



Inspiring Excellence

**Internship report on “The payroll & Secretarial Procedure of GlaxoSmithKline
Bangladesh Limited and the Employee Satisfaction on it.”**

Submitted to:

Shamim Ahmed

Lecturer

BRAC Business School

BRAC University

Submitted By:

Farhan Fardeen Kabir

ID: 15104051

BRAC Business School

BRAC University

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8th May, 2019

Internship Report on

**“The payroll & Secretarial Procedure of
GlaxoSmithKline Bangladesh Limited
and the Employee Satisfaction on it.”**



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Letter of Transmittal

April 17, 2019

Shamim Ahmed

Lecturer, BRAC Business School

BRAC University

66, Mohakhali, Dhaka-1212, Bangladesh

Subject: Submission of internship Report on “The payroll & Secretarial Procedure of GlaxoSmithKline Bangladesh Limited and the Employee Satisfaction on it.”

Dear Sir,

This is a matter of utmost pleasure for me to submit you an internship report titled “The payroll & Secretarial Procedure of GlaxoSmithKline Bangladesh Limited and the Employee Satisfaction on it”. I was given the opportunity to work in the corporate office of GlaxoSmithKline Bangladesh Limited. I gave my hundred percent effort while preparing the report and tried to cover all the things I could and tried to follow all the advices my supervisor while preparing it. I have learnt a lot while preparing this report and hope I can implement my learning in the future.

Lastly, I am very thankful to you for the utmost support and guidance you showed to me while making this report. I hope this report has served its purposes and will satisfy your requirements.

Sincerely Yours,

Farhan Fardeen Kabir

ID: 15104051

BRAC Business School.

BRAC University

Letter of Endorsement

This Internship report titled “The payroll & Secretarial Procedure of GlaxoSmithKline Bangladesh Limited and the Employee Satisfaction on it.” has been submitted to BRAC Business School as a requirement to complete the degree of Bachelor of Business Administration by Farhan Fardeen Kabir (ID- 15104051) from BRAC Business School, BRAC University on 30th April, 2018. This report has been accepted and granted the permission to present in front of the Internship Defense Committee for evaluation. The author is only accountable for the information provided in the report.

Shamim Ahmed (Internship Supervisor Faculty)

Lecturer

BRAC Business School

BRAC University.

Letter of Acknowledgement

First of all I would like to thank almighty Allah for the grace of him I had the patience to finish this report and was able to submit within the time. He gave me the strength and utmost patience to finish it within time, without his precious blessings and kind wish it was never possible.

Second of all I would like to thank my internship supervisor Mr. Shamim Ahmed. He was a very kind person and helped me with kind heart whenever I went to him for help. He guided me with proper directions which really helped me to finish the report. He gave me proper idea about the structure of the report, helped me to understand how I can put my theories and practical implications which I learned in the internship program in the report. Because of his generous guidance I was able to finish my report in a comfortable way.

Further I would like to thank my on site supervisor Mr. Probal Raha, who is working as a deputy company secretary in GlaxoSmithKline Bangladesh Limited. Despite working in such a big post in a multinational company he never fell hesitated to help me rather he gave me the opportunity to work with him, showed me practically how the works are done in the company, gave me tasks so that I could learn about the real work and he was always there beside me to give me proper feedbacks about my work. He also gave me the opportunity to go in various visits with the other employees of the company. I would also like to thank my office colleagues, they were always beside me whenever I needed them and gave me all the help I needed as an armature person in the office environment. They never gave me the chance to feel uncomfortable while working.

Finally, I would like to thank all my friends, family and parents also who gave me constant support, encouragement and guidance to finish this report.

Executive Summary

The report is basically on the payroll and secretarial procedure of GlaxoSmithKline Bangladesh Limited. In my internship period I have worked as an intern in the payroll and secretarial department of GlaxoSmithKline Bangladesh Limited. As an intern I have seen closely how the department runs. In this report I have talked about the entire payroll procedure of the company as well as the secretarial procedure of the company as well. In this report I illustrated what payroll and secretarial is, I also pointed out the tasks of payroll department like how it gives the salaries to the employees, how it process the advance payments, how they do the final settlements and other settlements. I also talked about the GVR process of GlaxoSmithKline Limited which is done by this department and also summarized the pension process of the company. Furthermore, I illustrated different functions of Secretarial department how they do all the legal works and also preserve the documents, arrange EGMs and AGMs. The report also talks about the current software used by GSK Bangladesh which is SAP and the old software used of payment process JVR as well. The report also contains a brief idea about the satisfaction level of the employees working in GSK Bangladesh about the current payment process where I took interview of hundred GSK Bangladesh employees working in the corporate office and asked them few questions about the current payment process of the company, I took their reviews and made a summary with graphs attached for every questions and attached in the report. So, the report contains a picture of the satisfaction level of the employees working in GSK Bangladesh about current payment system. I also illustrated my jobs as an intern in this report. At last I tried to give some recommendations and suggestions in this report over the entire payroll and secretarial process of the company based on my observations while working in GlaxoSmithKline Bangladesh Limited.

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Chapter 1:

Introduction

1. Introduction:

1.1 Introduction of the company:

In the past four years in BRAC University I have been taught about different segments of business studies. I have done my majors in Human Resource Management and Finance but in the past four years I have done basic courses of other business related subjects as well. In all those courses including my major subjects I actually learned more about the theoretical practices of those subjects and after finishing all the courses university has given the opportunity to do an internship and the main objective of the program is to give the real feeling how real corporate world works and how all the theories which we learned theoretically all these days can be implemented in the real life. The objective is to get the students adjusted to the real job world where we have to implement all the things we learned practically.

Because I have been given a chance to do an internship, as per BRAC University's requirement I have to submit an internship report where I have to illustrate what I learned in the past four years and what I learned in the corporate world. As a Part of that I did my Internship in GlaxoSmithKline Bangladesh Limited in Payroll and Secretarial department under the supervision of Mr. Probal Raha who is working as a Deputy Company Secretary in the company. At the same time I was wonderfully supervised by my supervisor Mr. Shamim Ahmed who supervised the report very well and always supported me about making the edits and the adjustments that was required in the for making the report a good one.

1.2 Objective of the Report:

GlaxoSmithKline Bangladesh Limited is one of the largest Bangladeshi multinationals operating in Bangladesh and the main objective of the report is to illustrate how the legal, secretarial and Payroll department works. Here in the report I will describe the entire procedure of the payroll processes of GSK Bangladesh and how the legal and secretarial department works. The payroll procedure includes how calculating how much performance bonuses will an employee get, it includes the entire salary procedures and also includes the final settlement procedure of the company where employees claim all their claiming once they leave the organization. I will also talk about the Gratuity Voluntary retirement (GVR) process of GSK Bangladesh which several employees had to go through as the pharmaceuticals business of GlaxoSmithKline Bangladesh has been closed down few months ago. The main objective of creating this report is to illustrate the importance of Payroll and Secretarial department of GSK Bangladesh, to show the difficult and tough situations the department has to go through mostly at the end of the month when the employees come up with all their legal claims which they are entitled by the company. The other objective of the report is to find out the limitations of the department and to recommend few suggestions to the organization so that they can work on the problems and improve on it. The report will also help me to complete my BBA program and will also help me to know more in details about the procedures and the practices that a multinational organization does.

1.3 Methodology:

To create this report I had to use both primary and secondary data. To make it viable and more authentic and credible I used all the information I accumulated. The data I gathered for this report is given below:

Primary Data:

1. I got the information by working in the Payroll and Secretarial department where I have worked directly solving a lot of issues.
2. I talked with my on site supervisor Mr. Probal Raha who is also the deputy company secretary in the organization and has been working in the organization for more than 10 years and knew a lot of things from him and took important information. I also got

a huge amount of help from the managers and the executives working in the department also helped me a lot to collect data about the department.

3. I also got data and information by talking to other employees from different departments as well.

Secondary Data:

1. I took information by searching in the internet and collected information from various journals and reports on GlaxoSmithKline Bangladesh Limited.
2. I took information from past few years Annual reports of GSK Bangladesh.
3. Got precious information by reading the HR policies of GSK Bangladesh Limited.
4. I also got precious Information from GlaxoSmithKline Bangladesh's official website.
5. Also gathered information from the news that was published about GSK Bangladesh limited in various daily newspapers.

1.4 Limitations:

While creating this report on GlaxoSmithKline Bangladesh Limited I faced a lot of difficulties and challenges as well. The limitations or the challenges I faced is given below:

1. I worked in the Payroll and Secretarial Department of GlaxoSmithKline Bangladesh Limited. The department deals with all internal payments of the company. So it was highly confidential. So there are number of things which I could not disclose in this report.
2. The department also deals with all the legal work of the company which is also very confidential and those things were not allowed to share with me.
3. The only way to know about the company's background information was to either from internet browsing or from Annual reports. So it was very difficult for me to gather appropriate adequate information about GSK Bangladesh.

4. Since the company is in a transition, most of the employees were so busy with closing down their respective works so it was difficult for me to seat with them and interviewing them for a longer period of time.
5. I had time constraints for collecting information as three months were very short time to gather all types of information about an organization.

