Report On

"An Analysis of HR Operations Practices and Employee Satisfaction in a Pharmaceutical Company: A Study on Renata Limited"

By

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

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Declaration

I, Nujhat Ishmai Hoque, hereby declare that the internship report submission is my original work while completing at Brac University. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate reference. The report does not contain material that has been accepted or submitted for any other degree or diploma at a university or other institution. I have acknowledged all the main sources of help.

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Letter of Transmittal

Dr. Tarnima Warda Andalib

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Subject: Submission of Internship Report on "An Analysis of HR Operations Practices and Employee Satisfaction in a Pharmaceutical Company: A Study on Renata Limited".

Dear Madam,

My internship report for Spring 26, titled "An Analysis of HR Operations Practices in a Pharmaceutical Company: A Study on Renata Limited" is being submitted.

In the report, I will explore HR Operations Practices in Renata PLC. By analyzing both primary and secondary data sources, this report intends to provide valuable insights into improving digital HR practices of Renata plc. I appreciate your guidance and support throughout my internship. Please let me know if you require further information.

Sincerely yours,

Nujhat Ishmai Hoque

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BRAC Business School BRAC University

Non-Disclosure Agreement

As an intern, I acknowledge and agree with consent to the confidentiality of any sensitive and proprietary information disclosed to me during my employment with the company. I therefore agree to keep this information confidential and not share it with anyone else without the prior written consent of the company. I will still have to carry out this responsibility after my internship with the organization is over.

Student's Full Name & Signature:

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Acknowledgment

My sincere gratitude goes to all my supervisors who guided me to make this project into reality and supported me throughout my internship journey.

Firstly, I would like to express my gratitude to my academic supervisor, Dr.Tarnima Warda Andalib, Assistant professor at Brac University. Her behavior towards me was very kind and friendly, and she helped me to understand my topic, suggested to me how I could do my report better, and supervised me constantly.

I convey my deepest appreciation to my corporate supervisor and co-supervisor, M.D. Fuad Hasan Lotus, Senior Manager, Human Resource Department, Renata PLC., who made the workplace so pleasant that I never faced any obstacles. Their generous guidance and supportive gesture helped me to gain corporate experience, develop my skills, and build confidence in my ability, finally preparing myself for future challenges in my professional journey.

I also like to address my colleagues, who were very welcoming and helped me throughout the internship. I have learned so many things that have helped me understand corporate behavior and work.

A special word of appreciation goes to all Renata PLC employees for their generous cooperation and assistance during my entire internship period. Finally, I thank my family, friends, and well-wishers for supporting me all the time.

Executive Summary

I put together this internship report called **"An Analysis of HR Operations Practices in a Pharmaceutical Company: A Study on Renata Limited"** to finish my BBA Internship Program. The main reason I did this study was to find out how good the HR operations are at Renata Limited and what the employees of Renata Limited think about the HR functions at Renata Limited.

Based on what I found I suggested some changes, like making the performance appraisal system giving rewards based on performance improving feedback offering more career development opportunities and keeping up the good work with employee training and development programs.

Overall my study shows that Renata Limited has HR operations that make employees happy and help the company do well. If they fix the problems, with performance management they can make employees even happier more productive. Help the company succeed in the long run. Renata Limited can keep being a place to work if they keep working on HR operations and Renata Limited can keep growing.

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Chapter 1: Introduction

1.1 Background of the Study

HR management is important for companies. Companies know that their employees are very important to them. Those who work in an organisation have skills and knowledge that help the company . So companies try to do things that will help their employees do their job and work well. They want to make their employees happy and get more work done. HRM is used to make sure that companies can achieve the things they want to do. Companies spend a lot on human resource management. They do this because they know it helps their employees and the company as a whole to succeed.

Human resource operations or what we call "human resource operations," are the things that help manage the people. This includes finding and hiring people for the company, getting them started at the company, keeping track of their information, making sure they get paid by the company, and giving those benefits from the company.

Human resource operations also involve making sure people show up to work for the company, figuring out how well they are doing their jobs for the company, teaching them things to do a job for the company, and dealing with any problems. The goal of human resource operations is to make sure everything runs smoothly and that the people who work for the company are in a happy mood.

Human resource operations include things like recruitment and selection for the company, onboarding for the company, employee record management , attendance management for the company, payroll administration for the company, compensation and benefits management , performance appraisal , training and development for the company, and employee relations for the company. Making sure the company follows all the labor laws and its own rules for human resources operations. When human resource operations are done well, it helps the company have a workforce of people who work for the company.

The need for medicine which means having proper pharmaceutical options is very important for Bangladesh. It helps the country's economy a lot. The pharmaceutical industry in Bangladesh has grown a lot over the years. It is now one of the top manufacturing sectors. The pharmaceutical industry makes medicines for people in Bangladesh. It also sends these medicines to other countries. Because there is a lot of competition and rules to follow,

pharmaceutical companies need people who're very good, at their jobs to make sure the medicines are good and that the companies are working well. The pharmaceutical industry needs people with the skills and a strong commitment to developing new medicines. These individuals help keep companies running efficiently.

In the pharmaceutical sector doing a job with human resources is very important for finding the right people, teaching them what they need to know, and keeping them at the company. Pharmaceutical companies need people who're really smart and have good technical skills and research abilities so they have to take good care of their employees. This is something that pharmaceutical companies have to do. Companies that do resources well are more likely to do what they want to do make their employees happy and be better than other pharmaceutical companies. Pharmaceutical companies that are good, at resources can make their employees happy and stay ahead of other pharmaceutical companies. Pharmaceutical companies have to be good at managing their employees to be successful. They need to have HR operations to achieve their goals and keep their employees satisfied.

Among the companies in Bangladesh, Renata Limited has a good name for being very good, creative and focused on quality. Renata Limited is known for its work. It is a leader, in innovation. The company always prioritizes quality. Renata Limited is known for making different kinds of medicines and healthcare products. The company maintains high standards in its manufacturing and business operations. Renata Limited does a lot to help its employees grow. It takes good care of its workforce. This is really important for Renata Limited to keep getting bigger and to do well as a company. Renata Limited always puts its employees and workforce first when it is making plans to grow and succeed so Renata Limited makes sure that the people who work for Renata Limited are happy and doing their jobs well.

Companies are having a time keeping their employees and making sure they have a good mix of people. They also have to deal with technology and what their employees want is changing. The people who take care of employees are not just doing paperwork anymore. They have to help the company do better by planning for the future finding the right people to hire making sure employees are happy and checking how well they are doing.

This study is going to look at how Renata Limited takes care of its human resources operations. It will check if the human resources functions are really helping the company do better and if the employees are happy. The results of this study will give us an idea of what

Renata Limited is doing right now with its human resources. This will help Renata Limited be more effective. Make its employees happier.

1.2 Overview of the Company

1.2.1 Introduction to RENATA PLC

RENATA PLC is a renowned pharmaceutical company in Bangladesh that produces medicines. Renata PLC, also called Renata Limited, ranks among Bangladesh's top 10 pharmaceutical producers in terms of revenue. Apart from selling human medicine they focus on animal health too. Additionally, the company produces nutrition and animal medicines. As of 2024, Renata employed over 11,000 workers at its 14 production plants in Bhaluka, Mymensingh, Rajendrapur, Gazipur, and its head office in Mirpur, Dhaka. ***(Renata Limited, 2026)***

The pharmaceutical industry in Bangladesh is experiencing rapid growth. The company operates as a contributor to this expanding market. The organization provides medications which support public health while simultaneously generating employment opportunities, thus enhancing economic growth.

RENATA PLC has a system to manage its work. They own factories. Have a great team of people working for them. RENATA PLC wants to be successful for a time. To do this, RENATA PLC tries to come up with ideas, makes sure the medicines they make are good quality, and takes good care of their employees. RENATA PLC makes medicines that are good for people, and they also make medicines that are good for animals.

1.2.2 Historical Background and Evolution

RENATA PLC has a history that shows how it has grown and changed. It started as part of the Pfizer Corporation, a pharmaceutical company ***(Haroon, 2010)***. Then in 1972 it became independent. It was fully owned by local people. Since then, RENATA PLC has kept growing and becoming more modern. Over the years, Renata PLC has done things like this:

- Expanded its production facilities to make products.
- Increased its product portfolio, which means it also added items to its product list.
- The company started selling its products in countries, means it entered international markets
- It began using updated technologies.

Renata has changed much. It is doing well, and this is because it can change with the market and use technology.

1.2.3 Company Profile of Reneta PLC

RENATA PLC	
Sector	Pharmaceuticals
Industry	Health Care/Life Sciences
Headquarters	Plot 1, Milk Vita Road, Section 7, Mirpur, Gpo Box No. 303 Dhaka.
Employees	8,366
Sales or Revenue	42.89 B
Board of Directors	Syed S. Kaiser Kabir (CEO, Managing Director & Director) Zahida Fizza Kabir (Director)
Type of Company	Listed Public Limited (Dhaka Stock Exchange)
Turnover	5090.3 million
Market Capitalization	400 million
Website	http://www.renata-ltd.com

(Renata Plc (Bangladesh), 2025) & (Company Info Renata Ltd., 2026)

1.2.4 Nature of Business

Recognized for principally venturing into pharmaceutical and health sectors, the company incorporated the following key business activities:

- Manufacturing pharmaceutical products
- Producing animal health products
- Marketing and distributing medicines
- Exporting healthcare products internationally

RENATA PLC makes a lot of kinds of medicines like tablets, capsules, syrups, injections, and other special healthcare products. RENATA PLC also makes medicines for animals, which helps the people who take care of livestock and work in agriculture. RENATA PLC is really involved in making these kinds of products, including the medicines, for animals to help people and animals in many ways.

1.2.5 Mission, Vision, Core Values & Strategic Objectives

Mission

RENATA PLC aims to enhance people's life quality through its delivery of high-quality yet affordable healthcare products.

Vision

The company wants to be known as a great pharmaceutical company. It plans to do this by making sure its products are of quality and also focuses on coming up with better solutions. Customer happiness is another goal for the company. Renata PLC believes that by doing all these things it can achieve its goal of recognition as a pharmaceutical enterprise ***(30 YEARS OF RENATA LIMITED, 2023)***.

Core Values

RENATA PLC has some values that it follows. These values tell it how to run its business. RENATA PLC uses these values to make decisions about what it does every day.

- Commitment to quality
- Integrity and ethical practices

- Innovation and continuous improvement
- Customer satisfaction
- Employee development

Strategic Objectives

- Wants to enter new international markets while establishing its presence in existing markets.
- Creates new products without interruption to maintain its market position.
- Achieves better workplace productivity by implementing digital technologies.
- Needs to create a workforce that possesses both training and essential skills.

1.2.6 Organizational Structure and Governance

RENATA PLC has established standard operating procedures for its business operations. The company structure of RENATA PLC enables all employees to understand their work duties. RENATA PLC has a structure that helps them work well together. The people in charge at RENATA PLC are arranged in a hierarchy ***(Organogram of Renata PLC: Key Management Structure and Roles, 2022)***. This means that RENATA PLC has a boss, and under the boss there are bosses, and under them there are even more people. The structure of RENATA PLC is made up of:

1. Top-Level Management: Board of Directors and Chief Executives
2. Middle-Level Management: Departmental Heads and Managers
3. Operational-Level Employees: Officers, Executives, and Staff

This way of doing things helps the board of directors and the chief executives and the heads of departments and the managers and the officers and the executives and the staff talk to each other clearly. It also helps to know who is responsible for what and make good decisions quickly.

Key Departments

Each department is really important for the company to do well.. The production department is in charge of making sure the products are quality ***(Our Team, 2026)***. The HR department and the production department are both very important to the company.

1.2.7 Product Portfolio and Service Range

RENATA PLC has diverse product portfolios in order to satisfy the healthcare requirements.

Human Healthcare Products

- Tablets and capsules
- Syrups and suspensions
- Injectable medicines
- Antibiotics and specialized treatments

Animal Healthcare Products

- Veterinary medicines
- Nutritional supplements
- Disease prevention products

The company makes sure all products meet international quality standards. This helps build trust with customers and healthcare professionals ***(Rahman, 2024)***. That gives customers and healthcare professional's confidence in the company. It is important for customers and healthcare professionals to trust the products, and quality standards help make that happen. The company checks all products to ensure they are of quality, and that is good for customers and healthcare professionals.

1.2.8 Corporate Culture

Renata PLC has a work environment that's very professional. The company is. Focused on performance. The workspace at Renata PLC is incredibly professional. The organization stands really high on performance, which helps Renata PLC achieve its goals. The company makes sure that all work is done in one way. Every task is done following the steps every time. This is called operating procedures, or SOPs. The company works well and keeps up the good quality. At Renata PLC people usually talk to each other in a way. This means everyone is on the page and there are no mistakes. They write down all the talks and decisions. This really helps the different departments, at Renata PLC work together smoothly.

Employees know who to talk to and who is in charge. This helps keep everything organized and makes it easy to make decisions. During that era, Renata PLC enjoyed open and free communication among the employees. Employees can share their ideas and thoughts with their supervisors. They can also tell them about any problems they are having with their work.

Renata PLC has a work environment that's very professional and focused on doing a good job. The company culture at Renata PLC is really about doing the thing. The people who work at Renata PLC have to follow some rules like being honest and fair. They have to be open and transparent in everything they do at Renata PLC. The people at Renata PLC also have to make sure they are following all the rules and laws that apply to the industry at Renata PLC. This is very important because the quality of the products at Renata PLC and the safety of the patients are the priorities, at Renata PLC.

People at Renata PLC really work together. They do things in groups. This is how they get things done. They work on projects together to achieve their goals. It helps them to work and

they start to trust each other. The people at Renata PLC become more productive when they work together like this.

The company is great because it helps its employees grow. The employees are happy when they get to move up in their careers at the company. They feel safe when they are working at the company. This makes the employees like the company a lot

Renata PLC does everything in a professional way. The people who work at Renata PLC are really good at working as a team. They always try to do things. They keep trying to get better, at what Renata PLC does. This is why Renata PLC is so well known and respected in the pharmaceutical industry. Renata PLC is a company that people look up to because of the way they do things.

1.2.9 Corporate Social Responsibility (CSR)

RENATA PLC is always trying to make a difference, in the community. RENATA PLC is doing a job of helping people and making the community a nice place to live, such as:

- Providing affordable medicines
- Supporting healthcare programs
- Creating job opportunities
- Maintaining business practices

What RENATA PLC does is important because it is about helping people and making their lives better. That makes RENATA PLC look good to everyone.

1.3 Problem Statement

The pharmaceutical industry is very competitive and always changing. People are a part of a company's success. Companies need workers who can help with research making products checking quality, marketing and serving customers. To manage all the work and make employees happy good HR operations are crucial. Human resources are vital for the success of the pharmaceutical industry. Good HR operations help in managing workforce activities.

The thing is, HR operations are becoming really important. Companies are still having a lot of trouble with things like finding the right people keeping them happy making sure they do a good job teaching them new things and paying them fairly. When HR does not work well it can make employees feel bad about their jobs so they might quit and that means the company is not getting much work done and it costs them more money. HR operations are key and problems, with HR operations can cause a lot of issues like decreased employee motivation and HR operations are important to get right.

Renata Limited is a company that makes medicine. We do not know a lot about how the people in charge of employees do their job. This helps us figure out what Renata Limited is good at and what it is not good at and where it can improve. We need to look at how the people, in charge of employees work at Renata Limited to understand this.

