

# **Report On**

**HRM Practices and Policy of General Pharmaceuticals Limited (GPL).**

**By**

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ID: 20164051

An internship report submitted to the BRAC Business School in partial fulfillment of the requirements for the degree of Master of Business Administration

BRAC Business School

BRAC University

20<sup>th</sup> July 2023

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# Declaration

It is hereby declared that

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

**Student's Full Name & Signature:**

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**Fahmida Ahmed Monika**  
**20164051**

**Supervisor's Full Name & Signature:**

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**Dr. Md. Mizanur Rahman**  
**Assistant Professor, BRAC Business School**  
**BRAC University**

# Letter of Transmittal

Dr. Md. Mizanur Rahman  
Assistant Professor,  
BRAC Business School  
BRAC University  
66 Mohakhali, Dhaka-1212

**Subject:** Regarding Submission of Internship Report

Dear Sir,

This is my pleasure to display my internship report on the topic '**HRM Practices and Policy of General Pharmaceuticals Limited (GPL)**' which I was appointed by your direction that was included of BUS 699. I am thankful for your guidance and instruction.

Your insightful suggestions, counsel, and assistance have made it easier for me to produce the report. I've completed the research completely and I have tried my best to cover the topic effectively, and wish that this report meets your expected standard. I will be available at any time convenient to you for clarification of any point of this report. I trust that the report will meet the desires.

I appreciate your thoughtful considerations. Working with you has always been a joy for me. I have faith that the report will fulfill expectations.

Sincerely yours,

---

Fahmida Ahmed Monika  
20164051  
BRAC Business School  
BRAC University  
Date: 20<sup>th</sup> July 2023

# **Non-Disclosure Agreement**

BRAC and the signatory student at BRAC University have agreed into this agreement. As I reflect back on my internship experience, I am aware that I was granted access to sensitive data, documents, and other information pertaining to the organization's numerous business processes. I want to make it clear that I will not include any information in my internship report that might compromise the company's ideals or reputation if it were to become public knowledge.

# Acknowledgement

First and foremost, I would want to thank Allah for enabling me to finish my report successfully and for giving me the endurance and fortitude to work for General Pharmaceuticals Limited (GPL) for the previous three months and finish my report by the deadline. Also, I want to thank Dr. Md. Mizanur Rahman, a lecturer at the BRAC Management School, who oversaw my internship because without his continuous support and guidance, I would not have been able to complete my project. I want to thank Mr. Yousuf Al Zebin, my boss at General Pharmaceuticals Limited (GPL), for all of his help and advice during the internship. They supported me and taught me many strategies, ideas, practices, and values during my internship program. They provided me with a plethora of knowledge, which helped me to comprehend general investing methods. I also appreciate BRAC University for starting the internship program since it gives me a great chance to obtain practical job experience that is related to my academic interests.

# Executive Summary

As the requirement of the internship (BUS699), I joined General Pharmaceuticals Limited (GPL) as an intern, which is a mandatory part of the MBA program. I have worked there in the human resource department for three months. After the successful completion of my internship, I have prepared the report titled “**HRM Practices and Policy of General Pharmaceuticals Limited (GPL)**”. The report is divided into five chapters. In chapter 1, I have described the overview of my internship learnings. In chapter 2, I stated in detail about the overview of the organization. Later in chapter 3, I shared about HRM Practices and Policy of General Pharmaceuticals Limited and how the organization follow it. In addition, in this chapter I added some analysis. Besides, I have added recommendation from my experience. Besides, in this report, survey form has been appended in the appendix.

## Table of Contents

Declaration.....	2
Letter of Transmittal .....	3
Non-Disclosure Agreement .....	4
Acknowledgement .....	5
Executive Summary .....	6
List of Table.....	9
List of Figure .....	10
Chapter 1: Overview of Internship Period .....	11
1.1 Details about Internee .....	12
1.2 Internship Period Information .....	12
1.2.1 Period, Organization Name, Sector, Address .....	12
1.2.2 Internship Organization Supervisor’s Name and Position.....	12
1.2.3 Job Responsibilities During Internship Period.....	13
1.3 Internship Feedback .....	13
1.3.1 Internee’s contribution to the Organization.....	13
1.3.2 Benefits to the student.....	13
1.3.3 Challenges faced during the internship duration .....	14
1.3.4 Recommendations.....	15
Chapter 2: Internship Organization Part.....	16
2.1 Introduction.....	17
2.1.1 The Source of the Report .....	17
2.1.2 Goals for the Study .....	17
2.1.3 Significance of the Study .....	17
2.2 An Overview of the General Pharmaceuticals Ltd.....	18
2.2.1 Background of the GPL .....	18
2.2.2 Mission of the GPL.....	19
2.2.3 Vision of the GPL.....	19
2.2.4 Core Values .....	19
2.2.5 Departments of GPL .....	20
2.2.6 Growth of the GPL .....	21

2.3 Management Practices .....	21
2.4 Marketing Practices .....	22
2.5 Industry and Competitive Analysis .....	23
2.7 Recommendation.....	24
Chapter 3: HRM Practices and Policy of General Pharmaceuticals Limited (GPL.) .....	25
3.1 Introduction.....	25
3.1.1 Background .....	25
3.1.2 Objectives of Human Resource Management Practices and Policies .....	27
3.1.3 Significance of HRM Practices .....	27
3.2 Methodology of the Report.....	27
3.3 HRM Practices and Policy of General Pharmaceuticals Limited .....	28
3.3.1 Recruitment .....	28
3.3.2 Compensation.....	33
3.3.3 Training and Development.....	39
3.3.4 Performance Management Method.....	41
3.3.5 Health & Safety Policy .....	42
3.5 Questionnaire from Employees.....	42
3.6 Findings and Analysis .....	44
3.5 Conclusion .....	44
3.6 Recommendation.....	45
References .....	46



