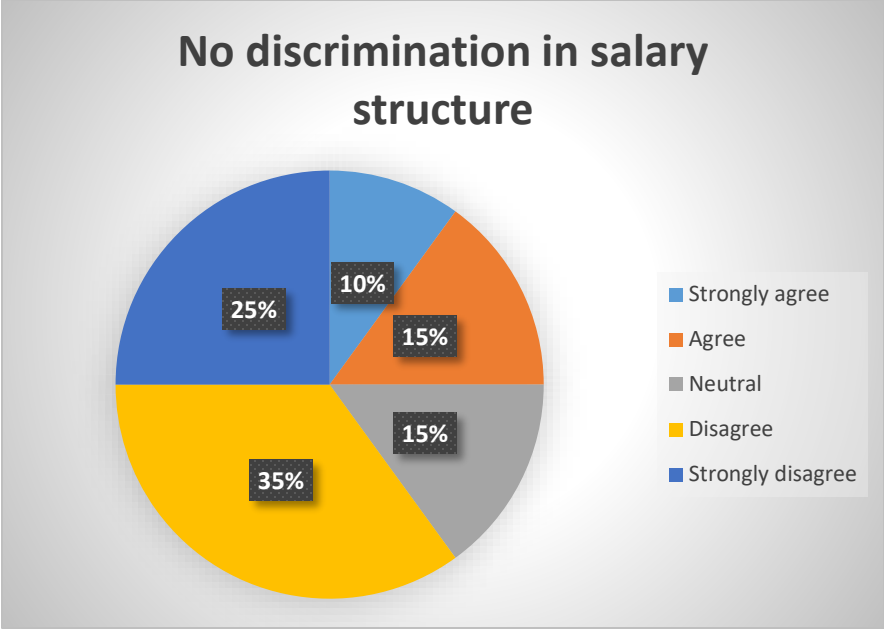
Workload balance among employees plays a vital role in every companies because it can motivate or demotivate in a very short period of time. The work has to be divided in a way that ever one get the same amount of task as the same time so any imbalance of the work distribution can be avoided. By analyzing the following pie chart we can see that 45% workers are neutral in this statement which is a majority number. 15% is strongly agree and 15% is disagree with the statement which is not expected from the 2nd largest medicine company in Bangladesh

because many employees are not happy with their work distribution. These process can make employees demotivated.



6. Compensation and benefit:

According to IPL, Compensations covers everything a business offers a worker as a return of their work. In spite of the fact that the term is generally connected with cash, there are other terms considered as non-financial benefits. For example, medical insurance, profit sharing. Compensation following plays a vital role of a company because employee turnover rate also depends on this. Around 10% employee strongly believes there is no discrimination in terms of salary calculation. Other 15% only agree on the statement. Most of the employees are disagree with the fact that there is no discrimination in salary structure.



6.1 Leave facilities:

Employees may a temporary break from work for many unavoidable circumstances. It can be family issue, can be health issue or maybe employee has some educational purpose or other issues. In these type of circumstances employees has to take leaves which they ask from their supervisors. IPL has been always fair to giving leaves to their employees. By observing the

