Report On

"An Analysis of Manpower Training, Development & Deployment of Technokit Healthcare Ltd."

By

Tamzida Abdullah

ID-17104229

An internship report submitted to the Brac Business School in partial

fulfillment of the requirements for the degree of

Bachelor of Business Administration

Brac Business School

Brac University

October, 2021

Letter of Transmittal

09 October, 2021

Ms. Tanzin Khan

Lecturer

BRAC Business School

BRAC University

66, Mohakhali, Dhaka 1212, Bangladesh

Subject: **Submission of Internship Report on Training and Development process of Technokit Healthcare Limited.**

Ma'am,

This is my great pleasure to submit the internship report titled "**An Analysis of Manpower Training, Development & Deployment of Technokit Healthcare Ltd.**" which has been organized as a cohesive part of the course requirement of my BBA program. I have conducted my internship program at **Technokit Healthcare Limited**, Navana DH Tower, Suite- 501 (5th Floor), Plot- 06, Panthapath, Kawran Bazar, Dhaka-1215.

I am very much glad that I get the opportunity to prepare this report for you and hope that it will meet the standard of your judgment. Also, I believe that knowledge and experience I gathered during the internship period will be helpful in my future professional life. Your positive action as well as support in this regard will be highly appreciated. If you need any further explanation or information in interpreting this analysis, I will be glad to answer your queries. Thank you for your cooperation.

Sincerely Yours,

Tamzida Abdullah

ID: 17104229

BRAC Business School

BRAC University

Declaration of Originality

I, Tamzida Abdullah, hereby declare that the presented research report of internship titled **"An Analysis of Manpower Training, Development & Deployment of Technokit Healthcare Ltd."** is exceptionally prepared by me after the accomplishment of three months' work at Technokit Healthcare Limited.

I also confirm that the report is only prepared for my academic requirement, not for any other purpose. The submission of this report is not for any other university or institute besides any other award of any degree.

Tamzida Abdullah

Tamzida Abdullah

ID: 17104229

BBA Program

BRAC Business School

BRAC University

Non-Disclosure Agreement

This agreement is made and entered into by and between Technokit Corporation as well as Technokit Healthcare Limited and the undersigned student of BRAC Business School at BRAC University.

Tamzida Abdullah

Tamzida Abdullah

ID: 17104229

BBA Program

BRAC Business School

BRAC University

Acknowledgement

Initially I am very beholden to Almighty Allah for giving me the strength and opportunity and a sound mind to complete the internship report during this pandemic phase. I want to say thank you from the bottom of my heart to my academic supervisor, Ms. Tanzin Khan, Lecturer at BRAC Business School, BRAC University to guide and give me the opportunity for initiating this report.

I would like to take this chance to thank Technokit Group for providing me with the opportunity to complete my internship in their sister concern, Technokit Healthcare Limited. My special thanks to Mr. Md. Manik Ratan, Mr. Moktadir Rahman Piyash of Technokit Healthcare Ltd. who allotted me the project.

I would also like to convey my cordial gratitude towards my field supervisor Mr. Md. Manik Ratan- Asst. Manager Accounts & Admin and Miss Farhana Jesmin- Jr. executive Institution, Mr. Shahinur Raman- Executive Admin; also Mr. Moktadir Rahman, Mr. Imran and my internship colleagues of Technokit Healthcare Ltd. for their heartfelt support without which it would have been difficult for me to accomplish the project.

Lastly, my sincere appreciation for my institutional authority of BRAC University, the library facilities as without their direct support and proper guidelines this study would have been a little success.

Executive Summary

I have completed my Internship at **Technokit Healthcare Limited**. Technokit Group was established in 1998, then reorganized on March 3, 2002 as "Technokit Corporation" and later on introduced a sister concern named, "Technokit Healthcare Limited" on November 10, 2006 and the company is based on the trade and indentation of pharmaceutical raw materials.

In the organization, I worked under the Human Resources Department. There, I actively participated in department meetings where I shared my knowledge and opinions regarding Human Resources Development and tried to gather more information about the basic functions of the other departments to have a better understanding of the relationship between them and the HRD. It is commendable to see them welcome, recognize and wholeheartedly appreciate the new ideas and knowledge of interns like me. I have successfully completed all assigned tasks and handed them over to the senior supervisor at the end of the internship. I really like the challenges that I face every day. There are also various restrictions on improving processes and maintaining ethical standards in a business environment. But even so, this report also discusses how these policies and practices align with the company's strategy.

In addition, the first chapter "Overview of Internship" focuses on my three months' internship experience in Technokit Healthcare Limited. Chapter two "Organization Part" focuses on the entire profile of that company, their every departmental practices along with the competitive analysis in the market. Chapter three "Project Part" focuses on the rationale, context and purpose of the report, as well as on the overall methodology of the research project. In all three chapters, I have tried to bring together the findings and recommendations of the research. which are based on my observations during the internship. In this section, some issues are mentioned, and there are some suggestions to restore these situations. The lessons I learned throughout my internship with this organization are also invaluable for my future endeavors.

List of Contents

List of Acronyms

- TC : Technokit Corporation

- HRD : Human Resources Department

- MGT : Management

- OJT : On-The-Job (Training method)

- WFM : Work From Home

- IT : Information Technology

- LC : Letter of Credit

- PI : Proforma Invoice

- PO : Purchase Order

- BFRS : Bangladesh Financial Reporting Standards

- TNA : Training Needs Analysis

- ERP : Enterprise Resource Planning

- DCCI : Dhaka Chamber of Commerce & Industry

- PFI : Private Finance Initiative

- VAT : Value Added Tax

- CNF : Cost and Freight

- FIFO : First In First Out

- TNA : Training Needs Analysis

Chapter-1: Overview of Internship

The core goal of the internship is to meet the BBA curriculum requirements set by the BRAC University. Interns must prepare project reports at the end of the internship period, but the main goal of the internship is to gain practical experience in real-world organizations. The purpose of the internship is to obtain practical knowledge in the human resources department of Technokit Healthcare Limited. Moreover, the reason behind choosing this internship project topic is that human resources are the most important resource for every organization in order to gain a sustainable competitive advantage over competitors. In terms of managing these human resources, different organizations have used several practices around the world to create a competent workforce.

The human resources department of this company gave me a lot of space and opportunities, not only to learn, but also to show my skills as a member of the human resources team. I can put my theoretical knowledge in human resources into practice while participating in many discussions. These human resources practices are a set of principles that can be used as potential contributors to find the right people and increase their engagement, productivity and loyalty to the company like Technokit Healthcare Ltd. In my report, I have humbly tried to maintain all the human resources activities and practices carried out and monitored by them to identify the flaws that have caused them to shrink, and to make suggestions that might improve their situation. Similarly, the specific goal of this report is to obtain work knowledge and personal annotations of the overall human resource procedures-functions-principles-nature, to understand the operation of organizational human resources, to understand the satisfaction and dissatisfaction of employees, through analysis of human resource planning, work analysis, employee recruitment process, performance evaluation, salary and compensation plan, benefits and services, etc. in terms of analyzing the Manpower Training, Development & Deployment of Technokit Healthcare Ltd.

As an intern, I realized that I have managed to collect many meaningful learning experiences that are useful for my future career and also due to my limited knowledge and experience, I have tried my best to make this report as easy to understand as possible and turn real-world experience into a document.

1.1: Internship Details

1.1.1: Student Information

Name	: Tamzida Abdullah
Student ID	: 17104229
Program	: Bachelor of Business Administration
School/Department	: BRAC Business School
Specialization/Major	: Double major in Human Resources Management & Marketing
Minor	: No minor
Email	: tamzidaabdullah97@gmail.com tamzida.abdullah@g.bracu.ac.bd

1.1.2: University Supervisor Information

Supervisor Name	: Ms. Tanzin Khan
Position	: Lecturer at BRAC Business School, BRAC University
Contact Email	: tanzin.khan@bracu.ac.bd

Co-Supervisor Name	: Mr. Mahmudul Haque
Position	: Associate Professor at BRAC Business School, BRAC University
Contact Email	: mhaq@bracu.ac.bd

1.2: Internship Information

1.2.1: Placement Information

Organization Name	:	**Technokit Healthcare Limited**
Industry Indenting	:	Pharmaceutical raw materials transaction with
Department/Division	:	Human Resources Management, Panthapath Branch
Job Type	:	Internship
Period/Duration	:	Three Months
Address	:	Navana DH tower, Suite- 501 (5th Floor), Plot- 06, Panthapath, Kawran Bazar, Dhaka-1215, Bangladesh.

1.2.2: Internship Company Supervisor's Information

Field Supervisor Name	:	**Md. Manik Ratan**
Position	:	Asst. Manager, Accounts & Admin
Contact Email	:	technokit22@gmail.com

1.2.3: Job Scope – Job Description/Duties/Responsibilities

During my internship interview, I was told that interns at Technokit Healthcare Limited are considered full-time employees. Indeed, I was not involved in secondary or irrelevant tasks, but I was always comprised and often assisted in all the projects my team is engaged in. I assist my supervisors in their daily activities and projects they work on as a part of my training. Most of my work involves making data entries for employee lists, budget listings for interviews and other departmental costs etc. Thus, I needed to work with other departments as well since Technokit Corporation and its sister concern Technokit Healthcare Limited work together so managing the human resources in other departments considering the organizational demand is equally important, so I had to work with HR & Admin panel, Procurement and Sales, Marketing, Supply Chain &

Operations etc. departments. My work is often praised as I have tried my level best to do my job well and respect the company rules and regulations of the company.

So, my job duties are given below:

- Create job advertisements to assist in the selection and recruitment process.
- Maintain and update delivery personnel files.
- Coordinate and supervise the training and development plan of new employees
- Assist senior colleagues in document processing and, if necessary, implement disciplinary measures in accordance with the policy, including suspension, punishment and dismissal in accordance with the guidelines.
- Assist senior colleagues to keep in touch with customers/clients.
- Maintain and update customer documentation regarding product purchases and payments.
- Make customer/customer reviews and opinions to identify any product specific information. Also, notify them about product promotions, return policies, and various offers for certain products.
- Provide regular feedback to prevent any delays. In addition, report daily work activities to the supervisor and request feedback.

I can proudly say that I have professionally, prudently and diplomatically managed confidential information in an opaque and fast-paced organizational environment. I am grateful for the opportunity to work closely with the HR team to learn the different types of HR practices. I joined, demonstrated my ability with little real work experience to lead teams along with other interns from different universities to create solutions and solve problems.

1.3: Internship Outcomes

This internship was an exceptional learning prospect for me which prepared me for the great transition from student life to a work environment that was quite simple through it.

- Possibility to apply the teachings in the classroom to the office environment
- Practical and direct learning about the concepts that learned in the academic environment
- Getting Professional work experience and collaboration in synchronization and discipline

- Learning the internal working mechanism of human resource management practices
- Experiencing and learning various aspects of different sectors of Human Resources Managements, like- recruitment process, training and development, performance evaluation etc.
- Learn to interact and successfully deal with a critical situation in a calm way, maintaining the organizational culture

1.3.1: Students contribution to the company

As an Intern, I was allotted to complete my internship in Technokit Healthcare Limited which was an extraordinary providential plan for me to work in one of the leading pharmaceutical raw material suppliers as well as indenting company. Moreover, I was lucky to be chosen inasmuch as they generally do not take interns as often like other organizations. This opportunity helps me to achieve my project report by using real life knowledge and I have also had a great opportunity to acquire and grow and day-to-day activities, which can be used in my future career evolution. In fact, the HR department manages all employees of the organization and the department strives hard to maintain the human resources they have appointed that will help the organization reach its goals. For the first two months of my internship program in the Human Resources Department, I worked with the HR operations team and last month I worked with the recruitment unit.

My value accumulation to Technokit Healthcare Limited is discussed below:
- **Segregation of CV:** When I got there, my work was less obvious, so at first, they assigned me shortlists to CVs that would help them choose new candidates according to their requirements.
- **Assisting in reviewing Script:** Multiple choice questions is their preference instead of the simple type or short question to check the nominees. During my internship I was allocated to review those questions.
- **Written Test Monitoring:** I am grateful to be part of the HR team at Technokit Healthcare Limited, which has helped me gain new practical knowledge. My job as a supervisor in the written exam for pharmaceutical items' knowledge. They usually consist of three to four batches and there are about 50 candidates in each chosen category. After this process, they will continue to progress the interview.
- **Interview Calling and arranging:** I was then assigned to call candidates who were selected

by the written test. Most importantly in that part I have to ask them whether or not they join the interview and give them proper guidance about attending the interview.

- **Supporting in Result sheet formulation:** After completing the interview process, my task was preparing the candidates' results using the interview process in Excel Sheets. Most importantly I need to put important candidate data on the excel file that will help the organization find candidates in less time.

- **Attending Training Sessions:** Here, I had to attend different on-the-job training sessions regarding initial intern training where my intern colleagues from different universities joined together for acknowledging pharmaceutical products knowledge, behavioral training, employee management etc. sections for learning and observing from my senior colleagues as well as skill development purposes.

- **Preparing Documents, file management and other tasks:** I had to compile reports, spreadsheets, prepare new spreadsheets and keep compliance items shared with various groups (Marketing, production, service assistants, agencies, etc.). I had to work with my colleagues on a regular basis to keep track of content and update and enter information and, most importantly, to keep the database entry in the priority areas. My job is to assist and answer questions from team members, ensure document compliance, process inbound mail, create and distribute documents, schedule appointments and organize meetings. In addition, I usually communicate with various employees by phone regarding any necessary situation and I was to report to my supervisor the update of daily work activities.