Chapter 2:
Company overview of
GlaxoSmithKline
Bangladesh Limited

2. Company Introduction:

2.1 Background and overview of GlaxoSmithKline Plc.:

GlaxoSmithKline plc. is one of the world's largest pharmaceuticals companies, which currently ranked as the 6th largest pharmaceuticals company in the world and one of the companies of fortune 500 ranked 290th in the list. Currently GlaxoSmithKline Plc. has earned revenue of 30.821 billion Euros. Apart from pharmaceuticals business GlaxoSmithKline have many other divisions as well, they produce vaccines, oral healthcare products, nutritional healthcare products as well. The organization currently has an operating income of 5.483 billion Euros and net income of 4.046 billion Euros as per the reports of 2018. Currently the company has 98,462 people working for them throughout the world. GlaxoSmithKline Plc. is a UK based company and the headquarters is situated in the city of Brentford, London in United Kingdom. As a multinational Pharmaceuticals company GlaxoSmithKline has always tried to give the best and quality products to the consumers. They have been running their operations since 1715 and have always emphasized a lot on the innovations and exploring. GSK Plc. is well known as one of the pioneers in the industry and also known for great researches. GlaxoSmithKline Plc. is also a listed company in London Stock exchange and New York Stock Exchange. Apart from these two large share markets the shares of GlaxoSmithKline are listed in many stock markets around the world. GlaxoSmithKline is also primarily listed in the Financial Times Stock Exchange 100 index (FTSE 100) list. The company has business around 70 countries around the world and also imports it's product in many other countries around the world. Emma Walmsley is currently working as the Chief Executive Officer of GlaxoSmithKline Plc. she has been appointed in this post in 2017 as the first ever woman CEO of the company.

2.2 The History of GlaxoSmithKline Plc.:

GlaxoSmithKline has an enriched history in the sector. The company is operating for more than 300 years. It was established in 1715 named Plough Court Pharmacy in London. It was first established by a person named Silvanus Bevan which later on after few years became Allen and Handburys Limited. The company ran its business for more than 100 years with this name.

In 1830, John K. Smith and one of his friends opened a medicine store in Philadelphia which after few years became Smith, Kline and company. In 1848 another man called Thomas Beecham launched a business named Beecham's Pill business in England.

In the year 1880 two persons named Henry Wellcome and Silas Burroughs created Burroughs Wellcome and company. In 1884 Burroughs Wellcome officially started producing pills and tablets with official recognition.

In 1891 Smith, Kline and company bought French, Richard and company as a result number of names were changed in the period.

In 1906 Joseph Nathan and company who used to sell dried milk as children's food changed its products name to "Lacto" to "Glaxo" to get more exposure and this is how the name "Glaxo" first came to scene. The name "Glaxo" was registered after a few days. After few days it turned into Glaxo laboratories and started producing medicines. By 1944 the Glaxo Laboratories started producing 80 percent of UK's penicillin. The majority of the market of Pharmaceuticals industry in UK at that point of time was covered by Glaxo Laboratories. Glaxo ran its operation like this till early 90s.

Meanwhile in 1989 SmithKline Beckman group and Beecham group merged together and created SmithKline Beecham Plc.

After few years in 1995 Glaxo and Wellcome merged together and became Glaxo Wellcome, which was world's largest pharmaceuticals company at that point of time.

Ultimately in the year 2000 Glaxo Wellcome and SmithKline Beecham merged together and created GlaxoSmithKline plc. Which is currently operating with the same name and mostly known as GSK. So if I Show the entire transformation process in a chart it will look like the chart below:



2.3 History of GlaxoSmithKline Bangladesh Limited:

GlaxoSmithKline has been operating in Bangladesh for years and has been operating in this country in various names as the company has gone through various mergers and acquisitions over the past seven decades. GlaxoSmithKline Bangladesh is the chain of GlaxoSmithKline Plc. of United Kingdom. GlaxoSmithKline started its operation in this country back in 1949. In that time they started their operation as a core Pharmaceuticals company. GlaxoSmithKline then started their operation as Glaxo which basically imported Pharmaceuticals goods in the country. At that point of time Glaxo company did not have any factory in Bangladesh. They only imported medicines from Glaxo company of UK. In 1967 Glaxo company started manufacturing medicines in their own factory in Dewanhaat in Chittagong. But still they continued to import medicines from other branches of GlaxoSmithKline as well throughout the world. GSK ran their operation till 1971 as Glaxo Pakistan Limited. After Bangladesh got independent in 1971 for two years Glaxo Limited did not change their name and did not manufacture any medicines or vaccines in the years between 1971 and 1973. On 25th February 1974 Glaxo Pakistan Limited registered their name as Glaxo Bangladesh Limited and from then on operated as Glaxo Bangladesh Limited till 1995. In 1995 when Glaxo and Burroughs Wellcome merged together the organization changed its name to Glaxo Bangladesh limited to Glaxo Wellcome Bangladesh Limited. It continued its operation with this name till 2000. In the year 2000 Glaxo Wellcome merged with SmithKline Beecham and the company name changed to Glaxo Wellcome Limited to GlaxoSmithKline Plc. Since 2000 the

organization is operating its operation with this name. In 2002 the Glaxo Wellcome Bangladesh Limited officially changed its name to GlaxoSmithKline Bangladesh Limited. Till then the company is operating its Business.

When Bangladesh were a part of Pakistan before it became independent Glaxo Limited had their factory in Dewanhaat In Chittagong but after it became Glaxo Bangladesh limited it built their own factory in Fouzdarhaat, Chittagong. Which is known as the GMS means Great manufacturing Site. GSK mostly manufactured the medicines, drugs and the vaccines in the factory.

In recent time, In July, 2018 Hindustan Unilever Limited has announced to acquire the consumer healthcare division of GlaxoSmithKline Asia Limited as a result the consumer healthcare division of GlaxoSmithKline Bangladesh has automatically been acquired by Unilever Bangladesh Limited as GlaxoSmithKline Bangladesh Limited was a part of GlaxoSmithKline Asia limited which is operated in India. In December 2018 it has been estimated that Unilever will acquire 82% of the shares of GlaxoSmithKline Bangladesh Limited. Means they are set to acquire 9,875,144 shares of GSK Bangladesh. It took Unilever Bangladesh 1,604 crore taka to acquire the consumer health division of GlaxoSmithKline Bangladesh Limited.

On one hand when the Consumer Health Business has been acquired by Unilever Bangladesh Limited on the other hand, GlaxoSmithKline Bangladesh limited decided to shut their pharmaceuticals business as well as the division was incurring losses and it was getting very difficult for GlaxoSmithKline Plc. to maintain the quality of medicines in Bangladesh. GlaxoSmithKline Bangladesh was not able to compete well with the local competitors like Square Pharmaceuticals, Beximco Pharmaceuticals and other local pharmaceutical companies as they were imitating almost everything GSK produced and also were giving to the consumers in a very lower rate than GSK. As GSK is a one of the greatest multinational pharmaceuticals companies, the first priority of GSK was always to make sure they give quality products to the consumers, for doing so they had to keep the price at a standard level to have profit out of it, but since local manufacturers started giving the consumers the same medicines in a less expensive rate, it became very tough for GSK to operate having a less amount of profit. So the board of directors decided to close the pharmaceuticals business in Bangladesh. In August 2018 GSK Bangladesh

arranged an Extraordinary General Meeting (EGM) and announced about the closure of the pharmaceuticals business of GlaxoSmithKline Bangladesh in Bangladesh.

Currently GSK is having their corporate office in Gulshan 1 in Dhaka and they are having their registered office in Trunk Road Fouzdarhaat Chittagong, where the factory of GSK was also situated but all the activities of the factory has been closed down since December 2018.

2.4 Vision of GlaxoSmithKline Bangladesh Limited:

The vision of GlaxoSmithKline Bangladesh is to one of the world's most innovative, trusted companies where people can easily trust them and can rely on them on healthcare issues. GSK always believes in to make a difference to millions of lives every day meaning they want to be different that others and can work for more innovations that will be served for the wellbeing of people.

2.5 Mission of GlaxoSmithKline Bangladesh Limited:

GlaxoSmithKline gives priority to three main things to make sure they are in the right path of achieving their vision. Those three things are to expand growth means they always want to grow as a company and they make sure they are working in a way that the company grows. The other things are to reduce risk and to have a long term financial performance. GSK always make sure that they do a less risky business emphasize more on financial growths. That is why they have priorities set which are to grow a diversified business, produce products and deliver those to end customers which add values and do all these in a simple operating model. So GSK have termed all these in a line that is "Improve the quality of human life by enabling people to do more, feel better and live longer."

2.6 New priorities:

There are few new priorities set by GlaxoSmithKline. Which are innovation, performance and trust (IPT).

Innovation: GSK more invests on scientific and technical areas. So that they can come up with new solutions to problems and new products in the market so that people can meet their needs easily.

Performance: GSK always tries to lead the industry, for that investing in right place and ensuring good quality of products are an imperative. GSK always makes sure that their employees are doing the work perfectly and effectively so that the production of goods always remains up to the mark.

Trust: Trust is a very important factor to GSK. GSK gives its consumers top most priority. So GSK always makes sure that the supply of their products is always safe and reliable. GSK always give utmost priority to the quality so that the consumers can has the best products.

2.7 GlaxoSmithKline Bangladesh Limited Values:

GlaxoSmithKline Bangladesh Limited is very sincere about the values. The company always makes sure that they are following the appropriate values that global GSK is following over the years. As a reputed company in the country GSK Bangladesh Limited always ensures that they are doing business following the values by following the laws and regulations. The values that GlaxoSmithKline Bangladesh Limited follows are as follows:

1. Consumer Focus
2. Integrity
3. Show respect for people
4. Transparent Operation

Consumer Focus: GlaxoSmithKline Bangladesh's main value is to focusing on consumers. They give utmost priority to the end users of their products. GSK Bangladesh's main focus is to fulfill the needs of their end consumers and making sure

that they are providing the best products with highest quality and the supply of the products are also sufficient.