## **List of Table**

<b>Table 1: SWOT Analysis of General Pharmaceutical Limited .....</b>	<b>24</b>
<b>Table 2: Gender disunity among employees .....</b>	<b>32</b>
<b>Table 3: Salary Structure of Employees.....</b>	<b>34</b>
<b>Table 4: Death Benefit Structure.....</b>	<b>38</b>
<b>Table 5: Welfare Fund Structure .....</b>	<b>39</b>

## **List of Figure**

<b>Figure 1: The Process of the Job Analysis.....</b>	<b>Error! Bookmark not defined.</b>
<b>Figure 2: Percentage Employees Based on Gender .....</b>	<b>33</b>

# **Chapter 1: Overview of Internship Period**

## **1.1 Details about Internee**

This is Fahmida Ahmed Monika. And my student ID is 20164051. I started my post-graduate studies at BRAC University under the BRAC Business School.

## **1.2 Internship Period Information**

### **1.2.1 Period, Organization Name, Sector, Address**

As a part of BRAC Business School requirement, I was granted the chance to intern for three months at General Pharmaceuticals Limited (GPL). My internship lasted three months, starting on April 3<sup>rd</sup> and ending on July 3<sup>rd</sup>, 2023. Additionally, they provided the choice of an internship at their Dhaka branch office. I'm an intern in the human resources division.

**Duration of Internship:** 3<sup>rd</sup> April 2023-3<sup>rd</sup> July 2023

**Organization Name:** General Pharmaceuticals Limited (GPL).

**Department:** Human Resource Management

**Address:** Holdings Number of House: 6/1/A, Level: 5th, Road: 29 Ring Road, Building Name: Sara Aftab Tower, Adabor Main Road, Dhaka-1207.

### **1.2.2 Internship Organization Supervisor's Name and Position**

I had responsibility of helping Mr. Yousuf Al Zebin, Executive, HR & Admin, as an intern. I was fortunate enough to gain knowledge about HR from him. He has continuously volunteered to help me during the course of my internship. He also provided me with a lot of advice on how to approach professional practice and use business in the real world. In the business sector, I also gained more knowledge regarding formal interactions with clients.

### **1.2.3 Job Responsibilities During Internship Period**

For me, the practical experience what I gained as a student from the General Pharmaceuticals Limited, it's a wonderful journey in that company. I was quite fortunate to land a position with their business. The main objective of General Pharmaceuticals Limited is to sell various things. I worked in a variety of departments under their leadership to gain my experience. I spent most of my time in HR. For a while, I had the chance to work in the sales and marketing sector, where I helped investigate issues with equipment maintenance at numerous power plants. In addition to this, one of my duties at work was to speak with corporate clients on behalf of the customer care department. In all, I worked during my internship for three months.

## **1.3 Internship Feedback**

### **1.3.1 Internee's contribution to the Organization**

The following is of my work with General Pharmaceuticals Limited. I was friendly with the staff. I successfully promoted communication with both current personnel and new hires. I committed to being there for them whenever they required assistance, providing them with clear answers to their questions and solutions to their difficulties. I also kept up good communication with the business's owners and staff. I kept friendly and professional work during my internship for both employers and workers.

### **1.3.2 Benefits to the student**

Since it was a requirement for my post-graduate degree, I first planned to finish the internship course. However, as I gained more real-world experience, I found that I was in love with both my profession and the atmosphere provided by the organization. Overall, it was a frightening experience, but I was sure that I could apply what I had learnt in the classroom to change to new

circumstances in the outside world. By leading me through all of the real incidents, the other staff and my supervisor were nice enough to assist them in navigating the challenging scenarios that frequently emerge while dealing with customers. I tried my best to keep an eye on my coworkers when I initially decided to work and when I first started at the company. These were tremendously helpful to me in dealing with difficult and uncomfortable situations with the clients and being honest with them. Additionally, I received a lot of participation during this time. Respecting each team member is crucial while working for a large organization since without excellent collaboration, the company cannot efficiently complete any task. I will be able to draw on it in the future to develop my ability to engage with people and put their ideas into practice. The real incident definitely increased my conviction. I was motivated to put in more work since I felt secure in my abilities to handle business-related challenges. I believe that this experience will inspire other kids, not just myself. It goes without saying that this enhances a person's qualifications on their resume.

### **1.3.3 Challenges faced during the internship duration**

I had a lot of difficulties as an intern. I had never worked before, so it took me a while to understand how things really worked. Second, to complete the bulk of the activities while working for, the employee frequently employed specialist software like employee salary disbursement. An intern who hasn't received any training may struggle because the program isn't commonplace and necessitates specialist knowledge to run. It was challenging for me to conduct a thorough investigation since several supervisors were reluctant to provide any information. The following divisions are also part of the HR department:

- Employee Performance Management
- Payroll Department

- Employee Training and Development Department
- Employee Onboarding Department
- Employee Safety & Security Department

Due to time restrictions, I was unable to participate in all of the events. These are the challenges I encounter when working my internship.