1.3.2: Benefits to the Student

As an intern, I gained practical work experience at Technokit Healthcare Limited. It was a great opportunity for me to apply my knowledge and turn it into skills while performing tasks, duties and fulfilling my responsibilities in the company's HRD. Here, I would like to share some experience during the internship period are presented below:

- **Organizational Attitude:** It refers to human behavior in organization. We received some answers about adequate behavior, giving a precise goal in the organization and how it marks professional behavior in the organization's environment in general. I have come to understand the corporate lifestyle, structure, progress and working conditions. I also learnt how to behave

professionally in an office environment. I must learn and respect the work culture, comply with deadlines, and learn to communicate with colleagues and supervisors.

● **Business Communication:** This part is quite challenging for me. During the internship, they must interact regularly with their employees, whether it is face-to-face discussion, telephone communication or internal e-mail conversation with the client. Besides, I learned to speak clearly and respectfully to my colleagues. Since I was working with the team, it was always significant to speak clearly with confidence to make sure we were working in the same way. My focus was continually informing my field manager about where I was with my job or if I needed any feedback by assuring that I was looking in the right direction. As an intern, cultivating excellent professional communication skills to efficaciously complete the job is a lifetime learning experience.

● **Technical Skills:** My assigned tasks required me to be accustomed with MS office applications. I improved my current knowledge and skills of MS office functions, such as-Word, Excel, PowerPoint, MS-Access, Publisher, etc., and created proficient documents, charts, calculations, reports and presentations every day. I have realized the importance of using Microsoft Office Suite software, and I have used the latest software applications to perform my tasks and learn advanced applications through practice or with the help of my senior colleagues. I also learned how to navigate on certain websites, like- Zoom, Google Classroom, Microsoft Teams, Google meet etc.

● **Attaining Outcome:** During the first few weeks of Technokit Healthcare Ltd. I was not always working properly. Although over time I learned from my supervisors and colleagues how to solve each problem and came up with a better idea. I have learned to keep the ultimate goal in mind and always try to connect them whether I like the materials provided to the learners and the systematic way of working.

● **Priority Based Multitasking:** In the allotted time and strategies, I had to do an assortment of tasks assigned by the manager. Previously, I was not that much focused on executing many tasks based on prioritizing to meet deadlines. I have learned the importance of time management and fulfilling my tasks in a timely manner.

● **Stress Management:** I learned about how to work under pressure by managing stress within a limited time. There were times when I was exhausted and had trouble breathing and it seemed that it was very difficult to deal with during this phase. Because in fact I am suffering from

depression and my self-esteem is low but over time I learned about stress management by utilizing time limits. After that, I was successfully able to cope up with the stress of work life balancing.

- **Personal Progress:** This internship not just to assist me improve my knowledge and

expertise but also helped me to develop my cognitive capabilities. My supervisor informed me during the interview that the team I would be working with was overwhelmingly positive. Working with this organization has taught me to think constructively at all times. It taught me how to cope effectively with any difficulties and my colleagues. I realized how to "work." This job prompted me to get into the habit of getting up every morning in order to acquire the endurance I required to work into the evening. It taught me to take each task seriously and execute it accurately.

1.3.3: Problems/Difficulties faced during the internship period

Problems that I faced as an Intern, are given below:

- Working for an eminent company such as the Technokit group is not an easy task. Must have strong scientific thinking skills and critical thinking and the ability to differentiate and extinguish information. Have time to learn early with long -term learning experiences and a strong mentality for continuous improvement in me, so I was able to do well in the tasks assigned to me.
- The Company is also an equally open corporation and accepts all applicable laws regarding employment opportunities equivalent to that of which the company works. I need to pay special attention to any duties in the HR department while helping with Selection along with Recruitment process and providing services to customers.
- Likewise, I discovered that communication skills are particularly essential, and that they can only be taught via practicing. It is necessary to have outstanding counseling and teaching abilities, as well as the capacity to establish effective relationships with multiple people both inside and externally. I felt like I was drowning at first, and I had poor self-esteem. I have demonstrated experience in integrating, contributing in planning, and deploying HR initiatives and programs through time and by engaging myself in the work environment, that has enabled me to develop confidence and believe in my abilities and knowledge.

- I have realized that Communication and Interpersonal skills are essential to team performance and overall success since I found my job at the company quite monotonous and uninspiring when I was new and was expected to be advised to perform random tasks. I later found out that I had to show a readiness to stimulate myself and take on new challenges rather than being pushed by a senior colleague.

- I prepared presentations to silhouette about the future thought of learning, helped to progress targeted marketing strategies for operational activities to support various learning resources and encourage a culture of learning in the organization. I had to use Microsoft Office as well as other software tools and solutions needed to formulate documents and presentations in just a three months' time period which is a very short time. Correspondingly, with great difficulty meets all needs after work and from home overnight and on weekends, completing all assigned tasks where I performed other assigned duties to support learning and capacity development initiatives undertaken by Technokit Healthcare Limited. Also, I have another course, MGT401: Business Strategies along with this internship, so it's quite difficult for me to complete all these things by chasing after a proper time frame.

- Apart from these before the pandemic, they followed both On-The-Job and Off-The-Job methods during training and development sessions. Where, Off-The-Job training was occurred after 15 days gap at different pharmaceutical institutions, like- Aristopharma, Orion, Beximco, Opsonin, Renata, Drug International, Square etc. companies and employee performance evaluation was given by written documentation but lockdown they are not following this technique so I could learn more from the field visit and Off-The-Job training session.

- Moreover, due to some confidential issue I did not get access to their software, which is **Odoo ERP** and also was not able to collect proper 3-5 years' financial as well as accounts reports.

- Besides, I faced a problem during internship since the office is quite far away from my house so daily commuting took a long time and was sometimes unfeasible. However, the problem was not great enough to dishearten me from my job. Since it is a pharmaceutical raw material and medical equipment supplier as well as indenting company, they had no option for work-from-home facilities as they needed to continue their medical equipment supply in different medical institutions all through the coronavirus outbreak. Hence, I had to attend office six days a week on a daily basis in spite of having a lockdown and transportation strike.

1.3.4: Recommendations to the company on future Internships

Technokit Healthcare Limited is one of the chief corporations for the Indenting and pharmaceutical raw material procurement sector. It is the perfect learning place for interns who want to try their luck in this field of medicine and indentation. So, my advice to the company for future internships are:

1. Using various social media platforms to post vacancies and portals like- BD jobs, Jora jobs, Kormo jobs etc. Because today's young people rely profoundly on social media for job hunting and internships and during pandemic sessions online jobs are becoming very popular. There should be a dedicated talent acquisition group on Facebook, LinkedIn, on their websites as well so that the Technokit HR team can use it to attract more applicants.

2. The company can also arrange an orientation program for trainees like me. It can take hours to introduce corporate policies, labor laws, and compensation arrangements. reward system, performance appraisal method, Training and Development Policy, Succession arrangements, etc. I believe it will help interns become more accustomed and accommodating before their Jitters Day.

3. Technokit Group can encourage students' internships to take personal notes or they can inspire for keeping personal journals for each intern. This can help interns track their day-to-day work and help companies better to keep their progress report.

Chapter-2: Organization Part

2.1: Introduction

Technokit Group was established in 1998, initially it was named by "RM Corporation" and its involvement based on pharmaceutical raw materials (API & Excipients), Vitamins, Minerals, Hormone, Nutraceuticals, Pharmaceutical Packaging, Laboratory regents, Pharmaceutical Equipment and Pharmaceutical Machineries' etc. transaction along with indenting. Later, the group was reorganized on March 3, 2002 by the name of Technokit Corporation. Also, the company introduced a sister concern which is "**Technokit Healthcare Limited**" basically a subsidiary on November 10, 2006 by retaining its unique working capabilities, Technokit expands its branches.

Moreover, the Managing Director, Mr. S.M. Rahman is a veteran leader who has 25 years of applied knowledge in this pharmaceutical as well as medical business.

2.2: Overview of the Company

Right now, Technokit Healthcare ltd. has become one of the leading diversified pharmaceutical raw materials traders cum healthcare business in Bangladesh and the success behind this achievement is gained by utilizing his practicing guidance and active leadership excellence.

Technokit Healthcare Ltd. is the sole-distributor of world-class brands, representing top manufacturers of medical, home care, baby care and beauty products around the world. And they specialize in supplying laboratory substance, research items, medical kit, clinical disposable thing, beautifying and nutraceutical product etc. and most of them are imported from the most reliable sources throughout the world, considering with proper certifications, like- ISO, GMP, EDMF, DMF, COA, TSE / BSE, USFDA etc. Technokit Healthcare Ltd provides access to mission-critical solutions, products and services in the life sciences and other regulated industries, including: Hospitals, NGOs, Pharmaceuticals, biotechnology, government and research institutes.

Currently, they have professional teams in Marketing, Administration, Sales, and are committed to providing better solutions and services to consumers. They believe that commitment, integrity, strong teamwork and customer satisfaction are the keys to achieving our vision and mission.

2.2.1: Mission

To ensure the dignity and well-being of all people (especially business houses and their interests) through insurance protection services by creating value for shareholders along the way through the satisfaction of customers, employees and the general public.

2.2.2: Vision

To reach the zenith of quality service and thereby achieve the ultimate goal of the organization and customer satisfaction.

2.2.3: Corporate Objectives

The approach to business at Technokit is reflected in its dynamic and progressive approach to providing products and services of international standards. This helps customers achieve a high level of efficiency and reliability.

Make an extra effort to create an environment of trust and belonging to their team. And do our best to elicit the same sentiments from customers. Additionally, take extra steps to keep customers engaged in their journey of progress with regular updates on the latest product service developments available both in terms of usage and applications.

2.2.4: Concerns of Technokit Group

- Technokit Corporation
- Technokit Healthcare Limited
- Technokit Distribution
- Technokit Healthcare & Pharmacy
- Technokit Healthcare & Cosmetics
- Advanced Globatics Bangladesh Ltd.

2.2.5: Core Values & Ethics

- **Honesty And Integrity:** Committing to a completely honest relationship with our indemnified clients in which they behave with the utmost integrity for securing wealth and industry.
- **Mutual Respect:** Always, treating diversified clients, individuals, vendors, employees with dignity and respect.
- **Quality Of Service:** Aiming to protect in a qualitative manner.
- **Worthy Of Trust:** Keeping the promises which are committed.
- **Teamwork:** Working across risk curtailing for assuring the clients get the best plausible services along and risk handling.

2.2.6: Services- A Solution of Pharmaceutical Industry

- **Active Pharmaceutical:** Ingredients & Excipients
- **Laboratory:** Reagent & QC Equipments
- **Medical:** Life Science & Equipments
- **Pharmaceutical:** Reference Standards, Packing Materials, Machineries

SERVICES

A SOLUTION OF PHARMACEUTICAL INDUSTRY

1 Active Pharmaceutical Ingredients & Excipients

Laboratory Reagent & QC Equipments 2

3 Pharmaceutical Reference Standards

Medical Life Science & Equipments 4

5 Pharmaceutical Packing Materials

Pharmaceutical Machineries 6

2.3: Management Practices

Management practices often denote the work methods and innovations that administrators practice to improve the proficiency of their work systems. Common management practices include employee empowerment, staff training, recommendation of quality improvement program and introduction of new technology in various forms etc.

Moreover, Technokit Healthcare Limited practices Democratic Participative Leadership management system where the leader is stronger than the group as a whole. The ideas and suggestions are provided by the party, and voting is possible on the outcome, but the leader has the final say on what action to take. Also, it is a prodigious style for managers who are interested in the contribution of the entire team and policymaking. As a temporary three months' intern I have observed that everyone is so friendly and helpful and always encourage to learn from them as much as I can.

HR & Administration

Basically HR & Admin panel of Technokit Healthcare Ltd. controls the whole Human Resources Department, which includes-

- People Management
- Office Management
- Supplies Management
- Internal Auditing

2.3.1: People Management

In this part, HR people are controlling the total employment system of Technokit Healthcare Ltd, like- Employment, Training, Job allocation, Job rotation, Assessment, Promotion, Penalty, Attendance, Employee Performance, Performance Appraisal, Other Benefits etc.

- **Employment:** Employees provide the workforce and proficiency of the efforts of the employer who is conducting the business and they are employed for performing specific tasks that are packaged at scheduled work. In the context of a company, an employee is someone who is employed to provide services to the company on a regular basis in exchange for compensation and does not provide those services as part of an independent business. So, HRD is handling this sector as per company's demand by hiring through proper selecting and recruiting process, creating a demand for employment by internal and external appointment, succession management etc. Also, in the Recruitment and Selection Process, they follow:

  a) Job Advertisement

  b) Short Listing of potential candidates

  c) Calling for Viva & Written Test

  d) Viva Seasons

  e) Calling for Final Viva

  f) Arranging the whole procedures

- **Training:** Then they arrange **On-The-Job** training sessions for interns, new employees, senior employees for enhancing their corporate skills and technical knowledge.

- **Job Allocation:** It is the process of effectively unifying resources and employees to achieve the company's project goals. It depends on how the business will benefit from the proper allocation of resources and roles in the most impactful manner so that employees can easily manage multiple projects of different sizes within a certain timeframe.

- **Job Rotation:** Job rotation is the systematic movement of employees from one job to another job within the organization for attaining various HR goals, such as- launching new directions for employees, staff training by improving career development and averting monotony or weariness at the workplace.

- **Assessment:** It focuses on the evaluation after taking a training session which measures the advancement of the trainees' competency. For this part, HR Admin emphases on assessment parts like- Training Needs Analysis, Kirkpatrick model etc. are used for evaluating their progress.

- **Promotion:** The employees get promoted according to their job performance. The Promotional strategy of Technokit Healthcare Ltd. is mainly that an employee can get promotion after two years completion in that position, like- if he is now at HR junior executive position then after two years he will get promoted as HR senior executive based on his work performance.

