

Report On  
**Critical Adaption Factors of HR Portal in Eskayef  
Pharmaceutical 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

Brac Business School  
Brac University  
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## **Declaration**

It is hereby declared that

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

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

**Ankur Saha**

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

**Mr. Mohammad Atiqul Basher**

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Lecturer, Brac Business School

Brac University

## **Letter of Transmittal**

Mr. Mohammad Atiqul Basher

Lecturer, BBS

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report.

Dear Sir,

I am writing this letter to formally submit my internship report as a part of the requirements for the completion of my BBA degree. My internship was conducted at in Eskayef Pharmaceutical Limited. I have done my best to conclude the report as concisely and comprehensively as possible with the relevant information and suggested recommendation.

I hope that the report will satisfy your expectations, and I would greatly appreciate it if you would share your thoughts and opinions on it. I will always be accessible to answer any queries on this article.

Sincerely yours,

---

Ankur Saha

Student ID: 18304120

BRAC Business School

BRAC University

Date: 14-02-2023

## **Non-Disclosure Agreement**

[This page is for Non-Disclosure Agreement between the Company and The Student]

This agreement is made and entered into by and between and Eskayef Pharmaceutical Limited  
the undersigned student at BRAC University .....

## **Acknowledgement**

This report would not have been possible without the participation and assistance of a number of individuals. This report's quality has been steadily improved by their thoughtful comments, recommendations, and additions.

First, I want to thank God for granting me the ability to complete this report. I would like to thank my respected supervisor K.M. Shirazul Haque (Head of Human Resources Operations) & Ashraphy Tahmida (Deputy Manager, HR) for allowing me to complete my internship program at Eskayef. I would also like to convey my sincere appreciation to all the members of HR Department who not only assisted me in preparing this report but also provided invaluable advice and knowledge. Throughout my preparations, I encountered no major obstacles; rather, I cherished each and every moment.

I would like to convey my gratitude to my internship supervisor, Mr. Mohammad Atiqul Basher, Lecturer of BBS, BRAC University, for providing me with the necessary instructions to complete this Internship Report. Without your assistance, it would not have been possible to complete this report effectively. Your encouragement and direction provided me the confidence to write this report.

Finally, I'd want to thank BRAC University for providing a fantastic chance for students to participate in an internship course, through which they are able to transform their academic learning into experience.

## **Executive Summary**

This article focuses on the critical factors that can be crucial when adapting HR Portal by Eskayef Pharmaceuticals Limited. SK+F has become a market leader in the pharmaceutical industry thanks to its dedication to providing superior products to customers, as well as its dedication to effective management, well-informed staff, and a pleasant workplace. In this analysis, we first learn about SK+F's background, and then we learn about the company's organizational structure, management, and hierarchy. Industry analysis took place with both PESTEL and Porter's Five Forces in mind. Bangladesh's pharmaceutical industry is likely to flourish in the foreseeable future due to the country's favorable political, economic, social, technological, environmental, and legal climates. SK+F may make the most of the possibilities created by these factors. HR portals are web-based platforms that provide employees with access to HR information and resources. This report examines the critical aspects of HR portal adaptation and how organizations can effectively adopt and utilize them. The key findings are that HR portals can improve HR processes and increase efficiency, as well as improve employee engagement and satisfaction.

Finally, based on the findings of the inquiry, recommendations were made for improving the HR experience for employees. By implementing these recommendations, the HR department can optimize the HR portal and help the organization to achieve its goals.

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## List of Acronyms

TGA	Therapeutic Goods Administration
GMP	Good manufacturing practice
FDA	Food and Drug Administration
MIS	Management Information System
HSE	Health, Safety and Environment
DGDA	Drug and Goods Administration
NOC	No Objection Certificate
KPI	Key Performance Indicator

# Chapter 1

## Organization's Profile

### 1.1 Company Overview:


In 1990, TRANSCOM acquired Eskayef Pharmaceuticals Limited, which was the successor to the well-known global pharmaceutical's corporation SmithKline & French (SK&F), which was headquartered in the United States. SmithKline & French was a competitor of TRANSCOM. Beecham, a British pharmaceutical company, and the American pharmaceutical company SmithKline & French (SK&F) merged in the year 1990. (UK). TRANSCOM is not only one of the businesses in Bangladesh that is experiencing the most rapid expansion but it is also one of the most well-known corporate conglomerates in the country. There aren't very many industrial conglomerates in Bangladesh that can rival with TRANSCOM's record of continuous company operation spanning more than a century. This is because TRANSCOM has been in business since 1899. Earlier efforts in manufacturing have given way to those in high technology, international trade, and distribution, all of which have contributed to the establishment of close ties with a wide variety of well-known global corporations. As a direct result of TRANSCOM's purchase of SK&F, the formerly known company is now known as Eskayef Pharmaceuticals Limited, and it has rapidly risen to prominence as one of Bangladesh's most prominent pharmaceutical businesses. SK&F was the previous name of the company that is currently known as Eskayef Pharmaceuticals Limited. Since its start, Eskayef has experienced extraordinary growth, which has driven the company to the top of the pharmaceutical market in Bangladesh.