I want to explore how Renata Limited manages its resources and see if it works well for its employees. The study aims to identify factors that impact the performance of the human resources team at Renata Limited. This will help in providing suggestions to improve things for both employees and the human resources team at Renata Limited. The main objective here is to understand what makes the human resources team at Renata Limited effective. We need to find ways to enhance the human resources teams' performance at Renata Limited. The focus is on Renata Limited and its human resources team and how to make the human resources team, at Renata Limited work.

1.4 Research Objectives

General Objective

The main goal of this study is to see how Renata Limited handles its human resources work and if it makes employees happy and helps Renata Limited do well. This study will look at Renata Limited to see if their way of using resources is really working for Renata Limited. The study will check if the human resources work at Renata Limited is good for the employees at Renata Limited and good, for Renata Limited.

Specific Objectives

The specific objectives of this study are:

- The main goals of this study are to look at how Renata Limited finds and hires employees.
- I want to see how Renata Limited helps new employees get started with their jobs.
- The training programs at Renata Limited are also something I want to check.
- I need to find out if these programs are really helping employees learn and grow.
- Renata Limited gives its employees things like salaries and other benefits.
- I want to see how Renata Limited decides how much to pay its employees and what benefits to give them.
- I also want to look at how Renata Limited checks if its employees are doing a job.
- The way Renata Limited talks to its employees and works with them is also important.
- I want to find out what problems the human resources team at Renata Limited is facing.
- Finally I want to give Renata Limited some ideas on how to make its human resources team work better.

I hope that by studying Renata Limited I can learn more, about what the company does and how it can improve.

1.5 Research Questions

To find out if the goals of the study are met I have these questions about Renata Limited:

1. How well do recruitment and selection work at Renata Limited?
2. Do employees like the way they are introduced to the company at Renata Limited?
3. What kind of training and development does Renata Limited offer to its employees?
4. Are employees happy with what they get paid and the benefits they receive from Renata Limited?
5. Is the way Renata Limited evaluates employee performance fair and easy to understand?

6. How well do employees get along with each other and with management at Renata Limited?
7. What problems does the human resources team face at Renata Limited?
8. What can be done to make human resources better, at Renata Limited?
9. Which HR function needs improvement?
10. How effective are HR policies in supporting employees?
11. How would you evaluate employee records?
12. How effective is HR in resolving employee issues?
13. How is the relationship between employee and management?
14. How comfortable are you sharing workplaces with HR?
15. How does HR communicate about updates?
16. How fair is the performance evaluation process?
17. How frequently do you receive feedback?
18. How fair is the performance appraisal process at Renata PLC?
19. How transparent is the salary process and reward?
20. How would you describe career development opportunities at Renata?
21. How effective is the training program?
22. How relevant is the training program?
23. How helpful was the orientation program for understanding the company policies?
24. How satisfied are you with the onboarding process?
25. Which factor describes best your satisfaction with employee benefits?

1.6 Significance of the Study

This study is really important for a lot of people, like Renata Limited, the employees who work there, people who do research, people who work in resources, and people who make policies.

First, this study will help Renata Limited figure out if the way they handle resources is working well. The results of the study can help the people in charge find out what is good and what is not so good about the way human resources are handled, and they can use this information to make things better.

Second, the employees at Renata Limited may really like the results of this study because it is about what they think and feel about the human resources department. If the people in charge understand what the employees think, they can make the workplace a nicer and more productive place for everyone who works at Renata Limited.

Thirdly HR department can learn from the findings to understand what works best in Human Resources operations in the pharmaceutical industry. This study can help create Human Resources policies and procedures, for the Human Resources department.

Fourthly researchers and scholars can use this study as a guide for their research, on Human Resources operations. They can also study how organizations manage pharmaceuticals. Additionally they can learn how organizations behave.

This study is really helpful because it tells us more, about the things that companies do for the people who work for them in Bangladesh. The way companies treat their workers in Bangladesh is still something that people who study business and people who work in business should look into more.

1.7 Scope of the Study

This study is about the HR operations practices of Renata Limited. We are looking at the things that the HR team does, like hiring people, getting them started, teaching them new things, paying them, and making sure they are doing a good job. We also want to know how the HR team works with employees.

I got our information from people who work at Renata Limited. I asked them questions. Now I will look at what they said to see what they think about how well the HR team is doing its job.

I only talked to some employees of Renata Limited in Bangladesh. I did not look at financial issues or how the company sells its products. I only cared about what the HR team does at Renata Limited.

1.8 Limitations of the Study

I tried my best to do a research, but there are some limitations. These are:

- One limitation is that I only talked to a number of employees, which might not represent what all employees think. This small sample size could affect our results.
- Time was also a problem. I did not have time to collect and analyze as much data as I would have liked.
- Another issue is that my study is based on what employees think, and I collected this information through questionnaires. The employees answers might not be entirely accurate because the employees personal opinions and experiences played a role in what they said.
- I had a lot of trouble getting to see some information about the company because of the rules that the company has.
- Lastly what I found out might only be true for Renata Limited. It might not be the same for pharmaceutical companies in Bangladesh. The results might be different for companies like Renata Limited, not just Renata Limited, but other pharmaceutical companies, in Bangladesh.

1.9 Organization of the Report

The report has six chapters.

Chapters	Contents

Chapter One	Background information, company profile, problem statement, research objectives, research questions, significance, scope, limitations, and report organization.
Chapter Two	Comprehensive review of relevant literature related to HR operations and previous research findings.
Chapter Three	Research methodology, including research design, population, sampling techniques, data collection methods, and data analysis procedures.
Chapter Four	Data analysis, interpretation of findings, and discussion of results based on responses collected from employees.
Chapter Five	Summarizes the major findings and discusses their implications in relation to existing literature.
Chapter Six	Conclusions, recommendations, and suggestions for future research.

Chapter 2: Literature Review

The success of any organization depends a lot, on how it takes care of its employees. Employees are very important because they bring in knowledge and skills that help the organization do well. They also come up with ideas. Work hard to make the organization successful Employees help organization achieve goals Employees are backbone of organization

The pharmaceutical industry is really competitive. You need to know a lot of things to be able to work in this field. Companies that make medicine need people who're skilled systems to manage their employees and human resources teams that work really well together. This helps them keep up the quality of their work and meet the goals they set for themselves. for all employees from the day they start working at the company to the day they leave the company. Human resource management and human resource operations are important for the pharmaceutical industry to be successful.

This chapter is about what people have said about human resource management. It talks about human resource management and things like how companies find people to work for them and how they help these new people get settled into their job. They also teach them things and pay them and they give them benefits. Companies also check to see how well people are doing their jobs and they deal with problems between employees. The chapter also looks at what other people have found out about human resource management practices. It

finds the areas of human resource management that need to be studied which is why we are studying human resource management.

2.1 Concept of Human Resource Management

Human resource management involves a lot of things such as picking the person for a job teaching them how to do the job helping them to get better at their job paying them for their work and keeping them as employees. According to ***Dessler (2023)*** all these things are important for human resource management.

Armstrong said in 2022 that human resource management is a way for a company to manage its workers so that the company can be better than other companies. Human resource management helps the company to do well and be successful.

This is done by using its people to gain an edge. HRM is not about doing paperwork. It also involves making employees happy and do better at their jobs. The main goal is to manage the organization's talent and help it grow and improve. HRM helps organizations achieve their goals through their workforce.

Human resource management is about making a workplace where people can do their work and help the company do well. When companies do human resource management well, it makes people want to work they do not want to leave their jobs, they are happy with their work, and the company does better.

2.2 Human Resource Operations

Human resource operations are the behind the scenes part of managing people at work. They make sure that all the rules and plans that the human resource team comes up with are actually put into action everywhere in the company. Human resource operations are very important because they help the human resource team do their job properly. They take care of all the paperwork. Make sure everything runs smoothly Human resource operations are a part of any company because they help keep everything organized and on track.

Kavanagh & Thite (2022) state that HR operations are things like managing employee records, taking care of recruitment, handling payroll, keeping track of attendance, managing leave, helping new employees get started, giving benefits, making sure everything is compliant, and providing services to support employees. HR operations also include things like employee record management and employee support services. The main thing about HR operations is that they have a lot of tasks, such as recruitment administration, payroll processing, and benefits administration. HR operations are important, for employee onboarding and compliance management.

HR operations are like the backbone of HR management. It helps with tasks for managing workers. Good HR operations make things run smoother. It helps avoid mistakes, makes employees happier, and makes sure the company follows its rules and laws about workers. The HR operations function supports workforce management activities. It also ensures that the organization complies with labor regulations.

Organizations are using technology to make their human resource systems better. They use human resource information systems to do things like take care of paperwork and make sure their information is correct. This helps them make decisions.

In today's world, the human resource team does a lot to help the organization do well. They make sure everything runs smoothly for the employees and that the employees are happy with their experience at the organization. Human resource information systems are very important for this. They help with things like making sure employee information is correct and helping the organization make decisions, about its employees.

2.3 Recruitment and Selection

Recruitment and selection are really HR jobs. They decide who comes into the organization and what kind of people they are.

Recruitment is about finding people who're good for the job. It is a process to get candidates for positions. Selection is picking the ones from all the people who applied. According to ***Dessler (2023)***, good recruitment and selection help get employees with the skills, knowledge, and abilities. This helps the organization succeed. The right people make the organization do well.

Armstrong (2022) says that when companies look for new people to hire they should think about more, than the skills the person has. The company should also consider how the new employee will fit in with the company culture. What is also important is what the company believes in. Armstrong says that companies should think about all these things when they are hiring people. The company culture and what the company believes in are very important according to Armstrong.

The process of hiring someone usually has these steps:

- Workforce planning
- Job analysis
- Job description development
- Candidate sourcing
- Application screening
- Interviewing
- Assessment testing
- Reference checking
- Final selection

Research done by Huselid (1995) showed that companies with recruitment systems do their jobs better and work better as a team.

When it comes to pharmaceutical companies finding the right people is really crucial. These companies need professionals like pharmacists, researchers and scientists to develop new medicines. They also need engineers and healthcare experts to ensure everything runs smoothly. The people you choose to hire can. Break the company. They affect the quality of your products how innovative you're whether you follow the rules. So it's essential to pick the candidates for the job. By hiring the people pharmaceutical companies can create high-quality products stay ahead of the competition and maintain their reputation. It's not about filling positions; it's, about finding the right fit.

2.4 Employee Onboarding

When a new employee joins a company, the company needs to help the employee with the onboarding process. This employee onboarding process is like a help program for the new employee. It has things like orientation programs, training activities, and ways to help the new employee get to know the organization. The goal of the employee onboarding process is to make it easy for the new employee to get used to the job and the company. The employee onboarding process is very important for the new employee to do well in the role, at the company.

When people start a job, they need to know what the company is all about. ***Bauer (2019)*** states that a good onboarding process really helps employees understand the company culture what they are expected to do and how they will be judged. If the company does onboarding right the employees will feel more confident. Want to stay with the company.

Employee onboarding usually has important parts these are:

- Organizational orientation, which is like an introduction to the company
- Introduction, to policies and procedures so employees know the rules
- Role clarification, which means explaining what the employees job is
- Team integration, which is helping the employee meet their coworkers
- Training and development support to help the employee learn and grow
- Performance expectation communication, which is telling the employee what they need to do to succeed at the company and what the company expects from employee onboarding and the employees themselves.

When people start a job the company should help them get settled in. This is called onboarding. If companies do onboarding well their employees are happier. Stay with the company longer. New employees who get the help they need can start doing their job sooner.

In companies that make medicine onboarding is really important. These companies have to follow a lot of rules and make sure everything is done right. If onboarding is done well in these companies employees know what they are supposed to do from the beginning and they know what the rules are. This is important for companies because they have a lot of responsibilities and have to meet high standards. Onboarding helps employees, in companies understand how things work and what they need to do to follow the rules.

2.5 Training and Development

Training is when we teach employees things so they can do their current job better. Development is when we help employees get ready, for the jobs they will have in the future .

Noe & Kumar (2023) found that T & D programs really help employees learn things get better at what they do and do their jobs well. When companies put money into helping their employees get better .

Training programs can have lots of things like:

- Technical skills training
- Compliance training
- Leadership development
- Soft skills training
- Professional certification programs
- Digital learning initiatives

The “human capital theory" says that when a company spends money on training for its employees, the company becomes more valuable. This is because the employees can do their jobs better and faster. The human capital theory is about how companies can benefit from investing in their employees. By teaching employees skills, companies can make more money and be more successful. The human capital theory is important because it shows that spending money on employee training is an idea. It helps the employees. It helps the company, which is a win for the human capital theory and for the company.

According to Becker & Huselid (2021), they found out that companies with training systems do better than companies that do not help their employees learn and grow. Becker and Huselid showed that companies, with training systems have better results. This is because Becker and Huselid said that training is important for companies to do well.

In the pharmaceutical industry people need to keep learning all the time. This is because pharmaceutical industry employees have to stay up-to-date with medical discoveries, pharmaceutical industry manufacturing technologies, pharmaceutical industry quality standards, and pharmaceutical industry rules.

If pharmaceutical industry employees get training, it really helps the pharmaceutical industry company do better than others and have long-term success in the pharmaceutical industry.

2.6 Compensation and Benefits Management

Compensation and benefits management is about creating and managing reward systems that help attract employees, keep them motivated, and make them want to stay.

Compensation is about the direct money rewards like salaries, wages, bonuses, commissions, and incentives that employees get.

Milkovich (2022), companies should pay people fairly. Companies should treat their employees right when it comes to pay. Fair pay is important. It should also be competitive. Match what the company wants to achieve. When companies pay people well it makes them want to work and they like their jobs more.

The idea of fairness is important. Employees look at what they get and compare it to what others get. If employees think the pay system is fair they are happier, at work. Really commit to the company. The way companies pay people is a thing. Milkovich, Newman and Gerhart said a lot about this. They talked about how companies pay people and it's really important. When companies pay people in this way it is something to think about. Milkovich, Newman and Gerhart discussed this. It is a good deal for people who get money from companies. Companies paying people, like this is what Milkovich, Newman and Gerhart were talking about. Employees care about fairness. It affects how employees feel about their jobs and the company.

Research shows that pay really affects whether employees stay or leave and how well the company does. When employees of the company feel like they are getting a deal from the company they are less likely to look for another job at a different company.

The pharmaceutical companies give pay and benefits to get the talent, for the pharmaceutical companies. They need people with skills so they offer rewards to keep them on board. Companies in this field know that good pay helps them keep their workers. The pay and benefits are important to attract and keep professionals in the pharmaceutical industry.

2.7 Performance Management

Performance management is about managing how well employees do their job. It is a step-by-step process. This process includes planning what needs to be done, monitoring progress, evaluating how well employees do, and then finding ways to make performance better. The main goal is to improve employee performance. Employee performance is key to success. Improving employee performance helps the organization. The organization benefits from performance management. Good performance management helps employees too. Employees know what to do and how to do it. They get feedback on their performance. They can improve their performance. Performance management is a process. It helps employees and the organization. The organization achieves its goals. Employees achieve their goals. It is a win-win situation.

According to ***Aguinis (2023)***, performance management is something that is always going on. When performance management systems are good, they give employees an idea of what is expected of them. They also give them feedback, help them learn new things, and give them chances to grow.