- **Penalty:** An employee gets a penalty if he delinquents in the workplace, by breaking the company law, misbehaves with other senior colleagues etc. reasons so Technokit Healthcare Ltd. also follows some rules for the penalized work.

- **Attendance:** The company takes daily attendance for each employee through their own software policy. They maintain six working days, only Friday is considered a holiday. During lockdown they followed five working days and Friday and Saturday were holidays then. Physical attendance is mandatory there.

- **Employee Performance:** Employee performance is the way in which a staff member accomplishes the tasks of his role, performs the necessary tasks and behaves at the workplace. Performance measures include quality, quantity and efficiency of work. Also, proper training augments their performances.

- **Performance Appraisal:** It refers to a general review of an employee's work and overall contribution to the company. Also, it is acknowledged as an annual analysis, performance assessment. Performance appraisal assesses an employee's ability, success, and growth or failure.

- **Other Benefits:** Technokit Healthcare Limited has some benefits, such as- Proficient organizational environment with modest compensation packages, Lunch facilities, Mobile bill, Provident Fund, yearly salary review, yearly three festival bonuses etc. For me, it was a non-payment of three months' temporary internship.

2.3.2: Office Management

In this section, HRD controls some official management works which are-

- **Equipment & Asset Management:** As a sister concern, Technokit Healthcare Ltd. works alongside Technokit Corporation; so HRD of Technokit Healthcare Ltd. also helps to manage equipment supervision and asset management for their warehouse.
- **IT support:** They have few people for the IT support system for managing the office. Technokit Healthcare Ltd. has a software named **Odoo ERP** for managing all the employee's information and updates about the company. As an intern, I did not get the authority for accessing this software. Here I am sharing two screenshots of Odoo ERP software are given below:
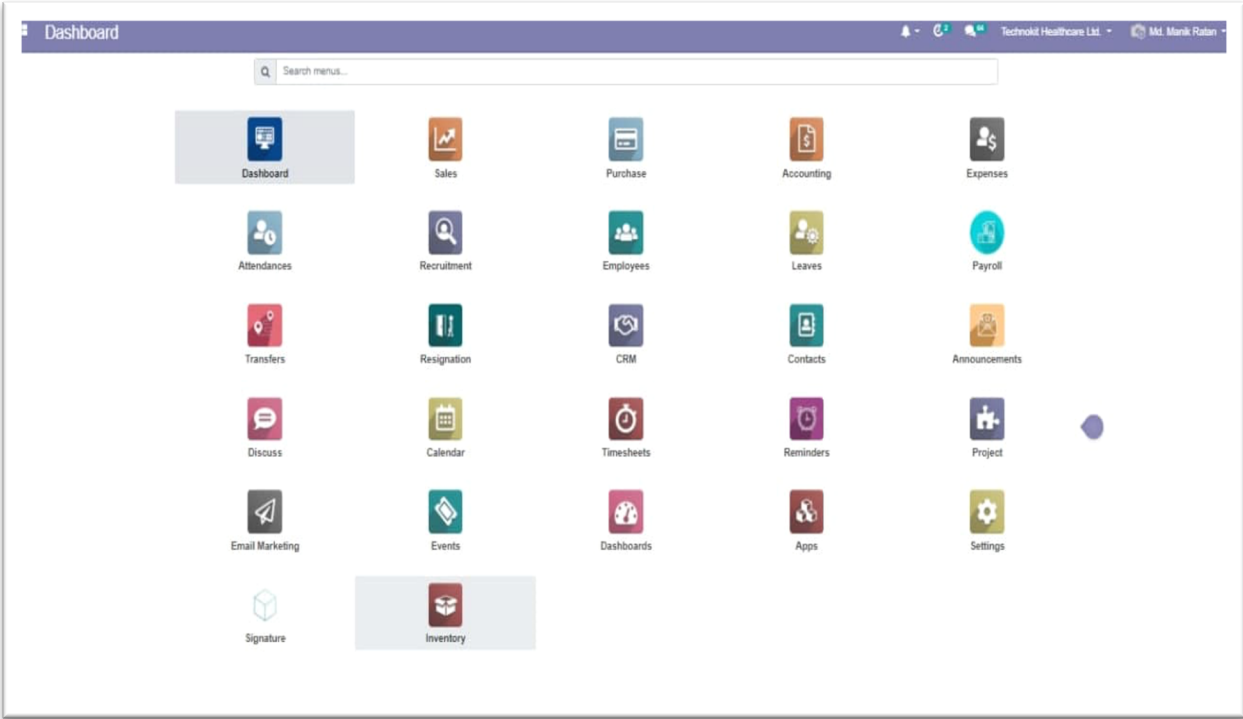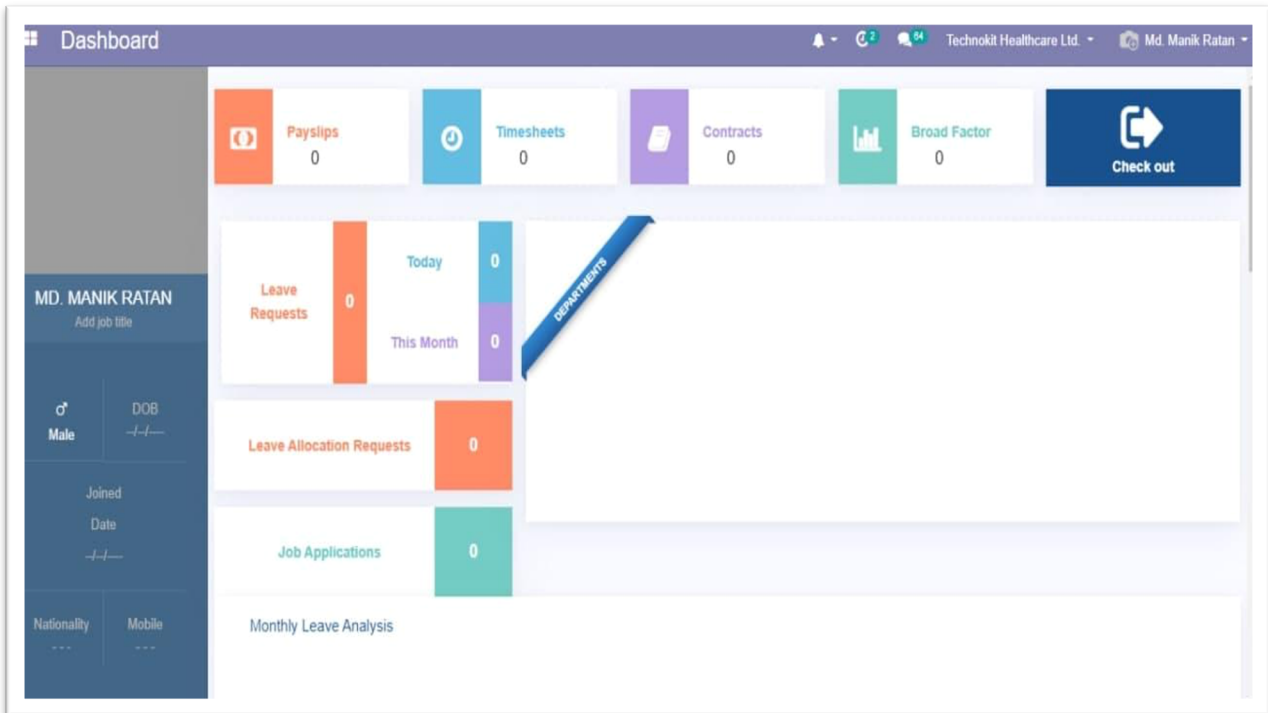
- **Cleaning Mgt:** Before the pandemic situation, HR people allocated a few staff for cleaning and waste maintenance purposes for keeping the hygiene environment. During COVID-19, they crucially maintain the hygiene and sanitizing matter for allocating more staff in this section. The staff daily clean all the office floors, lift capsules, warehouse shelves, garage areas, pavements etc.

- **Entertainment Mgt:** Some of my senior colleagues from the HR department handle this part. For entertainment purposes, they organize picnics, yearly excursions for refreshment, and arrange some snacks during cricket matches so that employees can enjoy their free times together.

- **Decoration Mgt:** Some employees are allocated for this section who actively monitor and share their ideas for decorating conference rooms, office decoration, desk design for colleagues etc.

- **Legal Documents Mgt:** People from HRD, like- Admin executives usually manage these legal papers in the company, they handle the monthly documents, trade licenses, income tax papers etc. in a safe place.

2.3.3: Supplies Management

- **Generate Requisitions:** Here junior HR executives take requisitions from upper management for the supplies in the warehouse.
- **Collect & compare prices:** People from this department, collect the product list and compare their price according to the demand then check whether everything is okay or not.
- **Finance requisition to Accounts:** After checking price collection they send it to Accounts department for budget requisition for the allocated product items.
- **Purchase of Non-Merchandise items:** Also, for official use they purchase non-merchandise items like- letter head pad, small envelope, big envelope, office bag etc. for staff.
- **Stock Entry:** After getting those things done, the admin panel focuses on stock entry for the products.
- **Allocation:** Then they allocate those products in the two warehouses of Technokit Healthcare Limited, one is at Hemayetpur, another one is at Panthapath.

2.3.4: Internal Auditing

Internal auditing is autonomous, objective-based consulting and certification activities. Premeditated to add value and improve organizational operations, it also helps organizations to accomplish their objectives by adopting a systematic, disciplined approach to assess and improve the efficiency of risk management, control and governance processes. The work activities include-

- Visa Process, passport renew of higher management for emergency travel
- Trade license issues handling
- Renewal works for Bangladesh Indenting Agents' Association (BIAA) activities
- Dhaka Chamber of Commerce & Industry (DCCI) related renewal works
- Vehicle Management, vehicle insurance, maintaining Vehicle scheduling for pharmaceutical raw materials transportation.
- Dress code for providing dress to delivery man, driver, office staff, marketing people etc.

2.3.5: Hierarchical Management Structure of Technokit Healthcare Ltd.

Technokit Healthcare Ltd.
Management Structure (Hierarchy)

```
Chairman ─────────────────► Managing Director/CEO
                                    │
            ┌───────────────────────┴────────────────────────┐
            ▼                                                 ▼
     Executive Director                          Assistant General Manager/AGM
            │                                                 │
   ┌────────┼──────────┐                           ┌──────────┼──────────┐
   ▼        ▼          ▼                           ▼                     ▼
Operations Supply   HR & Admin                Advisory Panel        Procurement
           Chain                                 (R&D)
   │         │          │                                │
 ┌─┴─┐       │          ▼                                ▼
 ▼   ▼       │      IT &                            Sales &
Finance & Inventory  Maintenance                    Marketing
Accounting                                             │
             │                                  ┌──────┴──────┐
      ┌──────┼──────────┐                       ▼             ▼
      ▼      ▼          ▼                   Institution   General
  Commercial Logistics Business             Sale          Sale
                       Development
```
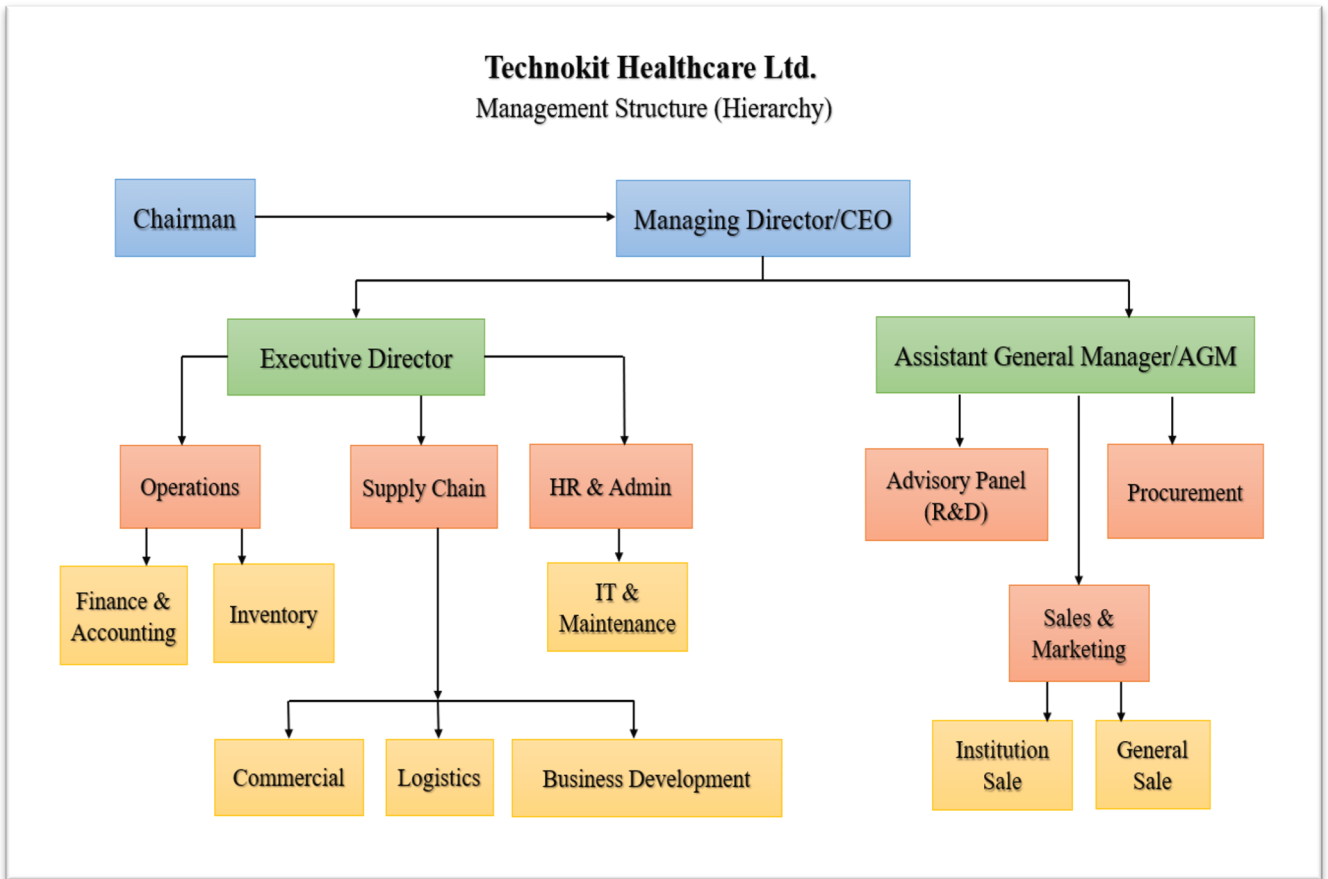
2.4: Marketing Practices

The employees of Technokit Healthcare Ltd. actually try to establish 4Ps of Marketing- Product, Price, Place, Promotion for studying on existing & future markets in this pharmaceutical as well as medical sector. Also, their strategy is to set & evaluate marketing programs for creating new customer base along with nourishing the current customer base production. Besides, their focus is to develop the marketing strategy in line with objectives of the company. Also, they regularly analyze market trends and competitor's business strategy. Their key success is to develop & maintain strong relationship with their customers, like- pharmaceutical companies (Aristopharma, Renanta, Square, Acme, Opsonin, Orion, Drug International etc.), Pharmacies (Lazz Pharma, Tazrin Pharma etc.), NGOs (BRAC), Medicals (Green Life Hospital, Medinova, IBN Sina, ICDDR B etc.)

