



HUMAN RESOURCE ACTIVITIES
OF BEXIMCO PHARMACEUTICALS
LIMITED (BPL) BANGLADESH



BUS 400

Internship report

On

Human Resource Activities of Beximco Pharmaceuticals
Limited (BPL) Bangladesh.

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Date of Submission: 12th September, 2017



Letter of Transmittal

Date: 12-09-2017

Mr. Ariful Ghani

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Subject: **Submission of Internship Report**

Dear Sir,

This is a tremendous honor for me to present my internship report on “Human Resource activities of Beximco Pharmaceuticals Limited Bangladesh”. While preparing this report, I tried to follow your instructions and as well as my organizational supervisor’s instructions and maintain their compliance system. This report is mainly based on the overall Human Resource Practice followed by Beximco Pharma Limited (BPL). I tried to cover all the contents with necessary figures and exhibits. This report also contains my experience and knowledge that I have gathered from the company which will help me to build my career eventually and in the most effective ways with loyalty, punctuality and sincerity. I hope that my learning through this entire internship period will reflect in my report also. I humbly like to express my gratitude for your consideration and support.

Thank you so much for your time and support.

Sincerely Yours,

Mashfa Binte Alam

ID: 13104188

BRAC Business School,

BRAC University.

Acknowledgement

To start with, I need to carry my gratitude to almighty Allah, as he continually showers his blessings on me; to successfully complete my undergraduate program and consequently this report on scheduled time. After that I want to convey my fine regards to my family. Without their unremitting assist, help and consideration I may not be able to accomplish my goal.

My special gratitude goes to my academic internship supervisor, my honorable faculty Mr. Ariful Ghani. I was provided with all the necessary suggestions with feedback time to time by him, which immensely help me to enhance and re-correct this document in specific points. Without his guidelines it might impossible for me to complete this report in a proper way.

Including up, I heartedly want to thank my organizational supervisor, Mr. Shariful Islam, Sr. assistant Manager, human resource, BPL for imparting me the possibility to be a component of an incredible team, to be a part of the company. His immense assist, vital tips and facts helped me to complete this report in a more accurate manure.

Last but not the least, I would like to thank all of the members of HRD, other personnel of BPL, and all of those who were immediately or in a roundabout way concerned and helped me with the aid of sharing their knowledge and experiences during my internship duration.

Executive Summary

Human resource means to collect and gather the efficient man force to gain the goal set by the organization. Any company would desire for an effective work force so that it can be operated easily and flexibly. A work force that will give its best to achieve the long and short term goals of that particular company.

This report is based on the topic of “Human resource Practice in Beximco Pharmaceuticals Limited (BPL). This two month long internship period has been completed under the direct supervision of the Sr. assistant manager of Human Resource Department from 1st June 2017 to 1st August 2017.

In this report the exemplification of how the simple capabilities of HRM are exercised in BPL. BPL’s numerous functions such as planning, recruiting, selection, performance appraisal, employee compensations are observed and analyzed with the help of the HRD members.

I did not play any specific designation rather I worked as a random intern under HRD, observing the HR activities, and assisted my superiors, assigned for specific job such as recruitment & selection, training, appraisals, sorting CV’s and so on. The most importantly I also had a bit experience of working with their new project called ‘ERP’.

With my imperfect knowledge and know-how, I tried my level best to comprise facts in a complete and untreatable way.

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Chapter 1

The Organization

Introduction

1.1 Company Background:

Beximco Pharmaceuticals limited (BPL) is the biggest conglomerate company in the private sector of Bangladesh, which is a part of Beximco Group. BPL always tried to maintain a standard and moved beyond the manufacturing quality medicines to win mind share of patients, physicians, shareholders, business partners and communities. It is the first company to go beyond the national boundary and exporting its quality products in overseas markets in Asia, Africa, and Europe. More than that, BPL has probably fulfilled the national aspiration of turning a once import dependent country into an exporter of quality medicines. It has geographic footprints in more than 50 countries.

Beximco Pharma, the largest pharmaceutical company established in 1976 and started its journey back in 1980 with manufacturing and marketing licensee products of Bayer AG, Germany and Upjohn Inc. of USA. In the initial stage of its business it more or less failed in operating and launch of its own products (Aristovit-B Complex, Napa, Lactameal, Tycil etc.) in 1983. However the journey never ended, it was continued in spite of having harder times and obstacles, it faced all the challenges, and overcome all of them to transfer BPL into what it is at present. BPL issued its share publicly in 1985. They include the shares and the company name in the Dhaka and Chittagong stock exchanges of Bangladesh respectively in 3rd July 1985 and 11th June 1995.

Today BPL holds 10.0% of shares in domestic market after competing with such MNCs like Novarits, Hoechst, Rhone Poulenc, GSK, and Fisons and so on. The total number of shareholders are around 68,000 and the total number of employees are around 3,500 and its authorized capital is about 2,000 million. BPL manufactures and markets a high quality and cost-effective range of about 80 formulations covering all major therapeutic group.

BPL is the first company to achieve National export trophy (Gold) in 1994-1995, which was the very first year of introduction of such award by the government of Bangladesh. This is the highest national recognition for excellence in Export. BPL has also been awarded by the same award for two constitutive years 1988-1999 & 1999-2000. Later on it gained another three in several years. BPL is the only company which have achieved this prestigious award 5 times in a row.

BPL always tried to have changes in their style of operation, culture and strategies to balance with the new market and new era. They believe that diversification in business has very essential effects to survive and sustain in the competitive marketplace. Benchmarked to the highest global regulatory standard, BPL's manufacturing facilities have been audited and approved by the following global agencies:

- U.S. FDA;
- Therapeutic goods Administration (TGA), Australia;
- AGES (European Union) ;
- GCC (gulf);
- TFDA, Taiwan;
- ANVISA, Brazil;
- Health, Canada.