Working with Integrity: GlaxoSmithKline Bangladesh Limited always tries to do business with utmost integrity and respect to every single law and regulation. The employees of GSK Bangladesh are also instructed and advice to raise their voice whenever they feel that things are not going according to GSK values. The employees are also ordered to sell the products to the customers with proper value and integrity. GSK Bangladesh always emphasizes that they keep both consumers and suppliers satisfied by following appropriate integrity and values.

Showing respect for people: GSK Bangladesh is always very concerned about showing proper respect to its employees and any related people related with the organization. GSK gives a complete friendly environment to the employees. There is absolutely no attitude shown to the employees which is abusing or which seems stereotyping. GSK Bangladesh also maintains a complete bullying free environment in the office. GSK Bangladesh also shows proper gratitude and respect to its stakeholders.

Transparent Operation: GSK always stays transparent while doing business. GSK stays transparent to its employees, stakeholders and consumers. GSK ensures that their employees are accountable and always remain transparent in the transactions. GSK also maintains sheer clarity while assigning any work to employees which increase believe among the employees and also increases the eagerness among the employees to work more for the company. The company is also very transparent in front of the shareholders. Whenever they make any decision about the organization they call an Extraordinary General Meeting (EGM) so that the shareholders also can know about the changes company is making.

2.8 Products of GlaxoSmithKline Bangladesh Limited:

GSK started its business in Bangladesh as top pharmaceuticals company in the country but due to intense competition in the market GSK pharmaceuticals was closed down in

Bangladesh so GlaxoSmithKline Bangladesh Limited is now only operating their health and oral care business in the country.

GlaxoSmithKline Bangladesh Limited has always been the most famous and popular company for producing various type of healthcare drink in the country. Horlicks has been a great success for GSK for a long period of time. Because of the great success and popularity Horlicks had over the years GSK Bangladesh introduced different types of Horlicks with various flavors. They have produced chocolate flavor Horlicks, Junior Horlicks, Mother's Horlicks, Horlicks Growth plus and they are planning to introduce Horlicks protein plus in Bangladesh in near future. Apart from Horlicks GSK Bangladesh also produce another popular health drink called Boost. Recently GSK Bangladesh has announced to launch Eno in Bangladesh. Eno will be available in the Bangladesh from May 2019.

Apart from healthcare products GlaxoSmithKline has oral care products as well. GlaxoSmithKline Bangladesh Limited produces Sensodyne toothpaste is one of the most prescribed toothpastes by the doctors for oral healthcare in the country. Sensodyne has generated a huge amount of profit for GlaxoSmithKline Bangladesh so they have introduced an even better category of Sensodyne which is called Sensodyne Rapid Relief. Apart from Sensodyne GSK Bangladesh also imports Aquafresh toothpaste in the country.

The consumer Healthcare unit of GSK is the pioneer of the Health Food Drink (HFL) in Bangladesh. It has always been the market leader in the country. The profit percentage of the healthcare products is quite lucrative for GSK. The products have generated a huge amount of profit for GSK. GlaxoSmithKline have a turnover of 4.3 billion pound by selling healthcare products all over the world.

2.9 Board of Directors of GlaxoSmithKline Bangladesh Limited:

The list of Board of directors and the leadership team members are given below:

- Mr. Prashant Pandey (Managing Director)

- Mr. Rakesh Thakur (Finance Director)
- Mr. Zahedur Rahman (Supply Chain Director)
- Mr. Mohammad Naharul Islam Molla (Director, Regulatory Affairs)
- Mr. Kazi Sanaul Hoq (Non executive Director)
- Mr. Masud Khan (Independent Director)
- Mr. Mohsin Uddin Ahmed (Independent Director)
- Mr. Faridul Hoque Sikder (Company Secretary)

The list of the members of leadership team is given below:

- Mr. Prashant Pandey (Managing Director)
- Mr. Rakesh Thakur (Finance Director)
- Mr. Zahedur Rahman (Supply Chain Director)
- Mr. Mohammad Naharul Islam Molla (Director, Regulatory Affairs)
- Mr. Dev Anand Paul (Sales Director)
- Ms. Ishrat Zerine (Director, Legal & Compliance)
- Ms. Rumana Ahmed (Head of Communication)
- Mr. Mohammed Saiful Islam (Head Of Human Resource)
- Mr. Faridul Hoque Sikder (Company Secretary)

2.10 Organizational structure & operations of GlaxoSmithKline Bangladesh Limited:

2.10 (a) Organizational Structure:

Top Management: The top Management consists of the board of directors of GlaxoSmithKline Bangladesh Limited. They are responsible for the board meetings and the resolutions which take place in the company. Whatever strategic decisions are made by the company it has to be passed by the board of directors. Currently the top management consists of 8 members and the top of management is the managing director.

Executive Management: The Executive management includes the directors, managers and the executives of GlaxoSmithKline Bangladesh.

The organogram starts with the managing director (MD) after the managing director there are Finance director, Legal & Compliance director, Supply Chain director and other head of departments. After the directors there are managers of different grades and then comes different level of executives. In the sales force the organogram starts with sales director and then it follows by regional managers, area managers, senior territory officers, territory officers and other regional business executives. With all these work force the entire executive management of GlaxoSmithKline Bangladesh is formed.

2.10 (b) Operations of GlaxoSmithKline in Bangladesh:

GSK Bangladesh has split the entire marketing offices into 12 marketing offices. These marketing offices are spitted into 6 zones as well and by these zones the products are supplied, operated and monitored in all over the country. The zones have various marketing offices and these marketing offices include huge areas under these which are monitored by the Area managers and the senior territory officers and territory officers. The zones and the locations under the zones are given below:

Zones	Areas
Dhaka	Dhaka, Narayangonj, Mymensingh and other nearby districts.
Chittagong	Chittagong district, Cox's Bazar, Noakhli and nearby districts.
Sylhet	Sylhet division, Comilla and nearby districts.
Khulna	Khulna, Jessore and other nearby districts
Rajshahi	Rajshahi and other nearby districts, Rangpur and other nearby districts, Dinajpur, Bogra
Barisal	Barisal Division

These are the main core zones of GSK Bangladesh limited and the in charges of these zones are a regional manager. Form these regional zones the products are supplied and distributed to the rest of the areas under these zones were the area managers and territory officer take charge and make sure that the products are distributed well in the shops of these areas.

2.11 Strengths of GlaxoSmithKline Bangladesh Limited:

- GlaxoSmithKline has a powerful sales and distribution channel all over the country. The distributions channels are divided into different regions to make sure that it can maintain a strong distribution and supply channel.
- The products are always available to the consumers.
- GlaxoSmithKline Bangladesh has a strong global connection with the other branches of GSK all over the world.
- GlaxoSmithKline Bangladesh always emphasizes a lot on research and development, so they invest a lot on these to make sure that the consumers are getting the products of GSK with highest quality.
- GlaxoSmithKline Bangladesh ensures hundred percent employee safeties. They make sure that the employees are never deprived. Even when the Pharmaceuticals were closed and they were bound to cut down the employee number of the organization, they made sure that the employees receive proper GVR amount.
- GlaxoSmithKline Bangladesh Limited is one of the fewest private companies in the country who gives pension to the retired employees.
- GlaxoSmithKline Bangladesh Limited has strong workforces who are very active, professional and efficient.

Chapter: 3

A Brief description of Payroll & Secretarial

3.1 Payroll:

Payroll is a very essential part for an organization. Payroll deals with all the payments of an organization. Payroll keeps the track of every amount of money that an organization pays to its employees. It tracks all the record of the salaries that organization pays to its employees. Payroll department also tracks the record of a company's employee's wages, bonus and taxes.

Payroll is basically a part of Human Resource department. Human resource works with every employee related activities of an organization, from the point view of Human Resource payroll is very essential as the human resource department control the employees around the organization so it is necessary that they keep the entire payment process clear. Since this is a very serious and sensitive issue the human resource department always needs to make sure that their payroll system works with utmost integrity and in a error free way as well. The department also needs to make sure that they are paying the employees timely, because employees will get motivated only when they get the payments and the salaries on time. The main purpose of payroll department is to ensure that employees are getting their payments in a right way and getting the exact amount they deserve in time.

The payroll also deals with the taxes and other sorts of deductions as well. It also clears out the payments of the employees who leaves the job or gets terminated. The payroll department usually also calculate the corporate tax of an organization. In USA the payroll department also has a term called payroll taxes. A payroll tax is something which basically works like normal income tax but includes social security, Medicare etc. The deduction of the tax is called trust fund tax. But this payroll is usually not been practiced in most of the countries around the world.

3.2 Secretarial:

A secretarial department works with all the legal things and documents of a company which are needed. Secretarial department deals with the resolutions, the agreements, the decisions a company takes. A secretarial department also deals with the shareholders of a company and they are the department is the record holder of all types of legal documents. A secretarial department

maintains all type formalities that is required for security exchange commission and respective stock exchange of a city. The head of a secretarial department is the company secretary. Company secretary is a person who looks after all the legal entities of a company. Secretarial department of a company usually arranges board meetings and usually keep the track of all board members. Secretarial department also arranges annual general meeting of a company. Some important functions that a secretarial department always does is given below:

- They have to make sure that the meetings are effectively done and also done in an organized way.
- They have to make sure that the meetings are minuted.
- Maintaining the administrative records properly.
- Upholding all the legal documents of a company such as charity law, company law etc.
- Preparing report of financial documents and annual report.
- Maintaining a track record of future activities.
- They have to respond to all committee correspondence.

