



BRAC University

**Report on
Training and Development of Incepta Pharmaceuticals
Limited**

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Date of Submission: 06/09/2015

Letter of Transmittal

Date: 27.08.2015

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Sub: **Submission of Internship Report**

Dear Sir,

It is an absolute pleasure to submit my Internship report on **Training and Development of Incepta Pharmaceuticals Limited**. This report is mainly focused on the Training and Development in **Incepta Pharmaceuticals Limited**. During preparing the report, I gained a higher range of knowledge despite of having some limitations. However, I tried my best to overcome those limitations with my supervisor support and guidance.

The Internship Program and writing this report has been an exciting and great pleasure and an extremely interesting and rewarding experience. It has enabled me to get an insight into the Training and Development of HR section.

In spite of time constraints, I tried my best to make this self-generating. Finally, I express my willingness to be available to you any time for any further inquiry on this report.

Sincerely yours,

Rubaba Tarannum

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Major: Human Resource Management (HR)
BRAC Business School (BBS)

Acknowledgement

First of all, thanks to Almighty who graced me finish this report. I give thank from the deepest part of my heart to my internship supervisor Mr Arif Ghani, lecturer of BRAC Business School, BRAC University Faculty of Business Administration. For his guidance, help and effort as well as without any question allowed me to work on this topic. I really appreciate his efforts towards giving me proper guidance in this report.

I would like to show my gratitude to **Mr. Abdul Muktadir**, Managing director of Incepta Pharmaceuticals Ltd. By his permission I did my internship in his organization. I am also thankful to the entire team of HR department, especially **Md. Anayet Hossain**, (Assistant Manager HR) **MR.MD.Zakir Khan** (Deputy Manager HR), **MD. Moniuzzaman** (Senior Executive officer HR), **IftekharulAlam** (Executive officer), **Fahad Uddin Ahmed**, (Officer HR), **Kaazi Md. Akhai Rabbi** (senior officer HR), for their inspiration and providing required information. Besides that I am thankful to all people who directly or indirectly helped me to finish this work.

Last of all I would like to express my thanks to the authors, researchers, article writers whose books and articles I consulted and friends who helped me in every stage of the report by providing valuable information and suggestion in respect of preparing this report.

Executive summary

The subject matter of this report is a matter of Training and Development of Incepta pharmaceuticals Ltd. In the field of human resource management, Incepta Pharmaceuticals Limited is concerned at training and development for better organizational activity.

It includes employee management and development by orienting, learning and proper training in this competitive business world; success and failure depend mostly on performance of efficient employee of the organization and maintenance of different kind of activity. For this region every large and small organization endeavor their best to select high efficient worker and as well as try to maintain organized system to maintain administrative activities. Efficient management systems are one kind of resources for the organization. They are able to capitalized opportunities and contribute to success of organization. They are always aware of risks and weakness of the organization. Skilled maintaining system tries it best to reduce the weakness and avoid the risks.

Given the increasing complexity of business today, there is a need for selecting the most dexterous workers for function the day to day activities of the organization. For this reason every successful business entities try their best to set up the HR and administrative section in their organization. After this department, business organization are initiating the different seminar and training for improving the existing working capacity of the employees. Many companies are spending lots of money for building The HR department in the organization like other entities, IPL also initiating different development program for improving the HR department and its employees. In this I will try my best to focus on HR and Administrative activities and its different kind of programs that IPL has undertaken for improving their management system and as well as improving skill of unskilled workers. Training and development is essential to provide an employee with information, skills, and an understanding of the organization and its goals.

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1. Introduction:

In Bangladesh, the pharmaceutical sector is one of the fastest growing sectors. There are several sectors on which Bangladesh can be proud of and undoubtedly the pharmaceutical sector is one of these sectors, there are 245 registered pharmaceutical manufacturing companies in Bangladesh. Among these 245 registered companies Incepta Pharmaceuticals limited is the 2nd largest company of the country and it is growing rapidly between the top five manufacturing companies of the country. The pharmaceutical industry in Bangladesh is a standout amongst the most created innovation divisions inside Bangladesh. Makers produce insulin, hormones, and disease drugs. This division gives 97% of the total medical requirement of the neighborhood market. The industry likewise trades medicines to worldwide markets, including Europe. Pharmaceutical organizations are extending their business with the mean to grow the trade in market. There are 5 sorts of medication assembling organizations in Bangladesh, they are: Allopathic Drug Manufacturers, Ayurvedic Drug Manufacturers, Unani Drug Manufacturers, Herbal Drug Manufacturers, Homoeopathic & Biochemic and Drug Manufacturers.