## 1.2 Eskayef's Landmarks

Year	Achievements
1979	Incorporation as a subsidiary of SmithKline & French, USA
1990	Acquisition of Smithkline & French (SK&F), USA by Transcom
1999	Introduction of Pellet Technology in Bangladesh
2001	Commencement of Animal Health & Nutrition Division
2008	Achievement of UK MHRA accreditation
2010	Attainment of TGA Australia accreditation
2013	Accomplishment of EU GMP accreditation and Launching of Eye Care
2014	Eskayef ventures into Ophthalmic Production.
2015	Eskayef achieves re-accreditations from TGA, Australia.
2017	Becomes the 1st in the country to develop a dedicated Carbapenem Facility.
2018	To combat cancer, Eskayef establishes dedicated Oncology Plant with ISOLATOR Technology, first time in Bangladesh.
2020	Introduction of Remivir, 1st ever generic Remdesivir brand in the world. Eskayef Oncology plant receives the stringent EU GMP approval.
2021	Introduction of Monuvir, the first generic Molnupiravir in the world. Introduction of Paxovir and Ritonavir to treat Covid-19.
2022	Eskayef achieves the most prestigious US FDA approval.

*Table 1: Eskayef's Landmarks*

### 1.3 About Eskayef

<b>Company name</b>	<b>Eskayef Pharmaceuticals Limited</b>
<b>Logo</b>	
<b>Slogan</b>	Excellence through quality
<b>Acquisition from</b>	SmithKline & French, USA
<b>Company</b>	1990
<b>Ownership</b>	Transcom Group
<b>Chairman</b>	Ms. Shahnaz Rahman
<b>MD &amp; CEO</b>	Ms. Simeen Hossain
<b>Employees</b>	6000+
<b>Business</b>	Pharmaceutical Finished Products, Bulk Pellets, Animal Health & Nutrition Products
<b>Distribution</b>	Transcom Distribution Company Limited (TDCL)
<b>Web address</b>	<a href="http://www.skfbd.com">www.skfbd.com</a>

*Table 2: Eskayef Information*

## **1.4 Mission**

To manufacture and supply products that have stellar quality, and to contribute in improving the health and well-being of the population.

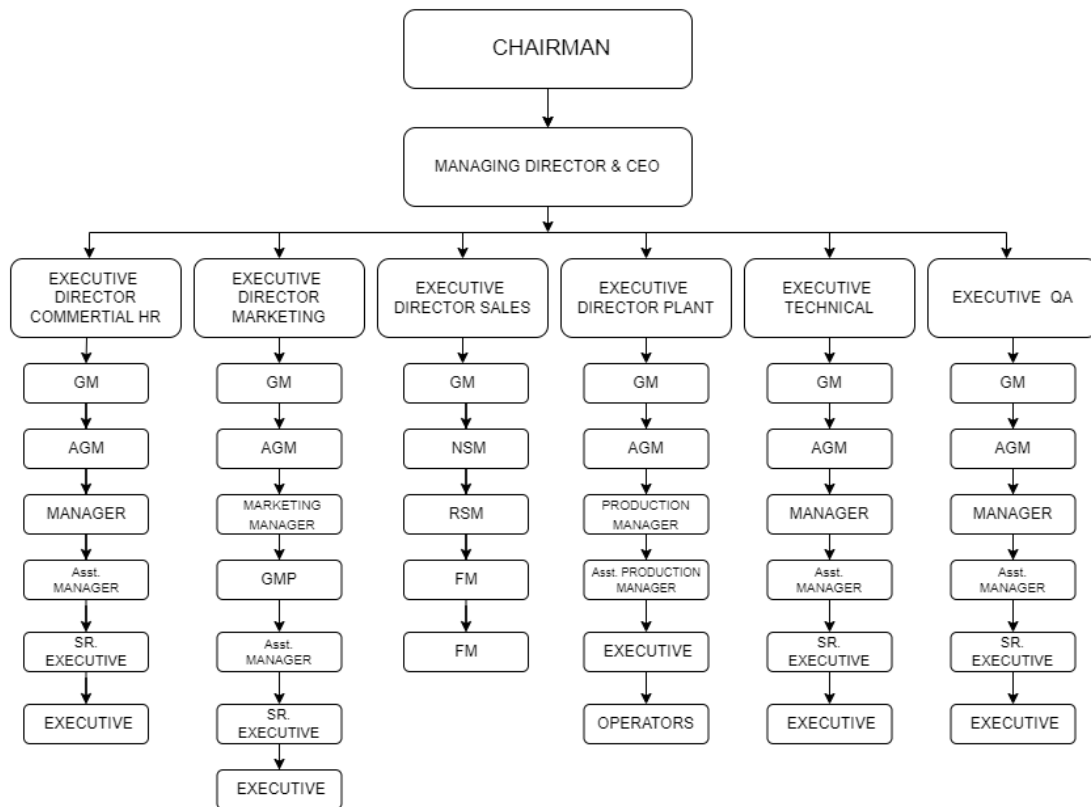
## **1.5 Vision**

To lead the national pharmaceutical market, to be recognized as a multinational conglomerate from Bangladesh, and to protrude as a paradigm of efficiency and ethics in both national and international market.