The performance management cycle usually has the following steps:

- Goal setting
- Performance monitoring
- Feedback provision
- Performance appraisal
- Development planning
- Reward allocation

Performance appraisals are a way to figure out how well employees are doing and what they need to work on. When organizations are fair and open about how they evaluate employees, the employees usually trust them more. Are happier with their jobs. Performance management is important because it helps employees and organizations work together better. Performance management systems like these can make a difference in how well the organization does. Performance management helps employees and the organization to reach each other's goals.

When companies do a job of managing performance this really helps the employees get involved and work harder. The company manages performance. This makes the employees work harder. The company does a job and this makes the whole organization work better. The company manages performance well. This is good, for the employees and the company.

Managing the performance of the companies that make medicine is something that has to be done every day. The companies that make medicine have to make sure they are managing the performance of the company carefully. It helps these companies follow the rules for making quality products, reach their goals, and make sure employees keep getting better at their jobs.

2.8 Employee Relations

Employee relations are about keeping things good between employees and the people in charge.

Employee relations include talking to each other, solving problems, letting employees have a say, dealing with complaints, and working together at work. According to ***Bratton and Gold (2022)*** employee relations are important for a workplace. Employee relations are really important. They help with things like:

- Improved morale for employees
- People are happier with their jobs
- Employees are more committed to the organization
- There is conflict at work
- People get their work done.

When organizations make sure everyone can talk openly and participate employee relations get better. The workplace does better overall. Employee relations are key, to making a workplace a good place to be. Employee relations help people work together and get things done.

Employee relations are really important in organizations. When people talk to each other and work together it makes a difference in how things get done.

In companies that make medicine having good employee relations helps people work together come up with ideas make things better and follow the rules.

The Social Exchange Theory says that when employees feel like their company is supporting them and treating them fairly they want to work and be more committed to the company. This is because they want to give something to the company. The Social Exchange Theory is about how employees feel when the company is being good to them. So when the company is fair and supportive employees are more likely to do a job and be committed. The Social Exchange Theory is important to understand because it is, about doing a job and being committed to the company. Employee relations and the Social Exchange Theory go hand in hand. That is why the Social Exchange Theory is important.

2.9 Review of Previous Studies

Looking at what other people have found out before us helps us understand what we already know about the way human resources operations work and gives us a starting point for our research on human resources operations. Some people who study this stuff have taken a look at how human resources practices are connected to how well a company does, and they have done this in many different types of businesses and, in many different countries, looking at human resources operations in each place.

Author(s)	Year	Study Area	Key Findings
Huselid	1995	Strategic HRM	Effective HR practices positively influence employee productivity and organizational performance.
Delery & Doty	1996	HRM Practices	HR systems contribute significantly to organizational effectiveness and competitive advantage.
Becker & Huselid	1998	Human Capital Management	Human capital investment improves organizational performance and employee commitment.
Pfeffer	1998	Human Resource Practices	Employee involvement and effective HR systems enhance organizational success.
Wright & McMahan	2011	Strategic HRM	HR practices are directly linked with organizational competitiveness.
Noe	2020	Training and Development	Continuous employee development improves productivity and job satisfaction.
Armstrong	2022	Human Resource Management	Strategic HR practices strengthen employee engagement and organizational growth.
Kavanagh & Johnson	2022	HR Operations	Technology-based HR systems improve operational efficiency and employee experience.
Milkovich et al.	2022	Compensation Management	Fair compensation increases employee satisfaction and retention.
Aguinis	2023	Performance Management	Effective performance management improves employee productivity and organizational outcomes.
Khan et al.	2021	Pharmaceutical Industry	Employee training significantly influences organizational performance.
Rahman & Islam	2022	Bangladesh Manufacturing Sector	Recruitment quality positively affects employee performance.
Ahmed & Hossain	2022	HR Practices in Bangladesh	Employee engagement improves organizational commitment and retention.
Islam et al.	2023	Pharmaceutical Organizations	Effective HR policies improve workforce motivation and productivity.
Chowdhury & Sultana	2023	Employee Relations	Positive employee relations reduce workplace conflict and turnover intentions.

Uddin et al.	2023	HR Operations in Bangladesh	HR digitalization enhances efficiency and employee satisfaction.
Karim & Rahman	2024	Pharmaceutical HR Practices	Training and performance management significantly affect employee effectiveness.
Hasan et al.	2024	Employee Satisfaction	Compensation and benefits strongly influence job satisfaction.
Akter & Jahan	2024	Organizational Performance	HR practices contribute positively to employee commitment and productivity.
Siddique et al.	2024	HR Management Systems	HR operational effectiveness supports long-term organizational sustainability.

Table: Summary of Previous Studies

2.10 Analysis of Previous Studies

The studies I looked at show that the things a company does for its employees, which we call HR practices, have an impact on how happy employees are, how committed they are to the company and how well the company does overall.

When we look at medicine companies we see that taking care of the people who work at these medicine companies is really important. This is because the medicine industry is very technical and there are a lot of rules that medicine companies have to follow.

People who know about this stuff say that using technology to manage the people who work at medicine companies is getting more important all the time. This is because technology helps medicine companies get things done faster and makes the employees at medicine companies happier. The way medicine companies manage their employees and the things that medicine companies do for their employees are really important, for these medicine companies.

A lot of research has looked at how companies handle resources in general. Not many people have studied how human resources work on a daily basis at big pharmaceutical companies in

Bangladesh like Renata Limited. This means we can do research on human resources at Renata Limited and other big pharmaceutical companies in Bangladesh. Human resources at these companies is an area that needs study.

2.11 Theoretical Framework

A framework that I use to think about things gives us a basis for understanding how the things that the Human Resources department does affect the people who work for the company. The study I am doing now is based on three ideas that people have about this.

2.11.1 Human Capital Theory

Human capital theory was developed by ***Schultz and Becker (1964)***. This theory says that employees have knowledge, skills, and abilities that help their company succeed. The idea is that when you invest in finding, training, and developing employees, they work better and the company does better. Investments in recruitment, training, education, and employee development make employees more productive.

When we think about this study we are looking at things like hiring people helping them get started at the company teaching them new things and seeing how well they do their jobs. They help the employees do their jobs better. They also help the company as a whole. The company puts time and money into things like hiring and training because it wants to get the best out of its employees. This is what we mean by capital. The company is investing in its employees. It wants to see good results from this investment. The results are things, like employees being happy and doing a job and the company making more money and being successful.

Relevance to the Study

- The recruitment process is really important because it helps to find employees.
- Training is very useful for the employees because it makes them better at what they do.
- The development programs are good for the employees and the company because they help the employees do a job in the future.

- Effective human resources operations are very important because they help the workforce do their job and be as good as they can be.

2.11.2 Social Exchange Theory

Social Exchange Theory was introduced by ***Blau (1964)***. This theory is about how people and organizations interact with each other.

In HR, things like pay, open communication, helping employees, and good relationships at work make employees happy and committed to the organization.

Relevance, to the Study

- Fair pay makes employees happier.
- When employees get along well, they are more committed.
- HR practices that support employees make them more loyal.
- Communication that works well builds trust at work.

2.11.3 Equity Theory

Equity Theory was developed by Adams in 1965. This theory is about how people think things should be fair. People look at what they do for their company and what they get in return. They

Relevance to the Study

- Performance appraisal systems that are fair make people trust them.
- Fair performance appraisal systems are really important because they make people feel good about the company.
- When a company pays its employees fairly, it makes them want to work
- The company should have rules that everyone knows about; that is what transparent HR policies are, and this makes employees happy with their job.
- If the company treats its employees fairly, then the employees will not be unhappy at work; this is what fair treatment does: it reduces workplace dissatisfaction. Makes the

workplace a better place because of fair treatment and fair performance appraisal systems.

2.12 Research Gap

There is a lot of information about human resource management and HR practices. There are still some things that we do not know.

First, many studies look at HRM practices in general. They do not focus on the work that human resource management people do every day. This includes things like helping employees, managing payroll, keeping track of attendance, and making sure the company is following the rules. These things are important. Have not been studied as much.

Second, many studies have been done in countries. The results of these studies may not apply to countries like Bangladesh that are still developing. This is because companies in Bangladesh are set up differently and the job market works in a way. The culture, in Bangladesh is also unique. In Bangladesh managing human resources is done in a manner.

Third there is no research on Human Resources operations in the pharmaceutical industry even though the pharmaceutical industry is becoming more important in Bangladesh's economy. The pharmaceutical sector is really growing in Bangladesh. We do not have studies on how Human Resources works in the pharmaceutical industry. We need information, on Human Resources operations in the pharmaceutical industry.

Fourth there are not a lot of studies about how the Human Resources operations work at Renata Limited. Most studies look at things like how the company is doing or how it is growing but they do not look at the Human Resources operations at Renata Limited. They usually look at things like marketing or the overall growth of the company. Not the Human Resources operations, at Renata Limited.

Finally, previous research usually looks at each human resource function on its own. Human resource functions .There are not studies that look at all of these human resource functions together in one study.Studies that look at human resource functions, like compensation and training and onboarding, are very common. Studies that look at all human resource functions are not common.

Identified Research Gap

- The present study looks at these gaps by doing a thing.
- It looks at all the things that the human resources department does of just one thing.
- It tries to understand what employees think about how the human resources department is working.
- The study is about Renata Limited.
- It looks at how the human resources department works in the industry in Bangladesh.
- It gives some ideas for making the human resources department work better.

2.13 Conceptual Framework

I have looked at what people have written about this topic and what the experts think, and I came up with a plan. The plan is called a framework, and it is based on what I have learned from the literature review and theoretical foundations.

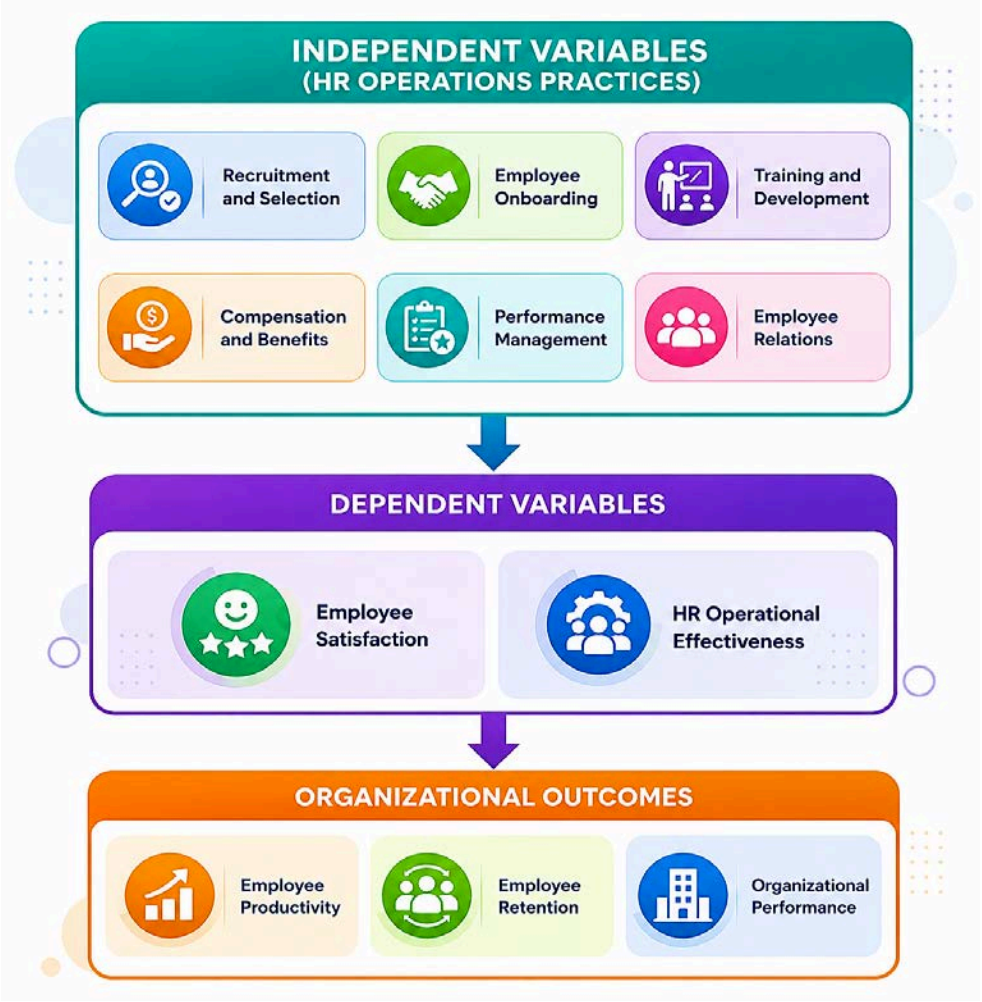


Figure: Conceptual Framework

Explanation of the Framework

The framework says that when HR operations are done well, it has an effect on how happy employees are and how well the HR department works. When employees are happy, they work better, they like the company more, and they do not want to leave.

This study is, about what employees think of the way Human Resources operations are done. It checks if they are really working at Renata Limited. The study wants to know what employees think about Human Resources operations. If Human Resources operations are actually working at Renata Limited.

Chapter 3: Research Methodology

The research methodology is about the steps we take to gather data analyze it and understand what it means so we can achieve the goals of the study. It helps us make a plan that we can follow to make sure our research is done in a way that people can trust. The method we are using is to look at how Renata Limited handles its resources and how well it works from the point of view of the employees at Renata Limited.

This part of the study talks about our research plan the approach we took who we studied at Renata Limited how we chose the group of people how data we collected from Renata Limited how we gathered the data what questions we asked in the survey what things we looked at about Renata Limited, how we analyzed the data from Renata Limited how we made sure the results are reliable if there were any issues with being fair and what problems we had with the research about Renata Limited.

I created our methodology based on what I want to find out about Renata Limited. It is meant to give me findings that are trustworthy and true about the human resources operations, at Renata Limited.

3.1 Research Design

Research design is the plan conducting a study.

According to ***Saunders et al. (2019), a*** research design helps researchers to collect data in a systematic way and analyze it properly to answer research questions.

This study uses a research design. A descriptive research design is suitable because the goal is to describe and analyze the HR operational practices of Renata Limited not to change variables or find cause-and-effect relationships.

- The descriptive design helps the researcher to:
- Look at what employees think about HR operations.
- Find out the bad points of HR practices.
- Describe the HR operational systems.
- Assess how satisfied employees are with HR services.
- Make suggestions for improvement.

This design is commonly used in HR and organizational studies because it lets researchers understand workplace issues, from the employees' point of view.

3.2 Research Approach

Research methods are usually divided into types, like quantitative, qualitative, or a mix of both.

The current study uses a quantitative. I chose a method because I will be collecting data using questionnaires that have set questions, and then I will analyze this data using statistics. The quantitative research approach is a fit for this study because it involves collecting data through structured questionnaires and then analyzing that data using statistical techniques, which is a key part of the quantitative research approach.

The quantitative approach has a lot of benefits.

- It makes it easy to get information from people.
- For example, it lets us look at the information in a way.
- I can see the results. Measure them.
- The quantitative approach also helps us compare what employees think.
- It makes the results more reliable.

- This study uses numbers from what employees say to see how well the human resources team is doing its job.

The quantitative approach is used to evaluate the human resources team.

3.3 Research Type

The study research type is both:

- **Descriptive Research**—The study talks about the HR work that is currently being done at Renata Limited.
- **Analytical Research**—The study looks at what employees think about things like finding staff, introducing new employees to the company, teaching them new things, paying them, managing how well they do their jobs, and how employees get along with each other.