Bangladesh Pharmaceutical Industry is successfully exporting APIs and a wide range of products covering all major therapeutic classes and dosage forms to 71 countries. Beside regular forms like: Tablets, Capsules & Syrups, Bangladesh is also exporting high-tech specialized products like HFA Inhalers, CFC Inhalers, Suppositories, Nasal Sprays, Injectables, IV Infusions, etc. The total number of brands items that are registered in Bangladesh is currently estimated to be 5,300 while the total number of dosage forms and strength are 8300. Today, Bangladesh is dealing with USA, India, China, Taiwan, Hong Kong, European Union, Singapore, Malaysia, Pakistan, Sri Lanka, Singapore, Myanmar, Thailand, Burma, Bhutan, Nepal, Yemen, Mauritius, Vietnam, Kampuchea, Laos, Mexico, Columbia, Ecuador, Kuraso Russia, Uzbekistan, Tazakistan, Kenya, Tunisia, Maldives, etc. as well

2. Company Profile:

2.1. Overview:

Incepta Pharmaceuticals Ltd. is a leading pharmaceutical organization in Bangladesh set up in the year 1999. The organization has a major assembling office situated at Savar, 35 kilometer far from the center of the capital city Dhaka. The organization produces different sorts of dose structures which incorporate tablets, capsules, oral fluids, drops, dry powder vials, powder for suspension, nasal sprays, eye drops, creams, ointments, lotions, gels, prefilled syringes, liquid filled hard gelatin capsules, lyophilized injections, human vaccine and so forth.

3. History:

Incepta starts its operation with a handful of highly efficient and motivated professionals guided by an able leadership and vision. Appropriate strategic planning, technical excellence, speedy and well-timed decisions helped them to achieve their objectives leading to much faster growth. Incepta was able to predict the need of the market and provide the right product at the right time and right place. High focus on R&D investment from its inception made possible the introduction of quality products ahead of its competitors in number of cases.

Incepta Pharmaceuticals Ltd. is now the 2nd largest company of the country and considered as one of the fastest growing manufacturing company in the country. Established in the year 1999, the company has come a long way. Currently the Zirabo plant consists of a number of buildings with state of the art technology. Dedicated cephalosporin manufacturing building, a specialized manufacturing building for the production of lyophilized products, insulin and amino acids and newly built liquid and semisolid manufacturing building and large warehouse is also in the operation.

At present all the products are coming from the plant situated at Zirabo. The company is producing almost all types of dosage forms covering nearly all therapeutic area. Incepta now has one of the largest and skilled sales force and strong distribution network of its own, operated from 19 different locations throughout the country. A most dynamic efficient and dedicated marketing team comprising of pharmacists and doctors are at the center of the marketing operation. These highly experienced professionals play a significant role in providing the essential strategic guideline for the endorsement of its products.

4. Product/Service Offerings:

They produce and market over 300 Brands in the local and international market. The following table shows the generic products of Incepta Pharmaceuticals:

Generic Product:

Tablets	1920.00 Million/Year
Capsules	120.00 Million/Year
Liquid injection ampoules	24.96 Million/Year
Eye drops	3.00 Million/Year
Infusion bags	1.92 Million/Year
Infusion bottles	80 Million
Liquid injection vials	60 Million/Year
Dry vial for injection	2.70 Million/Year
Nasal spray	2.57 Million/Year
Cream/ointment/shampoo	5.26 Million/Year
Oral liquid	29.48 Million/Year
Lyophilized vials	1.80 Million/Year
Pre-filled syringes	1.80 Million/Year

5. Operational Network:

5.1. Chronology of progress:

Incepta started its operation with a bunch of exceptionally talented and committed professionals guided by an capable leadership. Proper strategic planning, technical excellence, quick and convenient choices helped us accomplish our targets leading much faster development.

- **1998/99**

1. December 16, 1998, the development of the manufacturing plant started.
2. December 1999, first batch of product was delivered.

- **2000**

1. April 2000, Osartil the CVS result of Incepta went to the market.
2. By the end of 2000 Incepta turn into the number 31st organization of the nation.

- **2001**

1. Genetics with 37 presentations were launched this year. 11 of these generics were first ever in Bangladesh

2. By end of the year Incepta was ranked the 12th company of the country.

- **2002**

1. A total of 32 new generics with 49 presentations were launched. 14 of these generics were first ever in Bangladesh. New office for the sales and distribution operation was also taking shape.