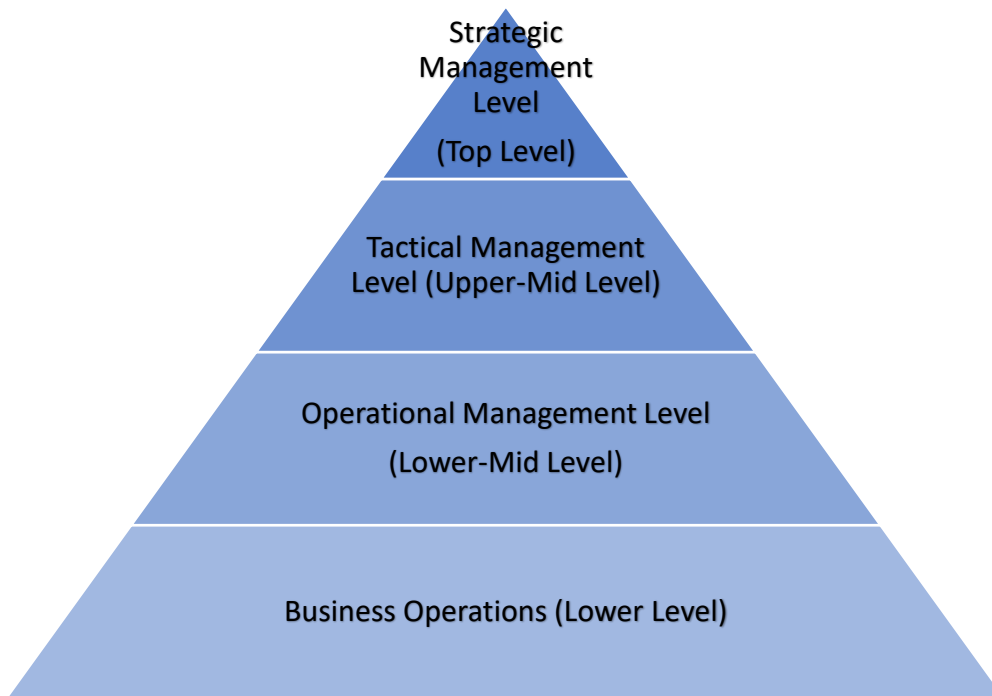
## **1.6 Transcom Group**

- Eskayef Pharmaceutical Limited
- Transcom Ltd.
- Transcom Beverage Ltd.
- Transcom Consumer Product Ltd.
- Transcom Distribution Company Ltd.
- Transcom Electronics Ltd.
- Bangladesh Lamps Ltd.
- Bangladesh Electrical Industries Ltd
- Transcom Food Ltd.
- Transcom Mobile Ltd.
- Mediastar Ltd.
- Media World Ltd.
- Transcraft Ltd.
- Relience Insurance Ltd.
- Tea Holdings Ltd.

## 1.7 Organizational Structure



*Figure 1: Organizational Structure of Eskayef Pharmaceutical Limited*



***Figure 2: Organizational Hierarchy of Eskayef Pharmaceutical Limited***

Tall Hierarchy is a fundamental tenet of Eskayef that is observed in all aspects of the organization. An Executive Director oversees the operations of each department individually.



## **1.8 Departments of Eskayef**

- Commercial Department
- Human Resource Department
- Training Department
- Marketing Department
- Formulation Department
- International Business Department
- Finance and Accounts Department
- Creative Service Department
- GRC Department
- Logistics Department
- Product Management Department
- MIS Department
- Animal Health Department
- Legal Department
- Regulatory Affairs Department
- Marketing Admin Department
- Quality Assurance Department
- Quality Control Department
- Validation Department
- Production Department
- Plant Admin Department
- Engineering Department
- Microbiology Department
- HSE Department
- ADL Department
- Warehouse Department

## **1.9 Professionals in Eskayef**

- Pharmacists
- Doctors
- Engineers
- Accountants
- Biochemists
- Microbiologists
- Chemists
- DVM Doctors
- Aqua Culturists
- Biotechnologists
- Business Graduates
- Environmental Scientists
- Lawyers

## **Chapter 2**

### **Industry and Competitive Analysis**

Manufacturers of pharmaceutical products in Bangladesh employ cutting-edge technologies in order to satisfy the requirements of both the home market and consumers from other countries. The region is home to a sizeable number of companies that provide contract manufacturing services to multinational corporations. One such company is SK+F, which has a plant in South Korea and supplies Novo Nordisk, a Danish corporation, with an insulin product that it manufactures there. When a country and a firm collaborate in this fashion, the latter often provides the former with technological know-how that helps boost the former's capacity for production. Most of the demand in the regional market is satisfied by firms located in the region. A large number of pharmaceutical companies, in addition to serving the need in their home markets, also export their wares to regions such as Africa, Europe, and Asian. Companies that produce conventional medication, complementary medicine, alternative medicine, and complementary and alternative medicine all have a presence in this sector.

## **2.1 PESTEL Analysis**

### **Political Factors**

As a result of Bangladesh's improved political climate, the pharmaceutical industry in that nation may now have a better opportunity of achieving economic success. This is a positive development. As a result of the widespread use of strikes in the past, businesses no longer have to be concerned about disruptions in their supply of raw materials. In the past, this was a regular practice among political parties. They are now able to concentrate on making their items without interruption and delivering them on time, which was before impossible for them. On the other hand, it is common knowledge that the business routes are subject to labor strikes on occasion. Accidents of this nature often have a little impact on the availability of raw resources. Several different political issues have an impact on the import policy that is in place for raw chemicals, packaging materials, and equipment used in the pharmaceutical industry.