2.4.1: Marketing & Sales

- **Customer's demand analysis:** Since they supply their products to Pharmacies, Pharmaceutical companies, Indenting firms, NGOs, Hospitals and Clinics so they are their customers. Firstly, they need to analyze the market demand; they actually do it in a phenomenal manner.

- **Marketing Mix:** Their marketing people focus on 4Ps to grab the customers.

a) Product: Medical Products, like- Blood Pressure Monitor, Thermometer, Weight Machine, Hygrometer, Nebulizer, Heating Pad etc. Besides, they provide Massage & therapy products, like- Abdominal Tonic Belt, Foot Massager etc. their essential products, like- Acacia Honey, Sunflower oil etc. They also have Baby care products, cosmetics, pandemic most selling products like- hand gloves, sanitizer etc.
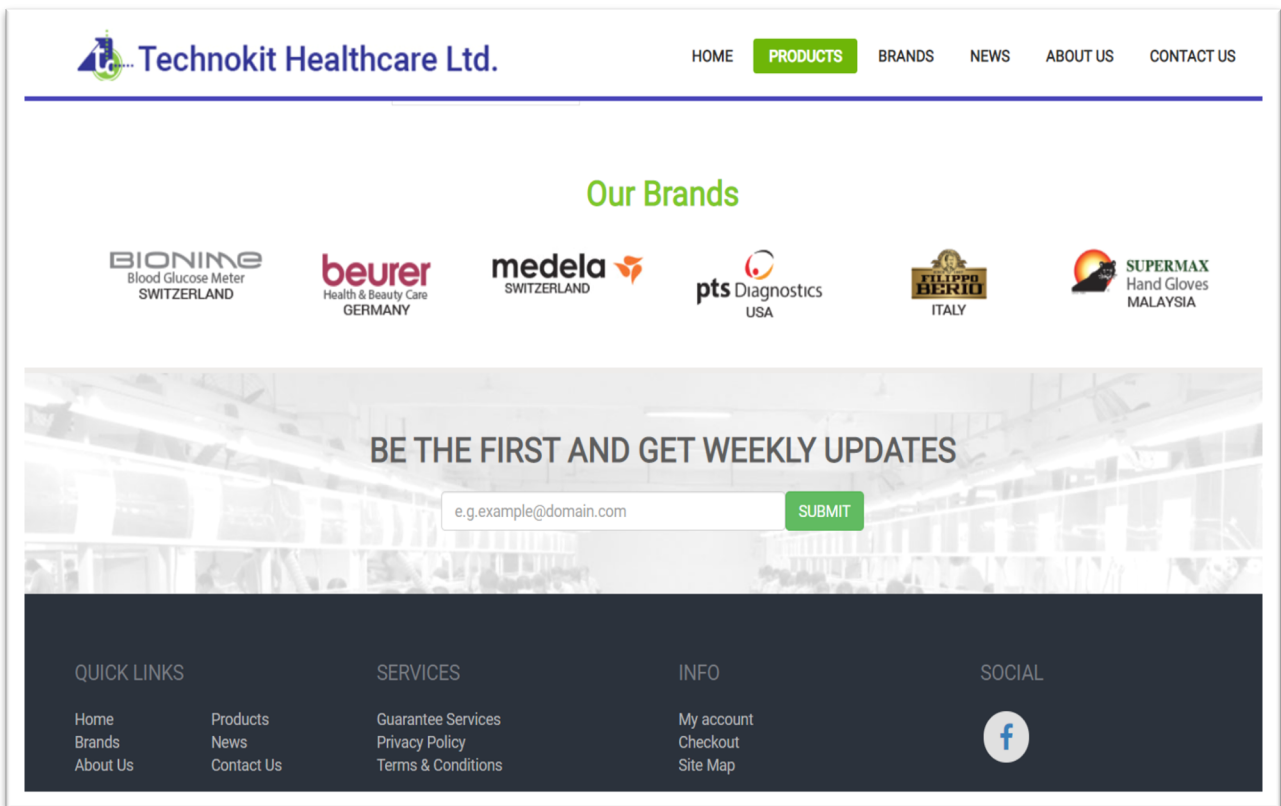
b) Price: They supply their products to different customers and they fix their pricing scale according to customers' need and affordability.

c) Place: Their products as well as services readily available on different physical shops, medicals, NGOs, pharmaceutical companies etc. Also, Technokit Healthcare Ltd. distributes their products through their own transportation. Also, they have a physical shop as well.

d) Promotion: For promotional strategy, they maintain personal websites, Facebook page, LinkedIn etc. platforms. Mainly, their products are pharmaceutical based raw materials, medical equipment which are essential products and do not require that much promotions since ultimately people need their products for daily life.

- **Sales target fixation & fill-up:** They have a certain sales target fixation plan and the company focuses on filling up accordingly.

2.4.2: Procurement

Here, marketing departmental employees and employees from the Procurement department are working together to achieve the company's goal.

- **Stock Analysis if shortage or overstock:** Firstly, they focus on Stock analysis since limited stocked product creates shortage and overstock products creates burden so in this case, both shortage and overstock products are matter of concern.

- **Yearly forecasting as per demand considering the budget:** In the company, they have a certain budget for forecasting on yearly basis. So, they need to figure out the consumers' demand based on the budget then they can arrange the stock amount.

- **Requisition Generate as per forecasting:** After the forecasting, employees prepare for taking requisition for this consumers' demand-based stock which is forecasted on a yearly basis.

- **Communicate with suppliers:** Then based on that stock list, they need to communicate with the suppliers of Technokit Healthcare Limited, which are- Pharmaraw BD, Precisa Techno Trade, Pharmacon Ltd., Saka International Ltd., Buerer, Supermax, Bionime etc.

- **Bargaining with suppliers:** Also, people from the institutional sales department have to participate in bargaining with suppliers for purchasing products with affordable pricing.

- **Comparative Analysis:** Also, there is a need for analyzing the product quality along with pricing strategy within competitor suppliers since there are a lot of international and local suppliers in the global market who provide equality products within reasonable price for purchasing in a bulk amount.

- **Price offer benefit analysis:** After comparative analysis, the procurement team needs to focus on product packaging, product longevity, quality assurance etc. with best-selling items according to the company's benefit.

- **Collecting PFI/Price quotations:** After getting things done till price offers benefit analysis then the team needs to collect Private Finance Initiative (PFI) or prepare price quotations for the products.

- **Opening LC/issuing PO:** Subsequently, by preparing price quotations then they need to ready Proforma Invoice (PI) for that product and then they need to create insurance and Letter of credit (LC) statements through Trust Bank's LC procedures. That is how they get ready for issuing the Purchase Order (PO) for the products.

- **Follow-up shipment/delivery:** Technokit Healthcare Limited follows two shipment policies, one is by Air shipment and another is by Water-container shipment. So, after LC is done and getting affirmative feedback from the Bank, the procurement team needs to follow-up the shipment process of the product items. If the imported items are missing then they can claim insurance for the product demurrage.
- **Materials Clearing & warehousing:** If all shipments and delivery of the product items are up to the mark then the customs can clear the materials and the items can get direct access to store in Warehouses.

2.5: Financial Performance and Accounting practices

Usually both of the Financial Performance and Accounting practices can be fruitful by working together for the betterment of the company and usually they are working together from the very beginning of Technokit Corporation as well as Technokit Healthcare Ltd.

2.5.1: Financial Performance

- **Bookkeeping as per BFRS guidelines:** The company keeps their financial documents according to the Bangladesh Financial Reporting Standard/BFRS guideline.
- **Preparing budget:** Each year starting in January, Technokit Group prepares a separate budget list for its all-concern groups so that each of the concerns of Technokit group can follow that budget and forecast as well as import product items accordingly.
- **Financial analysis & reporting:** For confidential issue, I did not get their 3-5 years' budget plan and financial analysis but my supervisor has shared some financial statements which are given below:

TECHNOKIT HEALTHCARE LIMITED
Statement of Financial Position
As at 30th June 2020

PROPERTY & ASSETS:		30-06-2020 Taka	30-06-2019 Taka
Non-Current Assets			
Fixed Assets -Cost less Depreciation	03.00/Annex -A	1,962,120	1,901,812
Preliminary Expenses		70,530	70,530
Current Assets			
Closing Stock	04.00	3,505,040	2,653,520
Advance Deposit & Pre Payments	05.00	1,218,000	1,218,000
Accounts Receivable	06.00	5,424,963	5,899,950
Advance Income Tax	07.00	3,041,592	1,739,343
Cash and Cash Equivalent	08.00	5,206,818	4,593,387
		18,396,412	16,104,200
TOTAL ASSETS		20,429,062	18,076,542
CAPITAL & LIABILITIES:			
Owners' Equity			
Share Capital	09.00	500,000	500,000
Retained Earnings	10.00	17,611,679	14,588,036
Current Liability			
Provision for Income Tax	11.00	1,455,828	2,101,158
Accounts Payable		433,588	412,941
Liabilities for Expenses	12.00	427,966	474,407
		2,317,383	2,988,506
TOTAL LIABILITIES		20,429,062	18,076,542

These financial statements should be read in conjunction with the annexed notes.

Chairman   Managing Director

Signed in terms of our separate report of even date

Dated : Dhaka   Rahman Mustafiz Haq & Co.
September 25, 2020   Chartered Accountants

Here in this financial statement, total Assets was shown in the amount of 20,429,062 taka and total liabilities was the same as 30 June, 2020. Also, at 30 June 2019 the amount of total property and assets was 18,076, 542 taka and total liabilities was the same as well.

TECHNOKIT HEALTHCARE LIMITED

Statement of Changes in Equity

For the year ended 30 June 2020

Particulars	Capital Taka	Retained Earnings Taka	30-06-2020 Taka	30-06-2019 Taka
Balance as of 30 June 2019	500,000	14,588,036	15,088,036	11,185,885
Net Profit for the year 30 June 2020	-	3,023,644	3,023,644	3,902,151
Bonus Share Issue			-	-
Balance as of 30 June 2020	500,000	17,611,679	18,111,679	15,088,036

In this Equity Changes statement, their net profit for the year of 30 June, 2020 was 3,023,644 taka and it was 3,902,151 taka at 30 June, 2019. Also, the company's Balance for 30 June 2020 was 18,111,679 taka and it was 15,088,036 taka at 30 June 2019.

09.00	Share Capital:		30.06.2019 Taka

i. Authorised Capital:
1,00,000 oridinary shares @ Tk. 100.00 each — 10,000,000

ii. Issued, Subscribed & Paid up Capital:
5,000 oridinary shares @ Tk. 100.00 each — 500,000

Name & Designation	No. of Shares	Taka
Md. Mizanur Rahman	3,500 shares @ Tk. 100.00 ecach	350,000
Gulnahar Papre	1,500 shares @ Tk. 100.00 ecach	150,000
		500,000

10.00 Retained Earnings:

Balance as per last A/c	14,588,036
Add: Net Profit after Tax	3,023,644
	17,611,679
Less: Dividend Paid	-
	17,611,679

11.00 Provision for Income Tax:

Opening Balance	2,101,158
Add: Addition during the year	1,455,828
	3,556,987
Less: Adjustment during the year	2,101,158
	1,455,828

12.00 Liabilities for Expenses:

Salary & Allowances	353,371
Directors Remunaration	49,410
Telephone, Mobile & Fax Bill	3,823
Electric, Gas & Water	11,362
Audit & Leagel Fee	10,000
	427,966

13.00 Net Sales

Gross Sales	103,241,906
Less: VAT	387,768
	102,854,138
Less: Sales Return	-
	102,854,138

- **Follow-up recovery:** In this part, the people from the finance department keep following-up the budget report according to the company's profit-making policy and also update the changes where needed.
- **Financing:** It indicates the process of financing a business venture, purchase, or investment. So, in this regard a Cash flows statements of Technokit healthcare Limited is shared in the following reports which include Cash flow from operating activities, Net cash flow from investing activities etc.:

TECHNOKIT HEALTHCARE LIMITED
Statement of Cash Flows
For the year ended 30th June 2020

PARTICULARS	30-06-2020	30-06-2019
	Taka	Taka
A. Cash Flow From Operating Acitvities:		
Net Profit during the year	3,023,644	3,902,151
Non-cash Item: Depreciation Charge during the year	238,870	241,494
(Increase)/Decrease in Closing Stock	(851,520)	(995,070)
(Increase)/Decrease in Advance Deposit & Pre Payments	-	812,000
(Increase)/Decrease in Accounts Receivable	474,988	(280,950)
(Increase)/Decrease in Advance Income Tax	(1,302,249)	1,612,621
Increase/(Decrease) in Accounts Payable	20,647	19,664
Provision for Income Tax	(645,330)	115,956
Increase/(Decrease) in Liabilities for Expenses	(46,441)	80,246
Net Cash Flow From Operating Acitvities	912,609	5,508,112
B. Cash Flow From Investing Activities:		
Purchase of Fixed Assets	(299,178)	(1,253,003)
Net Cash Flow From Investing Activities	(299,178)	(1,253,003)
C. Cash Flow From Financing Activities:		
Net Cash Flow From Financing Activities	-	-
D. Net cash Flow (A+B+C)	613,431	4,255,109
E. Beginning Cash & Bank Balance	4,593,387	338,278
F. Ending Cash & Bank Balance (D+E)	5,206,818	4,593,387

In the report, it is shown that Net cash Flow from Operating Activities were 912,609 taka at 30 June 2020 and It was 5,508,112 taka at 30 June 2019. Also, the amount of Ending Cash & Bank Balance was 5,206,818 taka at 30 June 2020 and 4,593,387 taka at 30 June 2019.