2. By the end of the year Incepta was ranked the 10th company of the country.

- **2003**

1. A total of 32 new generics with 48 presentations were launched. 18 of these generics were first ever in Bangladesh.

2. By the end of the year Incepta was ranked the 8th company of the country.

- **2004**

1. A total of 17 new generics with 32 presentations were launched. 6 of these generics were first ever in Bangladesh.

2. The company was ranked the 5* largest company of the country with the ' highest growth rate among the top five.

- **2005**

1. We thrived under challenges and excelled in venturing into unexplored grounds and continued to satisfy our customer. Incepta started to provide life saving drugs to UNICEF from March, 2005.

2. A total of 27 new generics were launched. 12 of these generics were first even ¹ in Bangladesh.

3. The company was ranked the 3rd largest company of the country with the highest growth rate among the top five.

- **2006**

1. In a short time Incepta positioned itself at home as an innovative research • oriented and knowledge based Pharmaceutical company specializing in analysis, design and development of new products. With this harmony Incepta successfully started overseas marketing from May 2006.

2. A total of 25 new generics with 82 presentations were launched. 9 of these generics were first ever in Bangladesh.

- **2007**

1. Incepta introduced the era of biotech and lyophilized products in Bangladesh and remained as one of the pioneer manufacturers in Bangladesh.
2. A total of 32 new generic with 82 presentations were launched. 4 of these generics were first ever in Bangladesh.
3. Insulin was manufactured and launched for first time in Bangladesh by a national company.
4. Marketing, sales, distribution and administration departments shifted to fully own new premises.

- **2008**

1. Our core strength is our manufacturing plant which attained European" Certificate of GMP compliance" on the January 11.2008. Incepta has been able to bring, for the first time ever, such reorganization for a Bangladesh' Pharmaceuticals company. As a result of this certificate Incepta will be able to j start export of non-patent infringing products to European Union and many other regulated markets.

5.2. Divisions & Departments of Incepta Pharmaceuticals Ltd:

- Finance & Accounting (F& A)
- Sales
- Information Technology (IT)
- Distribution
- Human Resources (HR)
- Administration
- Production

- **Finance & Accounts (F & A):**
One of the most important part of Incepta Pharmaceuticals as they it deal with the suppliers, analyze the budget, financial and annual report of the company.
- **Sales:**
Sales department is accountable for market analysis and product sales.
- **Information Technology (IT):**
The information Technology system is to control the external and internal servers.
- **Distribution:**
There are twenty depots present all over the country.
- **Human Resource (HR):**
The human resource department mainly works on the selection, recruitment, training and development, compensation and benefits of the company.
- **Administration:**
Provides canteen and transport facilities for the employees.
- **Production:**
Only in the charge of production of Incepta Pharmaceuticals.

6. Organizational Chart:

6.1. Organizational Hierarchy of Incepta Pharmaceuticals Ltd:

Hierarchy is a way to structure an organization using different levels of authority and a vertical link, or chain of command, between superior and subordinate levels of the organization. In a hierarchical organization employees are ranked at various levels within the organization, each level is one above the other. At each stage in the chain, one person has a number of workers directly under them, within their span of control. Like any other organization Incepta Pharmaceuticals has a traditional hierarchical structure which clearly defines each employee's role within the organization and defines the nature of their relationship with other employees. Incepta Pharmaceuticals hierarchical structure is tall with narrow spans of control, which gets wider as we move down the structure. It is often centralized with the most important decisions being taken by senior management. As I observe doing my internship in this pharmaceutical, employees are very loyal to their departments and do their works effectively.

General Hierarchy



Assistant officers:

They provide high level administrative support to executives in an organization or partnership. Like secretaries or individual colleagues, they direct administrative work. In any case, official colleagues likewise perform obligations that can have an impact on the achievement or benefit of a business, for example, assisting with showcasing examination, training staff and planning critical gatherings.

Associate Officers:

They are responsible for giving day by day supervision to a division inside of an association.

Officers:

They manage the staff in an organization, particularly meeting contender for new posts.

Senior Officers:

Senior officer manages the staff in an organization, particularly meeting possibility for new posts.

Executive Officers:

In charge of running an association, in spite of the fact that the careful way of the part differs relying upon the association.

Senior Executive Officers:

Their work is administered by general rules, principles, regulations or enactment to apply inventive thought on, for instance, strategy detailing or determination of technique, to utilize master work force administration and asset administration aptitudes and to convey expert or expert information to hold up under in, for sample, the bookkeeping, review, data innovation, administration administrations and staff investigation fields.

The jobs of the assistant manager, deputy manager, manager, senior manager, general manager of Incepta Pharmaceuticals are:

Assistant Manager:

They are the role models of the people reporting to them.

Deputy Manager:

Help the general manager to sort out organization projects, tasks and faculty.

Senior manager:

He effectively takes an interest in the day by day supervision, arranging and authoritative procedures needed by a business to help meet its targets.