### **Economic Factors**

The development of Bangladesh's pharmaceutical business has benefited from the country's overall economic growth, which has been positive for the sector. In today's society, a bigger amount of a person's income is allocated toward medical treatment, which includes the purchase of pharmaceuticals. This is the case because of the rising cost of healthcare overall. Pharmaceutical companies may anticipate an increase in revenue as a result of this as a consequence of this. Vitamins, antibiotics, cephalosporins, insulin, and cancer medications do not incur any additional fees when passing through Bangladesh's customs into the nation. This suggests that individuals who are considered to be part of the general population are able to afford these prescriptions.

## **Social Factors**

The societal difficulties of Bangladesh have a significant impact on the pharmaceutical sector there, and this influence is significant. The nation of Bangladesh is home to a sizeable elderly population, of whom a sizeable number, due to a variety of health difficulties, is in constant need of mediation services. Senior citizens are seen by pharmaceutical corporations as a market category that has the potential to create considerable earnings for the companies.

There has been a rise in the prevalence of obesity in contemporary society as a result of a number of causes, including unhealthy diets, high levels of stress, insufficient time spent engaging in physical activity, and excessive hours spent sitting at workstations for extended periods of time. People who are overweight or obese have an increased risk of developing a number of diseases and health conditions, the majority of which can only be treated medically. In addition to this, the pharmaceutical industry is profiting from the rise in money that is being generated by this market.

## **Technological Factors**

The pharmaceutical business has been able to achieve a level of quality that was previously unreachable because to the development of new technologies, which have made it feasible to reach the highest conceivable standard. The funding for the research and development department is being increased, and there is a corresponding rise in the number of chemical compounds that are being developed. Insulin that is produced by SK+F, Square, and Beximco, all of which have their headquarters in Bangladesh, is routinely regarded as being among the very best that is currently available elsewhere in the globe. In addition, foreign

businesses are increasing the amount of money they invest in these businesses as a direct result of the process of technology transfer.

### **Environmental Factors**

All manufacturing facilities have to make sure that they have their very own water treatment plants and will be required to dispose of their waste in specialized facilities. Additionally, all waste generated by these facilities will be required to be brought to these facilities for disposal. Pharmaceuticals are going for sustainable development these days.

### **Legal Factors**

The Directorate General of Oversight and Guidance under the Food and Drug Administration is responsible for the governance and direction of the pharmaceutical industry (DGDA). The Drug and Goods Administration (DGDA) is in charge of a number of significant functions, some of which include the determination of the maximum retail price for all pharmaceuticals, the introduction of new generic medications, and the authorization of block lists. In a similar fashion, officers of the DGDA conduct routine inspections of businesses in order to check for conformance with Good Manufacturing Practices.

## **2.2 Porter's Five Forces Analysis**

### **Threat of new entrants: Low**

A new competitor entering the market will face a challenge in the form of an early financial outlay of large proportions. They are required to fulfill all of the DGDA's requirements in order to receive approval from the organization. In the field of allopathy, there are currently a big number of businesses operating, which is an impressively high amount for a nation like Bangladesh. Exceptionally loyal consumer bases are enjoyed by companies such as Napa and Losectil. In addition to this, they have a strong preference for medicines produced by their favorite brand. If a new entrant does not bring innovative, possibly lifesaving chemicals to the market, they will have a difficult time breaking into the industry.

### **Threat of substitute product: High**

It's easy to identify a generic drug's identical in one of the many branded alternatives. Substitute products pose a big threat. People listen to their pharmacists and physicians. As a result, medication corporations target their marketing efforts at hospitals, clinics, and pharmacies.

### **The bargaining power of buyers: Very Low**

In this industry DGDA is in charge of establishing the suggested retail price for each and every medicine. People fill prescriptions written by their physicians and buy medicine from pharmacies in order to treat their medical conditions. It's possible for a customer to receive a discount thanks to the commission that a pharmacist receives. Aside from that, consumers have very little power to influence the outcome of talks.

**The bargaining power of the supplier: High**

The bulk of Bangladesh's pharmaceutical industry's raw ingredients and packaging come from outside suppliers such as China, India, and other European nations. These countries provide the majority of Bangladesh's pharmaceutical industry's raw ingredients and packaging. These vendors are responsible for determining both the price and the availability. When switching suppliers, you will have to pay a substantial price because the new business will need to be able to pass an audit as well as meet other criteria. Because of this, the supplier has a great deal of power in the discussions.

**Rivalry among the exiting competitors: High**

Currently, most of the pharmaceutical market is controlled by the top ten companies. They produce and sell medicines in the same generic class as each other. As a direct result, there is intense rivalry between these companies.