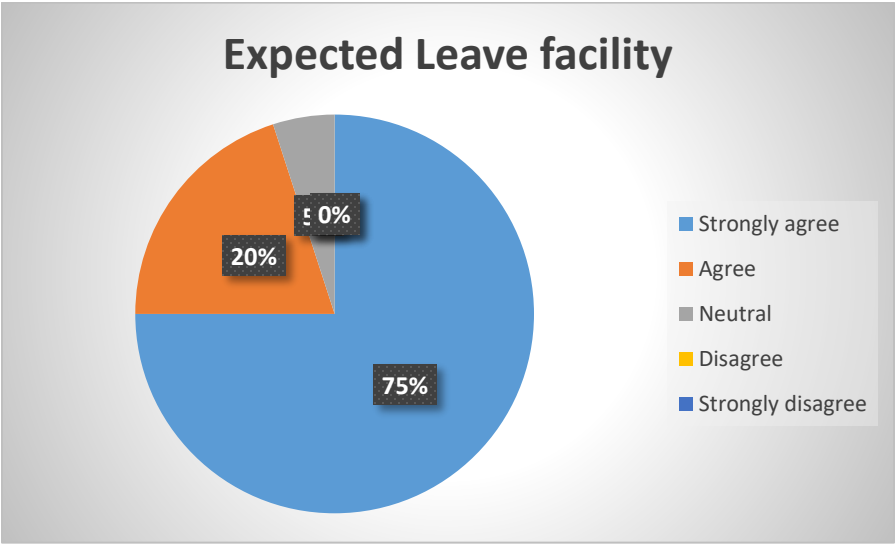
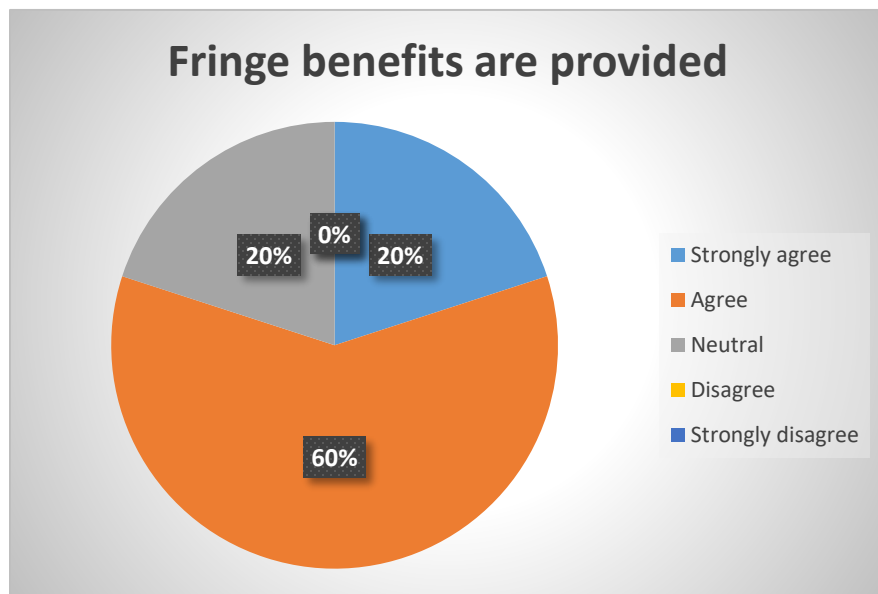


Chart we can notice that majority of the employees (75%) has believe to the fact that employees get leave facilities. only 5% employee has neutral opinion about leave facilities.

6.2 Fringe benefits

Fringe benefits are considered as other benefits apart from monetary benefits. These kind of benefits include profit sharing, employee discount, employer provided cell phone etc. IPL believes that providing these type of facilities can increase their employee satisfaction which can ultimately bring a profitable outcome. by the following survey chart we can notice that 60% employees believes that the get provided by the fringe benefits. Only 20% employees are neutral with this statement. probably their expectations are not meeting .But overall 80% employee believes apart from salary tangible benefits provided by the organization is satisfactory.



Chapter 4

Findings of the Study

The study topic was ‘Qualitative factors that influencing employees of Incepta Pharmaceuticals Ltd’. Here the employees of IPL was participated very actively to fill up all the survey questionnaire which helped me to get all the insight information about how certain factors are influencing or effecting employee retention on IPL. Moreover I took one to one interview with **Md.Jahid Hasan** (Senior Officer HR) and **Fahim Ahmed** (Officer HR) who helped me to get in-dept information required to my internship report purpose. After doing the analysis part I have come up with some major findings. After doing the analysis it is clear that organization is very concerned about employee health and safety by maintaining proper hygiene policy .on the other hand not every individuals of the company get provided by the insurance scheme. Only managerial division of the company get these facilities but providing insurance facilities is a major factor to retain maximum employees to the company.

Secondly, answering the question regarding job environment, maximum employees respond highly satisfactory because they find their work environment and culture very open, trustable, reliable and friendly. Moreover, to get their task properly done they are given all the necessary tangible elements by the management so that they never feel any disturbance.

Thirdly, answering the questions regarding communication and coordination, the data analysis reflect that more than 80 percent employees are very satisfied. According to **Fahim Ahmed**(Officer, HR) ‘the employees of all the departments are very cooperative, supportive and helpful’ which makes this company’s culture very unique.