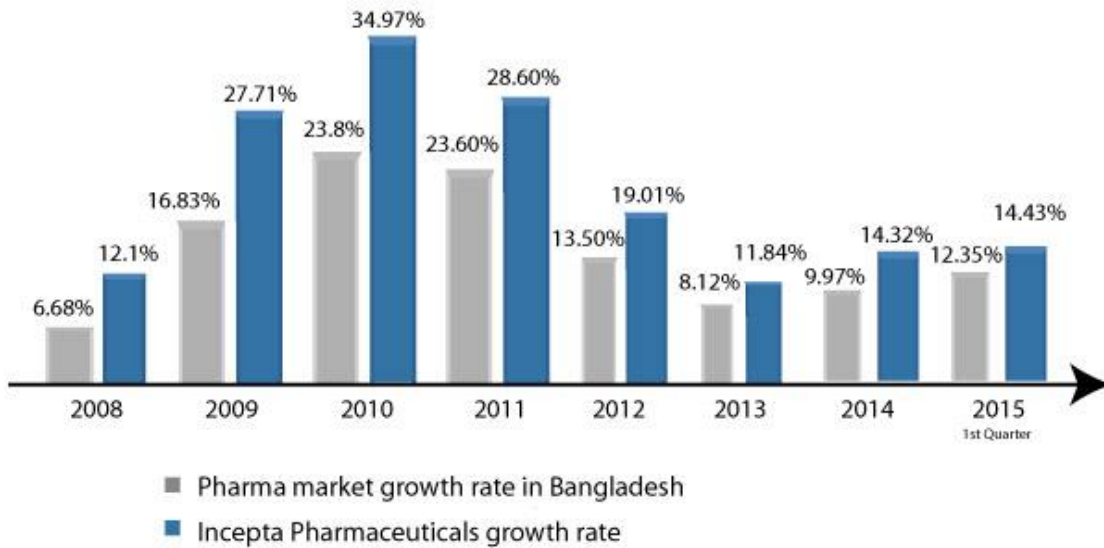
General Manager:

Top most level in Incepta Pharmaceuticals, have a thorough understanding of the departments and company's operation, skill at managing and leading the employees supervise and make sound decisions for the Incepta Pharmaceuticals.

Managing Director and Director:

Managing Director and Chairman of Incepta Pharmaceuticals Ltd.is Mr. Abdul Muktedir pointed out chronology of Pharmaceutical Industry of Bangladesh and future prospects of medicine export.

7. Growth Rate of Incepta Pharmaceuticals:



Starting in 2000, Incepta has been launching new and innovative products at a faster rate than its rivals. By December 2014, it has officially launched 399 generics with an aggregate of 706 presentations. The organization creates a wide range of dose forms covering nearly about all of the Pharmaceuticals.

In the period of last 14 years of operation Incepta launched as many as 140 new generics for the first time ever in Bangladesh. Incepta become the second largest pharmaceuticals company of the country due to their high concentrate on quality and timely introduction of much necessary medications which were previously not available in the country.

8. Corporate Social Responsibility (CSR):

Incepta made its enormous business progress through its trustworthiness and earnestness in business policies. The organization means to turn into the country's most respected organization through its fair and keen methodology. Organization administration strives to support group where they live furthermore the country beyond what many would consider possible in times of need. Incepta believes it can grow only if the country remains healthy. The practice of Corporate Social Responsibility (CSR) is given importance in Incepta and the prove of this commitment can be found in its dealing with clients, suppliers, employees, Government's and the society at large.

CSR activity of the company includes its finances because the company pays tax and VAT to the Government and also settles bank and suppliers liabilities in a timely fashion and gives benefits to employees on time. The employee of the Incepta are considered as valuable assets and it protects their rights and provides a full range of staff facilities including life insurance and disbursement of 5% of the company profit to them. Incepta provides maximum security in workplace for its employees and child labor is strictly banned. The company donates medicine to the Government Relief Fund during natural disaster.