## **Chapter 3**

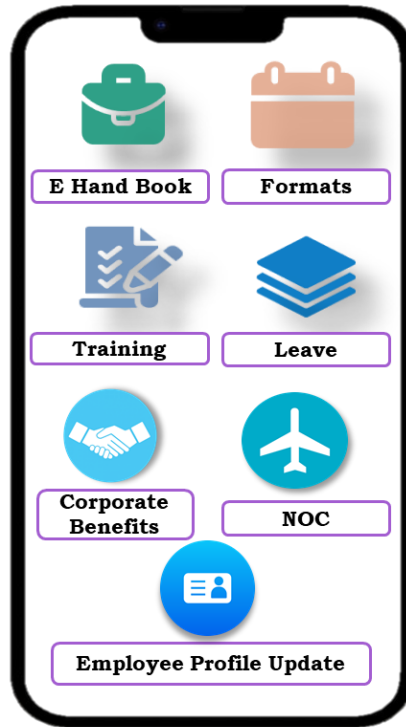
### **HR Portal in Eskayef**

HR Portal is a digital platform for Human Resource Management. It provides a centralized location for HR information, resources, and tools for an organization. The goal of an HR Portal is to streamline HR processes, making them more accessible, efficient, and effective for both HR professionals and employees. One of the key benefits of an HR Portal is the ability for employees to access HR information and resources in a self-service manner. This can include things like access to their own personal HR information, such as their benefits information and forms. Employees can also use the HR Portal to request time off, update their personal information, or submit expense reports. For HR professionals, the HR Portal provides a single location to manage employee information and HR processes. This can include things like onboarding new employees, managing benefits enrollment. By centralizing this information in one place, HR professionals can save time and effort and ensure that they have up-to-date information at their fingertips.

Recently, HR department of Eskayef Pharmaceutical Ltd. Decided to launch HR Portal for Handling various HR operations using HR portal with the motive of digitalization of documentation system and making database system more refined and sorted. Another intension behind making this HR portal is establishing paperless documentation in this organization. The features of HR portal shown below is in preliminary stage. As soon as, this portal gets opened for employees to use, HR will add more features according to their compliance.

### **3.1 Features of HR Portal:**

- E Hand Book
- Formats-
  - Nominee Form
  - Child Benefit Form
  - Application for Provident Fund
  - Salary Certificate Form
  - Joining Letter
  - ID Card Change Form
  - Employee Information Update
- Training
- Leave
- Corporate Benefit
- NOC



*Figure 3: HR Portal Feature*

## Chapter 4

### Project Part

#### 4.1 Introduction

The Human Resource (HR) portal is a critical component of an organization's HR management system. Smith and Jones (2018) described an HR portal as a digital gateway for employees to access HR services and resources, such as policies and procedures, training materials, and career development opportunities. It acts as a centralized platform for HR-related information,

processes, and communication between employees and HR. According to a survey conducted by Smith et al (2019), HR portals can increase efficiency in HR processes. In the current digital age, the HR portal plays a vital role in streamlining HR operations and enhancing the employee experience. The use of HR portals has become increasingly popular in recent years (Johnson & Lee, 2020).

In this report, I aim to examine the critical adaptation factors of the HR portal in Eskayef Pharmaceutical Limited. The report will provide insights into the challenges and opportunities associated with the HR portal implementation and usage in Eskayef Pharmaceutical Limited. The results of the study are presented and analyzed based on the findings. The report concludes with a summary of the key findings and implications for the HR portal implementation and usage in Eskayef Pharmaceutical Limited.

## **4.2 Research Objective**

### **Broad Objective:**

- To identify critical adaptation factors of HR portal adaption.

### **Specific Objective:**

- To analyze the impact of adaption factors and their impact.
- To analyze the challenges to successfully implement HR portal.

- To provide insights into key considerations for organizations in implementing an HR portal.

### **4.3 Literature Review**

In today's world, organizations are increasingly relying on HR portals to manage their human resources (HR) processes. An HR portal is a web-based platform that allows HR professionals to manage employee data, benefits administration, performance management, and other HR-related tasks. However, the adoption of HR portals is not always straightforward, and organizations must consider critical adaptation factors to ensure that the portal meets their needs and is effectively implemented. A study by Kim et al. (2018) found that the use of HR portals can improve communication and collaboration between HR departments and employees.

One of the most critical adaptation factors for HR portals is user-friendliness. According to the study by Johnson and Lee (2021), user-friendliness is a key factor in the adoption and use of HR portals. A survey conducted by Kim et al. (2020) found that employees rated the user-friendliness of HR portals as the most important feature. It can also help HR professionals save time as they do not have to spend as much time helping employees navigate the portal. Research has shown that user-friendliness is a crucial factor in determining the adoption and usage of any system by employees. Gupta and Palvia (2010) state that user-friendliness of a system has a significant impact on the adoption and usage of the system. According to a study by Brown and colleagues (2018), the user-friendliness of HR portals can impact

employee satisfaction with HR services. In the context of HR portals, employees are more likely to use a system that is easy to use and navigate. In their survey of HR portal users, Li et al. (2017) found that ease of use and user-friendliness were among the most commonly cited reasons for using the portals. Moreover, user-friendliness can also enhance employee engagement, especially when the portal has self-service features. Employees can easily access their HR information, such as payroll and benefits, without the need for assistance from HR personnel. This reduces the workload on HR professionals, allowing them to focus on more critical tasks.