### **1.3.4 Recommendations**

After spending 14 weeks there, I've discovered something really motivating about General Pharmaceuticals Limited. On the other hand, I would want to impart to them something that I have discovered through my observations over the past three months in the hopes that it may sway their opinion.

Here are some suggestions I would make:

- The company does have an internship program, but it is not well run. The business has to get the most out of its interns while paying the least amount of money.
- The biggest challenge is scheduling your time. We require adequate time to manage clients, attend meetings, learn new techniques, and hone our negotiation skills as beginners or amateurs. If our seniors don't give us enough time and attention, we won't be able to study adequately for a suitable amount of time. I think that necessitates extending the three-month term. They are obligated to pay for their intern's meals and transportation.

## **Chapter 2: Organization Part**



## **2.1 Introduction**

### **2.1.1 The Source of the Report**

As a component of the academic report for the MBA program at BRAC University, this report was produced. The main goal of the internship is to familiarize students with company culture while providing them with practical business experience. The following is just one of the study's goals:

- To draw a comparison between a real-world issue and a topic addressed in an MBA program.
- To fulfill the prerequisites for the MBA program.
- To get experience in a real business environment.
- To have a better understanding of the position's duties.

### **2.1.2 Goals for the Study**

**General Objectives:** The leading objective of the report is to analyze the 'HR Policies & Practices of General Pharmaceuticals Limited'.

**Specific Objectives:**

- To comprehend the duties performed by General Pharmaceuticals Limited's HR Department
- To ascertain the recruitment and selection procedures maintained by GPL
- To know about training and development process of the GPL
- To highlight the compensation & benefits provided by GPL
- To recommend necessary steps for overcoming problem

### **2.1.3 Significance of the Study**

In terms of time, access to data, and the study's scope, the report has certain restrictions:

**Information confidentiality:** Because information must be kept private, certain details that would have been extremely helpful for the report could not be acquired or disclosed.

**Time restraint:** Because I had to complete the internship and study in such a short amount of time, I wasn't able to fully understand the company's talent acquisition process as a whole. I had to carry out my duties as well as write the report, which was a difficult undertaking.

**Lack of experience:** This was my first time doing such a report. Thus, one of the key reasons for the study's scope being limited is the lack of expertise.

## **2.2 An Overview of the General Pharmaceuticals Ltd.**

### **2.2.1 Background of the GPL**

One of the top companies for producing pharmaceutical finished formulations, General Pharmaceuticals Limited (GPL) has been operating in Bangladesh since 1987 and has close to 3000 devoted staff members. The firm is dedicated to creating safe and effective medications to guarantee that patients and their families may live healthy lives. "Healthy Life, Healthy Living" is the company's motto. Their attention is on the ongoing development of medical treatments for the world's sick. Their product line contributes to almost all therapeutic classifications. They are always looking for more effective and secure medications for the patients. In order to provide the greatest level of trust and dependability, we manage their business, train their employees, and specialize in building connections with customers. At GPL, people continuously work to change the world. Best-in-class employees who are above all committed to healthcare service are drawn to GPL by this industry's pure love for it, and they stay there because of it (general pharmaceuticals ltd., 2023).

GPL has built a second cutting-edge production facility in Shafipur, Kaliakair, Gazipur in order to meet the rising difficulties of medical science, strict regulatory requirements of both the local and global market, and post-TRIPS agreement. This plant was created by APC, a preeminent consultancy in the globe, with a focus on the evolving therapeutic requirements of people today and in the future. This facility is a reflection of our unrelenting pursuit of excellence and commitment to our people as well as the people of the globe at large.

The goal of this manufacturing facility's design was to fulfill cGMP standards internationally, with a focus on the UK's MHRA, TGA, WHO, ICH, ISO, PIC/S, and other stringent regulatory bodies. GPL actively and persistently advocates for increased production capabilities by focusing on quality enhancement and low-cost manufacturing.

Production facilities have set up an integrated R&D, quality, production, and engineering system to suit the demands of the population in Bangladesh and around the world. In addition to other items, GPL has introduced sterile products in an effort to accommodate the various demands of both patients and healthcare professionals. GPL has a solid track record of growing and creating new facilities and products.

### **2.2.2 Mission of the GPL**

To promote a better lifestyle via the creation of superior medical goods.

### **2.2.3 Vision of the GPL**

become the preferred medications via constant product quality, employee empowerment, and stakeholder satisfaction.

### **2.2.4 Core Values**

**Customer oriented**

We prioritize meeting consumer demands above anything else. In order to meet their expectations and future needs, we actively examine their demands.

### **Ensure Excellence**

We are dedicated to giving our clients high-quality goods and services.

### **Motivated by Results**

We are devoted and committed to achieving a certain, predetermined outcome that adds worth to the company.

### **Accountability**

While upholding our obligations under the law and ethical standards, we are accountable for providing our stakeholders with contemporary, excellent, and reasonably priced goods and services.

### **Groupwork**

We work together to build a great organization.