9. Great Manufacturing Practice (GMP)

The Directorate General of Drug Administration, Ministry of Health & Family Welfare, Government of the Peoples Republic of Bangladesh, has issued GMP authentication to Incepta. The Drug Administration issues GMP declarations taking after investigations did by endorsed measures. Union GMP certification for its Solid Dosage form's plant at Zirabo, Savar, in Bangladesh, a rare and one of the most coveted certification for regulated markets. Incepta currently holds the following GMP compliance certifications:

- UK MHRA GMP Certificate
- European Union GMP Certificate
- Turkey GMP Certificate
- Yemen GMP Certificate
- Kenya GMP Certificate
- Democratic Republic of Congo GMP Certificate
- Ethiopia GMP Certificate

- Uganda GMP Certificate
- Sudan GMP Certificate

Company and plant address of Incepta Pharmaceuticals corporate headquarter:

Head Office Address of Incepta Pharmaceutical 40 Shahid Tajuddin Ahmed Sarani, Tejgaon
, Dhaka-1208, Bangladesh Phone: 4-880-2-8837811-26 Fax: +880-2-8837952 E-mail:
incepta@jnceptapharma.com

Factory of Incepta Pharmaceutical Limited

Dewan Idris Road

Bara Rangamatia, Zirabo, Savar

Dhaka, Bangladesh

Phone: +880-2-7708502

Fax: +880-2-7708507

10. Goals and Objectives

From the beginning, Incepta has been launching new and imaginative products with a specific end goal to satisfy unmet interest of the medical community. The center has dependably been to bring new, all the more technologically advanced molecules and innovative dosage forms to this country.

11. Mission Statement:

Provide people globally with high quality health care products at affordable prices in order to improve access to medicine and to provide employees an enabling environment that facilitates realization of their full potential.

12. Vision for the future:

We want to become a research based global pharmaceutical company in addition to being a highly efficient generic manufacturer. To discover and develop innovative, value-added products that improves the quality of life of people around the world. And contribute towards the growth of our Nation.

13. Job

13.1.Job Description:

To fulfill the requirements of my Degree of Bachelor of Business Administration (BBA) I joined Incepta Pharmaceuticals as an intern for 3 months. I worked in the HR department as my major is in Human Resource Management (HRM) and my office hours are from 8:30 AM to 5:30 PM. As I am intern so my main job was to support the executives of the organization.

13.2.Specific tasks, responsibilities and duties of the job:

During my internship as mentioned above I had to support the executives so as a result I had to do some specific tasks and had responsibilities and duties related the job. These jobs where not any core responsibilities.

In my internship program I had to support in the following HR activities:

1. Posted the letter to the company's regional manager, area manager.

2. Did data entry for SAP project.
3. Did photocopy.
4. Transferred different kind of paper from one department to another department.
5. Matched different kind of paper with main document.
6. Deposited the money for the employee on behalf of the incepta.

This was the some activity list which I did in Incepta pharmaceuticals ltd. For accomplished my internship program:

1.Organization Wide:

i. Transferred different kind of paper to different department:

I transferred different type of Paper to the different department, like I received the salary file from HR department and give it to account's department, collected CV from HR And send it to selection and staffing department though this department include in HR but their department located far from the main HR department. When any employee wanted to leave their job then some paper was approved from HR department and that paper also needed to approve from Sales Secretariat department, and those paper also transferred by me.

ii. Matched different type of photocopy paper with main document:

There I worked in all section in HR department, mainly in HRD section, that means human resource development section; basically I matched different kind of photocopy and policy paper with main policy paper. Different kinds of training paper matched with photocopy of training paper, photocopy of different kind of application paper match with main document, different kind of bank document match with photocopy of bank document, different kind of legal or law related paper matched with its photocopy paper and set up those in a file for future information.

iii. Deposited the money for the employee on behalf of the Incepta:

I deposited money in the bank because the employee who were in the high rank, they get different kind of allowances from incepta, and that things handled by HR. like some directors of the company were taking house rent particularly, though house rent include in the salary

but some director's got an extra opportunity from the company for their rank or position. So I went to the bank for deposit their house rent, medical allowances etc, after deposit the money the bank gave me a receipt and I gave it to the HR department.

2. Other relevant activity:

i. Posted the letter:

I posted the letter to company's Area manager and regional manager. And the issue of the letter was some employee resigned and some employee joined. so regional manager and area manager needed to give approval for those resigning and joining letter. And I send those letters to them.

ii. Did photocopy and scanning

I also did photocopy and scanning of Different kind of document, which was related to salary, related to transportation, related to resigning and joining, related with employee medical allowances, related with travel expense, related with promotion etc. After photocopy or scanning I matched the photocopy paper with main document and set those and kept in a file for future references.

iii. Matched different type of photocopy paper with main document:

There I worked in all section in HR department, mainly in HRD section, that means human resource development section; basically I matched different kind of photocopy and policy paper with main policy paper. Different kinds of training paper matched with photocopy of training paper and set up those in a file for future information.

I3.3.Performance Appraisal:

In Incepta Pharmaceuticals each week assistant manager of our department review my work progress and suggest me accordingly. My recently my organization has introduced new software for the enterprise and that is why top management asked HR department to gather significant information about it's human resource so I was actively engaged in posting data of the people of the organization and this activities is checked frequently by one of the senior officer of the HR department and he advised me about the accuracy of the data collection.