Integration with other systems is another critical adaptation factor for HR portals. HR portals should be able to integrate with other systems that an organization uses, such as payroll, time and attendance, and benefits administration. According to the study by Smith and Jones (2020), integrating HR portals with other systems such as payroll and performance management can improve data accuracy and reduce administrative burdens. In their research, Kim et al. (2021) identified HR portal integration with other systems as a key factor in improving organizational efficiency and effectiveness. Integration helps to eliminate duplicate data entry and ensures that all HR-related data is in one place, making it easier to manage and analyze (Perry, 2021). According to a study by Lee and Park (2020), HR portal integration with other systems can improve data security and compliance with regulatory requirements. Smith and colleagues (2018) found that integrating HR portals with other systems such as benefits enrollment and onboarding can streamline HR processes and reduce errors.

Security is another critical adaptation factor for HR portals. HR portals store sensitive employee information, such as personal identification, payroll, and benefits information. Therefore, it is crucial to ensure that the portal has robust security features to prevent

unauthorized access and data breaches (Mishra, 2021). Some of the security features that HR portals should have include encryption, two-factor authentication, and regular data backups. Encryption ensures that data is protected during transmission and storage, while two-factor authentication adds an extra layer of security to prevent unauthorized access. Lee and Park (2018) found that HR portal security can be enhanced through the use of multifactor authentication and encryption technologies. Security breaches in HR portals can have severe consequences, such as legal and reputational damage for the organization, as well as financial loss for employees (Scheuerman, 2018). In their research, Brown and colleagues (2021) identified the importance of HR portal security in protecting against internal threats such as employee misconduct. Therefore, it is essential for HR portals to have robust security measures in place to safeguard employee data. This includes implementing authentication and access control mechanisms, such as multi-factor authentication and role-based access control, to ensure that only authorized users can access the system and its data (HCMWorks, 2021).

Mobile compatibility is another critical adaptation factor for HR portals. In today's mobile-first world, employees expect to access their HR information from anywhere, at any time. Therefore, HR portals should be accessible via mobile devices, such as smartphones and tablets (Perry, 2021). Research has shown that mobile compatibility is a crucial factor in determining employee adoption and usage of HR technology. Mobile access to HR technology is becoming increasingly important to employees, and organizations that do not offer mobile access are at a disadvantage in terms of employee adoption and satisfaction. Moreover, mobile compatibility can also enhance employee engagement and productivity. Employees can access their HR information on the go, making it easier to manage their schedules, request time off, and access their pay stubs. This reduces the workload on HR professionals, allowing them to focus on more critical tasks.

Organizational support is a critical adaptation factor of HR portals because it ensures that the HR portal is aligned with the organization's goals, values, and culture. HR portals are designed to support and streamline HR processes, but their success depends on the level of support they receive from the organization. organizational support can take many forms, including providing adequate resources and funding for the development and maintenance of the HR portal, promoting its use among employees, and ensuring that HR processes and policies are aligned with the capabilities and limitations of the HR portal (Perry, 2021).

HR portals have become essential tools for modern organizations, and their adaptation to specific organizational needs is critical for their effectiveness. Critical adaptation factors for HR portals include user-friendliness, integration with other systems, security, and mobile compatibility. Organizations that take these factors into account when selecting an HR portal are more likely to experience improved HR efficiency and employee engagement.

#### **4.4 Research Methodology**

This is an entirely qualitative and descriptive report. In this research, I have highlighted the critical criteria of HR portal adaptation. Structured interviews were conducted with HR professionals to gather in-depth information about the HR portal implementation and usage in Eskayef Pharmaceutical Limited. The data collected from the interviews was treated confidentially, and ethical considerations were taken into account during the data collection and analysis process. Based on the literature review factors, I took interview of HR department and had a good gasp about their perspective. Then I analyzed received data and make recommendations.



#### **4.4.1 Data Collection**

In order to acquire a deeper understanding of the respondents' points of view, the research focused on the points of view of a total of four participants, including a Deputy Manager, an Assistant Manager, and two HR Executives. In order to get insight into how the participants felt The Adaption components of HR Portal were implemented, they were questioned as part of this study. The findings led to adjustments being made to the initial set of questions that were utilized in the data compilation process. Structured interviews have been used to accurately collect data on how employees feel about a variety of adaptation criteria, including user friendliness, integration with other systems, security, and mobile compatibility. In order to acquire data that was relevant as well as reliable, interviews were conducted. To obtain secondary data, research papers were used.

#### **4.5 Data Analysis:**

The information from the recorded interviews is sorted and analyzed by manually to determine common themes. We constructed our network's nodes using the respondents' own words and phrases. The subcategories of the respondents' responses were determined by grouping these connections together. The interview transcript data is given below:

**Question 1:** In HR Portal, every information will be saved in database. Do you think that database management will be better in this way?

Interviewee 1: “Yes, storing information in a database makes it easier to access and manage, especially when dealing with large amounts of data.”

Interviewee 2: "As someone who has worked with manual record-keeping systems before, I can say that using a database would be a vast improvement in terms of efficiency and accuracy."

Interviewee 3: "I would like to add that using a database also allows for better data analysis and reporting, which is essential in HR where data-driven decision-making is becoming more important."

**Question 2:** Do You think user-friendliness can be a crucial factor for adopting HR Portal?

Interviewee 1: "Absolutely. The easier it is for employees to navigate the HR Portal; the more likely employees are to embrace it."