So the study uses both analytical parts to get a better understanding of the HR work at Renata Limited.

3.4 Population of the Study

The population is the number of people that are important to our research.

According to ***Creswell in 2018***, a population is made up of all people who have things in common that are relevant to our study.

The target population for this study includes: **All employees of Renata Limited who are directly or indirectly affected by HR practices.**

The population includes employees from:

- Human Resource Department
- Administration Department
- Marketing Department
- Sales Department

- Production Department
- Quality Assurance Department
- Finance Department

These employees have knowledge about human resource policies and the way things are done in our organization. They know a lot about HR policies and procedures.

3.5 Sample Size

I do not have the time or the money to get information from every person in the group. So I have to pick a group of people to get information from.

For this project the smaller group of people is made up of 56 employees.

This group has people from parts of the company, and they do different kinds of jobs.

The people in this group are expected to give us information about how well the human resources department is working, and this is about human resources' operational effectiveness. The people in the study are employees. They will help us understand human resources operational effectiveness.

3.6 Sampling Technique

When we do a study, we need to choose people to ask questions to. This is called a sampling technique.

The study uses methods to pick people, including

Convenience Sampling Technique

It is a way to choose people that's not totally random. I pick the people who're easy to reach and who are happy to answer our questions. I use convenience sampling because it is easier

to find people who want to help us with the study. The convenience sampling technique is one way to do this.

The reasons for using convenience sampling are:

- Access to respondents.
- Limited time for research.
- It is cost-effective.
- It is practical for research.

Although convenience sampling has limitations when it comes to generalizing results convenience sampling is commonly used in studies. This is because, in studies it is often hard to get to respondents.

3.7 Sources of Data

This study uses information from two places. It gets some information from data sources and some from secondary data sources. The study uses these secondary data sources to get a better understanding of things.

3.7.1 Primary Data

I will get Primary Data by using a few methods.These are:

- Structured questionnaire survey
- Google Forms

The employees of Renata Limited will tell us what they think about the way the human resources team does its job. I want to know what the employees of Renata Limited think about the resources and operational practices at Renata Limited.

3.7.2 Secondary Data

For Secondary data, I will use data from these sources:

- Academic journals
- Books
- Research articles
- Annual reports of Renata Limited
- The company website
- HR-related publications
- Conference papers
- Online databases

Using data helps us understand the theory behind my analysis. It also supports my findings. Secondary data is very helpful. It saves time and resources. I can use it to build on existing knowledge. So, secondary data is useful for my research.

3.8 Data Collection Method

I collected data for the study by asking employees to fill out a survey. I used the ways to share the survey questions:

- Google Forms
- Email
- Communication platforms

I asked the employees to give us answers and told them that their responses would be kept confidential.

The questionnaire is meant to find out what employees really think about:

- Recruitment and Selection
- Onboarding
- Development
- Compensation and Benefits
- Performance Management
- Employee Relations

- Overall HR Effectiveness

I chose to use a survey because it helps us get the kind of information from lots of people in a short time. This way I can compare their answers easily. The survey method is good, for collecting data from respondents quickly.

3.9 Data Processing Procedure

After I collect all the data, I will go through the following steps to get the information I need:

- Step 1: Data Editing—I will look at all the responses to make sure they are complete.
- Step 2: Data Coding—I will give numbers to all the responses so they are easy to work with.
- Step 3: Data Entry—I will put all the data into Microsoft Excel and Google Sheets so we can use it.
- Step 4: Data Cleaning—I will find any mistakes or responses that are not complete and fix them.
- Step 5: Statistical Analysis—I will use statistical methods to analyze the data we have collected from Microsoft Excel and Google Sheets.

3.10 Data Analysis Technique

The study uses a way of looking at numbers to understand the data analysis technique. The data analysis technique will be looked at in a few ways. Data will be looked at using:

- Frequency Distribution: To see how people answer questions in the data analysis technique.
- Percentage Analysis: To understand the people who answered the questions in the data analysis technique.
- Mean Analysis: To see what employees think about the data analysis technique.
- Graphs: To show the results of the data analysis technique in a simple way.
- Comparative Analysis:To compare the answers to the data analysis technique across areas of human resources.

The data analysis technique will be done using the following:

- Microsoft Excel
- Google Forms Summary Reports

Since there are not people in the study, I do not need to use special computer programs, like SPSS, to look at the data analysis technique.

3.11 Reliability of the Study

Reliability is about getting the same results when we measure something multiple times. To make sure our study is reliable:

- I used questions that were already tested in HR studies.
- I wrote questions in clear language.
- I grouped questions together.
- I gave all respondents the instructions.

These steps help make sure our results are consistent and accurate.

3.12 Validity of the Study

The study is valid if the questionnaire really measures what the study is supposed to measure. The study is about checking if the questionnaire's a good measure of the things the study is looking at.

The study makes sure it is valid in these ways:

- Content Validity—The study gets its questions from things that human resources people have already written about. This means the questions are based on what human resources people know.
- Face Validity—The person in charge of the side of the study will look over the questionnaire before the study starts collecting all the final data. This is to make sure the questionnaire looks like it will work.
- Construct Validity—The questions in the questionnaire are connected to the ideas the study is based on and what the study is trying to find out. The study makes sure the

questions are connected to the ideas of the study and the things the study wants to learn about the human resources and the questionnaire. The study checks that the questionnaire measures the things the study wants to measure.

3.13 Ethical Considerations

I care about doing research the way and thats where ethics come in.Here are the ethical steps I'll take:

- Voluntary Participation—I will not force anyone to join. It's completely up to them.
- Informed Consent—I will tell people what our study is about.
- Confidentiality—I will keep info private.
- Anonymity—I will not reveal who said what.
- Data Protection—I will only use collected info for school work.
- Honesty and Transparency— I will report our findings truthfully without changing the facts.

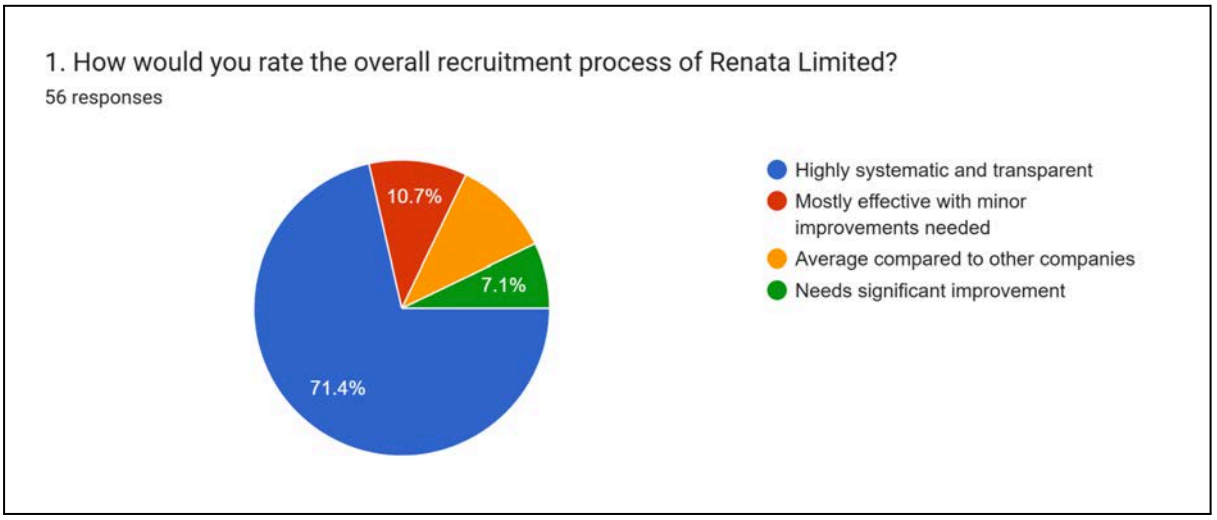
3.14 Limitations of the Methodology

There are some limitations to my study. Here are a few.

- Small Sample Size: I only have 56 employees in study. This is a number.
- Time Constraints: I did not have time. This made it hard to collect a lot of data.
- Convenience Sampling: I chose employees in a way that was easy. This might make it hard to apply our findings to others.
- Response Bias: Employees might have answered questions in a way that seemed good. They might not have told the truth.
- Organizational Access: I could not get some HR information. This limited what I could do.
- With these limitations, our method is good enough for what I wanted to do. It helps ME achieve MY goals. The methodology is still suitable for my study.

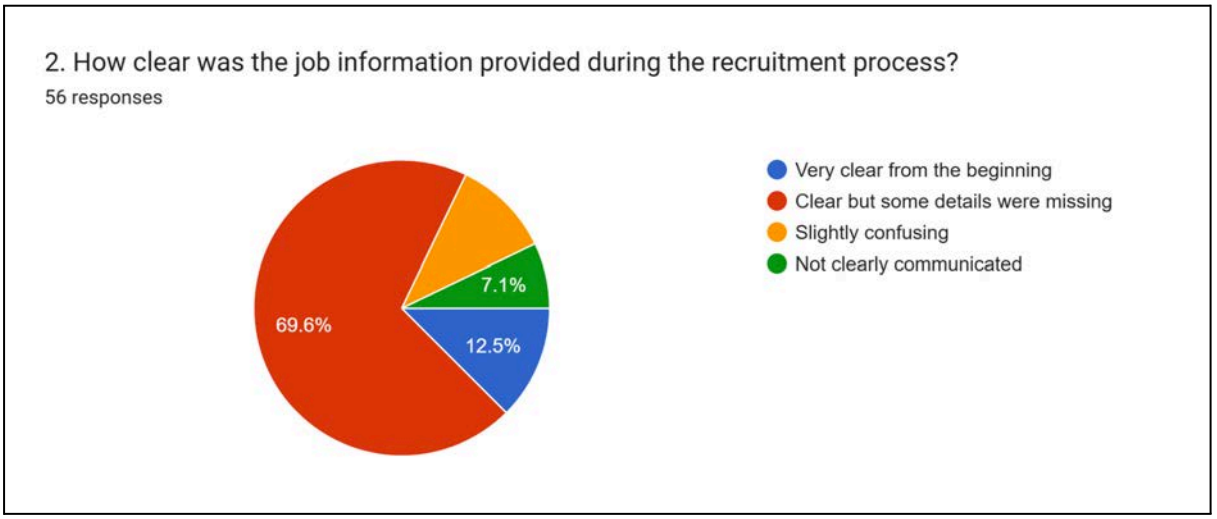
Chapter 4: Data Analysis

It is not feasible to survey Bangladesh's whole pharmaceuticals sector due to time constraints. So this survey report only presents selected results from employees of Renata PLC Ltd. Major research organizations accept the methodology for sampling, survey design, and reporting.

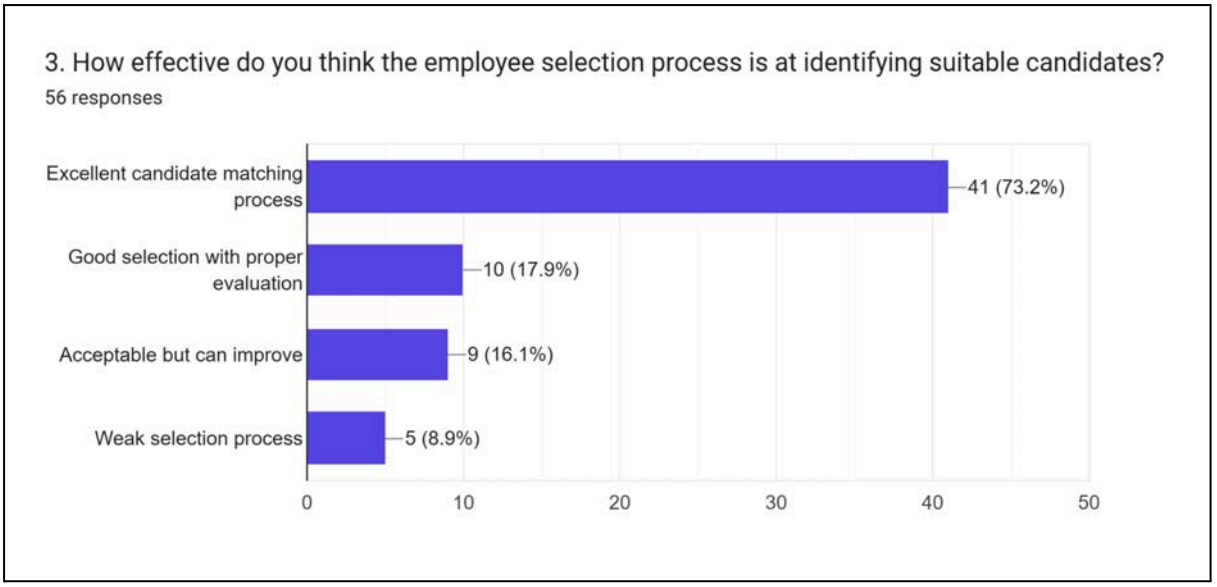


Description: The graph shows that most people think the recruitment process of Renata Limited is really good. Out of 56 people 71.4% which is 40 employees said that the way Renata Limited recruits people is very systematic and transparent.Another 10.7% which is 6 employees thought that the recruitment process of Renata Limited is mostly good but needs an improvement. However 10.7% which is 6 employees said that the recruitment process of Renata Limited needs a lot of improvement. 7.1% Which is 4 employees thought that the recruitment process of Renata Limited is average compared to other companies.

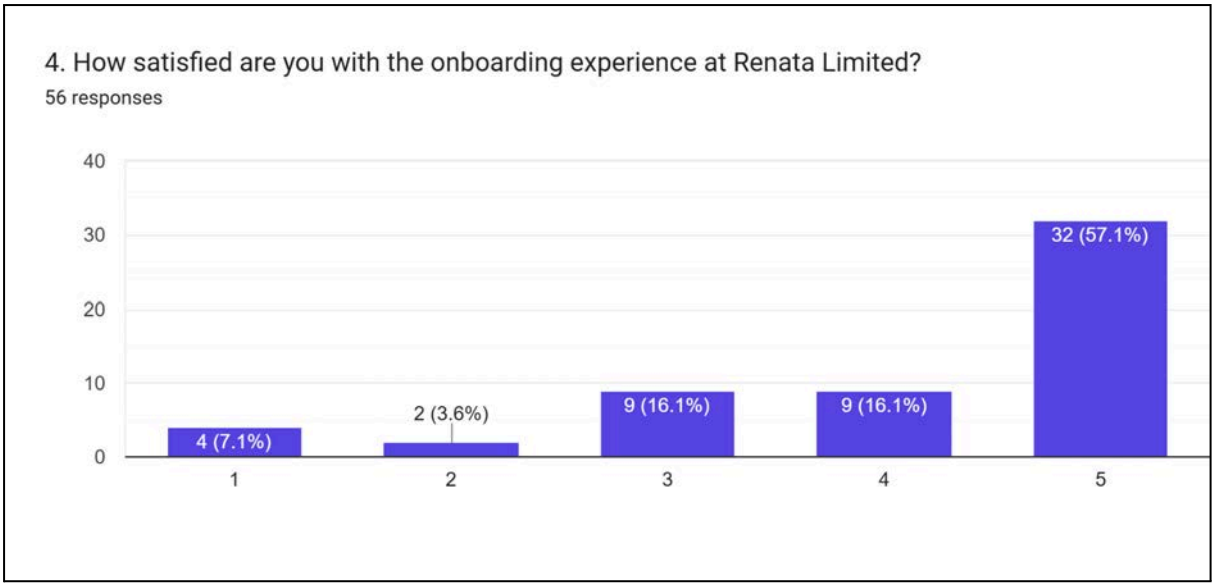
The result shows that Renata Limited has a recruitment process but there are some things that Renata Limited needs to work on to make the recruitment process even better.