I also support the payroll section of the HR department for the development of monthly salary for the employees. I went bank with them for the salary purpose and it's documentation process. For the salary purpose I went to the standard chartered and IFIC bank. The senior payroll department always instructs me about proper maintenance of documents.

I was also involved in activities of cell phone communication operation which includes distribution of sim cards, controlling of sim cards, bill collection and payment for the above purpose I frequently visit Gulsan GP center.

I also helped the policy department officers regarding the previous document filing and the officers shared their views about my activities almost monthly basis.

I3.4. Critical Observation and recommendation:

1. Observation:

i. Data entry for SAP project:

SAP (Systems, Applications & Products in Data Processing) is a German multinational software corporation that makes enterprise software to manage business operations and customer relations. SAP is headquartered in Walldorf, Baden-Württemberg, with regional offices in 130 countries. The company has over 291,000 customers in 190 countries.

Incepta add this software for HR department. And I did data entry and faced some challenges. Microsoft excel was critical thing. There have lots of rules and command. And to build SAP in a department, needed huge amount of data and input those data was a big challenge for me because I was small knowledge at excel.

ii. Sharing the Desk:

Sharing my desk with other interns was another challenge for me. Because at the beginning He/she didn't know about me as well as I didn't know about him. And my desk was not fixed they makes me work in many section of the organization like salary and wages, training section, Selection and Staffing Section. So it was in some cases were little bit confusing and difficult for me to know where the stuffs and other materials are in the desk.

iii. Not have proper Internet Facilities:

Now a day's internet is one of the most important issues for every organization. Incepta had their internet facility in their entire office, and it was good but they didn't provide internet for the intern. In many cases I found that I need internet but I couldn't get that chance. And as an intern I found a problem which makes me nervous in the beginning of my working life in. Because when I tried to do some work that time I found internet was not working, it created a barrier for accomplishing my task.

2. Recommendations:

i. Individual computer should provide for an intern in office:

At the beginning of my internship program Incepta management gave me a computer to do my task like make employee's profile, working with Microsoft Excel. But after few days I found that one of their employees was using my computer when I arrived in the office. But in that time computer was essential for me to do my task. So individual computer should be provided.

ii. Availability of Internet:

There had internet for the HR manager and general employee but not for intern. As an intern when I was starting my work then I was facing some problem because of unavailability of internet. So I suggest that, Incepta should make their internet available for employee and as well as for the intern, because interns are also part of the organization.

14. Project

14.1. Summary:

The internship program is an essential part of Bachelor of Business Administration (BBA). This Program creates a unique opportunity for the students to apply their theoretical knowledge into practice and gain valuable real world business experience.

It is an arrangement by which a student works in a company for a limited period of time. As a student of BBA I joined Incepta Pharmaceuticals Limited for internship. This program helped me to acquire knowledge about different activities of the pharmaceutical company as well as its training and developing techniques of Human Resource Management.

At all levels of human resource development, the importance of training and development cannot be ruled out. In the field of human resource management, training and development is the field concerned with organizational activity aimed at bettering the performance of individual and groups in organizational settings. It has been known by several names, including employee development, human resource development, and learning and development.

Human resource development professionals are necessary to carry out programs dealing with instructions and professional development for workers. Training and developing the employees, keeping them motivated to propel and advance further and updated with the industry and the upcoming and present technologies, is essential to achieve the organization's plans and goals. Training and development are processes that attempt to provide employees with information, skills, and an understanding of the organization and its goals.

i. Background of the report:

With a view to acquire an in-depth knowledge about the practical orientation and experiences of dynamic business world, it is obligatory to undertake an extensive study to prepare a term paper by the students of HR department. Though I had worked in only HR department, but I had to select the above topic in order to explain my understanding about the overall HR development of the company.

ii. Significance of the Report:

The prime reason of this study is to become familiar with the practical business world and to attain practical knowledge about the overall manufacturing company, which is so much essential for each and every student of business to meet the extreme growing challenges in job market.

iii. Scope of the Report:

This report speaks the truth the HR preparing and improvement of Incepta Pharmaceuticals from its start of 2000 till now which is step by step expanded in area with HR need and their training and development with motivating tool.

14.2. Description of the project:

i. Objective of the project:

• Board Objective:

1. To assess the productiveness of training and development practices in Incepta Pharmaceuticals

• Supportive Objective:

1. To study the training and development systems of Incepta Pharmaceuticals
1. Be informed about training and development theoretically.
2. To understand the training need assessment systems in Incepta Pharmaceuticals.
3. To distinguish the inputs and outputs of training and development practices of incepta pharmaceuticals.
4. To assess the productiveness of training and development practices of Incepta Pharmaceuticals.

ii. Methodology of the Study:

A. Research Design:

The Research is descriptive by nature.