1.2 Mission:

Their mission is, each of their activities must be benefit and add value to the common wealth of our society. They firmly believe that, in the final analysis they are accountable to each of the constituents with whom they interact, namely: their employees, customers, shareholders, investors, business associates and fellow citizens.

1.3 Vision:

BPL's vision is to get excellence in all its work and all the sectors and apply new and advanced technology in producing its high quality products. The main vision of BPL is the

well-being of the personnel and the society. They have a clear vision to make the world better and clean and have a contribution in making a wealthy economy with its strategies.

1.4 Goals:

BPL has a strong marketplace consciousness and is watching for persevered future increase through leveraging commercial enterprise skills and developing advanced formula and new market. Their main goal is to do business internationally and to get the attention of the global market with a positive picture of their brand. The peak of their priority is to innovate and produce recent necessary commodities and other products that meet the current needs of the customers. Another key goal of this company is to maintain the balance of the returns of the shareholders and help them to have more financial benefits.

1.5 Core Values:

The main two core values of Beximco pharmaceuticals limited is consideration and reliability. Their manufacturing process maintains a high standard level followed by the WHO and they always try to have the best pool of candidates with the best capacity so that they can get the best output of their employees and stuffs, which will help to make a strong operation unit. It also gives focus on innovating new products through the high quality research methods and set a competitive price range. Beximco Pharma believes that the popularity and need of their products come up within the company itself. It is their responsibility to come up with the best products to remove the pain of the sufferer. When they remove the diseases they develops their brand itself.

1.6 Corporate Social Responsibility (CSR):

Social study is one of the vital parts of BPL's commercial strategies and emotions. Here in the organization, everybody knows that, full filling the financial purpose is not the only and main motto of BPL. Rather they are aware of the fact that BPL believes in making better relation with its customers and the wellbeing of the society by performing the social responsibilities. There is no need to prove how socially responsible BPL is when the

outcomes are seen in each year by the contribution of the company. BPL is always been concerned towards the welfare of the society which actually motivates them to innovate and grow more. The company always come forward to participate in the social activities, giving donations, contracting with NGOs, sponsoring sports and social awareness events and so on directly or indirectly.

BPL has the records of donating huge amount of monetary and other facilities to the people or places that needed them the most nationally and internationally. It's really worth mentioning about the donation of drugs to sufferers of earthquake in Pakistan and victims of tsunami in Sri Lanka.

BPL has arranged a team of scientist and doctors who are always ready to provide their services to the common human beings and the shareholders.

It is also directly connected with the “Jago Foundation” which is working for the wellbeing of the society of our country currently and basically run by the youth of our society. The main purpose of this organization is to help the needy and the helpless poor people of our society so that they can have a better life to live. BPL helps them to ensure a healthier life.

BPL also helps the AIDS patients by providing the ARV drugs through the NGOs of our country. The company tries to create awareness among the society by organizing different events, discussions, presentations, AIDS day, asthma day, and so on. To add more, they use to sponsor various scientific seminars and medical campaigns to bring awareness in the society.

So, performing the social responsibilities is not a burden for BPL. Rather it is the part of their mission, vision and core values that motivate it to go beyond its own success records.

1.7 BPL's Human Resources:

The man power of the skilled and committed employees, and their collective remedy to excel have constantly guided BPL towards more recent achievements and set a route for the intense destiny. They constantly searching for to draw and maintain great skills within

the industry and usually take tasks to ensure that, their human resource are enabled and motivated, and provided them with an environment that instills pleasure, fosters increase and encourages innovation. The business enterprise presently employs grater that three thousand professionals which encompass medical doctors, pharmacist, chemist, microbiologists, engineers, MBAs amongst others. Their ability to convert BPL is driven with the aid of robust emphasis on worker empowerment in every degree. They frequently made investments inside the education and improvements of their employees. Through their HR initiatives they are constantly working to create a global magnificence surrounding where in goals and aspirations of the employees are intertwined with company’s achievements.

1.8 Major Achievements of BPL:

BPL has achieved a lot of successes since its being born. Nothing could stop it to snatch what it deserves. Among them some of the major achievements of BPL from 1976-2016 are given bellow:

2016	<ul style="list-style-type: none"> • Entered the Gulf Pharma market (Kuwait) as the first Bangladeshi company • Became the first Bangladeshi company that started exporting medicine to USA • First Bangladeshi company to receive product approval from Health Canada
2014	First Bangladeshi company to receive GMP approval from Health Canada and Taiwan Food and Drug Administration (TFDA)
2013	First Bangladeshi company to export ophthalmic products to Europe

2012	First Bangladeshi company to launch Salbutamol HFA inhaler (Azmasol [®]) in Singapore
2011	Received GMP accreditation from AGES, Austria (for European Union); only pharmaceutical company to win ‘National Export Trophy (Gold)’ for the fourth time
2010	The only pharmaceutical company in Bangladesh to enter the US market through acquisition of an Abbreviated New Drug Application (ANDA)
2009	Only Bangladeshi company to receive GMP approval from ANVISA, Brazil
2008	First Bangladeshi company to receive GMP accreditation from Therapeutic Goods Administration (TGA), Australia, and Gulf Central Committee for Drug Registration, for GCC states; Technology transfer arrangement to manufacture Roche’s ARV drug Saquinavir.
2006	Launched CFC free HFA inhalers for the first time in Bangladesh
2005	Only company in Bangladesh to be listed on the Alternative Investment Market (AIM) of London Stock Exchange (LSE) through issuance of GDRs
2003	First company to introduce anti-retroviral (ARV) drugs in Bangladesh
1999	UNISEF approval of BPL as an enlisted supplier.
1993	Russia became the first export destination for formulation products