Fourthly, employees answering the questionnaire regarding scope of making better carrier and development plan, more than half of the respondent are agree to the fact that they get enough scope and opportunities to prove themselves better. Every day they face new challenges to cope up with the company standard and increase experiences .But there are number of respondent who has given neutral and disagreement with the statement because they compare this act with other companies .moreover their expectation was different . Furthermore above 70% employees are very satisfied with the fact that their opinion get in considered by the management but some of them are not satisfied this this statement maybe because they have faced such situation where the management made them feel ignored or not valued .this issues need to solve as soon as possible because employees can switch their job if they feel ignored for long time.

Another issue has been noticed in the salary distribution related questions. After analyzing the point it is quite transparent that most of the employees are not happy with their salary distribution process .According to very few employees, there is no discrimination salary structure but most of the employees respond that the salary is not providing according to the salary alignment of the company.

Other than that employees are satisfied with leave facility because they get 10 days of permanent leave, 15 days of medical leave, and annual leave 15 days. They are satisfied with fringe benefits as well. IPL employees get 2 festive bonus, one half yearly bonus and one profit sharing. The profit sharing bonus are given from employee's Profit Participation Fund (WPPF). This kind of bonus is equally provided to every employee which is from a profit that the company makes (nearly 5%). Other benefits include employee discounts, employer provided cellphone etc.

My experience as an intern at IPL

I joined IPL on 1st February, 2019 for my internship. This was my first phase of stepping into the corporate sector. During these three months I learnt a lot from them. My supervisor and other surrounding employees of HR Department were so supportive. They helped me to learn how to handle practical tasks. Even if I did any mistakes they politely suggested me how to do it properly rather than getting offensive and judgmental. I got the opportunity to involve in the following tasks:

Data Entry: I had to enter employee's personal history form which included their address, family history, personal data, educational data, nominee, experience etc. That was a part of my every day task. When an employee joins IPL, he/she has to submit the entire original certificate to the HR department. As I was an HR intern, I learnt how to keep those records in Microsoft Excel. I also used to record data of detail of employee promotions, joining, income tax, innovator sample order status, factory trainee information, mobile loan etc.

Data Scanning: Scanning was another part of my task. Only data entry is not enough because scanned documents prove the authenticity of these documents. So it was required to scan all the papers to keep the information safely.

Making and sorting files: I used to make employee files chronologically based on their employee code after data recording and scanning so that every individual has separate files. After making each file I added their personal history form, joining report, certificates etc. Moreover when an employee got any promotion, I had to add that promotion letter to their files separately. There is a store in HR department where all the files are kept in different shelves according to employee designations.

Attend trainings: Though I am not a permanent employee but I got the chance to attend two training and development programs in Incepta Pharmaceuticals during my Internship period. They invite both inside and outside honorable speakers. The training that I attended was on Presentation skills and the second one was on Leadership skills. I have gathered a huge knowledge from it because this whole day training covered the entire necessary component needed.

Other than that I had to make photocopy of papers, I had to match different types of photocopy paper with the original copy and double checked the employee documents with Excel records . During this period of time I fully tried to relate my educational knowledge with my practical tasks. I have practically experienced many aspects of what I have learn in my Business courses.

Recommendation of the study

I have worked with IPL for around 3 months now and inside these 3 months I have seen how the employees work and how they were in the job nature. The information that I gathered for the report and from one to one discussions where the workers themselves. They provided me with data and resources which helped me to complete my internship report. In view of those I have thought of certain suggestions.