B. Data Collection:

The report contains qualitative information or data. So as to accomplish the expressed goals, is collected from a variety of primary and secondary sources. After collection of the information from the interview and material, first the information is precisely investigated. At that point the information was sorted out as needed. Data or information is collected both theoretically and practically.

C. Source of information for the Research are collected by both Primary and secondary Data.

Primary Data:

1. Information was collected through observation of the HR department and also other departments.
2. Informal discussion with the employees of the organization.
3. By studying the relevant documents given by the officers concerned.

Secondary Data:

The secondary Data is collected through:

1. Previous reports and papers
2. Training manuals
3. Journals, books and other relevant resources
4. Web resources

iii. Limitations of the Study:

- Time span of this report was extremely restricted. It was truly hard to know insights around a large organization like-Incepta pharmaceuticals limited in such a short period of time
- As the respective personnel of Incepta are actively engaged with their work most of the time so I was unable to communicate with them occasionally.
- Due the strategic, comparative and competitive position of the company the Incepta doesn't disclose their highly confidential information regarding HR and developing tools used for HR might make the report more commendable.

15. Training and Development Presently Practiced by Incepta Pharmaceuticals:

The training and development of all employees is critical to the Company's prosperity. It enhances the execution of the organization, groups and people and makes a vital commitment to the maintenance of staff and the improvement of future ability.

Incepta Pharmaceutical Limited is focused on giving a domain which empowers consistent learning, development and individual accomplishment of all employees. The accomplishment of this dedication by the Company is additionally dependent on employee duty and their readiness to learn, create, tackle new parts and obligations and look for open doors for self-advancement.

Training and development plans are in view without bounds business technique and through the output of normal individual appraisals. These plans recognize where individual performance may be improved through development initiatives including instructional classes, drilling, occupation experience, formal studies, and so forth.

The Company is focused to the effective induction of all employees and in supporting all workers to understand their maximum capacity. Training and development opportunities are offered on a reasonable premise to all workers. The Company guarantees that no employees gets less good treatment or thought.

➤ **Reasons of Training and Development of Incepta Pharmaceutical Limited**

- To help the employees perform all the more adequately in their employments.
- To set up the workers for future development and headway by giving
- Supervisory and other administration programs.
- To constructing powerful work groups through creating staff interchanges and interpersonal abilities.
- To include a feeling of devotion to highest quality.
- To stay up with the latest with changes those influence the business environment.