1992	Export operations started with APIs
1985	Listed on Dhaka Stock Exchange
1983	Launched own formulation brands
1980	Started manufacturing products of Bayer AG, Germany and Upjohn Inc., USA, under license agreements
1976	Company incorporated

Table 1: Achievements of BPL

1.9 Products and Services:

Beximco Pharma currently produces more than 300 generic medicines which are available in well over 500 different presentations and the broad portfolio encompasses all key therapeutic categories including antibiotics, analgesics, anti-diabetic, respiratory, cardiovascular, central nervous system, dermatology, gastrointestinal, allergic disorder, anti-infective, cough & cold, endocrine & diabetes, eye care, hormones & steroids, musculoskeletal, oncology, skin care, vitamins & minerals suppliers etc.

Blockbuster Products:

Napa	Highest selling drug in Bangladesh in terms of unit.
Neoceptin-R	Highest selling drug in Bangladesh in terms of value.
Amdocal	Highest selling cardiovascular in Bangladesh pharmaceutical market in terms of value.

Bextrum/Bextrum Gold	Emerged as the most admired & highest selling nutritious supplement.
Tofen	Highest selling anti-asthma drug of Bangladesh.
Azmasol	Highest selling metered dose inhaler brand.

Table 2: Blockbuster products of BPL

Demandable products:

Product	Therapeutically class
Napa	Peracetamol
Amdocol	Angina & Ischemic
Tycil	Antibacterial
Intracef	Antibacterial
Neoflox	Antibacterial
Atrizin	Antibacterial
Pedimin	Antibacterial
Filmet	Antiprotozoal
Neceptin-R	Antiulcerent
Broncolas	Bronchodilator
Neosten	Skin
Aristovit M	Vitamin
arixon	Antibacterial

Table 3: Demandable Products of BPL

1.10 Research and Development:

The R&D department is working harder continuously for the development of the new products to make the imagination appear into the reality. As a typical drug employer BPL has given priority in constructing and strengthening capabilities of its technological competitive advantages to have a total differentiation in the market. The R&D team develops a huge variety of everyday products inclusive of tough to replicate formulations in described strong point areas. They have correctly developed multi- layer pills, sustained launch formula, dispersible tablets, CFC loose inhales, prefilled syringes, lyophilized injectable, and so forth. BPL has made a number of submission with Europeans and U.S. regulatory government while there may be a growing pipeline of submissions for the regulated markets. Their R&D sector is completely based on the current market desires and driven through technological development.

A new contemporary research lab can any time being installed to facilitate the improvement of progressive and tough business with a focal point to create particular market possibilities. The never ending and continuous research department can drive the company in running the business in a sustainable way that BPL has clearly proved.

1.11 Board details:

The company consists of three pillars of management division which are, Board of Directors, Executive Committee, and the Management Committee. The highest level of authority is the Board of directors who mainly constitute as the non-executive directors, none of whom receive directors' remuneration from it. The Board meets with the Executive Committee, comprising six executive directors, twice a year to conduct a full review of the Company's operations.

Here, the full designation and the name of every Board members, executive Committee members, and the Management Committee members are listed in the given tables.

Board Of directors

Chairman	Ahmed Sohail fasiur Rahman
Vice Chairman	Ahmed Salman fazlur Rahman
Managing Director	Nazmil hasan MP
Director	Iqbal Ahmed
Director	Osman Kaiser chowdhury
Director	Abu Bakar siddiqur Rahman
Independent Director	Abdur Rahman Khan
Independent Director	Shah Manjurul Haque

Table 4: Board of Directors

The Executive Committee meets on a quarterly basis and its scope of work includes: business review; budget approval; and senior management appraisal. The Executive Committee has five members:

Executive Committee

Managing Director	Nazmul Hassan MP
Chief Operating Officer	Rabbur Reza
Chief Financial Officer	Ali Nawaz
Director Commercial	Afser Uddin ahmed
Director	Mr. O.K. Chowdhury

Table 5 Executive Committee

The Management Committee meets on a monthly basis, is responsible for implementing the decisions of the Executive Committee and supervising the day to day affairs of the Company and reports to the Executive Committee at least on a quarterly basis. The Management Committee consists of eight members:

Management Committee

Director, Manufacturing	Lutfur Rahman
Director Marketing	Rizvi Ul Kabir
Director, International Marketing	Md. Zakaria Seraj Chowdhury
Director, Quality Assurance	Mohammad Tahir Siddique
Director Manufacturing	Shamim Momtaz
Executive Director Manufacturing	Abdur Rouf Mohammad Zahidur Rahman
Executive Director Accounts & Finance	Jamal Ahmed Choudhury
Executive Director Quality Assurance	Prabir Ghose

Table 6: The Management Committee

These three division of committees are responsible for every decision making for the company. The construction of the Board is so strong and the strength of the organization.



Chapter 2

Job Descriptions

Current world is converting quickly to stand the undertaking of competitive loose market economic system. To keep pace with the trend organizations need executives with modern understanding. The direction practical orientation in Human Resource Department is a crucial part of the BBA program. Under this directions the students are sent to acquire practical knowledge about multinational company, local company, neighborhood renowned agencies, and other nicely reputed company surroundings and activities. It was my great fortune that I got selected to work in Beximco Pharma Limited (BPL) under its HD department. I also ought to publish this document of practical orientation in organization.

Name of the Job:

I was lucky enough that I got the opportunity to work in such big organization. I played the role of an Intern under the Human Resource Department (HRD) of Beximco Pharmaceuticals Limited (BPL).