Chapter: 4

**Payroll & Secretarial
Procedure of
GlaxoSmithKline
Bangladesh Limited**

4.1 Payroll Procedure of GlaxoSmithKline Bangladesh Limited:

Payroll is a very essential part of an organization. Payroll department ensures that every employee of a company receives the salary the due payments on time. Payroll also does the tax calculations and ensures that the entire payment procedure is done fairly and in a correct way.

In every organization does not always have a separate payroll department, most of the companies have a certain payroll division which usually works with Human Resource department, there are also organizations where payroll division is controlled by either finance or accounting department. But in GlaxoSmithKline Bangladesh Limited it has a separate payroll department which is a complete department and not controlled by either of human resource department or finance department. The department is known as Payroll and Secretarial department. It deals with every internal payment of the company and also with the all legal procedure of GlaxoSmithKline Bangladesh Limited. The department is usually maintained by the deputy company secretary and the entire secretarial procedures are maintained by both company secretary and deputy company secretary of the company.

There are many things which are done in the payroll department. Thing which payroll department deal with in GlaxoSmithKline Bangladesh Limited is given below:

- **Processing salaries of the employees:**

The payroll department gives away the salary to the employees. From the lowest grade employee to the managing director of the company, every person's working the company gets their salaries through the payroll department. Human resource department first gives the clearance that what amount of people are working in the company and how many of them needs to be paid and when needs to be paid. According to that the payroll department processes their salaries according to the grades of the employees. The salary is now processed through SAP system. Usually salaries are generated in the last week of the month. The salary is never paid in GSK Bangladesh by cash, usually all sorts of employees need to provide a certain bank account number to the payroll department where they send the money through the account of GlaxoSmithKline Bangladesh Limited.

- **Providing Travel Allowance, Daily Allowance, Medical and all other claims:**

According to GlaxoSmithKline Bangladesh's policy employees with different grades can claim travel allowances, daily allowances and other different allowances like mobile phone bill allowance, internet bill allowance etc. these allowances has to be claimed in the payroll department with presenting proper documents. The payroll department goes through the documents and verifies the claiming of the employees. Then they process the claiming by checking it properly, if the bills are clear then they approve it in SURBS a software which is used in GlaxoSmithKline Bangladesh for processing any type of claiming. In the software they make sure that the employee has proper approval from his/her line manager. Approval from the line manager is an imperative for the employees to get their bills passed. If an employee gets proper approval from his/her line manager then he will be clear to get the payment for his claim. When the payroll department gets the confirmation from the line managers they approve the bill and the amount reaches their respective amount. Usually a travel allowance and daily allowance bill is passed from the department twice a week but it depends on the pressure of the bills. It varies from minimum once to maximum thrice in a week.

Apart from clearing out the travel allowance and daily allowance bills GlaxoSmithKline Bangladesh also gives employees medical bills. The company policy gives them the privilege to claim medical bills and medical hospitalization bills. The process of getting the medical bills are the employee has to claim the medical bills with proper prescriptions and proper documents. The process is very similar to travel allowance and daily allowance bills. They have to get the confirmation of their line managers first and then the payroll department goes through every documents and prescription that has been presented by the employee if the provided documents match with the bills then these get approved the employees get the payment trough their respective bank accounts which they have provide to the company.

GlaxoSmithKline Bangladesh Limited also gives their employees the privilege of claiming furniture bills and mobile phone purchase bills. These allowances depend on the grades of the employees.

The employees also can claim disturbance allowance as per GSK Bangladesh policy. Dan employee claims disturbance allowance when he/she needs to change his/her place for company purpose. The disturbance allowance is given to an employee as exactly the same amount of his/her basic salary. Apart from that the employee also can claim transport costing as well. They claim the disturbance allowance and the payroll department figures out the actual basic salary of the employees and gives the payment. GSK Bangladesh also gives the expatriates fees for different clubs membership and subscriptions. As other payment procedures the expatriates working in the organization have to submit the proper documents and have to claim the bill, if the documents are appropriate then the payroll department issues the payment.

Payroll department also issues all kinds of utility bills as well for both corporate office and registered office.

- **Payments for impress fund:**

Every sort of payment that impress fund is needed of GlaxoSmithKline Bangladesh is paid by the payroll department of the company. Impress fund is a fund from where the administration of the company spends for the company needs for the corporate office. Whatever things are needed for the renovation or for maintenance of the corporate office comes from this fund and the issuer of this fund is the payroll department. It also pays the amount needed for this fund. The administrative officer who is in charge of this fund claims the bills for the fund with proper documents and the payroll department goes through the bill to check whether the claims are relevant or not then issues the bills and the money is been transferred to a bank account from where the administrative officer can spend for the company.

- **Providing pension to the pensioners:**

GlaxoSmithKline Bangladesh Limited is one of the fewest private companies in Bangladesh who gives after retirement pension. The entire pension process is done by the payroll department. All the employees are not entitled of pension some have settled the pensions by taking an amount of money at a time but currently there are 113 pensioners who are actively taking pension from GlaxoSmithKline Bangladesh Limited. The pension process is done by payroll department. They first find out what was the position the person worked in when he worked for GSK Bangladesh and then

they calculate the amount of money he/she received as a basic salary and then they give the pension according to the post he/she worked in, the amount he/she received as an employee in GSK and the period he served for GSK. By the accumulation of all these things they generate an amount which the pensioners are provided on a monthly basis. The amount of pension is also sent in the respective bank accounts of the pensioners.

- **Settlement of the pensioners:**

As GSK Bangladesh is going in a transition period and the pharmaceutical part has already been closed of the company and the consumer health division has been sold out to Unilever Bangladesh Limited there is an uncertainty raised in the company about continuing the pension fund. So the authority of GSK Bangladesh has decided to make a final settlement of the pension amount of the pensioners who used to receive pension from the company. So they are going for a one time settlement where the pensioners will receive a standard amount instead of getting pensions every month and the payroll department is doing the calculation of settling down the amount of the pensioners. They have taken few things into consideration before settling it down like how long a person can live, how long a person can stay fit for work, how much they used to earn when they were working for GSK Bangladesh limited. After taking all these things into consideration they have come up with a certain amount for various pensioners and now the department is trying to get the non objection consent of the pensioners so that they can finalize the amount and go for the one time settlement. The entire work is conducted by the payroll department.

- **Final Settlement of employees:**

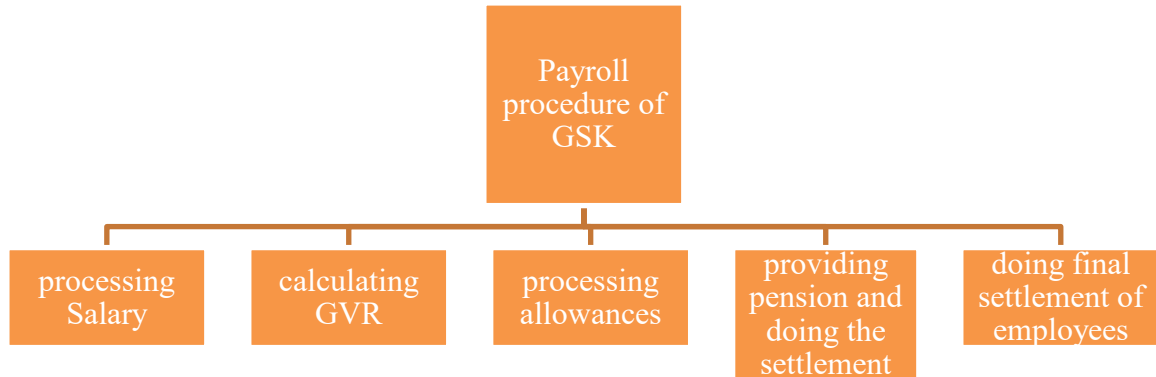
Another very important thing that Payroll department of GSK Bangladesh does is the final settlement of the employees. The employees who leave the company get money of provident fund, an amount of money in lieu of pension, the claims he used to receive from the company. The payroll department goes through a process for settling down these things. The payroll people calculate the amount of provident fund which the employee would receive, they also calculate the depreciation value of the goods that the employee used which was provided to him/her by the company, also deducts the amount of corporate tax the company would receive from that particular employee. To follow the procedure the company also makes sure that there is no claiming of the

employee from the company, if there is any the payroll department ensures that the employee is getting the exact amount of money he is due from the company. The payroll department also provides him with a copy of tax certificate where the company clearly states that how and why company have deducted amounts from the employees earning as a part of his income tax.

- **Gratuity for Voluntary Retirement (GVR) Calculation:**

One of the most important things that the payroll department of GlaxoSmithKline Bangladesh Limited is doing is to calculate the gratuity amount of the employees who are forced to take voluntary retirement by the company. Since the Pharmaceutical division was closed of GSK Bangladesh Limited there were number of employees who were working in the pharmaceutical branch of GSK and had to forcefully leave the organization a lot before their retirement. So to make sure that none of those employees was deprives the company paid a standard gratuity amount to the employees who had to take early retirement from the company. The amount was decided on basis of few factors and few calculations. The factors were how long did the employee served for GSK Bangladesh, what was his basic salary, how much did he/she earn from performance bonuses, what are the things he/she were entitled from the company, what was he/she about to get in lieu of pension, what was the amount he/she received from the provident fund. So these are the factors which were taken in consideration before the GVR was set. It was basically calculated with a formula which takes how much did the employee got as his/her last payment as basic salary and other incentives and how many years did he/she served for the company, from there the tax will be calculated and deducted. The entire process has been done by the payroll department. The department has done the GVR calculation for more than 300 people after the pharmaceuticals department was closed down.