## **2.2.5 Departments of GPL**

- Production Department
- Marketing Department
- Finance Department
- Accounting Department
- HR Department
- Procurement Department

### **2.2.6 Growth of the GPL**

With a goal to offer a cutting-edge, high-quality variety of healthcare goods, General Pharmaceuticals Ltd. (GPL) is one of Bangladesh's pharmaceuticals completed formulation manufacturing enterprises with the quickest rate of growth. GPL has been working tirelessly to develop top-notch pharmaceutical finished goods for more than 35 years. GPL has developed into a business that can brag of top-notch goods, top-notch manufacturing facilities, and quality personnel by relentlessly seeking scientific knowledge, gaining strength, and creating the vision necessary to compete with the best in the future. GPL has achieved many significant milestones along the way. Turnover has multiplied. With our outstanding manufacturing infrastructure, we were able to launch numerous novel compounds that might save lives for the first time in Bangladesh. In order to guarantee that GPL is fully equipped and ready to effectively meet the challenges of the future, it has developed efficient processes and assembled devoted teams of specialists. About 248 dosage forms are available for commercialization in Bangladesh thanks to General Pharmaceuticals.

### **2.3 Management Practices**

The GPL's management techniques are consistently excellent. The governing board guaranteed all employees an equal chance to advance under the code of conduct. Payroll and benefits, training and development, compensation and benefits, and other sub-departments of human resource management are examples. Each departmental sector must accomplish a certain set of objectives.

There are accessible internal and external employment channels. The HR management team is responsible for overseeing every aspect of the hiring process. When hiring from outside, the

organization is committed to providing fair employment opportunities to persons from all backgrounds. All candidates who meet the requirements are invited to an interview, and those who perform well are given employment offers by the employer.

The compensation and payroll department is in responsible of creating and carrying out policies that assure all employees are treated fairly with regard to their salary, bonuses, and other benefits.

The management is up-to-date and educated about all facets of the company's operations. The management does this by continuing to provide their personnel with specialized training and by having regular staff meetings, usually at the corporate headquarters, to give the managerial team a thorough update on all business operations. Even brand-new recruits receive the instruction required to flourish in their roles.

## **2.4 Marketing Practices**

The market for GPL is concerned with the supply or accessibility of medications or healthcare items used for the identification, mitigation, or treatment of particular medical diseases. The GPL market is very tightly regulated. To guarantee that these items meet the required quality & standards, national regulatory laws and bodies, such as the USFDA, CDSCO, GMP, etc., govern their production, delivery, and use of products.

The regulating authority regulates GPL advertisements. Social media, public spaces, radio, and television are all prohibited from advertising prescription medications. Prescriptions are marketed directly to consumers, with medical agents serving as a middleman between businesses and consumers (doctors). OTC goods, however, may be promoted on social media (Nck Pharma Solution Pvt. Ltd., 2023).

## 2.5 Industry and Competitive Analysis

Any business that wishes to know its own advantages, disadvantages, threats, and chances should do a SWOT analysis. To assess a company's internal ability and aptitude, its strengths and weaknesses must be considered. The possibilities and hazards connected to the effects of the external environment are outside the control of the company. This is General Pharmaceuticals Limited's SWOT analysis:

	<b>Beneficial</b>	<b>Harmful</b>
<b>Internal</b>	<p><b>Strength</b></p> <ol style="list-style-type: none"> <li>1) One of the top experts in dermatology.</li> <li>2) Before products are in the hands of the client, they undergo excellent quality control.</li> <li>3) A significant consumer base.</li> </ol>	<p><b>Weaknesses</b></p> <ol style="list-style-type: none"> <li>1) No system integration exists between the various components.</li> <li>2) An irregular manufacturing schedule.</li> <li>3) The company's management does not support IT.</li> </ol>

<b>External</b>	<p><b>Opportunities</b></p> <ol style="list-style-type: none"> <li>1. Collaboration with reliable foreign suppliers of raw materials.</li> <li>2. There is a history of established collaboration with physicians.</li> <li>3. The requirement for superior dermatological products.</li> <li>4. There is a great demand for reliable data and information.</li> <li>5. System-related technological discoveries and advancements.</li> </ol>	<p><b>Threats</b></p> <ol style="list-style-type: none"> <li>1. Data of sales is not up to the date.</li> <li>2. There are quite a lot of competitors in the same business.</li> </ol>

**Table 1: SWOT Analysis of General Pharmaceutical Limited**

## **2.7 Recommendation**

I've previously talked about GPL's management procedures, marketing plans, and industry and rivalry analyses; everything they do is of a very high caliber. I had a fantastic opportunity to study outside the box while working for the leading pharmaceutical business in Bangladesh, therefore if interns came here to learn anything, it would be incredibly beneficial for their future.



# **Chapter 3: Project Part**

## **3.1 Introduction**

### **3.1.1 Background**

The human resource management department, which is in charge of overseeing every aspect of employees, carries out a number of tasks, including planning for human resources, carrying out

job analyses, hiring and conducting interviews, selecting human resources, orienting, training, compensating, offering benefits and incentives, appraising, retaining, career planning, quality of work life, employee discipline, blackout sexual harassment, human resource auditing, and upkeep of the information.

In any company, effective management of human resources is essential. Businesses wouldn't be able to expand and enhance their operations, recruit and retain top personnel, or maintain a supportive workplace culture without professional human resources management. Many people refer to this department as the lifeblood of an organization because managing human resources is so important for firms (techfunnel, 2023).

According to Ricky W. Griffin, "Human Resource Management is the set of organizational activities directed at attracting, developing, and maintaining an effective workforce."

The ongoing success of an organization is influenced by a variety of human resource management factors. In a company, the function of human resource management is critical for everything from hiring and training to addressing disagreements, maintaining a healthy work-life balance, and taking care of all payroll-related tasks. Human resources management ensures that the company is functioning within the law and tackles any potential liability risks in addition to keeping employees happy and appropriately trained. A company is almost certain to fail if its human resources management division is ineffective. The most important HRM responsibilities are hiring, training and development, assessments, job reviews, career planning and development, employee benefits, employee safety, and employee engagement (techfunnel, 2023).