2.5.2: Accounting Practices

- **Payroll:** It refers to the employees' list and their payment data which are monitored by the company's Accounts department. Basically, the accounts admin handles this import payroll section.

- **Costing:** Cost accounting is a form of management accounting that aims to capture the total cost of production of a business by assessing the variable costs of each stage of production as well as fixed costs, the reports are given below:

14.00	Cost of Sales:		30.06.2019
			Taka
	Openig Stock		2,653,520
	Add: Import Purchases		90,069,282
			92,722,802
	Add: Direct Expenses	14.01	779,605
			93,502,407
	Less: Closing Stock		3,505,040
	Cost of Sales		**89,997,367**
14.01	**Direct Expenses**		
	Wages/Labor Charges		640,500
	Insurance Premium		55,200
	Port Expenses		61,305
	Transportation		22,600
			779,605
15.00	**Administrative & General Expenses**		
	Salaries and Allowances		4,511,618
	Director's Remunerations		1,258,800
	Office rent		309,864
	Electricity Bill		660,780
	Telephone bill		23,315
	Computer Accessories		56,603
	Repairs and maintenance		27,625
	Registration & Renewal		41,555
	Electric goods		27,919
	Postage & Stamp		26,290
	Attestation & Documentation		36,905
	Translation & Notary Expenses		38,564
	Traveling & Conveyance		112,697
	Mobile bill		227,583
	C & F Agent Bill		144,201
	Marketing Expenses		109,156
	D H L Courier		102,849
	Internet Bill		203,211
	Entertainment		34,960
	Bank Charges		56,927
	Papers and Periodicals		10,829
	Water Bill		3,138
	Photocopy		17,766
	Management Travel Exp		15,276
	Audit fees		80,000
	Depreciation		238,870
			8,377,299

Here, in the costing part many expenses are given, such as- cost of sales was 89,997,367 taka; total direct expenses were 779,605 taka; administrative general expenses were in total 8,377,299 taka at 30 June 2019.

TECHNOKIT HEALTHCARE LIMITED
Fixed Assets Schedule
As at June 30, 2020

Annexure "A"

Particulars	Opening as on 01.07.20119	Addition for the year	Total as on 30.06.2020	Rate	Opening as on 01.07.2019	Charge for the year	Total as on 30.06.2020	Value as on 30.06.2020
Furniture & Fixture	749,209	15,500	764,709	10%	150,152	61,456	211,607	553,102
Computer & Accessories	441,400	48,800	490,200	20%	162,213	65,597	227,810	262,390
Software Installment	90,000	75,000	165,000	30%	13,500	22,725	36,225	128,775
Office Equipment	641,703	159,878	801,581	10%	32,085	38,475	70,560	731,021
IT Software	397,000	-	397,000	30%	59,550	50,618	110,168	286,833
	2,319,312	299,178	2,618,490		417,500	238,870	656,370	1,962,120

Another report is presenting the Fixed Assets chart for 30 June 2020 where Furniture & Fixture, Computer & Accessories, Software Installment, Office Equipment, It Software etc. cost of fixed assets are given in the above figure.

- **VAT, Tax:** The accounts department also keeps the track record of their Income tax statements, data of VAT for imported pharmaceutical raw materials and indenting items like- Supermax gloves, Breuer items etc.

03.00	Fixed Assets	30.06.2020 Taka
	Opening Balance	2,319,312
	Add: Addition During the year	299,178
		2,618,490
	Less: Accumulated Depreciation	
	Opening Depreciation	417,500
	Add; Charges during the year	238,870
		656,370
		1,962,120
04.00	Closing Stock	
	Closing Stock	3,505,040
		3,505,040
05.00	Advance Deposit & Pre Payments	
	Advance Deposit & Pre Payments	1,015,000
		1,015,000
06.00	Accounts Receivable	
	Various Parties	5,424,963
		5,424,963
07.00	Advance Income Tax	
	Opening Balance	1,739,343
	Add: AIT against L/C during the year	2,614,387
	Add: AIT against Supplier during the year	424,205
	Add: AIT against Trade License during the year	3,000
		3,041,592
		4,780,935
	Less: Adjustment during the year	1,739,343
		3,041,592
08.00	Cash & Cash Equivalents:	
	Cash in Hand	4,313,871
	Cash at Bank:	
	Trust Bank Ltd. A/C # 0014-0210011980	125,778
	Mutual Trust Bank Ltd. A/C # 0003-0210012204	66,646
	Islami Bank Bangladesh Ltd. A/C # 20502220100221604	664,055
	Dhaka Bank ltd. A/C # 2051000006890	36,467
		892,947
		5,206,818

The report represents the amount of Fixed assets was1,962,120 taka; Closing Stock was 3,505,040 taka; Advance Deposit & Pre Payments was 1,015,000 taka, Accounts Receivable amount was 5,424,963 taka; Advance Income Tax was 3,041,592 taka and Cash & Cash Equivalents amount was 5,206,818 taka at 30 June 2020.

TECHNOKIT HEALTHCARE LIMITED
Statement of Comprehensive Income
For the year ended 30th June 2020

PARTICULARS	Notes	30-06-2020 Taka	30-06-2019 Taka
Sales /Turnover	13.00	102,854,138	117,181,030
Less: Cost of Sales	14.00	89,997,367	102,533,401
Gross Profit		12,856,771	14,647,629
Less: Administrative & General Expenses	15.00	8,377,299	8,644,320
Net Profit for the year Before Income Tax		4,479,472	6,003,309
Add; Other Income		-	-
Net Profit/(Loss) Before Income Tax		4,479,472	6,003,309
Less: Provision for Income Tax		1,455,828	2,101,158
Net Profit/(Loss) After Income Tax		3,023,644	3,902,151
Balance brought from previous year		14,588,036	10,685,885
Accumulated Net Profit transferred to Balance Sheet		17,611,679	14,588,036

These financial statements should be read in conjunction with the annexed notes.

Chairman   Managing Director

Signed in terms of our separate report of even date

Dated : Dhaka   Rahman Mustafiz Haq & Co.
September 25, 2020   Chartered Accountants

Another report of Comprehensive Income Statement shows the Gross Profit rate which was 12, 856,771 taka at 30 June 2020 and 14,647,629 taka at 30 June 2019. Here, Net Profit after Income tax was 3,023,644 taka at 30 June 2020 and 3,902,151 taka at 30 June 2019. Lastly, Accumulated net Profit transferred to Balance Sheet amount was 17,611,679 taka at 30 June 2020 and 14,588,036 taka at 30 June 2019.

2.6: Operations Management and Information System Practices

For Operations Management and Supply chain sector, Technokit Healthcare Ltd. follows Inventory handling and Distribution managing systems.

Information System Practices in Technokit Healthcare Ltd. is fully their own software based, named **Odoo ERP**. By using this software, they store all the employees' information, compensation data, salary and reward information, attendance, product lists, company documents etc. The Usage of this software is basically for their own employees, not for interns like me, thus I did not get the authority for using this software.

2.6.1: Inventory

- **Receive merchandise from Procurement dept/CNF:** The operations team receive the merchandise product items from the Procurement department which are released from CNF agents like- Badol & Co.
- **Storing, shelving & maintaining inventory:** Then they forward those products into the two warehouses of Technokit Healthcare Limited for storing, shelving in a secure place.
- **Checking delivery orders & dispatching goods from warehouse:** After that whenever delivery order comes then the operations team checks the delivery orders and prepares the amounts of goods ready for dispatching from warehouses to the customers.
- **Stock Analysis if shortage or overstock in correspondence with Procurement dept.:** The team always keeps in touch with the procurement department since both product shortage and overstock are alarming for the company. So, they need to analyze the stock if shortage or overstock occurs then the operations team immediately informs the procurement team.
- **Checking expiry/obsolete/near to expiry/near to obsolete items time to time & inform to higher authority:** As expired items should not be delivered so the team simultaneously works for inspecting obsolete and near to obsolete items for clearing out from the storage and they update the higher authority from time to time.

- **Dispatch items maintaining FIFO:** Usually the items are kept in warehouses for storage by maintaining the rule of First In First Out/FIFO method so that in terms of dispatching time previously stored items can easily be cleared out for the delivery.

- **Maintaining store ledger in FIFO method with stock valuation:** Here, they also record the FIFO method items so that the checklist is always ready for stock valuation.

2.6.2: Distribution

- **Collecting PO/Sales Orders from Sales Dept:** For distributing the products the operations team needs to collect the Purchase orders from the Procurement department.

- **Check the customer's due & approve whether the customer is eligible or not:** In Technokit Healthcare Ltd. they allow some customers to take the products with due payment but they do not allow them in a repetitive manner. So, for product dispersal period, they check whether those customers are suitable or not for taking the products without clearing out their previous due payments.

- **Generating invoice & delivery orders:** Firstly, they need to prepare invoice for products and delivery orders so that they can purchase those products.

- **Deliver goods from warehouse to customer:** After completing all these procedures then finally the goods are taken out from the warehouses then destined for delivering to customers.

2.7: Industry and Competitive Analysis

In this part, the competitive analysis of Technokit Healthcare Ltd. will be discussed with the comparison of Porter's Five Forces and SWOT Analysis which are given below:

2.7.1: Porter's Five Forces

The Five Forces model is widely used to shape a company's corporate structure and its business strategy. These forces are used to quantify the competitiveness, attractiveness, and achievement of an enterprise or market. These are-

- **Existing Competitive Rivalry:** The first of the five forces indicate the number of competitors and their ability to weaken a business. The more competitors and the number of similar products and services they offer, the less power a company will have. Suppliers and buyers seek competition from a business if they can offer a better deal or lower price. Conversely, when competitive animosity weakens, a business has more power to charge higher prices and set the terms of deals to achieve higher sales and profits. For Instance- Technokit Healthcare Limited has some existing competitors in the market, like- ACI Healthcare Ltd., DBL healthcare Ltd., Ahsan Medical Hall, OMC, Technoworth etc. companies so they create a strong competition among the pharmaceutical market.

- **Threat of New Entrants:** The power of a business is also dominated by the strength of new entrants in the market. When a competitor intends to enter a firm's market and become an effective competitor by applying minimum time and money then an established firm's position can be pointedly weakened. An industry with high blockades to entrance is ideal for businesses already in that industry, as the business can charge higher prices and negotiate better terms. In this case, any indenting firm based pharmaceutical raw material importer company can be a new threatened entrant for Technokit Healthcare Ltd.

Porter's Five Forces

- **Buyer Power:** Consumers are one of the five strengths to drive down prices or gauge their power which focuses on a company's buyers' amount, their importance and the cost of a company to find new customers or markets for their output etc. The smaller and stronger customer base creates more power as each customer has to negotiate lower prices with better deals. A large number of small, independent customers ease the deal for a company to charge higher prices for profit maximizing. For example- as different pharmaceutical companies like- Square, Beximco, Renata, Aristopharma, Orion, Drug International, Opsonin, Incepta etc. companies, Hospitals, NGOs etc. are the main customers of Technokit Healthcare Ltd. So, these consumers have the tendency to negotiate for profit maximizing strategies with lower prices.

- **Threat of Substitution:** Replacement goods and services that can be used to replace a company's products and services are a threat. Companies that produce goods or services, which do not have an attached substitute, are more likely to increase prices and lock in on acceptable conditions. When immediate substitutes are available, consumers can avoid buying the company's products, which may weaken the company's influence. For illustration- Technokit Healthcare Limited provides high quality digital Blood Pressure Monitor from Beurer Brand,

on the other hand Omron brand also produces digital Blood Pressure Monitor which can be a close substitute product for the company.

- **Supplier Power:** The following case in five host examples illustrates how easy it is for providers to drive the cost of inputs. The number of providers of key inputs of a product or service affects the uniqueness of these inputs and the cost for the company to switch to another provider. The fewer suppliers to a company, the more dependent the company is on the supplier. In the end, the supplier has more control, which can cut entry costs and push other benefits to the retailer. On the other hand, the more suppliers or the lower the exchange rate between competing providers, the more the company can keep entry costs down and enhance its profits. For specimen- local suppliers of Technokit Healthcare Ltd. are Pharmacon Ltd., Saka International Ltd. etc. and they have more control in their hands so if they want to change some policy related to product supply then it would be difficult for the company.