A short figure of what the payroll department of GSK Bangladesh does is shown below in the chart:



4.2 Secretarial Procedure of GlaxoSmithKline Bangladesh Limited:

Secretarial department of GSK Bangladesh usually deals with all the legal documents, all the agreements that the company has done with various groups and companies, they track the record of the shares of the company which are in the share market. They arrange dividend for the shareholders, arrange Annual General meeting (AGM) and extra ordinary general meeting (EGM). These are the things that the secretarial section does of GlaxoSmithKline Bangladesh. Usually all the listed companies have a separate stock department but in GSK Bangladesh the work is done by the Secretarial section of Payroll and Secretarial department. The things that the Secretarial department of the company does are given below:

- **Arranges board meetings:**

The board meeting is the meeting where all the directors of the company sits together to take different decisions of the company and to solve the problems if there is any problem raised. A board meeting is a must for the company in every quarter of a year. The board members who are the directors of the company pass different resolutions in these meetings and all these meetings are tracked down and the resolutions are minuted by the secretarial department.

- **Does contracts with other companies and individuals:**

The secretarial department does all the contracts and the agreements of GlaxoSmithKline Bangladesh Limited with other organizations, companies and individuals. They keep all the records and all documents of the agreements. The department also arranges meetings when there is a need of any discussion with the partners of the company.

- **Keeping all track records of the documents of Corporate office and Great Manufacturing Site (GMS):**

The secretarial department tracks all the records of the documents of corporate office in Dhaka and the GMS in Chittagong. They maintain a track record which is automated and whenever any files are included in the servers it is automatically included in the tracker of the secretarial department. The secretarial department is the record holder of entire GSK Bangladesh's transactions and any other movement of any things. The other department needs to notify the secretarial department before doing any transactions and before taking any data to use for any purpose.

- **Keeping track of the company shares in the stock market:**

The secretarial department controls the shares of the companies which are enlisted in Dhaka Stock exchange. The department also takes care of the shareholders and mitigates the queries of all the shareholders. It controls the dividend of the company and calculates how much the company will provide dividend in a certain year. The Secretarial department is in the authority to decide whether the company will issue any new shares in the market or not. The department also receives the right to issue any IPO in the market. Secretarial department always notifies the shareholders if there is any change happening in the company policy or is there any change happening with the existing shares of the company. The department is also liable to answer every question of the shareholders of GSK Bangladesh.

- **Arranging Extraordinary General Meeting (EGM):**

Extraordinary General meeting (EGM) takes place when the company takes a major decision and which is mandatory to know for the shareholders. When GlaxoSmithKline Bangladesh announced to close their Pharmaceutical division in the country they had to arrange an Extraordinary General Meeting (EGM) to make every shareholders know about the current situation and what would happen in the future so they called an EGM.

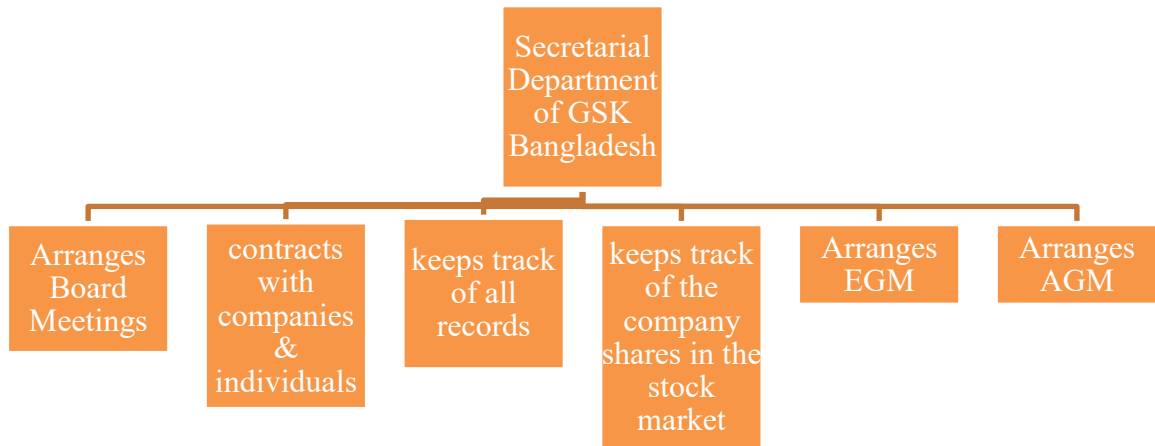
Apart from that whenever GSK Bangladesh makes any strategic changes they call an EGM to notify about the changes to all the shareholders and everything is arranged and done by the Secretarial Department of GSK Bangladesh.

- **Arranging Annual General Meeting (AGM):**

Every year the Secretarial department of GlaxoSmithKline Bangladesh Limited arranges Annual General Meeting (AGM) for the shareholders of the company. The AGM is always held in Chittagong as the company has its registered address registered in the Chittagong GMS address. The secretarial department has already arranged 45 AGMs for the company in these years. They take all the responsibilities for arranging the annual general meeting. The department also takes the responsibility of creating annual report and publishing annual report for the Annual General Meeting. In the time of AGM the secretarial department makes the list of each and every shareholders of the company and sends them invitation and also ensures that every shareholder have received an annual report. The department sends the annual report books through GPO or courier. The secretarial department also does the purchase order and fixes the vendors for the AGM. It also fixes the hotels and other related things which are necessary for the AGM. They give notice to the public newspapers about the AGM to notify all the existing shareholders of the company and also give circulars and do all related works to find out vendors for the AGM.

The department also keeps all the records of the Annual General Meeting. It also let the CDBL know about the AGM date and also makes the record date and makes sure that the AGM is held within 45 days time after the record date. It files every little thing about AGM and also keeps a hotline open for the shareholders to answer all the quires of the shareholders before the AGM. The company secretary of GlaxoSmithKline Bangladesh Limited who also observes the Secretarial section of the Payroll and Secretarial department of GSK Bangladesh usually takes the responsibility of the AGM and coordinates everything so that it goes in a right way.

A short figure of what the Secretarial department of GSK Bangladesh does is shown below in the chart:



So these are the vast amount of things that the payroll and Secretarial Department of GlaxoSmithKline Bangladesh does. The department is considered as of the vital departments of the company and it is also one of the best performing departments of GSK Bangladesh.

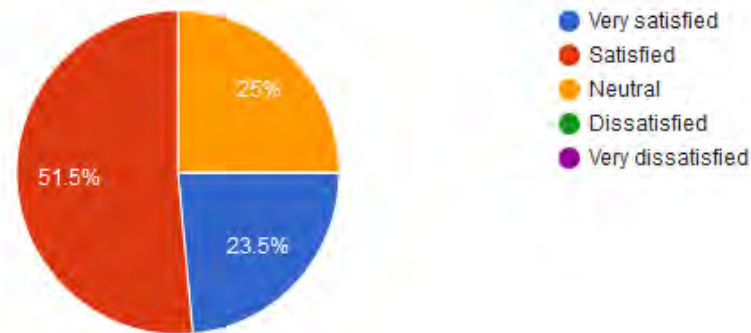
Chapter: 5

Employee Satisfaction about the Payroll Procedure of GlaxoSmithKline Bangladesh Limited

5. Employee Satisfaction about the Payroll procedure of GlaxoSmithKline Bangladesh Limited:

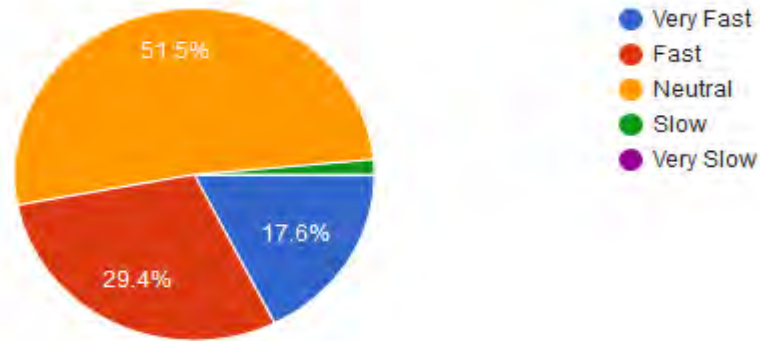
To know about the satisfaction level of the employees about the current payroll procedure of GlaxoSmithKline Bangladesh Limited I did a survey on them and asked 100 employees few questions about the payroll procedure that GSK Bangladesh is following currently and also tried to figure out how satisfied they are about the entire procedure. The questions I asked them and the analysis is given below

- The first think I wanted to know how satisfied are they with the overall payment procedure of GlaxoSmithKline Bangladesh



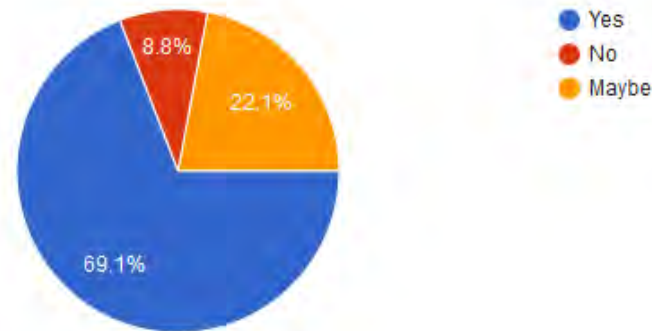
Here, the chart shows that most of the employees of GlaxoSmithKline are satisfied with the current payment process where more than 50% of the employees are satisfied with the process while 23.5% employees among those 100 employees were very satisfied with process and 25% said that they were neutral on this issue.