The HRD handles the overall human resource means all the employees that BPL holds. The department maintains the quality to have the best employees be recruited in the organization to perform efficiently to achieve the targets. I got the tremendous opportunity to work very closely to learn the HR activities.

Tasks and Responsibilities:

Human Resource Management is one of the very vital and fundamental subjects for business graduates who are doing major in this criteria. I begin my work with some objectives, which acts as a bridge between the starting point and the purpose of the study. The report on “Human Resource Practice in Beximco Pharmaceuticals (BPL) has been written as a partial requirements of obtaining the under graduate degree. The document has been prepared for the allocation of the academic function only, and no longer for taking decisions by the BPL management or other employers. My primary task was to observe and analyze the HRM practices, methods, and strategies followed by BPL’s HRD.

These are the basic functions that the HR department really does to perfectly run the organization. The functions I played during my internship period and the objectives of this report is to go through the following processes that BPL made and followed. Identify the HR activities of BPL;

- Going through the process of human resource management;
- Planning for the HR employment;
- Analyze the recruitment and Selection Process of BPL in details;
- Training & Development Programs followed by BPL;
- How they do the Performance Appraisals for their employees;
- Employee compensations;
- Other benefits and rewards.

ERP Project:

Beside these core responsibilities of finding their main HR activates mentioned above, I worked for their current running project on “ERP”. Here I had to collect & sort the data, analyzed and tested by the MIS’s validation team & by the ERP team in a daily basis. The data hold the information about the Payroll, Accounts, HRMS, Accounts payable, Account receivable, Inventory ware house, Project Capital-R&D, Order Management – local, international business and so on. Number of taste cases, number of successful cases/tests, Failed tests, reason of failure and other details were tested by the team. I made power point slides of those work for my sub supervisor who was assigned in a very important role for this project. I did assist her in her activities.

Comparing Insurance Policies for the Employees:

I did compare the insurance policies for the employees and made a report on this and submitted it to my supervisor. The report holds detailed information about the employee insurance policy. I had to compare the premium, the offerings, conditions, premium for amount for permanent partial disabilities, amount for maternity, hospital rents, and other

facilities offered by the different insurance companies like MetLife insurance, Group Life Insurance, Green Delta insurance company and so on.

CV Sorting:

I was given the responsibility of sorting the bundle of CVs and made a data entry of them, so that a permanent secured record could be maintained. Here the necessary information of a candidate such as permanent address, police station, village, full name, salary, position/designation, contact numbers, first name, last name, remuneration, probation periods, basics - every detailed were recorded in the data entry sheets. They needed to be included very carefully into the excel sheet since depending on these information all other facts will be counted in future.

Invigilate a Written Test:

I also invigilated a written test during the recruitment process. It was a one hour written exam followed by the specific methods of the written test made by the company. After the exam I had to collect the papers and keep them on the recruitment officer's desk to be checked.

Limitations:

There may some limitations while preparing the report, which are:

- The two months internship program is just too short time to recognize approximately the total movements of such big organization like BPL and relate standards to exercise;
- Company would not provide the full facts and core information as its miles very sensitive difficulty, which was needed to explore the cutting-edge functions.
- Internet could not provide me with enough valid information;
- Most of the information was gathered and collected from the HRD of BPL.

- Information collected from senior peers and other individuals needed to be crossed checked for proper validation which was time consuming and hard to communicate;
- The time duration was not enough to build up a strong communications with the supervisors to make it better and reliable to forward the important company information
- The likely motive of the mistakes can be because of conversation gap between the interviewer & the interviewee due to variations in my adulthood or maturity stage and knowledge of understandings.
- In Beximco pharma the interns are not allowed to have the internet access on their computers. The internet access is only for the permanent employees of that organization. However, internet access is very crucial since we need a lot of information regarding the tasks we did during our internship so that, we can use them in our final report. We needed to analyze the tasks and information collected through the supervisors and other superiors with the available data on internet. So, a better internet access for the interns is highly recommended.
- There was no computer assigned for me as an intern. In other organization as far as I heard from my other peers, the interns are provided with a computer or a laptop for their work or research. However in BPL I was not provided any. I had to note down every single details on papers.
- There was lack of proper feedback from the superiors. Since it's a big organization everybody is very busy with their assigned duties and responsibilities, hence, I did not get enough feedback from my superiors about my work and mistakes and how to solve them.



Chapter 3

Human Resource Activities of Beximco Pharmaceuticals Ltd. (BPL) Bangladesh.

3.1(A) Summary:

Not any exceptions BPL also maintain its HRM process by planning, organizing, directing, managing, and controlling its functions of producing, developing, and motivating its manpower forces. The total HR practice is divided into several processes controlled by specific persons. Such as Planning and Requisition, Selection, Orientation, Training, Appraisal and Evaluation, Compensations and benefits. This report holds these processes all together in details.

3.1(B) Methodology:

The data and all the information were collected in a form of Primary and secondary data.

Primary data: these data was collected by myself through –

- Examining and going through different documents available in HRD;
- Taking in-depth & face to face interview of my supervisor, sub-supervisor and other superiors assigned with specific responsibilities like recruitment, training, compensation and so on;
- Making observation of the workplace.

Secondary data: these data was collected or made by others for different purposes, such as –

- Annual reports of BPL;
- Office files & documents;
- Educational books & journals;
- Monthly & quarterly business magazines;
- Several web sites.