By understanding Porter's Five Forces and their application to the company can empower an industry for altering its business strategy accordingly for better utilizing its resources which results stimulating higher earnings for its stakeholders.

2.7.2: SWOT Analysis

SWOT analysis is often used in the beginning or as part of strategic planning exercises. This framework is considered an effective decision support as it supports organizations to discover previously unclear success opportunities or to emphasize a threat before it becomes onerous. So, SWOT Analysis of Technokit Healthcare Ltd. is given below:

- **Strengths:** For strengths, organizational culture can be counted since as an Intern, I have found the environment of the company is working-friendly. Also, they warmly welcome newcomers in their organization. Also, there is a decent bond automatically created between senior colleagues and junior employees during training and development sessions. Likewise, their well-organized team of every department is praiseworthy. Besides the product items of Technokit Healthcare Ltd. specially **Supermax Hand gloves**, the company is the sole

distributor of this product. Likewise, the demand for this product is very high in hospitals and the medical sector.

- **Weaknesses:** According to the company policy, they are very much strict for providing leave to employees if it does not seem that much of an emergency. Also, the organizational structure is quite flat, so upper-level supervisors are bound to work a lot compared to initial level employees which seems overburdened for them.

- **Opportunities:** As Technokit Healthcare Ltd is one of the leading pharmaceutical raw material along with indenting firm-based company, the demand of their products will not be declined so easily since they provide pharmaceutical solutions to different companies, like- Square, Beximco etc., healthcare products- thermometer, weight machine, blood sugar monitor etc., beauty products- Hair brush, face wash etc., baby care products- feeders, diapers, baby oil etc., essential and lifestyle products- Acacia Honey, Olive oil, digital watch etc. Also, they supply medical equipment in various NGOs, like- BRAC, necessary items in different pharmacies as well as Hospitals and medical sectors, like- Supermax Hand Gloves, Hand sanitizer, cotton pad, blood testing strips etc. Therefore, during the coronavirus outbreak the demand for their products has increased around ten times before the non-pandemic situation.

- **Threats:** During lockdown physically office going policy was quite challenging for me as well as other employees since the transportation strike was there too. So, attending office on time

was a more threatening point for not availability of public transportation on the road. Also, only rickshaw was the best option but their overpricing strategy was quite disheartening for that situation.

2.8: Summary and Conclusions

The organizational structure of Technokit Healthcare Limited is quite flourishing as well as organized. Like other organizations, they maintain the HR department, Procurement department, Finance & accounts Department, Supply Chain operations. The Human Resource Department is acting as Heart of the organization thus it needs to connect with every departmental activity to fulfill the organizational goal. Here, HRD of Technokit healthcare Ltd. is doing exactly the same thing to be competitive in the market. According to Porter's Five Forces and SWOT Analysis, it can be said that instead of having a number of existing competitors in the pharmaceutical and medical sector, Technokit Healthcare Limited proves themselves as one of the principal supplier companies in medical supplies and also providing their services in different healthcare divisions with great confidence.

2.9: Recommendations

There are a few suggestions based on my understanding and knowledge. They are:

- More learning options should be there for interns like me, such as- field visit
- 6 working days from 9am-6pm is quite troublesome as well as tiring for employees so 5 working days will be best fitted if possible
- There should be more opportunities for hiring interns after the pandemic ends
- E-learning needs to be familiarized into organization which will increase productivity and efficiency.
- Employees 'contributions to the organization should be properly acknowledged and given feedback to them.

Chapter-3: Project Part

3.1: Introduction

For any organization, training method plays an important role to maximize employees' key skills as per job requirement. This short-term process is mainly applicable for lower-level employees, such as- interns like me, junior executive, senior executive etc. After getting trained in a proper way, they learn new skills as well as their morale level get much higher than their previous selves which helps to improve their present job performance. Considering the company, Technokit Healthcare Ltd. mainly follows **On-The-Job training** method. As an Intern at Technokit Healthcare Ltd. I am getting training from their experienced senior employees followed by different techniques, like- getting job instructions practice, apprenticeship training, coaching and mentoring etc. From these techniques I am getting instructions from senior as well as friendly employees on how to do a specific work, like- CV segregations, shortlisting, introducing with their selection and recruiting process, also my supervisor helps me to get familiarize with their organizational work culture etc. Apart from this, they do not focus on Field training which is a gap mainly since if the training is provided through an external environment, then newcomers as well as junior employees can gather more outside experience than internal information. Likewise, another problem is they are senior employees and they also have their own job so they usually cannot give much time for each training session. As well, they do not have any internal training option for succession management which seems another downside of this company.

In addition, Development is a systematized educational process in which the workforce of the organization learns and grows; it is an act of self-assessment that emphasizes the progress and maturity of management personnel. Training for higher-level employees is considered development, also known as managerial or executive development. It is an uninterrupted systematic way in which the management team learns to improve their conceptual and theoretical knowledge. It helps the individual to bring efficiency and effectiveness to their work performance for facing future challenges. For example- Technokit Healthcare Ltd. arranges some training sessions continuously after two to three days for existing senior employees so that they can take some strategic decisions to fulfill local client's healthcare items' demand without interruption during pandemic. Also, whenever they introduce any product in the market, like- Beurer Ear

Thermometer; they arrange a training session for upper-level managers for introducing its business strategy. Moreover, for developing some digital skills, some senior employees need to be introduced with proper software knowledge. In this part, the drawback is they are upper-level employees as well as old, they are not open to accepting new changes which is a big problem. Another thing is, training cost can be an additional problem as for this part, they need new software experts for upgrading their technical skills which requires extra money and time.

Moreover, Deployment is the process of using workers in an effective and efficient manner in the organization. Furthermore, deploying refers to organizing, managing or assigning positions to the employees. Here, after getting trained and Training Needs Analysis session, some employees are assigned to different positions according to their job performance. Some of them can overcome their probationary period by contributing for the organization with excellence, some get promoted from junior executive to senior executive, then their remuneration will increase according to their position and performance. Unfortunately, during the pandemic employees are being paid less than before due to organizational loss for delaying shipment issues. If I consider Technokit Healthcare Ltd., their internship along with the recruiting process is getting slow and some junior employees as well as interns did not get personal desktop facilities which more or less hampers their deployment process.

Usually, there are some challenges in manpower training, development and deployment since it is a time as well as money consuming process so it should be done in a cost-effective manner. Most often the trainers are not that expert to deliver the training process to their subordinates and they are not confident in their teaching skills and forced to score high marks from the participants by ending up pursuing teaching techniques (Holton, 1996; Swanson 1996b). Meanwhile each year, more and more employees are added to the role of trainers without adequate preparation (Jacobs, 1995). So, for overcoming the challenges, instructional approaches can be defined by specified nine variables, which attract attention, inform the learner about learning objects, present stimulus material, inspire recall of prior learning, provide learning advice, elicit performance, provide feedback on the accuracy of the performances, evaluate the performances, improve the performances with assignment etc. (Gagne, 1987). Besides, it is needed to clarify the training objectives to make the training effective for workers of any organization. Also, post-training evaluation is necessary to measure results and conduct cost-benefit analysis. Kirkpatrick (1994)

The four-level training evaluation model concentrating on response, learning, behavior and results is considered as a sequence to conduct training evaluation and measure training effects of the employees.

3.1.1: Background

Training is a systematic growth of the knowledge, skills and attitudes essential by employees to accomplish a specified task appropriately (Adeniye, 1995). The organization's training methods need to be recognized; managers must initiate appropriate training. The most common of these methods is the on-the-job training method. These include job rotation, where employees are involved in a series of jobs within a timeframe for learning an eclectic range of technical internships, in which job training is collective with relevant classroom teaching; an apprenticeship system where employees obtain training under the supervision of highly skilled colleagues. Besides, the implication of training is it develops skills and improves the efficiency of individuals and related organizations. Obviously, training and employee development are vital responsibilities of an organization. New employees, regardless of their academic qualifications, should be familiarized with the new work environment and taught them specific tasks. In addition, old staff need to receive training to keep them in step with the progress of the current work so that they can adopt modern technologies and equipment, and formulate them to undertake more responsibilities for dealing with future threats. So, training is a necessity and it is one of the motivators for employees. Organizations also benefit from training and development programs that improve efficiency, efficacy and image through employees who initiate new skills and upgrade attitudes gained from work.

Besides, Dale and Beach (1975) well-defined manpower training as a systematized manufacturer where individuals learn knowledge and skills purposefully. According to them, Development is a comprehensive method of training that is not as much job-oriented but more career focused which is used by the potential of employees the instant it is familiar. However, employees' training and development process is continuous, as it is sociologically acknowledged that man is dynamic in nature, the need to be contemporary and pertinent in all spheres of human activity which refers staff development a necessity, to maintain with current events and methods (Isyaku, 2000).

Moreover, both novice and expert senior employees face some issues during training and development sessions, which are- busy employee schedules can cause more stress for employees to maintain work life balancing, dealing with organizational changes can be another issue, through learners engagement into training can be a another challenge, providing consistent training during office works, instilling conflict management skills is a big issue since it is a critical skill which can cause decrease employee moral along with turnover, demonstrating value for leadership is another issue as today's learners is the next leader for future so espousing leadership technique is quite difficult, irrelevant training is another level of challenging issue since sometimes it is tough to decide which training method would be perfect for that individual, also another important issue is managing cost-effective as well as sustainable training as for conducting training and development session causes huge amount of time and money due to having proper training materials etc. according to their training needs' preferences.

So, overcoming these issues there are some solutions like- firstly, the training team needs to decide on the microlearning method and distribute the most useful and relevant information in small chunks; short videos, captions, infographics etc. are simple microlearning patterns that make instruction easier to use. In addition, instructional goals must be clearly stated from the outset. All team members should be aware of the reality of their expectations while learning, and how their education will benefit them in their work. After that, decide to follow the informed consent outlining these expectations, and ask all learners to sign it as a commitment to the study. Then, directing continuous assessments that focus on identifying learning interests with open communication including support for technology. Using tools like conferences to make it easy for all learners to ask questions and get both contextual and artistic instruction. Also, by counting different themes, such as- photography, writing, and photos, in order to achieve different tastes. Learning outcomes need to be discussed in advance to increase behavioral engagement. In that case, conducting a post-instructional evaluation survey would be great to find out what the learner sees as most effective, and that the instruction needs to be refined. In the end, financial instruction may seem small, while learning needs are always steep. What further contributes to the problems in training and development is that the budget will still need to include urgent travel and software costs since the training materials such as- accessibility, equipment, facilities hiring staff, and the cost of full-time staff all makes training more expensive.

3.1.2: Objectives

Broad Research Objective

To explore Technokit Healthcare Ltd.'s manpower training, development and deployment procedure and its impact on their employees' performance.

Specific Research Objectives

- To appraise the experience of the company's On-the-Job training culture
- To understand the diversified organizational training and development programs offered to employees according to the functional areas
- To investigate employees' attitude towards training policies

Broad Research Question

Does manpower training, development and deployment procedure can create an impact on employees' performance?

Specific Research Questions

- How is the experience of the company's On-the-Job training culture?
- In which process it can be understood about the organizational training and development program that offers to employees according to the functional areas?
- How can employees' attitude towards training policies be investigated?

3.1.3: Significance of the Report

The report findings will be advantageous to the following parties:

a) BRAC University

BRAC University can be beneficial by using this report for conducting further studies on Technokit Healthcare Limited or Technokit Group.

b) Technokit Healthcare Limited

Technokit Healthcare Limited as well as Technokit Group can utilize this report to review their practices in a novel and fresh standpoint. This report, together with the recommendations provided, will give them a different prospect to develop and grow in the near future.

c) Intern Students

Students who are doing Internship from BRAC University and other universities can use this report to research about Technokit Group and use it as a reference which can help them to write future reports.

3.1.4: Limitations of this Report

- I had no option for massive interrogation for acknowledging more information regarding the company policy so I could interview only a few people for my project work.
- Due to confidentiality, certain information cannot be made public.
- Due to Corona outbreak, their Off-The-Job training system is temporary closed so I could not get the information about outside training
- Training is always not the only solution for corporate workplace, learning using practical knowledge is very important

3.2: Methodology

Qualitative research methodology has been followed for this study, also both primary and secondary sources are included here.

Primary Sources

- Taking verbal interviews to 4/5 employees including Field Supervisor, Senior employees, Assistant Managers, Managers, colleagues.
- Regular observation of work experience of different employees along with organizational cultural behavior
- Related work experience in Human Resources Department

Secondary Sources

- Information from company's website and social platform
- Searching for previous research papers regarding training and development topic
- Step by step guidelines for analyzing On-the-Job training method
- Relevant info collections from different news, articles, updates, online portals etc.

Primary Data Collection

Primary data is collected through formal and informal interviews as well as observations, active participation. The formal interview was directed through in depth interviews, which included open-ended questions etc.

Secondary Data Collection

Secondary sources are collected from various articles, newspapers, magazines, websites, previous related research papers etc.

Key Variables

Key variables contain two types of variables, which are- independent variables and dependent variables. The independent variable signifies the outcome of a cause. So, if the cause surges with the effect, it shows a positive relationship and if it declines, it shows a negative relationship between the variables.