- I wanted to ask how fast the payment process of GlaxoSmithKline Bangladesh is.



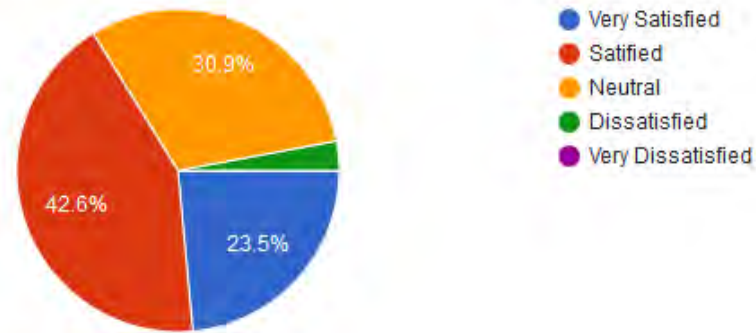
Here, most of the employees said they are neutral on this issue while 29.4% people said that the process is fast and in the opinion of 17.6% people the process is very fast. And a less than a percent people said that the process was slow.

- I asked them about do they think the payroll department follows the company rules strictly



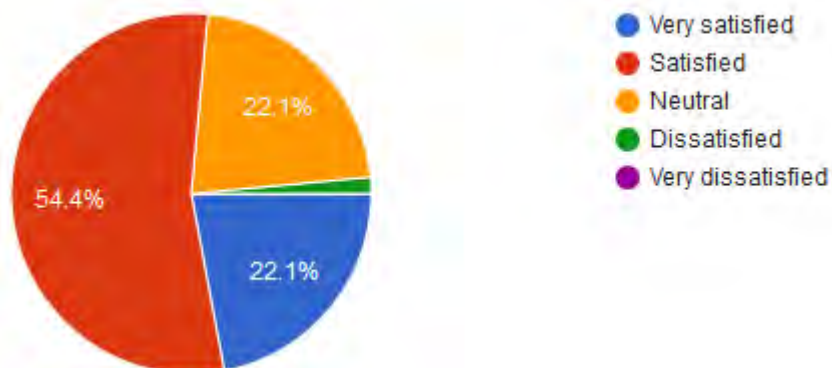
On this note most of the employees almost 70% of them said the department follows company values while 22.1% of them were not sure about their answers. 8.8% employees told they do not think the department follows the policy in a right manner.

- I asked them whether the employees were satisfied with the company’s payment policy.



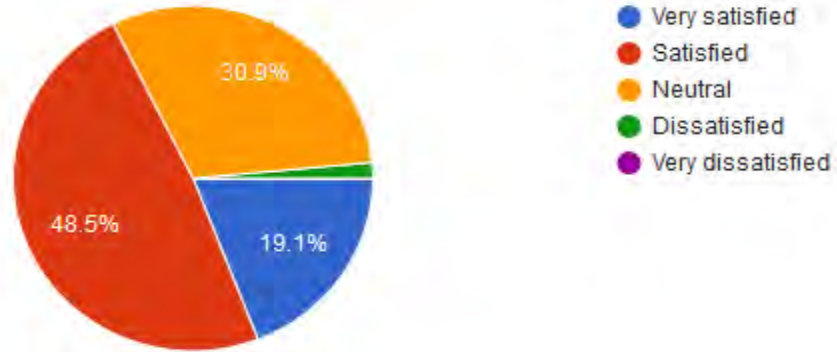
Here, maximum employees said that they were satisfied with the payment policy. 42.6% among the 100 employees said that they are satisfied with the payment policy of GSK Bangladesh. On the other hand 30.9% were neutral on this point and 23.9% employees were very satisfied with the current policy that is GSK Bangladesh following.

- One other think I wanted to know from the employees was whether they happy with the GVR process of GSK Bangladesh since the company is going through a transition period.



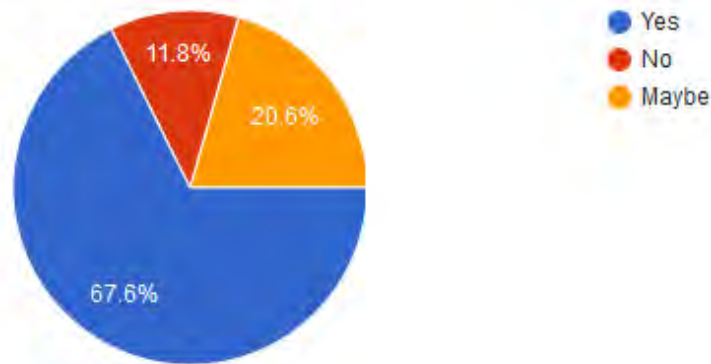
Most of the employees, precisely 54.4% of the employees were satisfied with process of GVR that the payroll department of GlaxoSmithKline Bangladesh has taken. On the other hand same 22.1% employees were very satisfied and did not have any opinion about this process.

- I further wanted to know how satisfied they are with the payroll benefits that the company



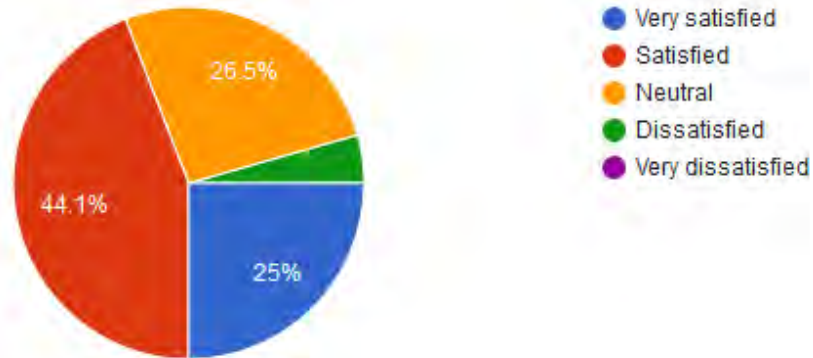
On this point 48.5% employees said they were satisfied with the payroll benefits that the company is providing them on the other hand 30.9% were not sure about their answers so they were counted as neutral and 19.1% employees were very satisfied with the benefits while 2% employees said they were not satisfied with the process.

- I asked the employees whether they are satisfied with the current software which is SAP that GSK Bangladesh is using for processing payments.



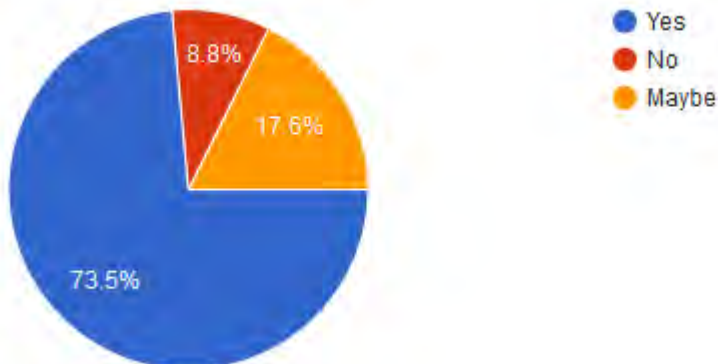
In the answer of this question 67.6% of the employees told that they are satisfied with the current software that is being used for payment. On the other hand 20.6% employees were neutral on this and 11.9% do not think this is a good software for payment process.

- I asked them about how satisfied they were about the advance payment process



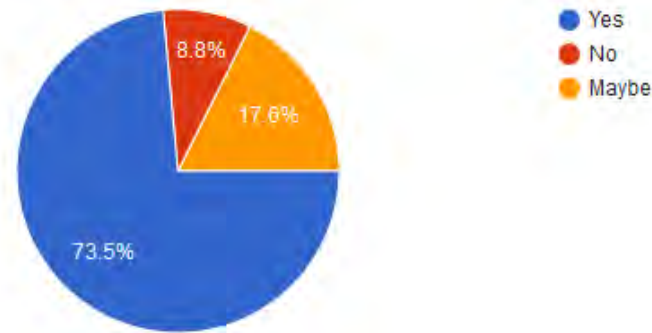
In the answer of this question 44.1% employees said they are satisfied with the process while 26.5% said they are more than satisfied, 25% of them were neutral on this matter and 5% of the employees were dissatisfied and told to improve this issue.

- I asked them whether the employees were satisfied with the pace of the payment of impress fund.