Interviewee 2: "On the other hand if employees find the portal difficult to use, they may resist using it altogether. This is why we are making the portal as smooth as possible because of this reason."

Interviewee 4: "To add one more thing, we are giving the option to see information needed and the policies to apply for any form like PF Loan, child benefit etc."

**Question 3:** Do you think Data security can be a crucial factor for adapting HR Portal as sensitive employee information will be included?

Interviewee 1: "Absolutely. Ensuring the security and privacy of employee data is paramount, and any HR Portal will have robust security measures in place to protect sensitive information."

Interviewee 3: "Yes, all information will be stored in the company database which will be absolutely safe."

Interviewee 4: "I would like to add, all employee will have different types of access in the portal and that will be monitored for security matter."

**Question 4:** Do you think integration with other systems available in Eskayef can be another important factor as this Portal?

Interviewee 1: "Absolutely. Integration with other systems like KPI can help streamline HR processes and reduce manual data entry, saving time and resources."

Interviewee 2: "Integrating with other systems can also provide a more comprehensive view of employee data, allowing the data collected directly from server."

Interviewee 3: "Having an integrated HR Portal can also help improve communication and collaboration between different departments and stakeholders, leading to a more cohesive and efficient organization."

Interviewee 4: "Yes we will get data in an organized manner in this way."

**Question 5:** Do you think mobile compatibility can be another important factor of HR Portal?

Interviewee 2: "Yes, HR portal can be accessed through employees' mobile phone, so this will be more convenient to use."

Interviewee 3: "Every employee will have their personal account in this portal."

Interviewee 4: "Mobile compatibility will help HR departments stay connected and responsive, as they can access and respond to employee inquiries and requests in real-time, even when they're away from their desks."

**Question 6:** What is the organizational Support do you consider in order to successful implementation of HR portal?

Interviewee 1: "Employee engagement will be the key support from this organization."

Interviewee 3: "Providing ongoing support and maintenance for the HR Portal is critical, as it ensures that the system remains up-to-date, so it will need budget allocation."

Interviewee 4: "Employee needs to be trained on how to use this portal, so adequate training will be needed."

## **4.6 Findings & Discussions:**

Based on the interview, collected data are the findings of this study. Based on what is found further discussion is given below

### **4.6.1 User-Friendliness:**

User-friendliness is critical for HR portals because it is a major factor that influences employee adoption and usage of the system. According to a survey done by Kim et al. (2020), employees evaluated user-friendliness of HR portals as the most factors to improve. A user-friendly HR portal makes it easy for employees to navigate and complete tasks within the system. Like one interviewee said "Absolutely. The easier it is for employees to navigate the HR Portal, the more likely they are to embrace it." HR Portal in Eskayef will run smoother than other software's they use because of more refined information. All the

options will be available in the home page. So, it will be easy to access them. Another interviewee said "We are giving the option to see information needed and the policies to apply for any form like PF Loan, child benefit etc." This will lead to increased efficiency and effectiveness in HR processes, which can improve overall organizational performance. According to the findings, employee satisfaction with the system was significantly influenced by the HR portal's perceived ease of use and usefulness (Wong et al., 2021). A user-friendly HR portal can also have a positive impact on employee satisfaction and engagement. When employees can complete tasks easily and quickly within the system, they are more likely to feel satisfied with the technology and the HR processes it supports. This, in turn, can lead to increased engagement and productivity.

#### **4.6.2 Integration with Other Systems:**

Integration with other systems is a critical adaptation factor of HR portals because it allows for seamless data exchange and collaboration between different HR systems and processes. According to Lee and Park (2020), integrating HR portals with other systems can increase data security and regulatory compliance. In Eskayef, HR processes are supported by multiple systems and tools, such as payroll, benefits, and talent management systems. Integration with other systems like KPI enables HR portals to leverage data and functionality from these systems, which can improve efficiency and accuracy in HR processes. One interviewee stated "Integrating with other systems can also provide a more comprehensive view of employee data, allowing the data collected directly from server." The study found that the integration of the HR portal with other HR systems, such as performance management and payroll, significantly improved the efficiency and effectiveness of HR processes (Naldi et al., 2020). Integration with other systems also

enhances the user experience for employees by reducing the need for manual data entry and allowing for a single sign-on experience. Furthermore, integration with other systems can enable HR departments to gain a more holistic view of employee data and make data-driven decisions. Another interviewee stated "Yes we will get data in an organized manner in this way." This is why integration with other systems can be practically good for the seamless process.

### **4.6.3 Security:**

Security is a critical adaptation factor of HR portals because HR portals often contain sensitive employee information, such as personal and financial data, and it is essential to ensure that this information is protected from unauthorized access and potential cyber threats. Brown and colleagues (2021) underlined the relevance of HR portal security in defending against internal risks such as employee misbehavior in their research. Additionally, HR portals in Eskayef designed with data encryption, firewalls, and intrusion detection and prevention systems to protect against cyber threats. One respondent said "I would like to add, all employee will have different types of access in the portal and that will be monitored for security matter." The results of a research showed that role-based access control (RBAC) was effective in securing HR portals with different levels of access, as it allowed access to be granted based on the user's job responsibilities and privileges(Chen et al., 2018). This is why regular security audits and vulnerability assessments will be conducted to identify and address any security weaknesses in the system. Ensuring the security of an HR portal is not only important for protecting employee data but also for maintaining employee trust and confidence in the organization.