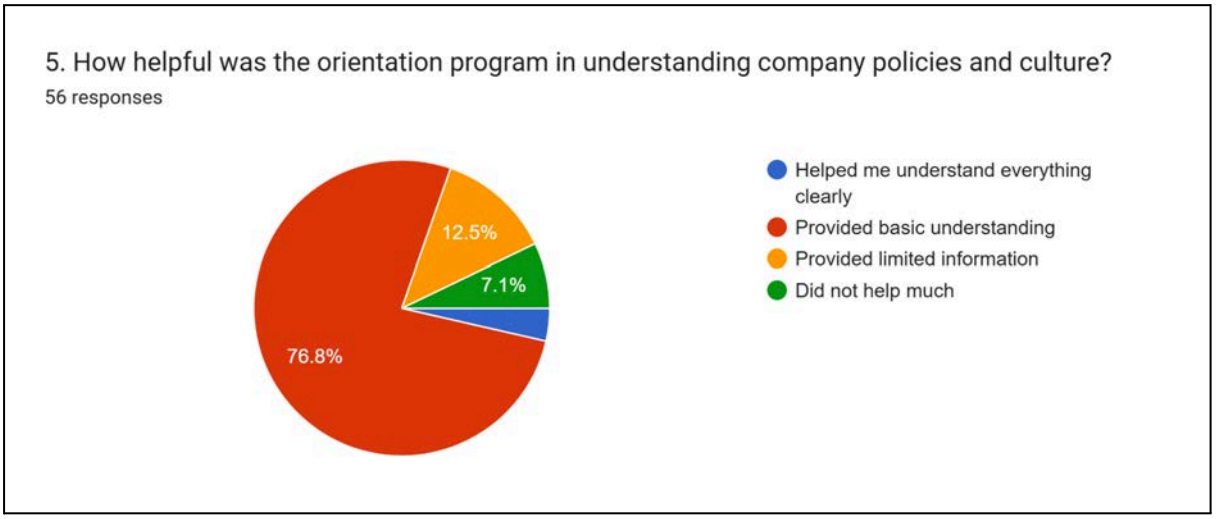
Description: The graph shows that employees usually got information when they were recruited. Out of 56 people who answered, 69.6 percent which's 39 employees said that they got clear information about the job but some things were missing. 12.5 Percent which is 7 employees thought the information was very clear from the start. At the time 10.7 percent which is 6 employees did not think the information was clear and 7.1 percent which is 4 employees said the information was not clear. This means that Renata gives employees the information they need when they are recruited. Renata needs to improve and give more complete details, about the job.



Description: The graph shows that most people think the selection process is good. Out of 56 employees 41 employees said the selection process is excellent at finding the people for the job. This is 73.2 percent of the employees. Some employees 10 of them think the selection process is good because it evaluates people properly. This is 17.9 percent of the employees. Then there are 9 employees who think the selection process is okay. It needs to be improved. This is 16.1 percent of the employees. 5 Employees think the selection process is weak. This is 8.9 percent of the employees. So the selection process that Renata uses is considered effective by people. The selection process is good at finding the candidates and that is why most employees, like the selection process that Renata has.

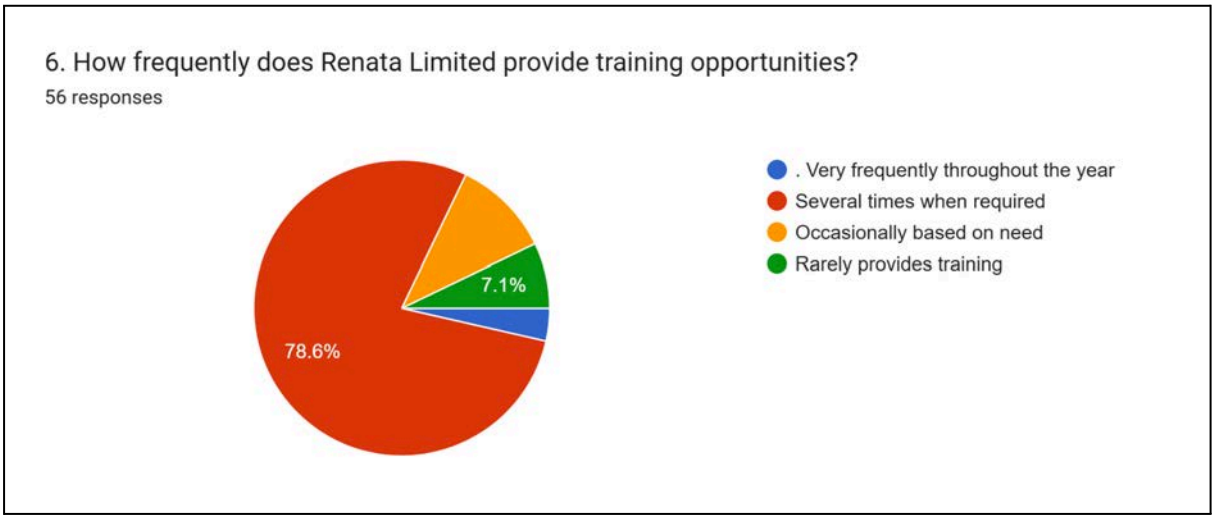


Description: The graph is about how happy employees are with the onboarding process. We got answers from 56 people. A lot of them 32 employees said they were really happy and gave it a 5. Some employees 9 of them said it was good. Gave it a 4. The same number of employees 9 said it was okay and gave it a 3. Not many employees, 2 said it was not good and gave it a 2.. 4 Employees said it was bad and gave it a 1. The results show that most employees like the onboarding activities that Renata does. The employee satisfaction regarding onboarding is clearly very high. Employee satisfaction, with onboarding is what we were looking at.

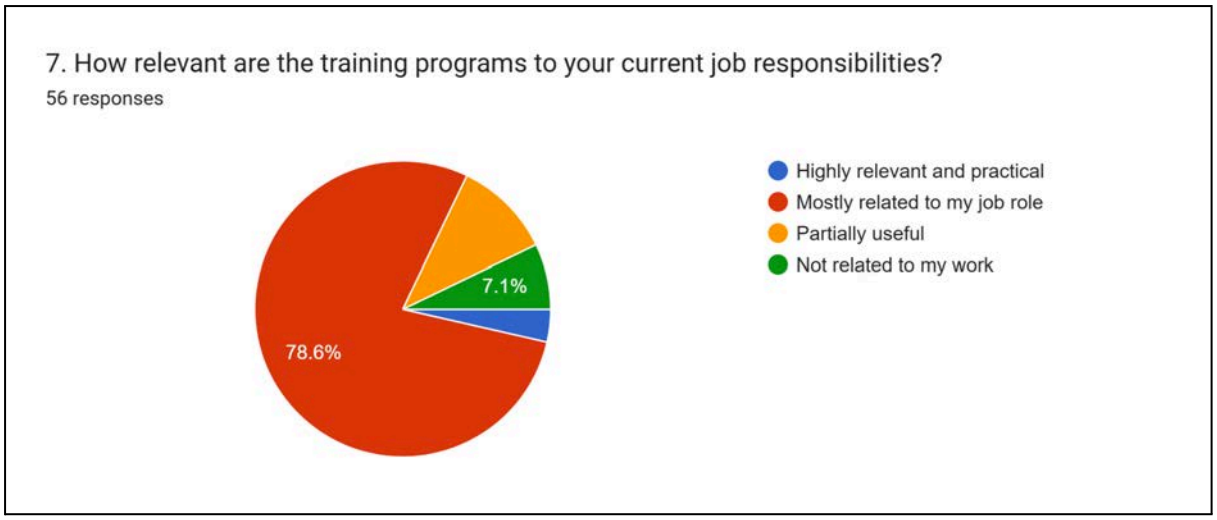


Description: The graph shows that the orientation program really helps employees understand the company policies. Out of 56 people who answered, 76.8 percent which's 43 employees said that it gave them a basic understanding of things. Seven employees which is 12.5 percent felt that the orientation program did not provide enough information. Four employees which is 7.1 percent said that the orientation program did not help them much.

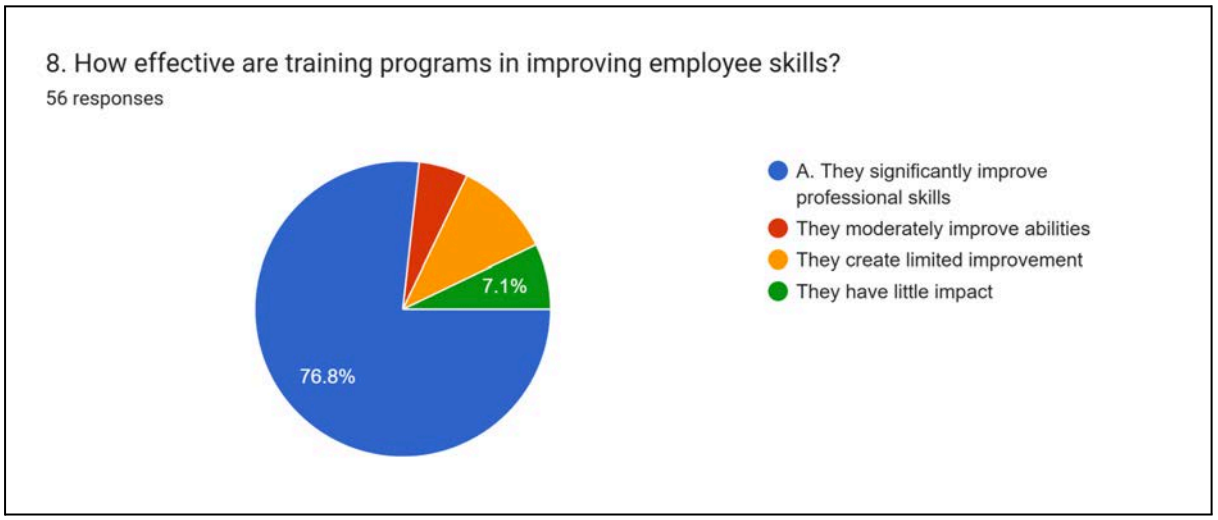
The result shows that the orientation program is useful for employees to understand the company policies and the company culture but the orientation program can be made better.



Description: The graph shows that Renata gives people the chance to get trained when they need it. Out of 56 employees 78.6 percent which is 44 employees said that they get trained times when they need it. Some employees, 7.1 percent which is 4 employees think that they get trained every now and then. Another 7.1 percent which is 4 employees said that they do not get trained often. The result says that Renata does provide training. The employees want to get trained more often. Renata provides training. This is what the employees think about the training that Renata provides.

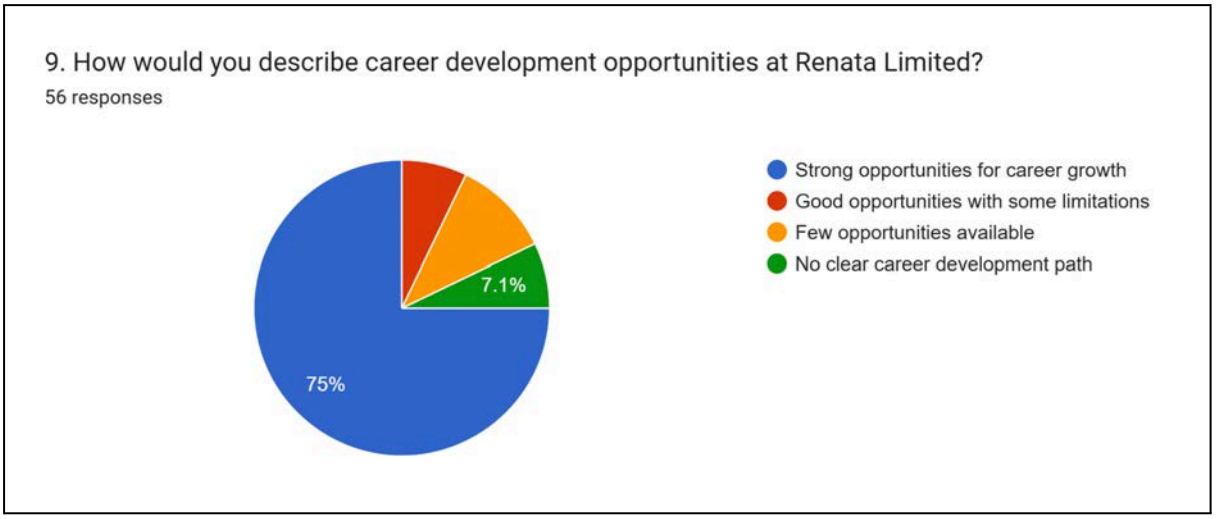


Description: The graph shows what employees think about the training they receive. Out of 56 people who responded 44 said the training programs are mostly related to their job. This is 78.6%.Some employees, which is 4 people or 7.1% said the training is not related to their work. Other employees said the training is very relevant and practical. So it seems that Renata's training programs are generally good, for employees jobs. The training programs match what employees do.