3.2 HRM Process of BPL:

The HRD team of BPL currently follow the bellow processes for maintaining its human resources in order to do all its activities:

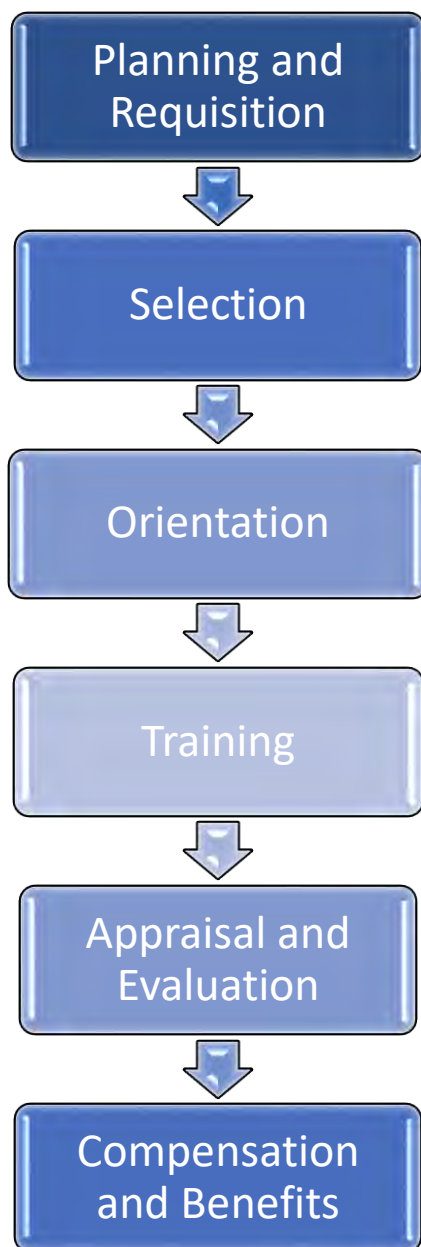


Figure 1: HR Processes

3.2(A) Planning and Requisition:

Making appropriate plans is the core and bottom responsibility of all functions of management. Other areas and functions of the organization or a particular department depends up on how fruitful the plan is. Planning process helps to evaluate the human resource of the organization, its current position and the future structure. This is the starting point from where the other functions are being started to achieve the goals.

Every organizations have their own employment making plans. BPL has it as well. They normally forecast their employees based on their new projects, challenges, strategic goals, targets, technological and other changes inside or outside the organization ensuring in accelerated productiveness. They think that the alternative methods may not give the proper satisfaction of the personnel needs. So, for requisition of the vacant position, job descriptions and employee specification is prepared by the concerned department head and get noted by HRD.

3.2(B) Recruitment and Selection Process at BPL:

There are some features for recruiting and selecting the candidates, such as –

- Mental strength is the basic criteria;
- Mental strength and Practical knowledge both has their own importance;
- Panel interview is taken by the head of HR, Head of SBM (Marketing) and any other specific personnel as required;
- Resources for recruitment are from via campus, experts, referrals, internal task positions and the internet.
- Positions of Officer cadre and Management trainee involves written test;
- Clinical-fitness is a pre-requisite for all jobs;

- No rejected candidate (at least attend into in written test) can apply for the same or any other positions within the next one year from the date of last application;
- BPL does not follow any discrimination on the basis of age, gender, ethnicity, religion and so on and it's totally unbiased. .

3.2(B1) Recruitment Process:

HR department is responsible for performing the recruitment tasks. It works to make the pool of qualified and suitable candidates/applicants. Job description & specification provides the necessary facts up on which the recruitment process starts. The function of recruitment of BPL are given bellow:

- Needs assessments;
- Defining the position description;
- Advertisements;
- Screening and short-listing applicants;
- Written test;
- Selection interview;
- Pre-employment medical checkup;
- Offer letter;
- Orientation;
- Placement;
- Follow up.

Job Posting Programs:

Job posting is way of letting the interested candidate know about the vacant position, description of the responsibilities and other information to invite them to apply for the job. The notices are usually posted on the office notice board.

This program motivates the current employees to join the HRD recruitment team for assistance so that the employee can feel the importance of their role and position. However all the vacant positions are not published like this. Only the bottom level positions are required in these case.

Advertisements:

BPL use to provide advertisements about job vacancies in both the Bengali and English national dailies. They also post vacancy notices in online job portals such as bdjobs.com however they do not invite applicants via LinkedIn for some issues. Moreover they add that, they have already plenty of responses from the advertisements and posts of the daily newspapers and the job sites, so, they do not really need to have it on LinkedIn right now.

Employee Referrals:

It means conducting personal contacts to identify job possibilities and opportunities. It is a recommendation from the contemporary employees concerning a job applicant. It is a useful way because it saves both time and money of the employer. Since the employee knows about the person the recruiter can easily trust on his employee which is also secured.

Employment Agency:

An agency helps to find the appropriate applicant for the company in exchange of money or any other benefits according to the contract. It can show its efficiency if it can have the clear understanding about the designation it is trying to fill. Full transparency is expected from both the parties. This type of agencies are usually hired for recruiting the top level of employees.

3.2(B2) Selection Process:

Selection is the method of collecting data for the motive of evaluating and deciding who should be hired for the particular position. BPL follows several steps to complete its

selection process in a proper way. It is a very organized way designed by the management to pick the perfect one for the required position.

Screening the CVs:

In this step the collected CVs are going through a screening process. That means each and every details written in the CV is observed very carefully. The basic criteria that are being considered are, the language, way of presentation, fonts, the format, simplicity, cleanliness, transparency and so on.

There are marks allocated on several points such as educational institution and degree. Marks carry based on the type of institution for example Private or public Universities – BUET, DU, BRAC, and NSU and so on, so marks varies on from which universities the candidate is. Another matrix is degree/result. B.Sc., M.Sc.; grades, CGPA, division hold another points here.