#### **4.6.4 Mobile Compatibility:**

Mobile compatibility is a critical adaptation factor of HR portals because it allows employees to access HR information and complete HR tasks from their mobile devices, which is increasingly important in today's mobile-first world. Mobile devices, such as smartphones and tablets, should be able to access HR portals (Perry, 2021). One of the respondents of interview said "Mobile compatibility will help HR departments stay connected and responsive, as they can access and respond to employee inquiries and requests in real-time, even when they're away from their desks." . A study by (Bakker et al., 2018) showed that mobile-compatible HR portals were related with improved levels of employee engagement and work-life balance because they enabled employees to access HR services and information when away from their workstations. With the rise of mobile technology, employees expect to have access to HR information and services anytime and anywhere, which can improve employee engagement and productivity. Mobile compatibility also enhances the user experience for employees by providing a more convenient and flexible way to access HR information and services. In Eskayef, employees can easily check their pay stubs, request time off, and update their personal information from their mobile devices, without having to log in to a desktop computer. Moreover, mobile compatibility can improve efficiency and accuracy in HR processes by enabling employees to complete tasks more quickly and easily.

#### **4.6.5 Organizational Support:**

Organizational support is a critical adaptation factor of HR portals because it ensures that the HR portal is aligned with the organization's goals, values, and culture. HR portals are designed to support and streamline HR processes, but their success depends on the level

of support they receive from the organization. Organizational support can take many forms, including providing adequate resources and funding for the development and maintenance of the HR portal, promoting its use among employees, and ensuring that HR processes and policies are aligned with the capabilities and limitations of the HR portal. From interviews, I get to know that making employee engagement is one the key organizational support to successfully establishing HR Portal. And one respondent said "Providing ongoing support and maintenance for the HR Portal is critical, as it ensures that the system remains up-to-date, so it will need budget allocation." According to one research, financial resources such as budget allocation and financing are associated to the frequency and quality of changes to HR portals. p. 181 (Huang et al., 2019). Adequate budgeting for future HR portal updates based on the employee feedback and employee training to use HR Portal are the other important support HR team is seeking from Organization. Organizational support is also essential for ensuring the success and sustainability of the HR portal in the long term. As HR processes and organizational needs evolve, the HR portal will need to be updated and adapted accordingly.

The findings of the interviews further confirmed the importance of the critical adaptation factors identified in the results.

In conclusion, the findings of this study provide valuable insights into the critical adaptation factors of the HR portal in Eskayef Pharmaceutical Limited. These insights can be used to guide the ongoing development and optimization of the HR portal in Eskayef



Pharmaceutical Limited, with the goal of enhancing the HR experience for employees and the organization as a whole.

## **4.7 Recommendations**

In this section, recommendations are presented based on the analysis of the findings.

In one of the part of organizational support, it is found that HR needs funding to regularly update HR Portal based on the employee feedback. It is suggested that Eskayef should keep their HR portal up to date because doing so keeps the portal competitive in the market for talent acquisition and guarantees that employees continue to find it useful. The HR portal needs to be able to adjust to the shifting technical and HR landscapes if it is going to be useful. According to one research, a lack of investment for HR portal upgrades and enhancements is a key impediment to attaining their full potential in terms of supporting HR tasks and improving employee engagement. (Schaubroeck et al., 2018)

HR Technologist (2021) discovered that in order for HR portals to remain relevant in light of the rapidly advancing nature of technology, they need to be subjected to ongoing review. Businesses have a tremendous opportunity to improve the user experience for their employees as well as the efficiency of their HR processes by ensuring that the HR portal is kept current with the latest HR technologies and best practices. According to (Kim & Lee, 2019), companies that regularly updated their HR portals were better able to give timely and correct information to employees, which enhanced their overall job performance. In today's highly competitive job market, it can be difficult for companies to find and keep the best employees. Keeping the HR portal up to date can help companies in this regard. In today's

highly competitive labor market, it can be difficult for companies to find and keep individuals who are qualified for their open positions. According to the findings of a study conducted by Deloitte (2018), HR technologies that offer workers an experience that is simplified and similar to that of a consumer are increasingly becoming an important competitive differentiator for many firms. Keeping a consistent update schedule for the HR portal can be helpful in resolving any issues that may crop up and can also make the portal more helpful to the employees who use it. The usability of an organization's HR portal can be improved by soliciting feedback from employees and then using that information to make improvements as required.

## **4.7 Conclusion**

The HR portal is a significant tool for companies to improve HR processes as well as the experience of their employees. The purpose of this research was to investigate the important variables that contributed to the HR portal's adaptability at Eskayef Pharmaceutical Limited and to offer recommendations for the portal's enhancement. In light of these findings, Eskayef Pharmaceutical Limited's Human Resources (HR) portal has been the subject of recommendations for further development. To sum up, the HR portal has the potential to significantly improve both the employee experience and the HR processes that are now in place. By adhering to these recommendations, the Human Resources department at Eskayef Pharmaceutical Limited will be able to support the overall goals of the firm as a whole as well as assure the continuous success and optimization of the HR portal.

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