Dependent Variable

Employees' Performance

Independent Variables

- Supervisor's job instructions with demonstration
- Coaching & mentoring from friendly senior employees
- Learning through practical experience

- Measuring Training efficiency via Kirkpatrick's Model

Now, based on these Dependent Variable and Independent Variables, the conceptual map is given below:

Conceptual Framework

Employees' Performance

(Dependent Variable)

Supervisor's job instructions with demonstration

Coaching & mentoring from friendly senior employees

Learning through practical experience

Measuring Training efficiency via Kirkpatrick's Model

(Independent variables)
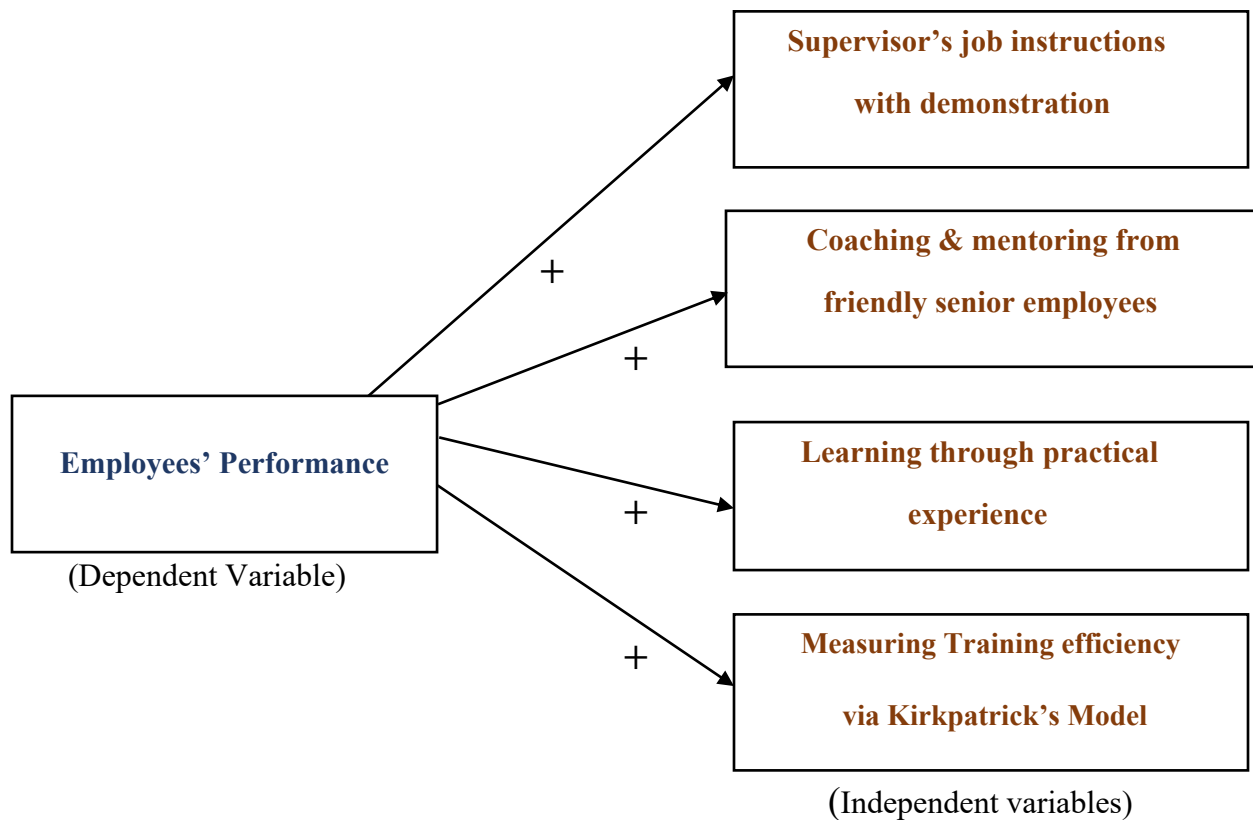
According to this above-mentioned conceptual framework for my research topic, I have followed these steps to observe the training, development and deployment method of Technokit Healthcare Limited. The company usually maintains some steps for conducting a successful training and development session and its effectiveness for their employees which are discussed below:

- **Supervisor's job instructions with demonstration**

Demonstration is an old form of training. Demonstration is most effective when the purpose of training is to increase skills, and knowledge. For maximum effect, demonstrations should be combined with talks. At Technokit Healthcare Limited, the manager first shows all employees about the work of how something is done or how something works. For example - I was initially given a task regarding the short listing of a CV. After that, my supervisor helped me by showing me the work with the best file and instructed me on the work I needed to separate each CV by hand in their institutions, CGPA, home town, previous work experience and additional academic activities etc. Usually, each trainee has the tools and equipment so that when the trainer demonstrates, the trainee can do it on his or her own by practicing the exercises. While the trainer trains alone, the trainer walks around the room and advises by giving tips etc.

- **Coaching & mentoring from friendly senior employees**

Coaching is a process of giving one-on-one advice to develop knowledge, skills and performance. There is more collaboration in this technique than other training methods. There is a friendly, impersonal relationship between the coach and the trainee that promotes skill development. Generally, the supervisor acts as a coach for me. It focuses more on technical development and can be used to provide feedback to employees. It involves more than just helping subordinates with the knowledge, skills, and attitudes. In fact, an important part of coaching is providing them with the tools to help them perform effectively. For example- in both training sessions or usually normal learning sessions, my main coach was my field supervisor who helped me throughout the whole internship journey by providing lots of instructions. Besides, all of my senior colleagues were so helpful. Whenever I came across a problem during any task, they always came forward to give me a hand.

Mentoring is an ongoing relationship between senior and junior employees. It provides advice on organizational and business policies and systems. For example - my intern supervisor who advises and guides me on how to work and aligns with the company culture which helps me to survive in every task which is given to me. This is more focused on the environmental adaptation of the trainees rather than the development of coaching method skills. So, it really does not create specific

skills in the trainee, but prepares them to work in the culture and work environment of the company through attitude adjustment and emotional fit and so on.

- **Learning through Practical Experience**

Experiential learning is the progression of learning through experience. The theory of experiential learning was first proposed by psychologist David Kolb, which emphasized on how experience influences the learning process. When employees of Technokit Healthcare Ltd. participate in experiential learning openings, they will receive:

a) a better understanding of the relevant working documents, like- senior employees of Technokit Healthcare Limited often learn through their practical experiences which they previously achieved through hard work.

b) a broader view of real-world activities in corporate life and community appreciation. For example- by doing an internship in this company, I have gained real life experience of corporate life for the first time in my life.

c) Understand one's own skills, interests, passions and learning values. Such as- here, whenever I have worked in various tasks, I recognized my lacking and positivity of working skills.

d) Opportunities to cooperate with various organizations and individuals within the Company as well as outside the Company.

e) Positive professional practices and skill sets.

f) Satisfaction in helping to meet the needs of the community, here all the employees are really working so hard for meeting the company's goal as well as meeting up their own satisfaction as a team also.

g) Self-confidence and leadership skills in dealing with future challenges.

- **Measuring Training efficiency via Kirkpatrick's Model**

Donald Kirkpatrick first published his four-level training evaluation model in 1959. The model was subsequently updated in 1975, and his most famous work "Evaluating Training Programs" was re-released in 1994. The four-levels are-

a) <u>Reaction</u>

Measures: Fulfillment of Trainees.

Is he/she satisfied in the whole training process? Is he happy?

Applying method: Notes can be taken into Feedback form.

Reaction measuring reason: Helping to understand the trainees' acceptance in the training

In this part, the trainer of Technokit Healthcare Ltd. asked about my satisfaction level along with the other interns and some new employees to see if we were satisfied or not after the training sessions and took notes in the feedback form.

b) <u>Learning</u>

Measures: What things did the trainees learn?

Applying method: Before and After test

Reaction measuring reason: It supports to improve the training program

In the learning part, the trainer took a basic task for acknowledging some pharmaceutical products for different sellers and we needed to match with those in the checklist. The task was for all of us. After giving the proper training, the trainer took another relevant task and he gave marks according to our progress.

c) <u>Behavior</u>

Measures: How much the trainees change their behavior according to the training they receive. How do trainees apply knowledge for the given task?

Applying method: providing long-term activity as tasks. Through observations and taking Interviews Over Time

Reaction measuring reason: Indicates the behavior pattern of the trainees

For observing our behavioral pattern, the trainer gave us a task where we needed to collaborate with other departmental people on different floors. After completing the task along with my team, we faced some interviews where my trainer observed our attitudes towards completing that task.

d) <u>Results</u>

Measures: Final training consequences. Whether the result is acceptable.

Applying method: considering the positive effects, such as- increased productivity, Increase employee retention, job satisfaction rate is higher, growth of satisfied customers and so on.

Reaction measuring reason: It helps to acknowledge that the training is fruitful or not

Finally, whenever we reached this evaluation part of the training, our trainer praised my hardworking tendency, also he praised most of the new employees who were in my team as we worked hard throughout the journey and after getting proper training the productivity has increased much higher therefore, he was very satisfied so we are.

Moreover, after analyzing the conceptual framework of Training & Development process of Technokit Healthcare Limited; it can be said that the dependent variable which is Employees Performance rate is definitely increased by the four independent variables which are- Supervisor's job instructions with demonstration, Coaching & mentoring from friendly senior employees, Learning through practical experience and Measuring Training efficiency via Kirkpatrick's Model. Usually, Technokit Healthcare Ltd. focuses on On-The-Job Training method but before lockdown they followed Off-The-Job Technique as well after 15 days in a month, where they took the trainees to the different pharmaceutical companies for conducting a successful training with the outside environment. Also, whenever they launch any new product, they organize a small training session for both senior and junior employees to introduce those products and procedures. Besides, all of their employees are always open for training and adopting whenever any changes occur.

3.3: Findings and Analysis

For my Internship project, I have worked on a Qualitative Research method, where I have taken 5 peoples' interviews about manpower training and development analysis of Technokit Healthcare Limited. I have asked them a few open-ended questions and got brief answers from them, which are discussed below:

- **Does anything challenging happen during a training program? What did you do then?**

Training employees can be difficult. Some common problems are- lack of support from managers or supervisors, lack of indifference and motivation from employees, lack of contribution from participants, and inadequate transfer to learning jobs etc. So, in that case, some initiatives can help like- redesigning the training program for conducting feedback and arranging different workshops with participants and supervisors etc.

Types of Challenges during Training Session	Respondent No.
Lacking of Supervisors' support	2 (40%)
Lacking of Colleagues' motivation	1 (20%)
Trainees' less contribution	2 (40%)

Repondent No.

- 40% Lacking of Supervisors' support
- 40% Trainees' less contribution
- 20% Lacking of Colleagues' motivation
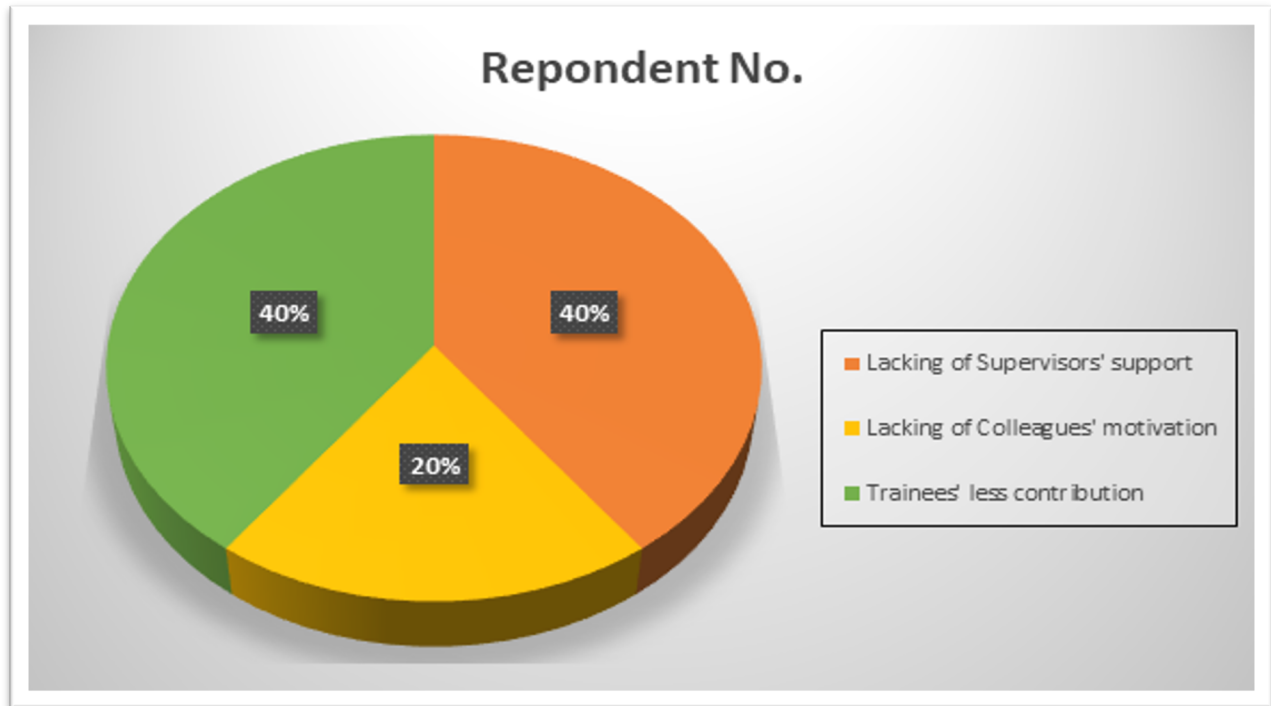
From the above pie chart analysis, it can be seen that 40% of employees have agreed that the lack of supervisors' support is a challenge for the training program. Also, another 40% of them have agreed that lack of colleagues' motivation is another challenging issue for training sessions. Only 20% of them have said that trainees' less contribution is an alternative challenge during training.