Therefore, after screening the CVs very carefully and sincerely the candidates will be shortlisted according to their total marks.

Written Test:

After the screening of the CVs the shortlisted candidates are called to attend a written test. However it is not always followed for every recruitment. There are several parts which need to be answered by the candidates such as; basic knowledge, logical part, mathematical part, situation based, analytical questions, company information, current affairs and so on depending on the designation or the type of job.

Interview:

The shortlisted candidates are called for interview(s). The interview can be staged in different rounds or just one face to face interview depending on the job criteria or the designation. Again depending on the designation they methods can be varied in structured,

semi structured or the unstructured method. Usually the management level jobs required a multistage interview session, such as group discussion, leadership test, and audiovisual test, and so on to identify the appropriate candidate for a particular position.

Employment Decision:

After the written test and the reference check the candidate is offered some specific conditions. If agreed with all the conditions then the candidate is provided with a blank application form where he/she needs to fill some necessary information regarding himself/herself. This form is needed to be submitted along with the CV. After that his/her name is included in the company PIS (Personal Information System). Based on this PIS he/she will be getting the salaries and other compensations.

Pre-Employment Medical Check-Up:

After submitting the application the candidate must go through a medical checkup. This checkup is done in the specific medical Centre assigned by the company. However, the fees of the medical checkup is paid by the candidate himself/herself. Company will not bear de cost of the medical checkup.

Offer Letter:

After the medical checkup a formal offer letter is given to the selected candidate. This letter contains all the details about the basic salary, compensation, utilities, and job responsibilities and so on. This is the written document of the final selection and being one of the employees of BPL.

Managerial Job Selection:

Managerial post could be a very important post for each and every organization. Once a corporation choose an individual for managerial job to be established himself accurately. They have to go through the mental ability tests as well as the personality tests by

assessment center. Assessment center has its own characteristics. BPL follow those very carefully. It evaluates the managers by giving them specific job tasks, role playing, group discussion, case studies, management games, etc. It's a high validity and may predict each long and short success and advancement in management position. BPL does not recruit fresh graduate for this position rather a minimum 5 years of experience is required.

While going through the recruitment documents, I have learnt the processes that BPL use to follow while recruiting any employee. Some of the samples direct from the company documents of recruitment & Selection activates for specific positions of BPL are given below:

Recruitment Protocol for Product Officer:

The recruitment protocol will be enforced as per following procedure:

- **Requisition:**

Job description and job specification would be made for the particular position and the HRD would be notified by this.

- **Advertisement:**

Advertisement should be prepared by HRD and send for publications in the national daily newspapers and post in the online job sites. HRD should use preapproved format for the advertisements. Applicants should be asked to write down a monograph of 200 words on their understanding of the job of Product officer.

- **Issuance of Interview Card:**

After receiving the application HRD will prepare necessary database and send the monograph to the product promotion department. After screening the applications they will issue invitation card by normal mail and E-mail. But in case of emergency courier service may be used. On the basis of bio data evaluation, grading on the monograph, rating should be made as per the weightage chars.

- **Written test:**

The following criteria would be there in the written test:

- ✓ Communication Skills
- ✓ General Knowledge
- ✓ Logical & analytical ability
- ✓ Academic Knowledge
- ✓ Creative ability.

After the test Bio data questionnaire should be filled up the candidates. Result of the written test should be published in the company notice board as well as they will be called by the HRD for confirmation.

- **Initial Interview:**

Shortlisted candidates after extempore Performance should be called for interview-1. In this step, a panel for concerned managers and experts will Interview the candidate. The interviewers comment and rating should be documented in the form of bcd/rec-3. Selected candidates should be notified by the HRD.

- **Final Interview:**

Shortlisted candidates should be called for Final interview and the result should be given to the candidates by HRD.

- **Placement:**

HRD will prepare necessary documents and send the selected candidates to his/her respective department for placement.

- **Interview Allowance:**

Interview allowance should be paid to the interviewees for each test they will attend, except the written test. However it is not granted for all the cases.

Weightage Chart

	weightage
a) Bio data Evaluation, academic achievement	15%
b) Monograph Evaluation	5%
c) Written Test:	
i. General Knowledge	5%
ii. Communication Skills	10%
iii. Logical & Analytical Ability	5%
iv. Academic Knowledge	15%
v. Creative ability	10%
d) Initial Interview	20%
e) Final Interview	15%
Total	100%

Table 7: Weightage Chart for Product Officer

Time Chart

Processes	Days
1. Requisition	1
2. Publication of Advertisements	2
3. Database preparation, Bio data evaluation, and issuance of incitation card	14
4. Written test, script checking, and publication of the result	4
5. Interview-1 & result publication	4

Process	Time
6. Final interview & publication of result	3
7. Placement	3
Total	31

Table 8: Time Chart for Recruiting Product Officer

Recruitment Protocol for Medical Representatives:

The recruitment protocol will be enforced as per following procedure:

- **Requisition:**

Job description and job specification would be made for the particular position and the HRD would be notified by this.

- **Advertisement:**

Advertisement should be prepared by HRD and send for publications in the national daily newspapers and post in the online job sites. HRD should use preapproved format for the advertisements.

- **Issuance of Interview Card:**

After receiving the application HRD will prepare necessary database of the candidates and send them to the sales department. After screening the applications the sales department will sent the applications marking ‘S’ for selected and ‘R’ for rejected candidates to HRD. While checking the application the Sales department will consider the following criteria;

- a) **Age:** The candidates must be below 27 years old of age, except experienced candidates.

b) Qualification: The candidate must be a Science graduate preferably masters in Chemistry/Biochemistry/Zoology/pharmacy or related fields.

c) Quality of application: Incomplete, applications should be marked 'R'.