Human resources are the backbone of every organization. They are priceless resources since it is possible to achieve organizational goals thanks to human resources' skills, abilities, creativity, and zeal (shiksha, 2023).

### **3.1.2 Objectives**

HRM aims to achieve organizational goals through work culture, employee training and development, motivation, empowerment, and team coordination. Also, HR policies transparently communicate employment conditions, set expectations for career growth, and address employee grievances (nuclino, 2023). The main objective of the report is to analyze the HR Policies & Practices of General Pharmaceuticals Limited by determining their recruitment and selection procedures, training and development process, compensation & benefits provided by GPL and so on. Lastly, I have recommended some necessary steps for bettering the HR practices of General Pharmaceuticals Ltd.

### **3.1.3 Significance of HRM Practices**

Effective HR management bridges the gap between employees' performance and organizational objectives, giving company a competitive edge. It always contributing to the company's goals and ensuring employee well-being are keys to organizational success.

## **3.2 Methodology of the Report**

Both primary data and secondary data sources were used to construct this report.

### **Primary Data Sources:**

- Practical work;
- Face-to-face interactions with pharmaceuticals company staff members and officials in various divisions;

- Informal interactions with clients.

**Secondary sources:**

- Documents from the firm, including the GPL Manual Report.
- GPL Annual Report 2022
- GPL website.

### **3.3 HRM Practices and Policy of General Pharmaceuticals Limited**

The focus of HRM is on several important areas, including:

- Recruitment
- Compensation
- Training and Development
- Performance Management
- Health and Safety

In General Pharmaceuticals Limited follow different types of HRM practices and Policy. In below, I will describe some areas which they are follow regular basis:

#### **3.3.1 Recruitment**

The entire process of locating, selecting, and employing appropriate people for roles (either temporary or permanent) within a firm is referred to as recruitment. Sometimes, the methods used to select candidates for unpaid work are referred to as recruitment. Recruiting may be handled by managers, human resources generalists, and recruiters, although on occasion, particular phases of the process may be handled by public employment agency, private recruitment businesses, or

specialist search consultancies. Nowadays, internet-based technology supports a lot of hiring procedures.

### **Sourcing of the recruitment**

In order to find applicants to fill open positions, one or more techniques called sourcing are used. It might entail internal and/or external recruitment advertising using the right channels, like job portals, regional or national newspapers, social media, business media, specialist recruitment media, trade publications, window advertisements, job centers, or in a variety of ways online. Alternately, businesses might hire recruiting consultancies or agencies to identify people that might otherwise be hard to come by. These applicants are frequently happy in their current jobs and aren't actively trying to change, thus they are often harder to find. The recruiter can use the information they obtain from this preliminary candidate research, often known as "name generation," to covertly reach out to and interview potential applicants.

### **The Process of Hiring for an entry-level position**

#### **Job Analysis**

Job analysis is the process of determining a job's responsibilities, capabilities, requirements, and the kind of candidate who should be hired for it. Writing job requirements and job descriptions might benefit from job analysis. In general, it is a methodical way of determining the abilities, positions, and knowledge required to carry out organizational tasks.

The job analysis procedure was carried out by General Pharmaceuticals Limited. They educate the workers about the real work activities with the use of job analysis. GPL's Job analysis happens

once a year. To understand about the procedure and the driving force behind the analysis, it can take several days to interview five or six employees and their bosses.

### **Job Description**

The job description, which is based on the results of the job analysis, contains the general and textual statement process of a particular work. GPL offers information on the workplace to promote a specific job vacancy and attract talent. They try to incorporate information like the position title, location, work description, employment goal, task, and responsibilities, among other things.

### **Job Specification**

The information, skills, credentials, experience, and abilities you believe are required to carry out a certain task are defined in a job specification. Along with a description of the core job requirements, it offers all of the traits, knowledge, education, talents, and experience required to perform the job. GPL continually seeks to modify this process in light of openings.

### **CV Submission**

In addition to online employment platforms like bdjobs.com and LinkedIn, where candidates can also upload their resumes, job postings can be seen in the daily newspaper.

### **Listing of preliminary candidates**

A committee of choice was formed by GPL to narrow down the CVs. For the following positions, specific requirements are being followed:

Internee or MTO:

- The applicant should at least an MBA or Master with a four year Honors holder from any public university or NSU, BRAC, AIUB, EWU, IUB, ULAB, IIUT.
- Minimum CGPA 3.00 in the scale of 4 and minimum CGPA 4.00 in the scale of CGPA 5.00 No. 3rd division/class in his/ her academic career shall be acceptable.

Junior Officer:

The candidate must obtain a master's degree from an accredited university.

### **Written Exam**

After the preliminary screening, selected candidates are seated for the written test. The company has a well-established procedure for hiring executives through impartial competitive tests through reputable organizations like IBA or BIBM.

### **Applicants choose to participate in an interview**

Following the written exam, the selection committee will contact those applicants who have qualified for an interview by phone or email and invite them to attend.

### **The Final interviews**

The selection panel will speak with applicants in person at a formal interview. The management committee will select the qualifying score for the viva.

### **Positioning and appointment**

The management and selection committee will eventually issue an appointment letter after successfully completing all of the earlier processes. After receiving an appointment letter, the candidate will report to the main office, where they will be placed in a branch for a trial period of employment.