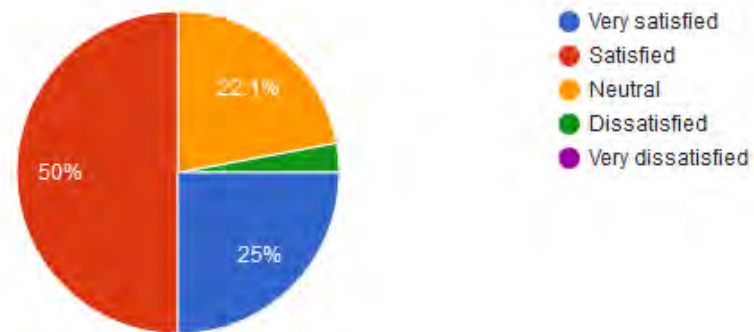
On this question 73.5% employees said that they were not satisfied with the pace of the payment of impress fund and needs to get faster and 17.6% employees said may be it should improve and only 8.8% of them thought the pace is satisfying.

- I asked them whether the T&E and other payments should be paid more than twice a week.



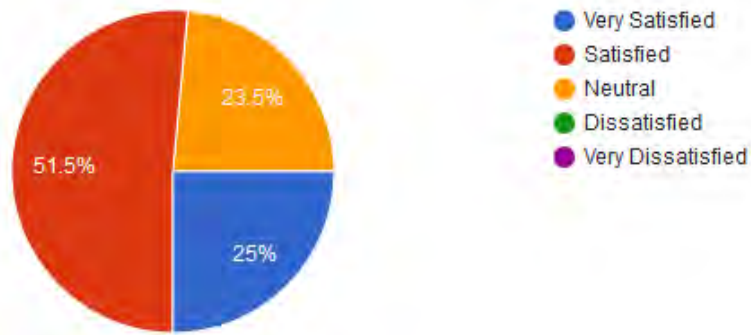
on this question 73.5% employees said it should be paid more than twice a week and 17.6% of them were neutral and 8.8% people said they were happy with if the payroll department pays the bills twice a week.

- The employees were asked how satisfied they were with the final settlement process of GSK Bangladesh.



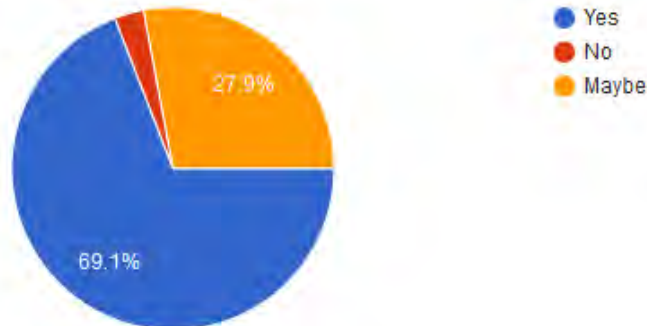
Most of the employees exactly 50% said they were satisfied with the final settlement process while 25% were very satisfied, 22.1% were neutral on this matter and 3% were not satisfied with the process.

- Further I asked the employees were they happy with the time that the payroll department takes to settling down the final settlement.



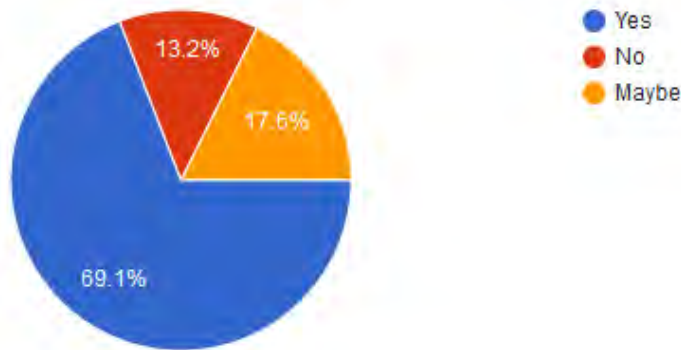
On this answer 51.5% of the employees said that they were happy with the period that the payroll department takes on the other hand 25% employees told that they were very satisfied and 23.5% were neutral on this matter.

- I asked them whether GSK Bangladesh maintains international standard that GSK Plc. follows while processing the payment.



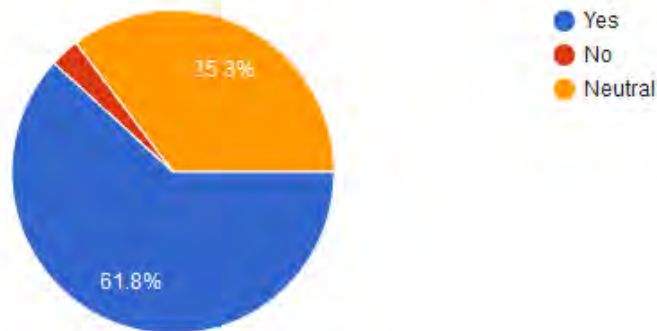
In the answer of the question 69.1% employees said that it follows international standards while 27.9% were not sure about the answer and 3% said it is not maintaining an international standard.

- I asked them whether payroll department is documenting the bills properly or not and whether they are satisfied with the way the department is maintaining record.



69.1% employees answered that the payroll department is documenting the information properly while 17.6% employees were not sure about the process and 13.2% were dissatisfied with the process.

- I asked them whether they receive appropriate information about payroll procedure from the payroll department.



On the answer of this question 61.8% employees said they get proper information, 35.3% said they were neutral about the issue and 2.9% employees said they do not receive proper information about the procedures from the payroll department.

So, by seeing the overall scenario it is understood that most of the employees of GlaxoSmithKline Bangladesh Limited are satisfied with the performance of the payroll department of the company.

Chapter: 6

A brief Description about the Current & Previous Payroll Software Used by GlaxoSmithKline Bangladesh Limited

6. A brief description about current payroll software (SAP) & previous payroll software (JDE):

GlaxoSmithKline Bangladesh Limited is following the payroll procedure called SAP as the paying system for paying the employees. The company is using this system since June 2017 before that GSK Bangladesh Limited used to use a different system called JDE. SAP is a relatively easier payment system than JDE so most of the employees of GSK like SAP more over JDE. Specially, the people who are working in the Payroll department like it even more because the introduction of SAP in the company has reduced a lot of pressure from them.

In this chapter I have tried to give a brief idea about SAP and JDE and tried to figure out the contrast between these two systems.

6.1 SAP:

The first thing an employee does in this procedure is he/she enters in the SURBS and claims the expense. Then s/he inserts attachment of the claim it might be in a scanned way or any other way but the provided documents need to be authentic. Then s/he submits the bill and it straight goes to his/her cost center

After that the employee takes a print out of the expense claim take the approval of his/her line manager and if it gets approved from the line manager it is sent to the payroll department and the authorized person in the payroll department checks his worklist and if he finds that the employee has got the approval from his line manager he clears out the bill then he sorts out which bills have got the approvals and has not been paid and after checking these bills out he sends these to other person who checks the bills are equal as the hard copy count or not.

If the hard copy count matches with the actual number of expenses then the person runs a T code and does the settlement of the payments and checks whether the amount of money matches in the vendor line item. If the amount matches the respective person sends it to the deputy company secretary of the company who again rechecks the amount and cross checks the amount if the amount has matched with the vendor line item.

If the entire documents matches then the printed copy of the bills are sent to a bank signatory of the company, he has a unique identifier. A certain date has only one identifier. The bank signatory of the company matches unique identifies matches the date if it matches then runs a T code again and authorizes the payment.

In the last step the cashiers gets the payment bills and check whether the bills have the required signatures or not if the bills have the signatures the cashier goes to system check and approve the bills and the bills are sent to the respective bank accounts of the employees. If the employee has an account in HSBC Bank then he receives the payment in the certain date but if he/she has an account in the other banks apart from HSBC Bank the amount reaches the account in the next working day.

6.2 JDE:

GlaxoSmithKline Bangladesh Limited paid its employees through the JDE software since 2004 to 2015. In the JDE process the employee who claims the expense bill creates a template and gets the approval from his line manager and then he sends the claims to the payroll department where the employee who process the payment accumulate all the bills and matches the claims with the employee list and he claims the bills in the HRIS. And then individually matches with the employee ID and manually puts the expense amount beside the ID no. of the employees.

After that the HRIS generates different bank sheets and the payroll employee has to put the employee IDs and the expense amount of the employees in the particular bank sheets matching the bank account of the employees. Then the payroll employee has design a excel format and a PDF format where in the template he has to upload bank statement summary. After putting the bank summary the employee prints out of the PDF and goes to the authorized person of the company who has the authority of bank signatory.

The bank signatory matches the claimed amount in the bank server and if it matches he send the amount to the bank and the expense is processed and sent to the respective amounts of the people who claimed the bill.

But in the JDE process the confirmation does not come automatically to the company's record server. To record it the payroll employee has to generate an expense journal and he has to put the liability amounts as per the cost center of the employees and then he has to generate a JDE template and take a print out signs on it and take the sign of his line manager and scan it again and manually copy the journal before every single workday ID who has claimed expenses. After doing so it gets approved and gets recorded to the record server of the company.

If I do a contrast with the systems it becomes very evident from the brief explanations of the processes of both the systems. It clearly shows that SAP is a much easier process where the employees who claim money gets money and the transaction record is also recorded in the company archive at the same so it becomes very easy for the person who are working in the payroll department and issuing payment processes.

On the other hand comparing to SAP, JDE is a much tougher process where the employee working in the payroll has to fill several sheets and have to the work twice once for paying the employee who has claimed the expense and has to do the work again to record the expenses to record it in the company's archive. In JDE system the statements need to get confirmation from two bank signatories of the company while for SAP system getting confirmation is enough. So it clearly states that SAP is a much easier process and that are why the SAP is process is also popular among the employees of GlaxoSmithKline Bangladesh Limited.