HTD will issue invitation cards by the normal mail or simply phone call to the selected candidates, who will be sitting in the written test in the next phase.

- **Written test:**

MCQ type questions should be used to evaluate the candidates on the following areas:

- ✓ Basic science
- ✓ General knowledge
- ✓ Logical & Analytical Ability
- ✓ Knowledge in mathematics
- ✓ Knowledge of English.

After the test, Bio data questionnaire should be filled up the candidates. Result of the written test will be published in the company notice board as well as they will be called by the HRD for confirmation.

- **Interview:**

Shortlisted candidates will be called for an interview. The interview will be taken by the experts through a panel. The interview may take two or four days depending on the number of selected candidates. The interviewer comments and ratings should be documented. Result will be published to the candidates.

- **Training:**

Shortlisted candidates will be called to attend the 28-30 day long recruitment Training. Trainees may be shortlisted on the basis of their performances on human body/Microbiology and selling skills. Final selection would be done on the basis of overall performance during the training program with special emphasis on role play

and field training. During the training program a specific amount of allowances is given to the trainee on per day basis.

- **Placement:**

HRD will prepare necessary documents and send them to the selected candidates to his/her respective department for placement.

Weightage Chart

	weightage
a) Written Test:	15%
i. Basic science	5%
ii. General knowledge	5%
iii. Logical & Analytical Ability	10%
iv. Knowledge in mathematics	10%
v. Knowledge of English.	Converted to 5%
b) Interview	5%
c) Training	90%
Total	100%

Table 9: Weightage Chart for Medical Representative

Time Chart

Processes	Days
1. Requisition	1
2. Database preparation, Bio data evaluation, and issuance of incitation card	15
3. Written test, script checking, and publication of the result	4
Process	Days
4. Interview & result publication	4
5. Training	40
6. Placement	3
Total	67

Table 10: Time Chart for recruiting Medical representative

3.2(C) Orientation Process:

Orientation programs are very important process done by the HRD. After joining the new employees have to attend the orientation program arranged by the HRD of BPL. With the help of this process the new employees can have a better understanding about the office environments, corporate norms of the work place, office culture, workplace behavior and so on. These factors are very crucial to understand because since everything is new for them. So, in order to give their best they first need to understand the overall picture of that organization, which is done by the orientation program.

The orientation program of BPL allows the employees to get ideas about the company and its work place. It helps them to know more so that they perform in a better way. If the

employees have the clear understanding about the job and the place they will be more productive and aware towards their job responsibilities, and lessen the job turnover rate.

3.2(d) Training:

Training is such experience that bring changes in techniques and skills of the employees to increase their ability and perform better. It can improve the attitudes, values, skills, current knowledge about the job, and so on depending on the training type.

To give training to the employees, BPL first finds out the training needs. It consists of two processes:

- i.** Identify the sector/ criteria in which training is needed;
- ii.** Identify the employees who really need these training.

The training program in BPL is done in yearly basis as well as after hiring new employees. To conduct the training program they made a list of functions such as, when it will be held, who will conduct the program, how many instructors will be there, will they be hired from outside or inside the company, how many employees will sit for each slots, what will be the duration of the training program, should the employees be send in abroad for the training or they should get the domestic training, training budget, availability of training aids, use of those aids, and so on.

Their training program is designed mainly in two types, such as:

- I. Functional Training:** This is a department wise training program. That means employees from each department like HR department, Marketing department, R&D, Production department are given training on specific needs according to their departmental job after the need identification.

II. Behavioral Training: these are soft skill training such as communication skills, etiquettes, cultural norms, anger management, and so on. This type of training is for every employee of BPL not like department wise.

Again these two types of training is given in two ways:

- I. On The-Job-Training:** in BPL employees are assigned with assignments, job rotation and even follow up to the supervisors while having on-the-job training. This is not only for the new recruiters but also for the existing employees. In this way they are learning and continuously experiencing new objects related to their assigned jobs while performing their regular day to day responsibilities in their job place. Such as, working on a specific project and make a report on this, use of machines, safety issues, report writing and so on. In other ways it increases the knowledge of the employees without having any additional cost and time.
- II. Off-The-Job Training:** BPL arranges training outside the organization when necessary, which is considered as the off-the-job training. They assign experienced trainer to train their employees. Sometimes the employees are sent outside the country such as in Singapore or Netherlands to attend the training programs. The conduct these training so that their employees can turn into their manpower and become a great resource for their company.

After experiencing the training programs the performances are evaluated by the trainers. Employees behavior, curiosity, willingness to the new program, determination, score of activities, presence in the seminars, workshops, attitudes everything is measures and rated by the trainers, superiors, peers and the supervisors and the feedback is given.

3.2(e) Appraisal and Evaluation:

Performance Appraisal in BPL is done yearly basis depending on the performance rating as quantitative data analysis in numeric form. However it begins with the joining of the employees. That means after joining the employees are in the probationer period for the first six months. After six months their performances are evaluated. Once the employees are done with their probation period they become the permanent employees and evaluation is done once in a year that means each year.

Managers observe the subordinates and all employees under him, and at the end of the year their performances are evaluated through the five points Likert Scale. Employees get the appraisal and evaluations according to the points of the Likert scale out of 100.



Figure 2: Five Points Likert Scale Evaluation

Among the outstanding performers, there are some extra ordinary employees who have got some important achievements in previous periods and successfully contribute in setting organizational goals. In these cases they are not only provided with the compensation, after the appraisal they are recommended for next level promotions.

3.2(f) Compensation and Benefit:

Compensation is something that motivates the employees to work harder for further achievements. It can be money, goods, and services, offered to the personnel and employees from the company. It is usually added with the basic salary of the employees.