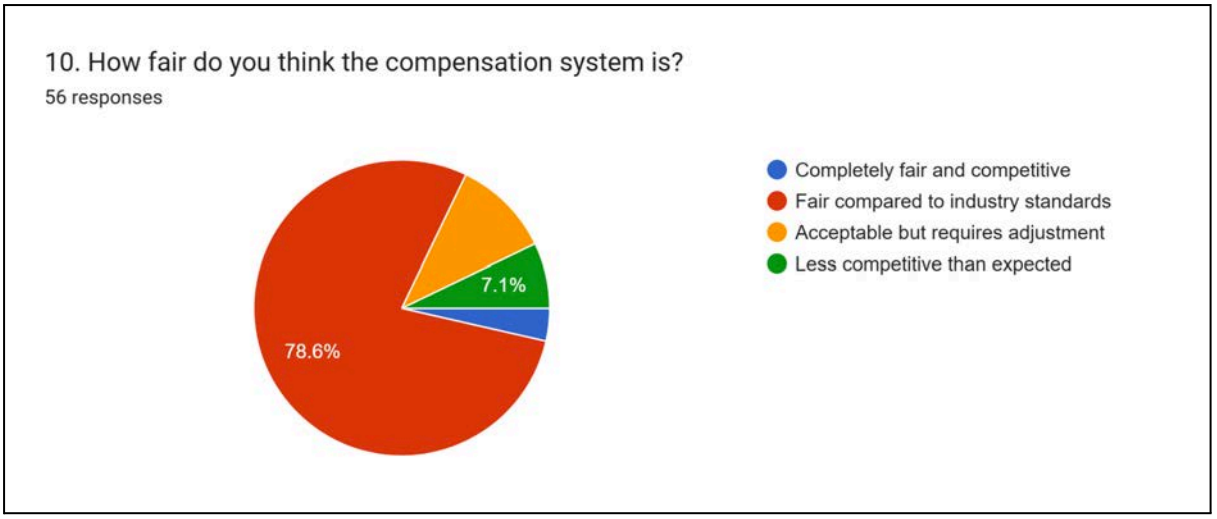


Description: The graph shows that employees think training programs help them get better at their jobs. Out of 56 people who answered, 76.8% or 43 employees said that training really

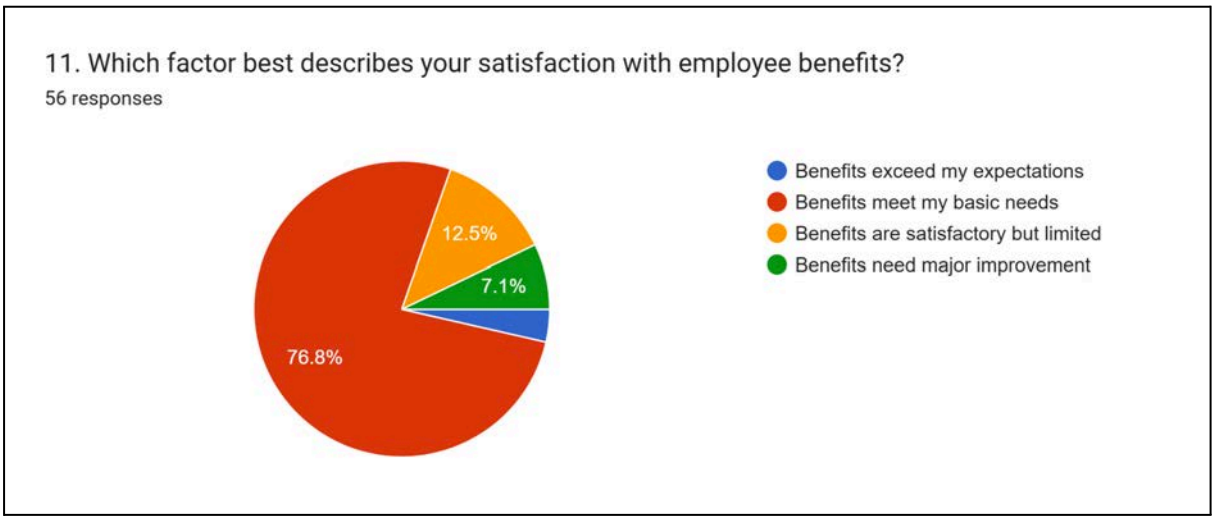
helps them improve their skills. Some employees, 7.1% or 4 people thought that training does not make a difference. The rest of the employees thought that training is somewhat helpful. This means that training programs are good, for helping employees develop and improve. Training programs help employees improve their skills. Employees think training is helpful.



Description: The graph is about what employees think of the career growth opportunities at Renata. I asked 56 employees. Most of them 75 percent to be exact which is 42 employees said that Renata is a great place to grow in their careers. A few employees, around 7.1 percent, which is 4 employees did not think that Renata has a clear path for career development. Overall the employees at Renata think that the company is really supportive when it comes to career advancement at Renata. The employees see Renata as a place where they can move forward in their careers, at Renata.

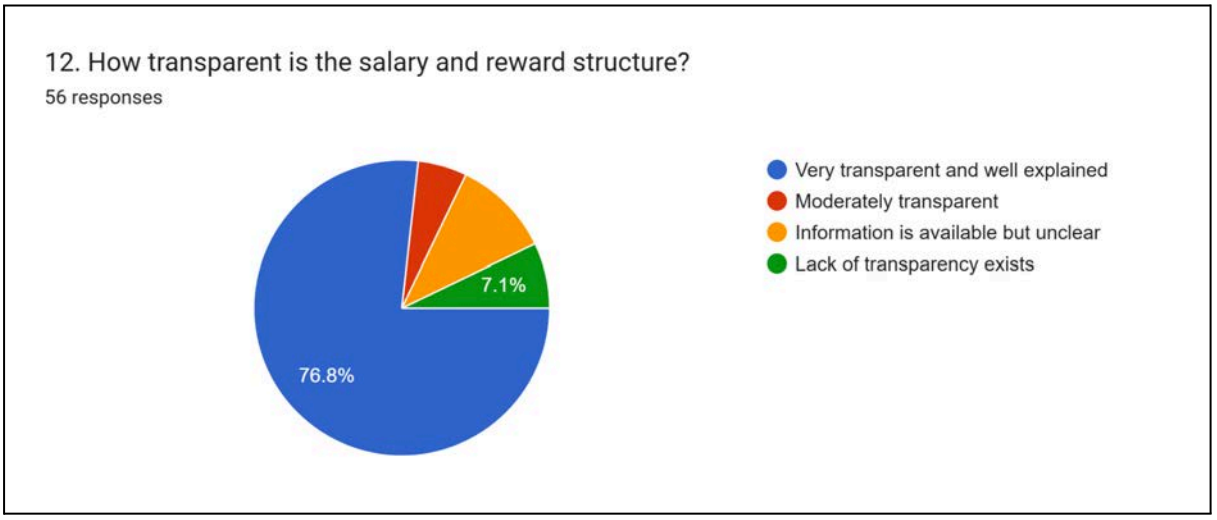


Description: The graph shows that employees think the compensation practices are good. Out of 56 people who answered, 78.6 percent, which's 44 employees said the pay is fair when compared to other companies in the same industry. 7.1 Percent, which is 4 employees thought the pay needs to be changed. This means that Renata has a compensation system that's competitive, with other companies.



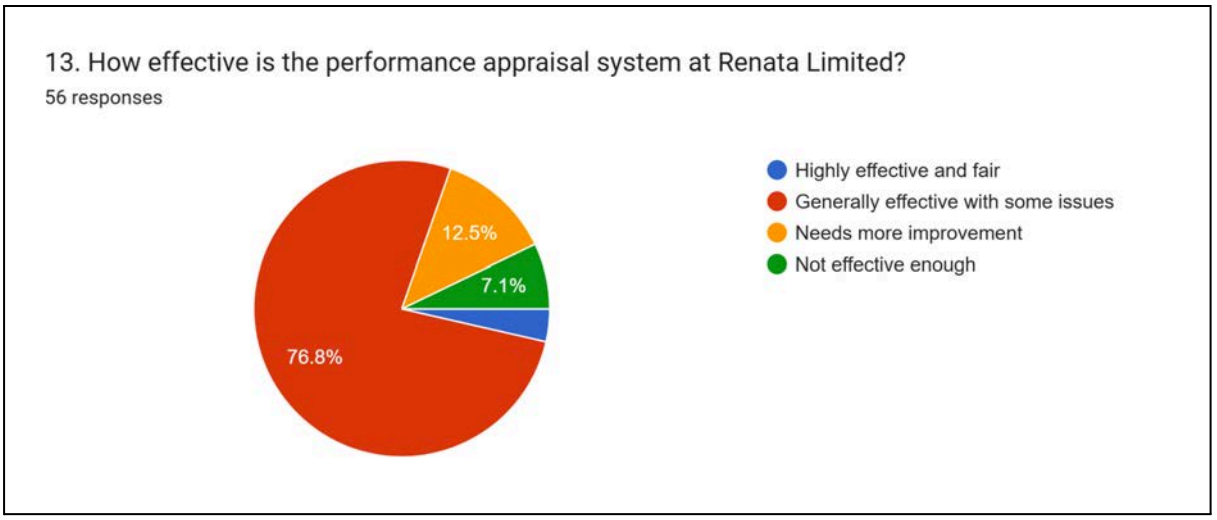
Description: The graph shows how happy employees are with the benefits they get. We asked 56 people and most of them 43 employees to be exact said the benefits are good enough, for what they need. Some employees 7 of them thought the benefits were okay but

not great. A few employees 4 of them thought the benefits need a lot of work. So the result is that the benefits are fine. There are things that can be done to make them better.



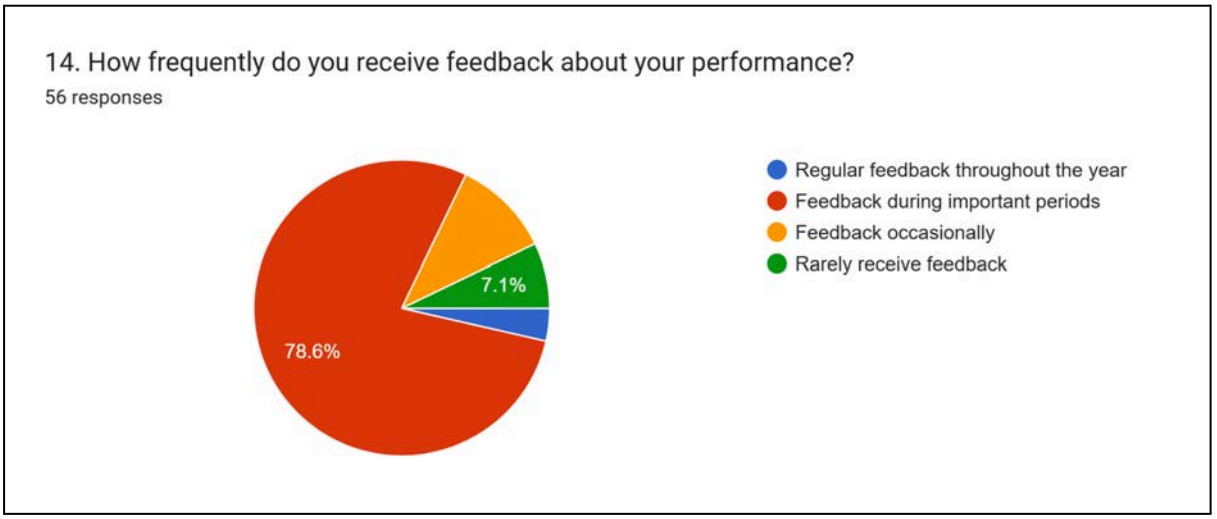
Description: The graph shows that the salary and the reward systems are viewed positively by the employees. There are 56 employees and most of them that is 76.8 percent, which's 43 employees think that the salary and reward structure is very transparent and it is explained well. A few employees, around 7.1 percent, which is 4 employees feel that the transparency of the salary and reward systems needs improvement. This means that Renata has a salary and reward structure in place, for the employees.

Description: The graph shows what employees think about the performance appraisal. Out of

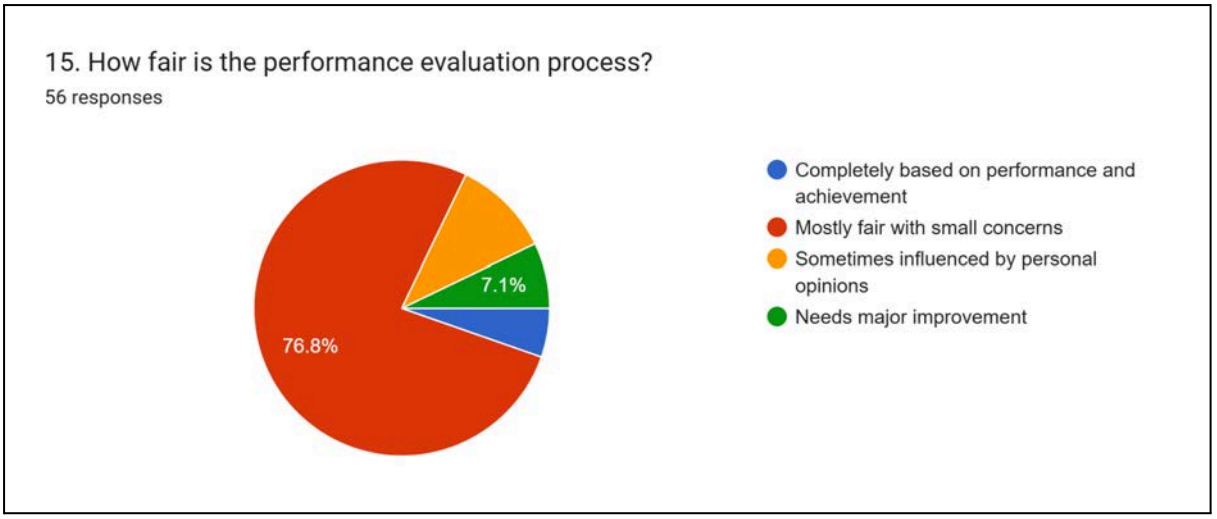


56 people who answered, 76.8% or 43 employees said the system is okay but has some problems.Around 12.5%, which is 7 employees think it needs to be improved. 7.1% Or 4

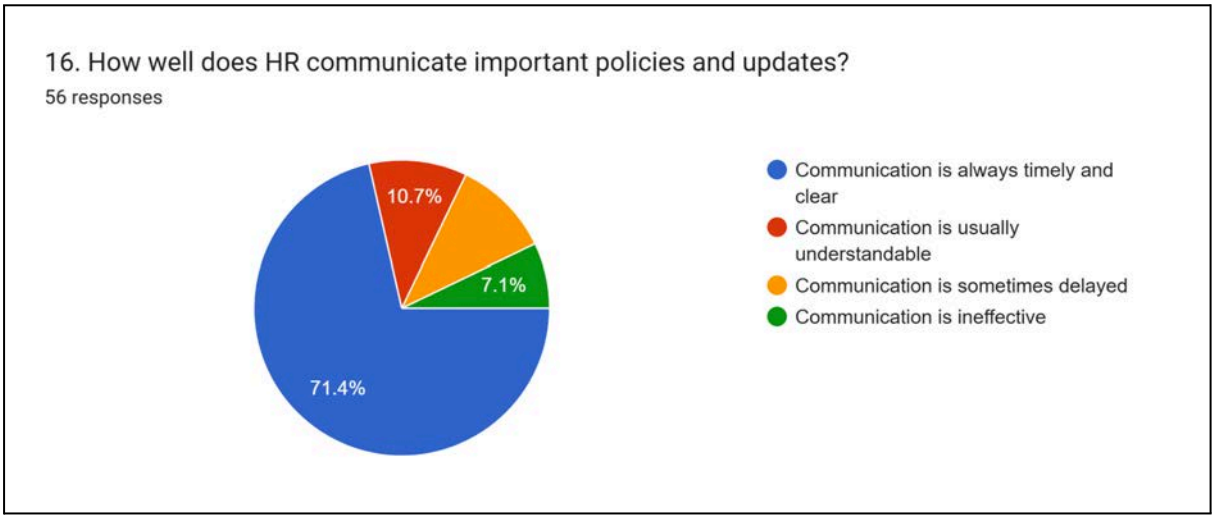
employees think it does not work well. This means that the appraisal system is working but needs some changes to make it better. The appraisal system. Needs refinement.



Description: The graph shows that employees usually get feedback when it really matters. Out of 56 people who answered, 78.6 percent, which's 44 employees said they get feedback during important periods. 7.1 Percent, which is 4 employees said they hardly ever get feedback. This means that the company can work on giving employees feedback often. Employees need feedback and the feedback should be given to employees regularly so employees can do their jobs better. The company can give employees more feedback during important periods like when employees are working on important projects and this will help employees and the company because employees will get the feedback they need from the company.