### Employees' Disunity by Gender

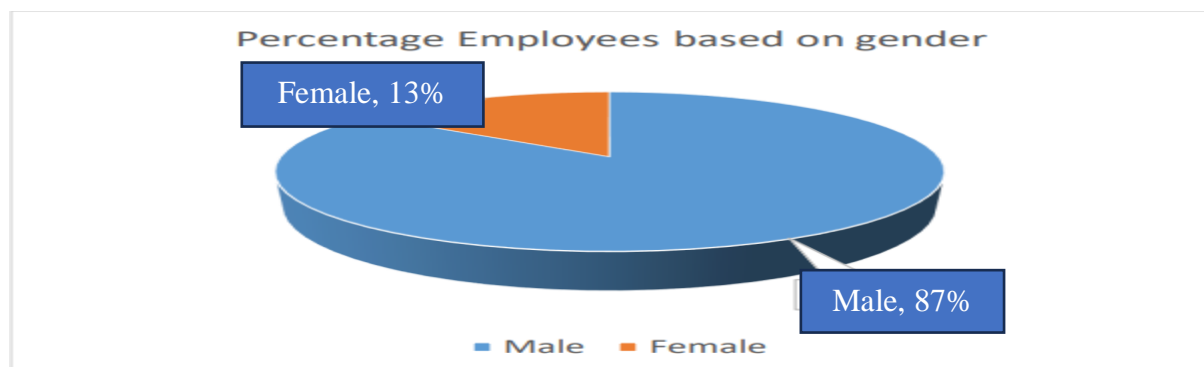
Gender	No. of Employees	%
Male	2610	87
Female	390	13
Total	3000	100

**Table 2: Gender disunity among employees**

### **Female Employees Percentage over the years:**

Year	Percentage %
2020	13.15
2021	13.35
2022	13.00
Total	39.05%

In graphs, the percentage of women participating will appear as follows:





## **Figure 1: Percentage Employees Based on Gender**

### **3.3.2 Compensation**

The salary structure is the most crucial component of any business since it currently serves as the main source of inspiration for all employees. In order to recruit new employees and boost production, many firms thus implement enticing pay programs. Most compensation plans fall into one of two categories. One involves money, the other does not. GPL has consistently provided excellent pay to its employees, a benefit whose demand is rising daily.

For years, GPL has also provided excellent salaries to its staff, a benefit whose demand is growing daily. One of the nicest things I have seen is that GPL has always done all in its power to retain the top employees by assuring the highest pay range in comparison to the industry. As a result, it is evident that GPL employees have a very low turnout rate. The objective of GPL's compensation policy is to place particular emphasis on the tasks performed by its workers, upon which the remuneration is scaled or maintained. For example, GPL has continued to retain a combination of cash, benefits, retirement, and perquisites as part of its overall compensation package.

GPL has adopted a number of compensation measures. Here are some of them:

#### **Salary**

In comparison, all pharmaceutical companies give their lower-level staff very substantial salaries. It is done in order to seize the market's pool of potential personnel. Actually, there aren't many businesses that offer such high minimum wages to their staff; therefore, newcomers still tend to choose GPL. Today's workers are more focused on meeting their basic necessities; therefore, GPL has done a great job here. To this change, GPL has adapted well. Since no other businesses in the industry pay this much, it has been noted that GPL employees are quite happy with their salaries.

A yearly pay review was also something GPL used to do. One important motivation is the salary review that occurs in December, which is based on the performance of the employees. I should also point out that GPL evaluates its employees' performance. According to it, they must examine the remuneration twice a year.

The levels that make up the total compensation structure for the employees are as follows:-

<b>Designation</b>	<b>Salary (BDT)</b>
Junior Officer	3,000
Senior Officer	40,000
Assistant Manager	50,000
Manager	60,000
General Manager	70,000
First Assistant Vice President	80,000
Assistant Vice President	1,00,000

**Table 3: Salary Structure of Employees**

### **Salary Payment**

One notable aspect of GPL's salary payment policy is that employees receive their wages by the 25th day of each month, which sets them apart from other companies who do not adhere to this practice. Each month, the workers receive their wages in the accounts they created upon starting their employment with the company. It is profitable for the company to pay the lower tax rate and

deductible revenue, and it is good for the employees to get the entire amount deducted from their salary.

### **Bonus**

GPL provides its personnel with two-holiday incentives each year: one for Eid al-Fitr and one for Eid al-Azha, similar to other pharmaceutical companies. The incentive is equivalent to the necessities of the workers. Another provision that deals with incentives is also contingent on the worker's success.

### **Performance incentive**

If GPL succeeds, employees will be eligible for a performance bonus equal to 3% of their pre-tax earnings. The amount of the bonus will be based on the employee's basic pay, with the remaining 50% determined by their individual performance. Performance evaluations are conducted based on standards sporadically defined by management.

### **Contribution Fund & Gratuity**

As per the GPL, employees are eligible for gratuities and provident funds. In practice, every employee needs to contribute 10% of their basic salary towards the provident fund. The employer also contributes 10%, making a total commitment of 20%. This compensation is provided to employees upon the completion of their employment. If an employee leaves the company before completing three years of employment, their provident fund will be activated and 10% of their basic salary will be estimated based on their service tenure. This means that they will not be eligible to receive the remaining 10% of corporate perks. However, GPL provides these employees with a generous gratuity and other essential benefits. When an employee has worked for 10 years, they frequently get a gratuity that is equal to three months' worth of basic salary.