In BPL, Compensation is set after the yearly performance appraisal and evaluation. These compensations and benefits are set for the different grade of employees such as, managers, deputy managers, assistant managers, mid & entry level employees and so on.

Employees get increments as compensation after the performance evaluation by the Likert Scale. For example, an employee rated “average” will get 3 increments, the one who have rated as “Satisfactory” and “outstanding” will be getting 4 and 5 increments respectively.

In the staff level or the worker level the factory workers of BPL use to have a collective bargaining through the Trade Union in every two years. In every collective bargaining period there in an increase of the benefits of the workers.

The employees and workers are also provided with the motivational benefits, such as they got mobile allowances with their basic salary last time.

In BPL employees can get medical allowances in specific hospitals depending on the service types & nature of treatments. It can be up to 30%.

The employees can also have-

- ✓ Annual leave of 40 days,
- ✓ Maternity & paternity leaves,
- ✓ Allowance on hotel bookings,
- ✓ Retired benefits,
- ✓ Sick leave,
- ✓ Vacation & holidays
- ✓ Insurance facilities,
- ✓ Discounts on other products under the brand while offer is going on. For example, products of Yellow, which is a sister concern of Beximco Group.



Chapter 4

Findings

Findings:

After analyzing the overall human Resource practice in Beximco Pharma it can be said that, they have a very effective and efficient workforce to compete with the growing market. Their management processes is very strong, working environment is very flexible, they have a very organized recruitment and selection process varies from different positions, well organized orientation programs, finely designed training methods, fair evaluation & appraisal plans and attractive compensation and benefit packages.

- ✓ The planning process is so essential and is given more priority since future productivity will be depending on the employees who will be selecting after the planning process. So the planning team execute a very effective plan on how many people they will be needing for what positions and how to implement them in a proper way.
- ✓ Then the recruitment and selection process is done through a long process. The management team used to spend a plenty of time because they want to ensure of having the rightful candidate they exactly want. The candidates need to go through a long process of selection.
- ✓ A good thing of BPL is that they act totally unbiased during the recruitment and selection process. Whether it's the age, gender, religion, belongingness they remain unbiased and only select the rightful candidate.
- ✓ BPL always give a very warm welcome to its employees during the orientation and training processes. They show a very flexible attitude towards their employees so that the employees can feel comfortable to work and easily adjust with the work environment and office norms.
- ✓ BPL is very fair when it comes to employee evaluation and appraisals. The only matrix of measuring and calculating the evaluation points is just the employee performances. The appraisal process is very fair and effective in choosing the right

candidates for appraisal and rewards to motivate them to be more productive and proactive.

- ✓ The compensation and benefit programs are very attractive towards the employees in BPL. They are provided with various compensation and other benefits depending on their performances, designations and as per company policy which adds more value to their activities.

The working environment in BPL is very much flexible as well as the people out there. From the Head of the Department to bottom level employees every one shows respect to each other, which makes a very warm working environment. And again it helps to boost the motivation of the employees to work harder and with sincerity.

The Head of the HR maintains a warm relationship with every employee in his department. He tries to develop a good communication with everyone working under HRD and always motivates his subordinates. The interaction among the HR Head and all the employees make the team stronger to operate.

Their positive attitude towards their job and peers make it more attractive to work in. The way they have track and control over all the HR activities makes the HRD one of the best and organized departments of the company.



Chapter 5

Recommendations

Recommendations:

Since the internship duration was too short it's actually difficult to identify and go through the overall HR process of such a huge organization. In spite of the drawback the best interest was taken to have the findings from the HR department of BPL. After analyzing the process some recommendations may be suggested on it which are given below:

- ✓ The recruitment and selection process takes a lot of time. It takes much of times of both the company and the candidates. The process can be shorten to make it more cost effective and time consuming, so that other criteria can be given more priority.
- ✓ They give more emphasis on educational institutions and degrees. It holds quite good marks. However, sometimes only marks cannot just represent a candidates qualifications. There are many candidates who do not have a good grades in their academic certificates, but have an excellent skills in some particular subjects related to the job. So other practical knowledge should be given more emphasis.
- ✓ More advanced training and seminars can be arranged for the employees and the employees can be sent to attend important corporate seminars and workshops for better experiences.
- ✓ More attractive compensations and benefits can be introduced beyond the typical ones. For example, day care centers, gym, canteen or the food court and so on which are now being offered by many big organizations and because employees are now being very much attracted by these benefits than the typical one.

Since the report is based on the core activities of HRD in BPL the data collection was restricted due to company police. Therefore, plenty of data could not be collected unlike any report that based on customer service where there are lots of scope to collect the data by having interview of as many customers as one can.

Conclusion

In Bangladesh the pharmaceutical industry is one of the fastest growing sector and Beximco Pharmaceuticals Limited (BPL) is a big name to call, which has a great contribution towards its economy. It is continuously creating job opportunities for the qualified people. It has the huge reputation in the business industries nationally and internationally. It is very important to have a qualified, energetic, and extraordinary work force to compete with the highly growing market, and

For this the management team means the HR team is working relentlessly. So, be a part of such renowned company means a lot even if it's a shorter period of time.

During this very short period of time I got really attached towards this company and had a lot of opportunity to learn new things about the corporate work place. Each and every people in the HRD were so much supportive and helpful during the whole time. They always overlooked my silly mistakes and motivated me to work harder to overcome those mistakes. Through this report I gained a package of practical experiences of working in a HR department of such a renowned and large organization, which no doubt increases my knowledge about the HR activities. It is my heartiest pleasure to work with such a wonderful team of HRD of BPL.

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