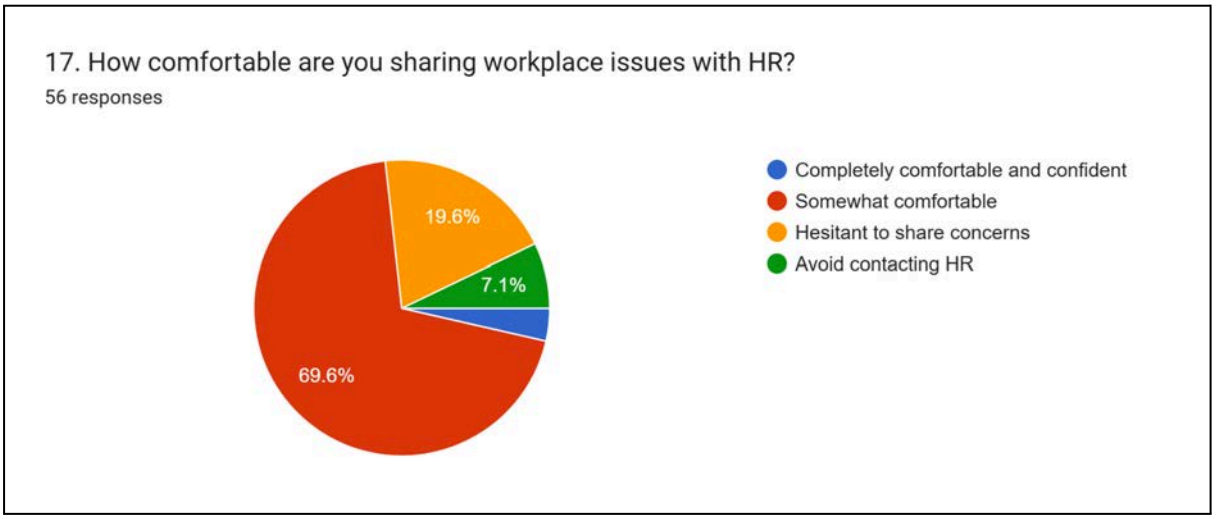


Description: The graph shows that 78.9%, people think the evaluation process is mostly fair but with some small issues. 7.1% people think it needs to be improved. Most employees think the evaluation system is okay not perfect, but fair. Employees think evaluation is mostly fair.

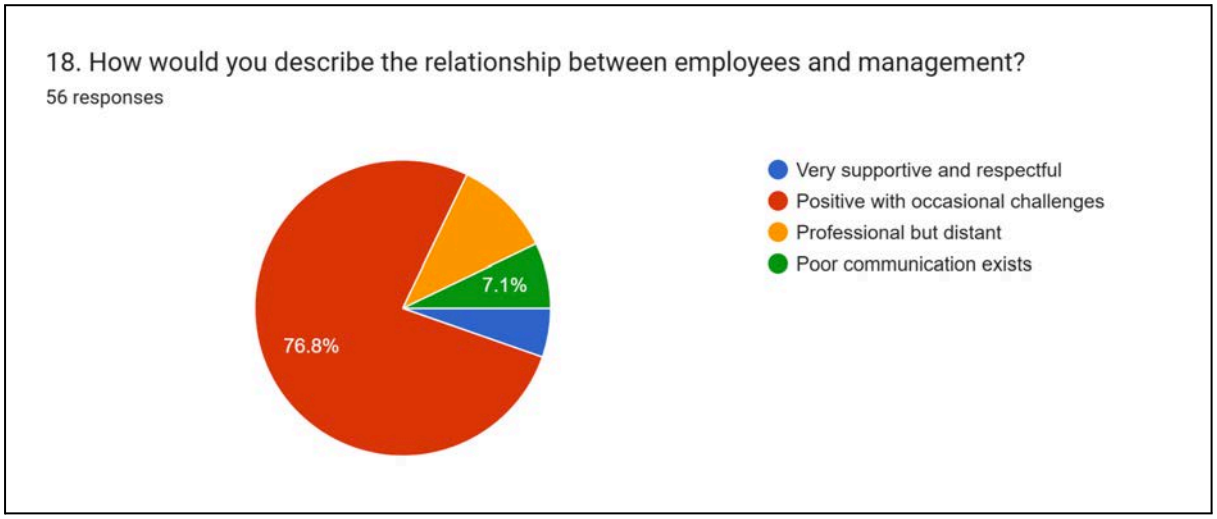


Description: The graph shows that the Human Resources department is really good, at communicating. Out of 56 people who answered, 71.4 percent, which's 40 employees said that the Human Resources department always communicates in a timely and clear way. 10.7 Percent, which is 6 employees thought the communication was slow.. 7.1 Percent, which is 4 employees did not think the Human Resources department communicated well. This means

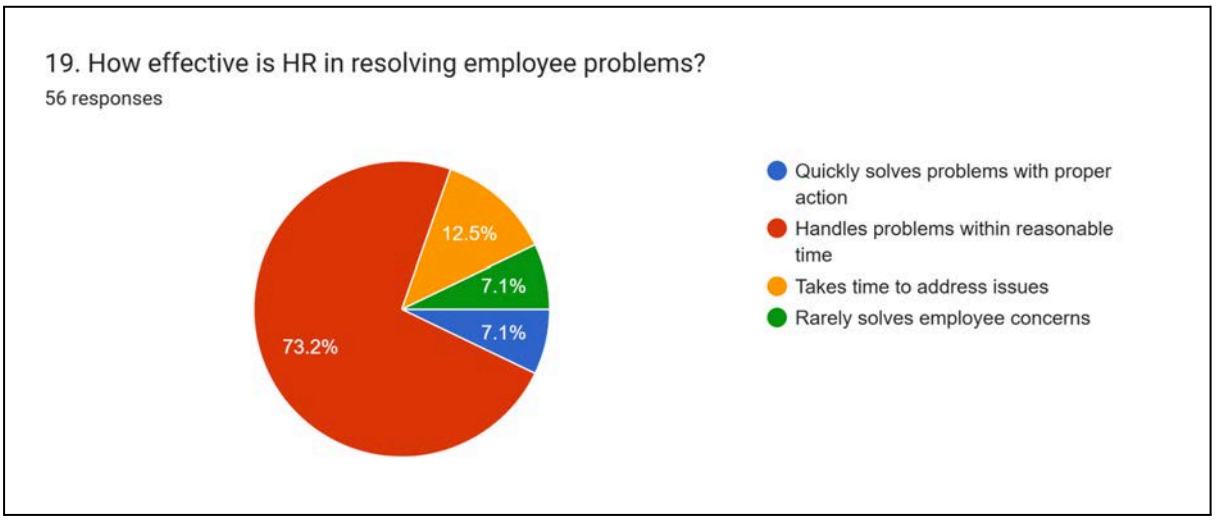
the Human Resources department is doing a job of communicating but the Human Resources department can still do better.



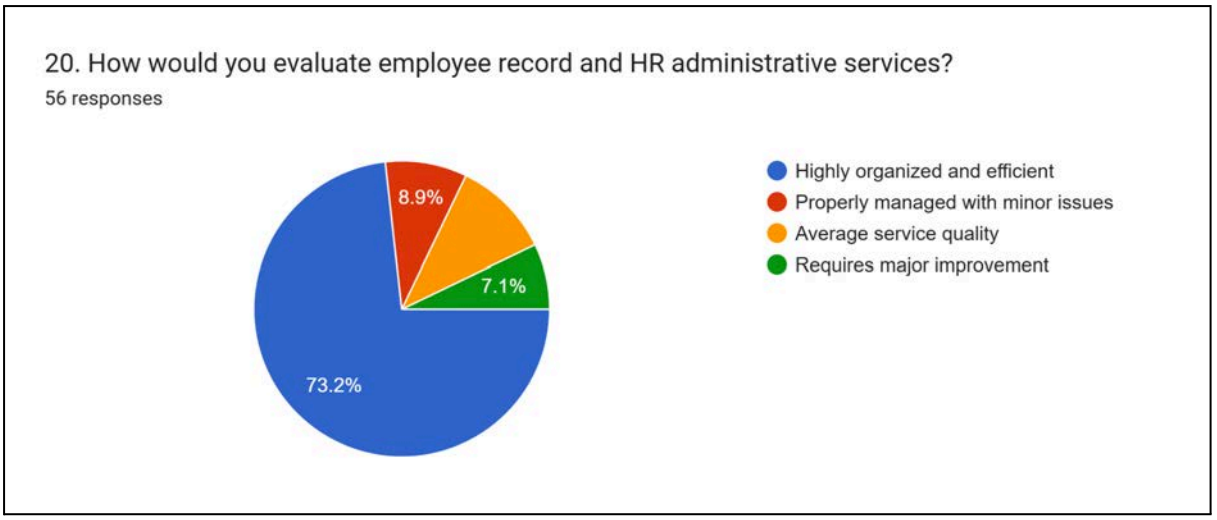
Description: The graph shows what employees think about HR. Out of 56 people who answered 39 said they feel a bit okay about talking to HR about problems. That is 69.6%. 11 People or 19.6% are not sure if they want to share their concerns.. 4 People or 7.1% just avoid HR altogether. This means HR needs to work on making employees trust them more. HR is important for employees to feel sharing issues with. Employees need to feel like HR's on their side. The graph also shows that some employees do not feel comfortable talking to HR. HR needs to do a job of making employees feel comfortable. Employees need to trust HR. HR should try to make employees feel more comfortable.



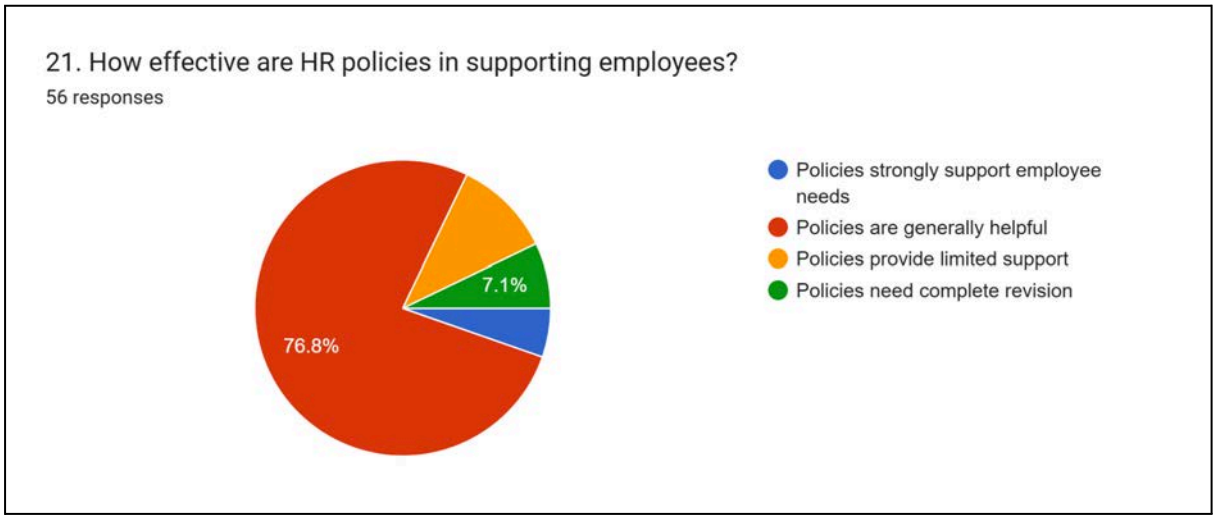
Description: The graph shows that the relationships between employees and management are mostly good. Out of 56 people who answered, 76.8 percent which's 43 employees said that their relationship with management is positive but they do have some problems sometimes. 7.1 Percent which is 4 employees said that the communication between employees and management is not good. This means that the relationships between employees and management are generally healthy. Employee-management relationships are mostly positive. This is a good thing, for employee-management relationships.



Description: The graph shows that HR handles employee problems well. Out of 56 employees 73.2% or 41 employees said HR solves problems in a time. Some employees, around 12.5% or 7 employees think HR takes a bit of time to address issues. The findings say HR provides support but they can improve on responding quickly. HR handles employee problems well. Hr needs to work on response speed.

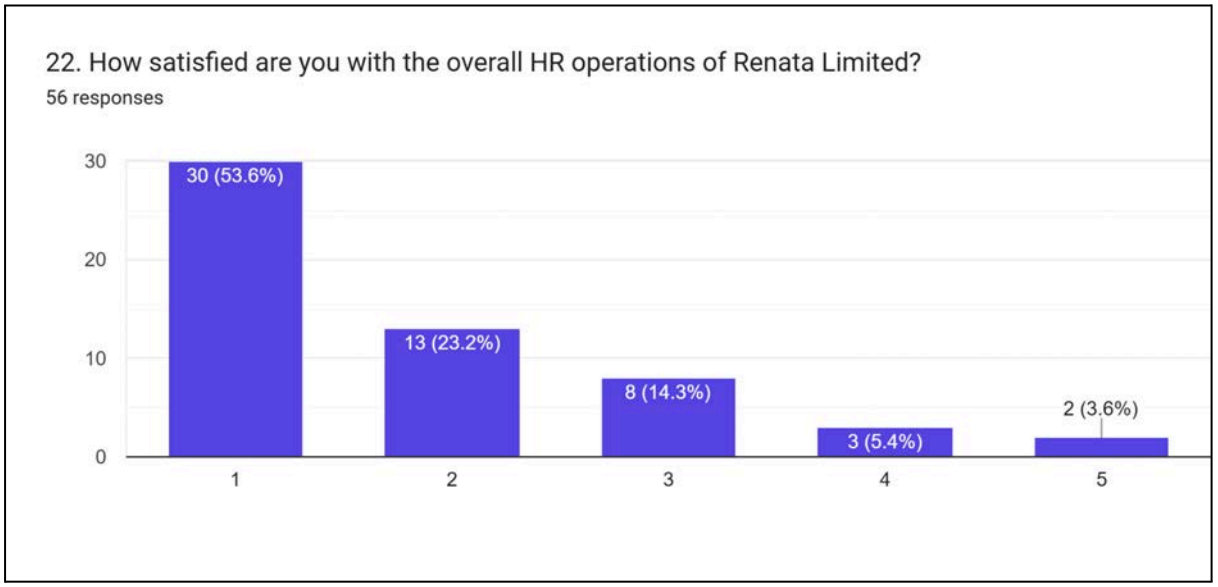


Description: The graph shows that people think the HR administrative services are good. Out of 56 people who answered, 73.2 percent, which's 41 people said the services are very organized and work well. 8.9 Percent, which is 5 people thought the services are managed well but have a few small problems. This means the HR administration is doing a job, with the HR administrative services. The HR administrative services are really effective.