## **Annual Growth**

The GPL has a clause that calls for a 10% performance-based GPL increase per year. It encourages employees to perform well by providing incentives. Each worker strives to ensure that their basic pay is established on a clear framework.

## **Travel Compensation**

In addition, the company offers travel grants to its staff. Employees who travel to Bangladesh for business purposes are entitled to receive reimbursement for their travel expenses. However, HR officials are required to verify the costs of the trip before releasing the funds.

## **Allowance for Housing Rent**

The company provides rent coverage for its permanent management staff. Each management-level employee receives a housing allowance equivalent to 55% of their base pay. This encourages marketable job candidates to work for GPL.

## **Worker Loan**

Unlike other pharmaceutical companies, GPL provides its employees with an excellent loan program. The provident fund offers loans to permanent employees at a 10% interest rate. They can use the money for various purposes. Additionally, employees at the CEO level and above can apply for loans to purchase homes, cars, and other items at a lower interest rate of 8%, compared to the 15% rate for consumers. The staff members take advantage of this extra benefit.

## **Medical Services**

In contrast to other medicines, GPL provides a special collection of medicinal facilities. At GPL, there's a team of medical professionals available to assist employees in case of medical

emergencies. Additionally, there's a nursing home facility on-site. However, life insurance coverage isn't provided to workers at GPL.

### **Funds for Employee Welfare**

Every year, a sum of 200 Taka is deducted from the wages of every employee to contribute towards the employee welfare fund. The welfare fund's revenue is utilized for the well-being of employees during times of hardship or turmoil. The workers receive all of this money so they may feel comfortable in difficult times.

### **Earn Leave**

Each year, if an employee doesn't take any unscheduled time off, they are eligible for 30 days of earned vacation. It means that they were given compensation of 30 days.

### **Leave for Disable**

If a worker is faced with a severe accident or physical challenge, the company will provide disability leave. During this period, employees will receive paid leave and their pay will not be withheld.

### **Maternal and Paternal Leave**

An employee can avail of maternity leave for a maximum of three months, as per the regulations of the governing body. This provision is in accordance with the labor guidelines set by the government. This leave is also compensated.

### **Leave for Study**

There is a great chance available for the GPL staff member. Employees who continuously perform well and show appreciation for the advantages they may bring for the company may be

recommended for further study. Typically, employees are advised to take a three-year paid leave of absence for educational reasons. Nevertheless, this benefit is not available to all employees since only those who achieve exceptional performance are eligible to earn full pay while pursuing further studies.

It is possible for a company to have multiple compensation policies. Without a fair remuneration scheme, it would be difficult to motivate people to effectively engage in their work in this field. GPL implements a variety of attractive practices governing employee remuneration in an effort to control workers and influence outcomes. The following is a discussion of GPL's compensation policies:-

- At GPL, a key policy is providing death benefits to employees, which helps their families maintain financial stability after their passing. The employee selects a beneficiary to receive the compensation, ensuring that necessary paperwork is completed for their safety. This provides comfort and stability to the families of the deceased workers. The amount of compensation varies based on the employee's classification and job title. A clear comprehension of various death benefits at various stages is provided by the diagram:

Designation	Amount of Taka
Chairman	12 Lac
Vise-Chairman	10 Lac
Managing Director	8 Lac
CFO/CEO	7 Lac
GM	6 Lac

**Table 4: Death Benefit Structure**

- There is another policy that offers staff loans with cheaper interest rates. Employees should only be required to pay an interest rate of 8% on their GPL. Therefore, the workers may benefit personally from using this loan money.
- There is an intriguing program called the GPL welfare fund that aims to benefit workers. If they ever become unable to work due to physical or mental reasons, this fund will provide them with financial support. To participate, workers need to deposit 200 Taka into the fund each year. However, the distribution of the funds from the welfare fund is authorized depending on the employment status of the job employees.

<b>Designation</b>	<b>Amount of Taka</b>
Chairman	6 Lac
Vise-Chairman	5.5 Lac
Managing Director	4.5 Lac
CEO/CFO/GM	4 Lac
Junior / Senior Officer	3.5 Lac
Other	2.5 Lac

**Table 5: Welfare Fund Structure**

### **3.3.3 Training and Development**

Human resource management places significant emphasis on training as a critical element. The goal of training is to inspire and educate employees to enhance their performance in the future. GPL offers tailored training sessions based on client needs. Every newly hired management trainee

officer and junior/assistant officer receives foundational training. They also plan seminars, workshops, and conferences to boost worker performance and productivity.

GPL's training practices are as follows:

- On the Job Training Method
- Off the Job Training Method

### **On the Job Training Method**

Newly hired personnel are required to complete this training approach, which is carried out in the GPL. Apprenticeship, work rotation, and special assignments are all part of this program.

### **Internship**

An internship is hired to perform real job, gain knowledge and credentials, and get compensation while working. This phase of GPL makes arrangements for six months. Here, senior officers and the management are in charge of supervising the trainee or probationary officer. Additionally, trainees receive feedback on their apprenticeship term from their superiors, which directs them to do the task properly and on schedule.

### **Job Rotation**

This horizontal procedure involves switching around work duties across different departments. GPL rotates managers' positions so that they are familiar with all of the departments.

### **Off-the-Job Training**

This GPL approach is set up for both new and old medications. The majority of the time, outside professionals run the session or program.