- IPL should limit their recruitment process only through references. They can hire employees from outsourcing also.
- They should utilize 360 degree technique in performance evaluation. Manager, subordinate, coworkers, client everyone will go through the process with the goal that they can know the gap between what the employees know and what they need to know.
- They should arrange a proper orientation for the newly joined interns and let them know about the rules/terms and regulations/conditions of the company.
- IPL should build their pay both for HR and Accounts departments. While working with IPL i have noticed that these two departments get comparatively salary lower from the other departments like marketing. Consequently they are exceptionally disappointed.
- From the month of joining every employee should provide by the Eid bonus. IPL should give bonus to those employees to who join IPL just previous month of Eid.
- IPL should to make an annual report so that they can identify their performance level every year.
- Insurance schemes should provide to all divisions of the company because everyone who's working for IPL is a part of their family so it's their responsibility to ensure employee safety to avoid unavoidable issue.
- Many employee has complain about not giving them the proper chance to show capabilities .company gives responsibilities upon those who are working there for long so the new employees does not get the chance for self- development .IPL should give the new employees many assignments, challenging tasks etc to make them motivated .
- The salary distribution should be done by following proper alignment. Employees should not feel that same designated employee of other competitor companies are getting higher compensation and benefits.
- An employee should get promoted on the basis of their hard work and contribution not on the basis of job duration because employees afford should get counted .This makes an employee more creative and loyal to their workplace. When an employee does not get reward on their hard work he/she might not ready to serve for the company so long.
- The job responsibilities should equally distributed among employees with same designation.

- They should keep the original copy of the employee certificates in a safer place where only the allowed personnel can enter and avail the necessary file.
- Improvement of the store room condition is must because it feels suffocating working there for long. Moreover, the shelves are very congested. Anyone might get hurt in there.

Conclusion

Incepta Pharmaceuticals Ltd. is currently the second biggest organization of the nation and perceived as the quickest developing of the main five assembling organization in the nation. Set up in the year 1999, the organization has made considerable progress.

In every organization manpower must be the main concern because Achievement comes through diligent work and dedication of the individuals who works with full energy to take their organization to the extremely top level. This dedication of employees comes when they are happy with their workplace and other issues and this satisfaction may vary workplace to workplace upon different angles. It is important to discover the reason for the disappointments and defeat those if the organization needs to work at maximum capacity.

Few components matter most to workers in IPL with regards to satisfaction, for example how the company respects workers, whether individual employees can rely on senior administration, possibilities to achieve self-development and obviously, how decently they get paid. If IPL invest in these variables more precisely, it will get many long time gains and prosperity.

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Appendix A

1. Company is very concerned about employee's health and safety.(ex: Hygiene , Fire safety , health campaign facilities etc).

A) Strongly Agree (B) Agree (C) Neutral (D) Disagree (E) Strongly Disagree

2. Insurance schemes provided by the Organization.

A) Strongly Agree (B) Agree (C) Neutral (D) Disagree (E) Strongly Disagree

3. The working environment is open and trustworthy.

A) Strongly Agree (B) Agree (C) Neutral (D) Disagree (E) Strongly Disagree

4. Company provides necessary logistical support to employees to make their work convenient.

A) Strongly Agree (B) Agree (C) Neutral (D) Disagree (E) Strongly Disagree

5. Communication level between co- workers is satisfactory.

A) Strongly Agree (B) Agree (C) Neutral (D) Disagree (E) Strongly Disagree

6. Team work and coordination between co-workers is unique .

A) Strongly Agree (B) Agree (C) Neutral (D) Disagree (E) Strongly Disagree

7. Organization provides individuals a scope for better career and development plan.

A) Strongly Agree (B) Agree (C) Neutral (D) Disagree (E) Strongly Disagree

8. Employee opinions and suggestions are always counted.

A) Strongly Agree (B) Agree (C) Neutral (D) Disagree (E) Strongly Disagree

9. There is no discrimination in the payment of salary according to company alignment.

A) Strongly Agree (B) Agree (C) Neutral (D) Disagree (E) Strongly Disagree

10. Work divides equally among the employees.

A) Strongly Agree (B) Agree (C) Neutral (D) Disagree (E) Strongly Disagree

11. Leave facilities offered by the company is satisfactory.

A) Strongly Agree (B) Agree (C) Neutral (D) Disagree (E) Strongly Disagree

12. Promotional opportunities provided by the organization makes the employee satisfy.

A) Strongly Agree (B) Agree (C) Neutral (D) Disagree (E) Strongly Disagree

13. Fringe benefits are provided. (EX: Profit sharing, Employee discounts, Employer-provided cell phones, meals etc.)

A) Strongly Agree (B) Agree (C) Neutral (D) Disagree (E) Strongly Disagree

14. I will suggest others to apply for the job here.

A) Strongly Agree (B) Agree (C) Neutral (D) Disagree (E) Strongly Disagree