● **Tell me about the effective training policy for employees within the company?**

Training can be effective in any way if:

a) Shaping new skills

b) Nurturing new ideas, knowledge

c) Providing practical Training session during tasks

d) Providing the required training to attain the organization's short-term and long-term goals.

e) Carrying out post-assessment to ensure the satisfaction level in improving future training needs

- **Is there any relationship between Performance Appraisal and Training Needs Assessment?**

One way to identify Training Needs Assessment is through Performance Appraisal. The purpose of performance appraisal is not only to judge the performance of the employee but also on the efficiency of them. When evaluating performance, it is not only to check whether the employee has been able to achieve his goals but also to take 360-degree feedback from his coworkers, clients and other business representatives with whom he is communicating on a daily basis. Based on the performance appraisal assessment as well as the feedback from his colleagues and other people involved for business purposes it can be identified about the areas where the employee needs training.

Relationship Between Performance Appraisal & TNA	Respondent No.
Yes	2 (40%)
No	1 (20%)
Maybe	1 (20%)
Depends on 360-degree feedback	1 (20%)
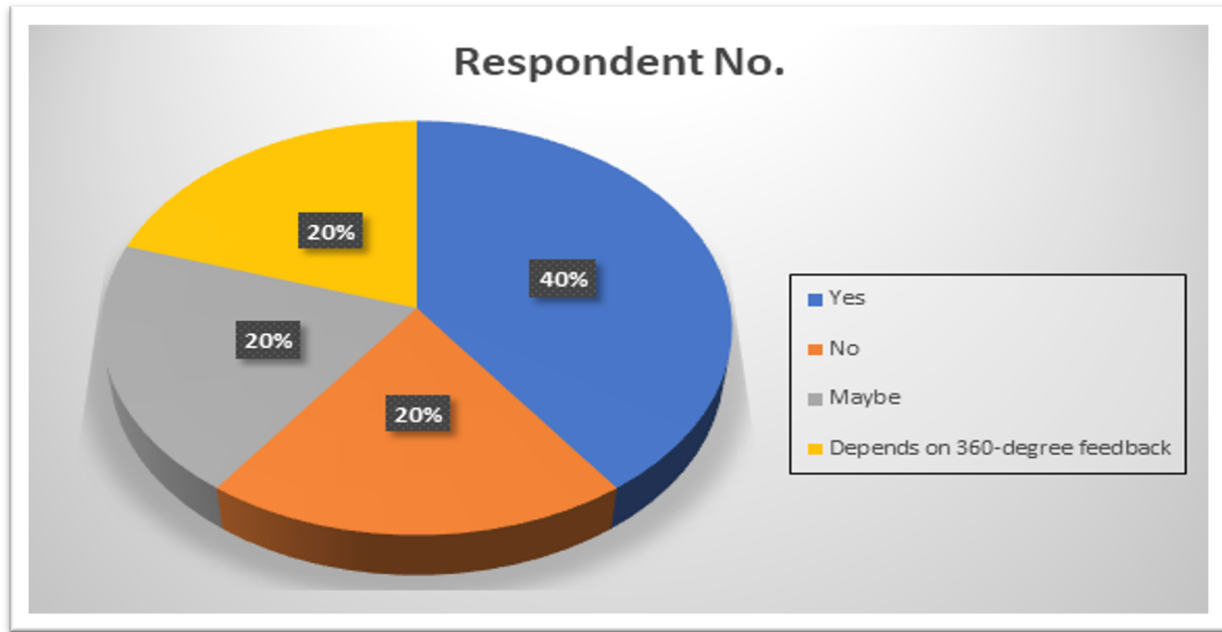
In this analysis, it is shown that 40 % of the employees have agreed that there is a relation between Performance Appraisal & TNA. Also, 20 % of them disagreed with this statement, 20 % of them have answered that there might be a relation between those parts since, TNA depends on Performance Appraisal sometimes. Rest of the 20 % respondents have said that the relation also depends on 360-degree feedback from colleagues as well.

● **How to evaluate the results of the Training?**

Reviewing training is an ongoing process. It should always review the arrangement from analyzing the training needed to the completion of the training.

a) Participant response and feedback: This is an analytical approach to evaluating the results of training. The process is often the beginning and end way to evaluate the results of training. Trainees' satisfaction level from the training session which is the main criteria of the review and the positive results of the training on the well -being of the staff.

b) The amount of knowledge gained from the training: The second factor for evaluating the outcome is the amount of knowledge imparted to the participants from the training. They are usually measured by a questionnaire including how well they are doing after training.

c) Behavioral Application: If the purpose of the training is related to behavior, then the training will be conducted and the employee's behavior will be tested to see how effective the training is. The employee's behavior was derived from previous employment or based on a relationship with his or her employees.

d) Business Improvement: From the training, how much does the business benefit which can be measured by assessing the training. In other words, it calculates the Refund. Not that the Return on Investments has been calculated but has the staff performance improved.

| Training Result Evaluation	Respondent No.
Participants' Feedback & Knowledge obtain from Training	3 (60%)
Behavioral Application & Business Development	2 (40%)
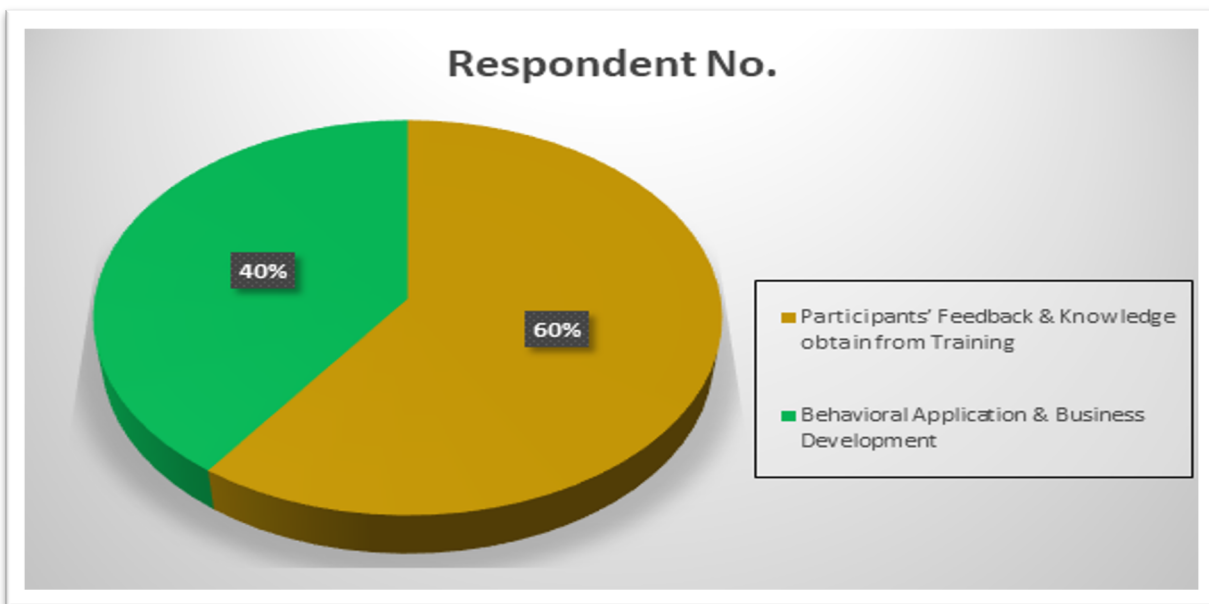
Here, among 60 % of the employees have mentioned that the evaluation of training results can be measured by participants' feedback along with their knowledge obtained from the training sessions. Rest of the 40 % of employees have agreed that it can be measured through their behavioral application and business development progress.

- **Does successful training contribute to building a better communication strategy in the organization?**

Communication within the organization is one of the key elements responsible for success and a friendly environment. The training helps to create better communication in the organization with the following results:

a) Building good employee relationships

b) Less confusion among employees and in management

c) Expressing upgraded productivity and a clear work path based on clear goals.

d) Improved communication helps to modify the concept easily.

e) Helping employees upsurge their confidence level with great motivation.

f) Employees will have less frustration in a clean environment of communication.

Better Communication builds by Successful Training Session	Respondent No.
Yes	1 (20%)
Maybe depends on employees' behavioral approach	4 (80%)
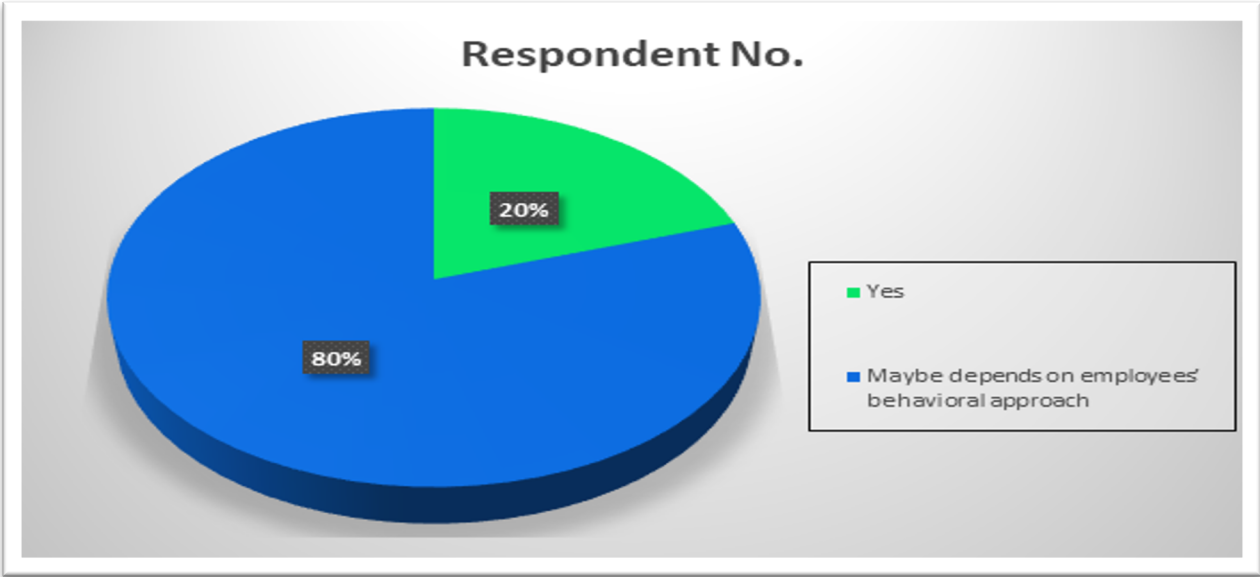
In this analysis, it is found that 20 % of the employees have agreed with the statement that better communication in the workplace can build up through successful training sessions. On the other hand, 80 % of employees have stated that an organizational environment with better communication can be gained through employees' behavioral approach.

- **What is the variance between training and learning process in corporate perspective?**

Training: Training emphasizes skill development. It includes disseminating new information and being aware of the use of this information which is associated with trainers' awareness. Also, the opportunity of Training should be provided to employees working in every level, for improving their performance in a better manner.

Learning: Learning focuses on how a person memorizes new information gained from training. It is the process of modifying peoples' understanding and inclination towards organizational and personal desires and it is a long process that often involves educating, developing and preparing them with tools that can be sufficiently efficient to deal with aware and unaware challenges.

Now, I am sharing the visiting cards of some of my senior colleagues who are from different departments and I have taken their interviews and the sum of their answers are given in the above-mentioned sections.

3.3.1: List of Major Findings

From overall interviews, I have found some major issues regarding their training and development procedure, which are given below:

- Mainly they focus on OJT training session and they arrange different workshops according to the trainees' needs whenever they face any challenges.
- For effective training sessions, they prefer practical learning experiences
- Performance Appraisal and TNA are dependent with each other for conducting operative training

- For evaluating a training session, the trainer prefers trainees' feedback and knowledge obtained from that session

- The employees believe that organizational sound environment with better communication builds only by Successful Training Session

- According to them, every level of employees might need training for learning in addition to upgrading their skills.

3.4: Recommendations

In my view, Technokit healthcare Limited should continue to learn about their training and development initiatives. They can prepare a scheme for their training sessions that will include the following:

- Supervisors' job instructions along with demonstration should be there for effective learning in training sessions

- Proper coaching and mentoring helps the subordinates to build up their competency during training sessions since lack of supervisors' support as well as colleagues' lack of support can demotivate the trainees

- Providing training based on practical experience benefits the employees

- Designing surveys to get 360-degree based feedback from participants in their training programs as Training Needs Analysis and Performance Appraisal are connected.

- A successful training session helps to build a better understanding in the organizational environment along with better communication since it upsurges their motivation as well as morale level.

3.5: Summary and Conclusions

Technokit Healthcare Limited is doing a great job with Indenting, along with the Pharmaceutical Solutions product line, despite having many other competing companies in Bangladesh. The pharmaceutical industry is helping to develop the country's economy by creating an annual turnover, local and international production, imports and, more recently, employment opportunities for people. The pharmaceutical product line is not expected to decline significantly

in the near future, as it will almost always be in demand among the people. The addition of new competitors will make current companies more competitive, strategic and strong against the challenges ahead.

With decades of business, Technokit Healthcare Limited employs a large number of employees in its six concerns each year. They have a great HR team overseeing this huge workforce. Starting from recruitment, comply with labor laws maintain all necessary HR operations by following proper Training-Development-Deployment Policy according to the company's regulations. As all necessary activities here are properly managed by the Human Resources Department of the company and they run their recruiting process smoothly. This report provides an in-depth analysis of manpower training, development and deployment policy of the organization where I have listed some problems as well as some possible solutions as suggested.

Finally, the national economic support will continue to grow with the input of the pharmaceutical industry such as Technokit Group from its own position. Technokit HealthCare Limited will continue to grow and flourish with the help of productive manpower. With the wonderful contribution of the workforce, it will continue to support the economic development of the country as well as promote itself as a potential training and development sector for the pharmaceutical solution of this country.

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