This training session is often conducted via lectures. This information is intended to assist individuals in comprehending and remaining informed about recently enacted legislation, popular goods and services, and newly available job opportunities.

To resolve all of these training programs, many items are utilized. the like. PowerPoint presentations, lectures, handouts, a whiteboard, technology, the internet, and other commonplace items. Case studies, unique projects, and feedback forms are occasionally supplied to the trainee as well.

### **3.3.4 Performance Management Method**

The performance assessment process allows individuals to determine and communicate their work performance, with the goal of creating a growth plan. It is essential because it makes management decisions about employee promotions, payoffs, and merit pay increases straightforwardly.

Therefore, performance evaluation is essential for all businesses. The performance assessment programs currently in place at General Pharmaceuticals Limited are assessed in this study. As a result, it is a yearly evaluation by the employee's manager of their total contributions to the company.

GPL offers an online performance management system that allows employers to assess their employees' yearly performance and compare it to the company's business objectives by the end of the year. It enables the management function to be integrated in order to optimize staff potential, which also raises employee happiness. Every employee's contribution is recognized by the firm for their exceptional work during the course of the organization, and performance is rewarded with perks.

GPL uses a performance evaluation program to measure the effectiveness of its managers, employees, and other staff members. The regular staff's work is assessed annually. The newly hired management trainee officers are required to complete three months of practical and theoretical instruction on basic training courses after joining the organization.

### **3.3.5 Health & Safety Policy**

General Pharmaceuticals is dedicated to ensuring the finest procedures in accordance with national labor legislation. In the organization's view, employee protection against physical risks, unhealthy competitiveness, and harmful behavior by coworkers is a basic human need and right. The GPL's Human Resource Division is always watching to ensure that the workers have a safe and healthy workplace. To guarantee that there is a suitable workplace, well-designed workstations, a cafeteria, a gym, firefighting supplies, emergency exits, and various sorts of equipment are set up here so that people may work here with complete respect and happiness.

## **3.5 Questionnaire from Employees**

The 200 employees completed a prepared questionnaire with multiple-choice answers focused on identifying the most appealing job conditions and demands. The questionnaire also included a prohibition against advising or talking to elderly workers.

- Does the company maintain proper communication with all employees?

Yes 50%

No 50%

- Are you satisfied with your pay?

Yes 71%

No 29%

- Do you view your contributions to GPL as honorable?

Yes 98%

No 2%

- Do you see yourself as an essential part of the company?

Yes 92%

No 8%

- Do you think your management is assessing you properly?

Yes 73%

No 27%

- The most crucial factor is the reason this company employs you.

30% is the working culture

60% of the time, working conditions

10% percent of the whole package

- Do you think HR practices are updated and enforced properly at GPL?

Yes 89%

No 11%

### **3.6 Findings and Analysis**

The conclusions that I have discovered based on my regular observation of the duties based on HRM activities and policies at GPL are as follows:

- According to what I have seen and learned from my experience, General Pharmaceuticals Ltd. offers its employees fair perks and remuneration. Regarding the employees, they strictly adhere to the rules. The laws that GPL abides by are a combination of ISO and governmental rules. Every rule in the regulations provides employees the possibility to get better benefits. The benefits were detailed in the clauses. Our policy guarantees the safety of HR information and employee benefits.
- GPL has a very organized and open hiring procedure that guarantees the process' efficacy and efficiency. It makes use of low-cost yet effective sources of hiring, such as commercial websites and social media, to find many competent applicants for open positions.
- The candidates can apply for a position at GPL using their own online application form.
- Structured data on the candidates is acquired using these forms, assisting in the selection of qualified candidates for short listing.
- HR managers sometimes receive hundreds of applications for certain positions, making it a time-consuming and difficult effort for them to narrow down the top prospects.

### **3.5 Conclusion**

GPL is one of the most reputable pharmaceutical companies in our nation. I had a wonderful time working as an intern in the GPL HR department to fulfill the requirement of the MBA program. Here, I was able to use my knowledge and skills to the organization's advantage, learn about the real organizational culture, gain insight into how a real HR department operates, get a sense of the

human resource process and how well it works to achieve organizational objectives, identify some areas for process improvement, and make some wonderful memories. In order to make General Pharmaceuticals Ltd. the greatest human resources practice center in Bangladesh and worldwide, the human resource team is most significantly always upgrading its procedures.

### **3.6 Recommendation**

The experience of working at GPL was wonderful. Regarding their employees and workers, I have no worries. They are all capable of performing well in their respective departments, and they each have in-depth understanding of the whole HRM industry.

Based on the findings of this study, it can be recommended that GPL should focus more on their incentive program rather than other benefits. While working as an intern at GPL, I heard some employees saying that it would be nice if their salaries increased more or they had an incentive & reward plan for the HR department. Thus, an incentive program will encourage the employees to work hard, give them motivation and increase their retention rate.

Despite the fact that their officers are quite amiable and courteous of everyone. Sometimes people strive to expose someone while the situation may be settled discreetly. It is surprising how frequently the senior officers humiliate the junior officer in public. In order to preserve a culture that everyone can value, they must receive the right training.

Moreover, there is a dearth of advanced equipment in our sector. They only have one non-automatic scanner and one photocopier, both of which require daily maintenance. Also they have only one printer in the HR department which is very slow and the employees need to run to other

departments to print their necessary papers during emergencies. Therefore, modern equipment must be installed for more effective and efficient operation.

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