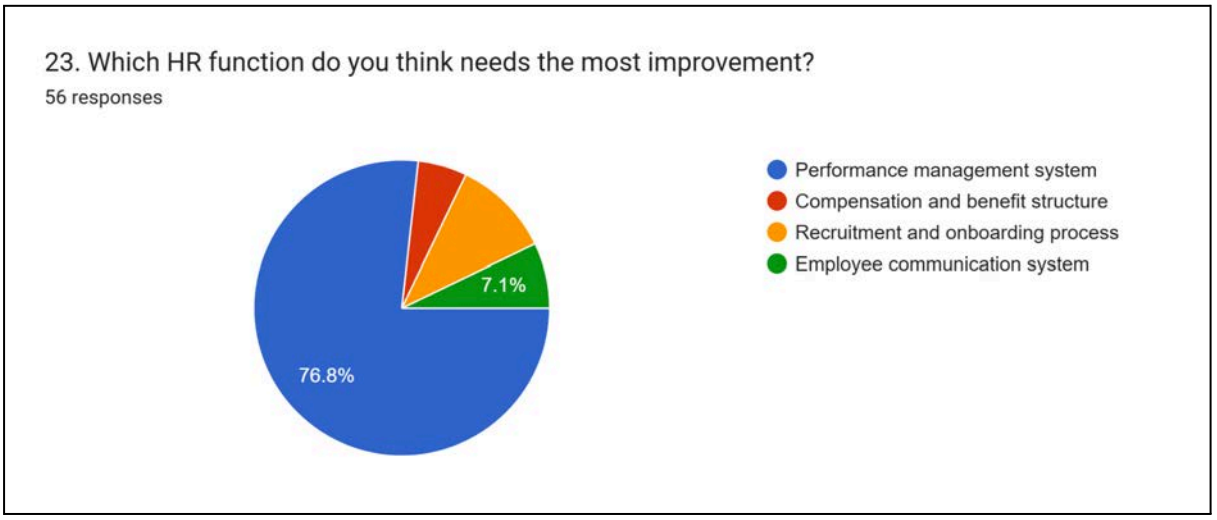


Description: The graph shows that Human Resources policies are really good, for employees. Out of 56 people who answered, 76.8 percent which's 43 employees said that the policies are helpful. 7.1 Percent which is 4 employees think that Human Resources policies

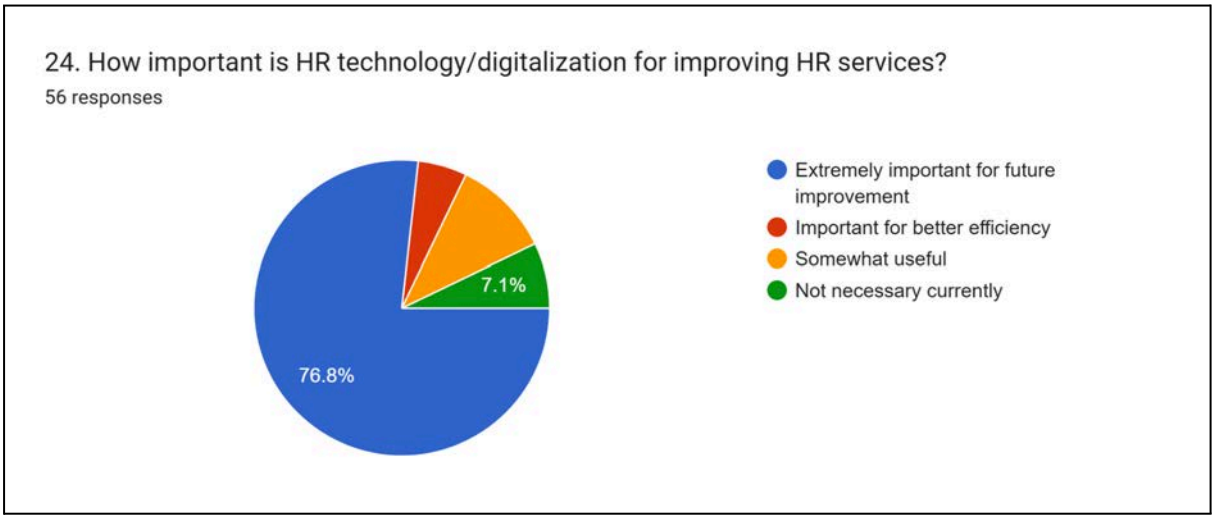
need to be changed completely. This means Human Resources policies are working well but Human Resources policies need to be improved all the time.



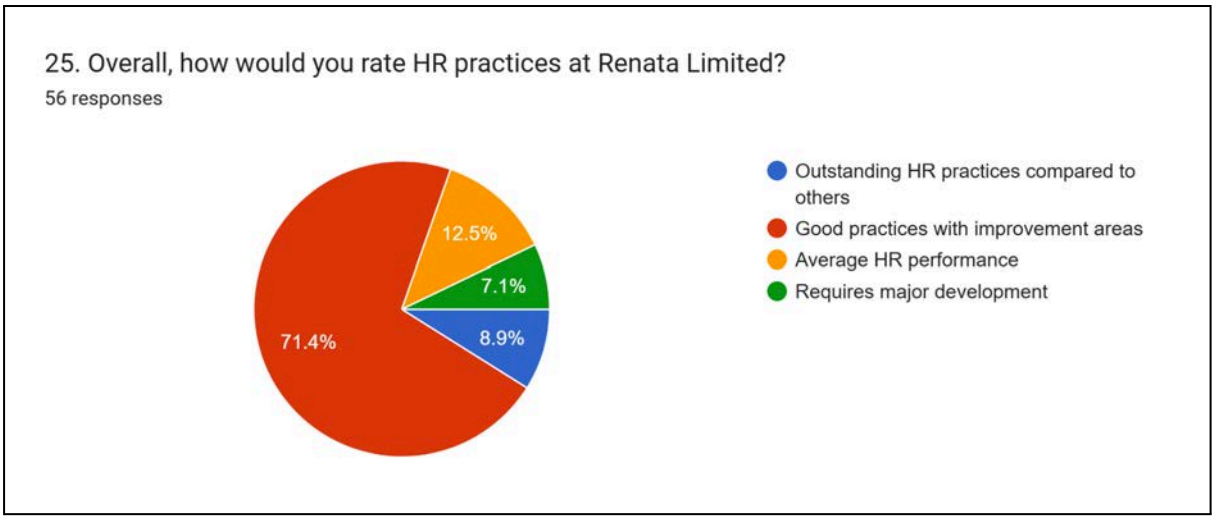
Description: The graph shows what employees think about their jobs. It looks at what fifty six employees said. Thirty of the employees which is fifty three point six percent said they were very satisfied they gave a rating of 1. Thirteen employees, which is twenty three point two percent said they were fairly satisfied they gave a rating of 2. Eight employees, which is fourteen point three percent said they were okay they gave a rating of 3. Three employees, which is five point four percent said they were happy they gave a rating of 4. And two employees, which is three point six percent said they were very happy they gave a rating of 5. What we see from the graph is that employees have thoughts, about the Human Resources operations.



Description: The graph shows us the areas that need to be improved. We had 56 people answer our questions and 43 of them which's 76.8% said that the performance management system is the area that needs to be improved. A few people, 4 to be exact which is 7.1% said that the employee communication system needs some work. This tells us that the performance management system is something that the human resources team should really focus on and try to make.



Description: The graph shows what employees think about HR technology. There were 56 people who answered and a lot of them 43 to be exact said that making HR digital is really important for making things better, in the future. A few people, 4 employees said they do not think it is necessary right now. This shows that using HR technology is something we should really consider.



Description: The last graph looks at how the Human Resources practices are doing. Out of 56 people who answered, 71.4 percent, which's 40 employees thought the Human Resources practices were good but needed some work. 12.5 Percent, which is 7 employees thought the Human Resources performance was just okay.. 8.9 Percent, which is 5 employees thought it was really great. What we found out is that Renata's Human Resources practices are working well but need to keep getting better.

Chapter 5: Findings

The main findings from my report based on the research I have conducted are mentioned below:

1. The results show that people who work at Renata Limited are happy with how the company hires employees. A lot of the people who answered the questions said that the way Renata Limited hires people is fair and transparent. They think the company does a job of telling people what the job requires and picking the right person for the job. People like that. Renata Limited hires people based on how good they are at their job.

2. The onboarding process at Renata Limited got feedback from employees. People who work at Renata Limited said they got to know the company's rules when they first started. They found out what their jobs are and what they need to do every day. Most people who work at Renata Limited said their bosses and coworkers helped them a lot when they were new. The way Renata Limited introduces employees to the company seems to be working really well. New employees can get used to Renata Limited. Do a good job because of this. Renata Limited's onboarding process is really helping the employees, at Renata Limited.

3. Training and development are very important at Renata Limited. The employees at Renata Limited are happy with the training they receive. They like the training programs because these programs help the employees at Renata Limited learn skills and do their jobs better. The employees at Renata Limited think that the training programs help them do a job. The employees at Renata Limited learn more about their work. The employees

at Renata Limited also think that the training programs help them with their careers at Renata Limited. The study shows that Renata Limited cares about the employees at Renata Limited and wants them to keep learning and getting better at their jobs at Renata Limited. Renata Limited wants to make sure the employees at Renata Limited have the training and development they need to do their jobs at Renata Limited. Training and development are a part of what Renata Limited does for the employees, at Renata Limited.

4. The study found that employees are happy with the money and benefits they get from the organization. Most people who answered the survey think the salaries and benefits are good. They like the time off and programs to help employees. These things are similar to what other companies offer. The money and benefits make employees want to work and be happy with their jobs. Some employees think the organization should give rewards to employees who do a good job. Employees like the compensation packages because they are fair. The compensation packages help with job satisfaction. Employees think compensation and benefits are good because they are fair and they help employees be happy, with their jobs. The organization should keep giving employees compensation and benefits. The study shows that employees like the money and benefits they get from the organization, and that is why they are happy with their jobs.

5. When I look at all the things the human resources department does, managing how people do their jobs is not doing as well as other areas. Most employees of Renata PLC think that they get evaluated on a basis, but some people have problems with how fair and open these evaluations are and how they are told about the results. A lot of people said that they want to know what they are being judged on when it comes to their performance, and they want to get more feedback on how they are doing. This tells us that managing performance is still the thing that the human resources department needs to work on, specifically performance management. Performance management is the area that needs to get better, and that is what we need to focus on with performance management.

6. Employee relations at Renata Limited got good feedback from the people who responded. The employees said they get along well with their supervisors and the people they work with. Most of the people who responded said that the management team at Renata Limited listens to what the employees have to say. They like it when people work together as a team, and they are good at solving problems that come up at work. All of

this shows that Renata Limited has a workplace where people support each other and work together, which is really great for employee relations at Renata Limited.

7. The Human Resources effectiveness score shows that employees think Human Resources operations are doing a job. People agree that human resources policies are applied consistently and that human resources services make a difference to how happy employees are and how well the organization performs.

8. The study showed that recruitment and onboarding support are really important for how happy people are with their jobs. This is what sixty percent of the people who answered the survey said. It is very clear that making people happy when they are first hired and when they are getting used to the company is a deal. People like it when they are treated well at the beginning.

   Recruitment and onboarding support at Renata are what matter the most. Compensation and benefits are the things that people like. Then there are training and development opportunities and how employees get along with each other. Recruitment and onboarding support is what helps people like their jobs.

9. The study at Renata Limited shows that the Human Resources operations at Renata Limited are working well. Employees at Renata Limited think that the recruitment, the onboarding, the training and development, are good.

10. The Human Resources operations at Renata Limited need to make some changes to the performance management system. This will help to make the employees at Renata Limited trust the Human Resources operations at Renata Limited, and it will also make the employees at Renata Limited more motivated and committed to Renata Limited.

Chapter 7: Recommendations and Conclusion

7.1 Recommendations

Based on my personal internship-related experience, I have tried to pinpoint some problems in HR operations practices at Renata and have provided some solutions below:

- Renata needs to work on performance management because it's the area where the human resources team is doing the worst job. Management at the company should

make sure that the system they use to evaluate employee performance is fair and easy to understand. The people who work at the company need to know what they are being judged on when it comes to their performance.

When the evaluation is done, the results should be talked about with the employees in a way. The company should have meetings with employees on a regular basis to give them feedback. This will help the employees figure out what they are good at and what they need to work on. Performance management is something that the company really needs to focus on to make it better.

- Employees should get something for doing their job. They should get rewards and recognition when they achieve goals. If we give employees rewards based on their job performance they will be more motivated. We can give them bonuses. Recognize their work. This makes them want to work. They will be more involved in their job. Employees will be happier. They work better when they know they can get rewards, for their achievements. Giving employees performance-linked incentives and recognition programs makes them feel valued. They want to do their best.

- Training and development at Renata Limited got a score for satisfaction. Renata Limited needs to keep spending money on training for their employees. They should make sure to have programs for teaching leaders, technical training and learning on computers. This will help Renata Limited get bigger and stay ahead of companies. Renata Limited will be better if their employees have skills. Renata Limited should make sure to prioritize things that help their employees learn. This will help Renata Limited grow. Be competitive, for a long time.

- The people in charge at Renata should make a way for employees to tell them what they think on a basis. They can do things like ask employees to fill out surveys. Have programs where employees can say what they think would make things better. The management team should also talk to each department to see what is going on. This will help the management team at Renata figure out what is bothering the employees at Renata and make the help that the human resources department at Renata provides to the employees at Renata better and better, over time. The management team will use these employee feedback systems to make sure they are doing everything they can to help employees and make the human resources services better.

- Management and employees need to talk to each other more. When the people in charge are honest with the employees about what's going on with the company like the decisions they make and the rules for the human resources department and how to get a promotion and how they decide who is doing a good job it helps the employees trust the people in charge. The employees like to know what is going on. This kind of talking is really important for the employees to feel good about their work at the company. Communication between the management team and the employees is the key, to making this work at the company.

- When a company recognizes what its employees do, it can really help them feel better about their jobs and want to work. The company might start giving out Employee of the Month awardsThis can be great, for staff happiness and motivation.
- The organization needs to keep doing a job with recruitment and onboarding because these things really matter to people who work there. Recruitment and onboarding are very important for job satisfaction. So Renata should keep working on making recruitment and onboarding better. This will help the organization get employees and keep them. The organization should always try to improve recruitment and onboarding to attract employees and keep them happy with their jobs at the organization.

- Although employees are generally satisfied with compensation and benefits, additional welfare initiatives such as health and wellness programs, counseling support.

- Renata should keep using HR systems for things like finding new people to hire, keeping track of who is at work, seeing how well employees are doing, storing information about employees, and managing training programs. Digital HR systems can make things run smoothly, give the people in the office less work to do, and make things better for the employees. The organization can use HR systems to make recruitment easier and digital HR systems can help with attendance management, and digital HR systems can also help with performance evaluation and employee records and training administration.

7.2 Conclusion

The way a company takes care of its employees is really important for the company to do a job and for the employees to be happy. This study looked at how Renata Limited takes care of its human resource operations. It did this by looking at things from the employees point of view. The study also checked if the main things that human resource operations do are working well at Renata Limited. Human resource operations are very important for a company, like Renata Limited.

The people who work at Renata are happy with how the company finds employees helps them get started teaches them pays them and takes care of the people who work there. The people who work at Renata are really happy with the training they get to do their job. The company is doing a job with teaching the employees at Renata Limited new things and helping them get better at their jobs, which is a big part of what the human resource people at Renata Limited do. The work that the human resource people at Renata Limited do is very important at Renata Limited and the employees, at Renata Limited think too.

The study shows that performance management needs a lot of improvement. Employees are concerned about the appraisal process. They want to know if it is fair and clear. They also want to know how they get feedback. If the company improves these things employees will trust the company more. They will be motivated to work. As a result they will be more committed to the organization and performance management. Employees want to see changes, in performance management.

Overall the study finds that Renata Limited is doing well with human resources tasks. This helps to keep employees satisfied and makes the organization function smoothly. Renata Limited's human resources department plays a role in making employees happy. To take it to the level Renata Limited should consider the suggested changes to its performance management. By doing the company can improve its human resources department boost employee happiness and engagement and ensure long-term success, for Renata Limited. The changes will help Renata Limited to achieve its goals and make its employees feel more valued.

So to sum it all up having Human Resources operations is really important for a company to do well and grow. Human Resources operations are what make a company run smoothly and

Human Resources operations are essential, for the success of a company. Renata Limited is really good at helping its employees grow. The way Renata Limited treats its staff is very nice. Renata Limited always tries to improve things. This helps Renata Limited to do in Bangladesh's pharmaceutical market, which is very competitive. The way Renata Limited handles its employees will help the company move forward. Renata Limited's employees are important, to the company.

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