Chapter: 7

**Internship Experience at
GlaxoSmithKline
Bangladesh Limited**

7. Internship Experience in GlaxoSmithKline Bangladesh Limited:

I started my internship in GlaxoSmithKline Bangladesh Limited on 13th January 2019. During my stay in GSK Bangladesh I was assigned with a lot of work and different type of works in the payroll and secretarial department of GSK Bangladesh. I did my majors in Finance and Human Resource Management and I was extremely lucky that I got my opportunity to do my internship in such a department where I had the practice of both finance and human resource management. I main job responsibilities in the payroll and secretarial department were I had to check all the T&E bills, medical bills and other subscription bills. I had to keep the record of all sorts of billing record and also needed to keep the record of the pension fund and the settlement process of the pensioners and also kept the updated all the records of the files of payroll and secretarial department of GSK Bangladesh. A brief details about what I did as an intern is given below;

7.1 Responsibilities as an Intern:

- **Checking and updating all types of bills:**

My major job responsibly were to check different types of bills many types of bills used to come to me mostly the travel allowance, daily allowance bills and the medical bills. In the travel and daily allowance bills most of the bills used to come from the territory officers, senior territory officers, area managers and regional managers. In these bills I had to check whether the employees have claimed the expenses according to the HR polices of GlaxoSmithKline Bangladesh. I had to check whether the employees have claimed the daily headquarters allowances, the ex headquarters allowances, the outstation allowances and the other entitled allowances in a proper way or not, if there were problems in the bills I had to call the respective employee to clarify about the problem.

I had to check a huge number of medical bills as well. As per GSK Bangladesh's policy the company entertains all the medical expenses of the employees apart from any beautification treatment. In every week a huge amount of medical claims used to come to me and I had to go through every medical bill very carefully and I had to match even the prescriptions of the bills whether the employees have claimed the bills in a proper

legitimate way or not and in this cases I also need to call the employees to know about the prescriptions and ask for the prescriptions from them if there were any prescriptions missing.

I had to check the subscription bills of different foreign employees of GSK Bangladesh and also had to check the bills of employees spending in their foreign trips, after getting those bills I had to convert the amount of the bills into Bangladeshi Taka from the respective currencies.

I also checked the furniture allowances. As per GSK Bangladesh's policy the employees can claim their furniture claiming as per their grades. So I had to ensure that the employees are claiming the bills as per their claims, apart from the furniture the employees were entitled for mobile phones as well as per grades and I had to ensure that as well.

After checking all these bills I had to update on the tracker as well and had to give the hard copies of the bills when it was need by the audit report.

- **Updating the records of personal files, and pensioners files:**

In my period in GSK Bangladesh I had to update information of the employees from their personal files and the information of the pensioners as well. I had to track the record of all employees who worked in GlaxoSmithKline since 1990.

- **Settling the down the pension fund & call the pensioners:**

As the pharmaceuticals division of GSK Bangladesh were closed down and the consumer division of the company was sold to Unilever Bangladesh Limited the company was going by a transition period so the pension fund committee of GSK Bangladesh Limited had decided to close down the pension fund and to settle down the process by issuing a onetime amount for the pensioners. I had to calculate some of the pensioner amount had to update the amount in the system of the company. I had to find out the addresses of pensioners and had to issue consent letters on the pensioner's respective addresses and had to send letters on the addresses. After sending I had to call each and every pensioner to ensure that the letters have reached them. After getting all the consent letters I had to separate the clear consent letters and the unclear consent letters and update those in the systems.

- **Preparing files:**

At times I was asked to prepare files and sort out all the T&E files, medical files, Bank files, LFA files and various types of files and sort them out in order. I also had to arrange the cabinets in an appropriate way. So the department can easily find out any types of files at any point of time. I also made an excel tracker of the files so that the data are well preserved.

- **Sending Annual Reports to the Shareholders and making a track of it:**

I send annual reports to 1432 shareholders of GlaxoSmithKline Bangladesh Limited. I monitored the whole process and ensured that the annual reports have reached to every shareholder of GlaxoSmithKline Bangladesh Limited. I also kept a track of the shareholders.

- **Kept track of the shareholders who will not get dividend because of margin loans:**

I kept the track of the shareholders who took margin loans from different organizations and I ensured that the dividends that GlaxoSmithKline Bangladesh has provided reach the bank accounts of those organizations instead of the shareholders who took the margin loans. I also called them to make them sure that the dividend has been sent to the organizations from whom they took loans as per Security Exchange Commission policies.

7.2 My Learning from the Internship program in GSK Bangladesh:

My first learning from this internship program was I learned how to work in the real life situation. I learned how to connect with people, how to connect with outside world and how to persevere them. The internship program also gave me idea about how I can deliver my text book learning in the real world. It taught me to handle difficult situations and also taught how a person can adjust to situations which are not in his/her favor. Working in payroll and secretarial department I learnt about different payroll tools like SAP, JDE also learnt about different functions of Microsoft office and Microsoft excel. I learnt about calculating taxes, GVRs and also knew about how a payroll department of a huge multinational company works and how the legal works are done by the secretarial department. When I settled down the pension funds it gave me a clear idea about the pension funds as well. The internship opportunity also gave me the appropriate way to completing a task even if the tasks were very difficult. In a word I can say the

internship program in GlaxoSmithKline Bangladesh Limited has given me the first taste of real corporate world and it has taught me how the corporate world works. I am very lucky to be a part of the company and I am very grateful to GSK Bangladesh that it has given me the opportunity to work in the company as an intern.

Chapter: 8

Recommendations & Conclusion

8.1 Recommendations:

GlaxoSmithKline Bangladesh Limited is a huge multinational Company operating in Bangladesh. They have operated their business very successfully in the country over the years. So it is a very difficult task for me to give any types of suggestions or recommendations to a huge company like this. Still I would give some recommendations to the company from my observations working in the organization for a period of time.

- The copy of the bills should be sent online because it takes a lot of time for the hard copies of the bills to reach the payroll department.
- More employees should be recruited in the payroll department because sometimes it gets very difficult for only four persons to process such a huge payroll system of a huge organization like GSK Bangladesh.
- There should be a track record maintained where it should be recorded that which bills have reached the payroll department on which date.
- There should be separate software built to record the data so that the department can easily move away the hard copies of the data.
- The final settlement process should be done a bit fast because the entire process is done by a single person which makes the process very lengthier and for this reason it takes a huge amount of time for the ex employees of the company to get the money. I guess GSK Bangladesh should seriously look at this matter
- I think the secretarial division of the department needs to have more employees in it to process the tasks even faster.

8.2 Conclusion:

At last it can be said that I had an absolutely beautiful experience working in GlaxoSmithKline Bangladesh Limited. The environment of the office was very friendly and very lively. I had enjoyed every bit of the time working in the organization and at the same time it gave me the opportunity to learn new things, implement myself to the

real world, to real life situations, it gave me the opportunity to see how an employee works and how they deal with different situations. As I worked in the payroll and secretarial department of the organization it gave me the opportunity to work with both my majors Finance and Human resource management because I found both the practices of finance and HRM working in the department which will really help me in a great way in the upcoming days. I also tried to give some recommendations to the organization based on my observations working in the organization. Lastly one thing I will say working in a multinational like GSK Bangladesh will always make me proud and it will always stay as a life time learning experience for me.

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Appendix:

- How satisfied are you with the overall payroll procedure of GSK Bangladesh?
 - a. Very Satisfied
 - b. Satisfied
 - c. Neutral
 - d. Dissatisfied
 - e. Very Dissatisfied
- On your opinion how fast the payment procedure is?
 - a. Very fast
 - b. Fast
 - c. Neutral
 - d. Slow
 - e. Very Slow
- Do you believe that the department follows the company values strictly?
 - a. Yes
 - b. No
 - c. Maybe
- Are you satisfied with the payment policies of the company?
 - a. Very satisfied
 - b. Satisfied
 - c. Neutral
 - d. Dissatisfied
 - e. Very dissatisfied
- How satisfied were you with the department's role on company's GVR process?
 - a. Very satisfied
 - b. Satisfied
 - c. Neutral
 - d. Dissatisfied
 - e. Very dissatisfied
- How satisfied are you with the payroll benefits of the company?

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied
- Do you think SAP is the best way to process employee payments?
 - a. Yes
 - b. No
 - c. Maybe
- How satisfied are you with the process of advance payment?
 - a. Very Satisfied
 - b. Satisfied
 - c. Neutral
 - d. Dissatisfied
 - e. Very Dissatisfied
- Do you think the payment of the impress fund should be quicker than what it is now?
 - a. Yes
 - b. No
 - c. Maybe
- Do you think the T&E payments should be paid more than twice a week at least?
 - a. Yes
 - b. No
 - c. Maybe
- How satisfied are you with the final settlement process of the company?
 - a. Very satisfied
 - b. Satisfied
 - c. Neutral
 - d. Dissatisfied
 - e. Very dissatisfied
- Are you satisfied with the period that the payroll department takes for settling down the final settlement?

- a. Very satisfied
 - b. Satisfied
 - c. Neutral
 - d. Dissatisfied
 - e. Very dissatisfied
- Do you think the payroll department of GSK Bangladesh follows international standards?
 - a. Yes
 - b. No
 - c. Maybe
 - Do you think the payroll department keeps the employee payroll records in a proper way?
 - a. Yes
 - b. No
 - c. Maybe
 - Do you receive appropriate information about payroll procedures of the company from the payroll department?
 - a. Yes
 - b. No
 - c. Maybe