15.1. The layout of Designed Training Program:

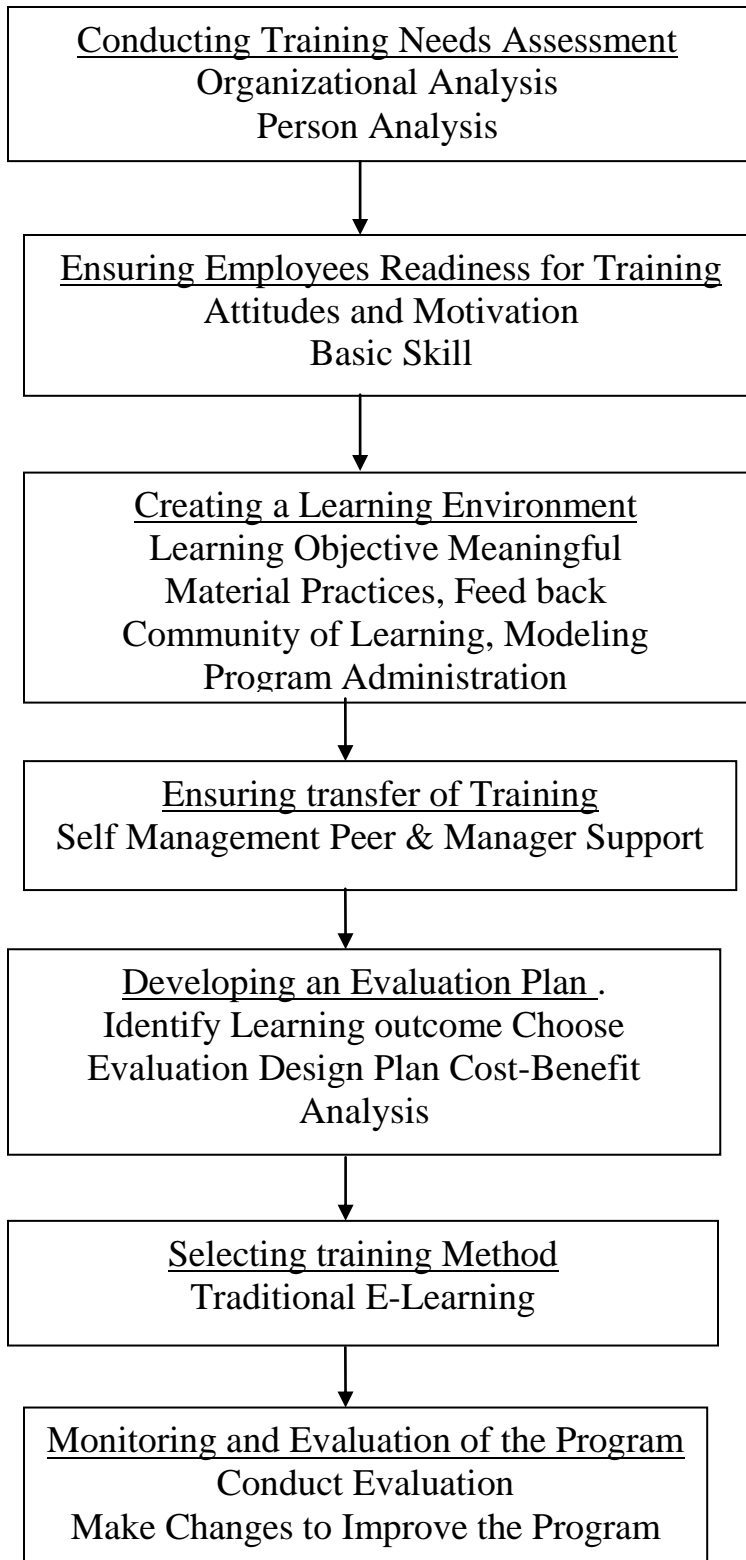


Fig: Design of Training Program

Training Needs Assessment

Need assessment is the first step in the training and development process and it focuses on detecting and solving performance problems. The purpose is to identify if there is a need for training and the nature of the content of the training program. This phase determines the relevance of particular trainings to employee's jobs and how it will improve the performance. It also addresses the organizational problems and then distinguishes the training needs with an objective to identify an appropriate training need which will link to improved job performance of Incepta Pharmaceutical Limited goals and bottom line.

Training Administration

Objectives of a training program cannot be met unless there is a role-playing of the Human Resource Department. This Department carries out all the administration tasks of the training in co-ordination with the departmental supervisors, employees and at the same time with the trainer who will be or is in charge of providing the training program. As such, the HR department works as an intermediary between employees, their supervisors and the training program. This is done to prevent any form of miscommunication and to ensure that the employees are receiving the right training pertaining to their needs, which will lead to improved performance of this company.

Training Evaluation Process

Each and every training program is carried out with a view to achieving some predetermined objectives and to analyze whether those objectives are fulfilled, training evaluation is a must. Incepta Pharmaceuticals believes in continuous development. Therefore, performances of the trainees are important to evaluate to know the effectiveness of the currently practiced programs. This will also help to rectify any loopholes in the process, which can be addressed during the evaluation process.

The overall phase of Training Evaluation will focus on:

- Employees' reaction towards the training program
- Analysis of the knowledge and skills that the employees have learned from the training programs

- Application of the knowledge and skills that were taught in the training. Results of the new inputs made by the trainees.

15.2. Steps of Training process at Incepta Pharmaceutical Limited

Step 1: Training Needs Assessment

Incepta Pharmaceuticals recognizes that employees are an integral part of organization and that they themselves have the potential to judge what kind of training will improve their performance at work. In this step of Training Needs Assessment, individual employees and line supervisors have essential and outrageous role playing. Therefore, they have the privilege to analyze their own abilities in line with their job responsibilities and can discuss these with their line supervisors.

The supervisors have to give priorities according to importance and availability of resources and then in prepare Annual Training Plan and External Training Recommendation which are forwarded to the Human Resource Department, upon completion. They have to support their employees' learning and development by scrutinizing and finding out the training needs. On the contrary, it is one of the key responsibilities of the supervisors to keep their subordinates performance on constant check. This is done in discussion with the employees.

The Incepta Pharmaceutical Ltd. Follows the following procedures for training need assessment for the organization:

Person analysis:

It is a procedure for figuring out if employees need training, and whether workers are prepared for training. Incepta pharmaceutical distinguishes about the learning, capacities and skills do trainees as of now have to take part in the training .It helps the organization to distinguish who needs training.

Organizational Analysis:

In Organizational analysis the organization first decides about the organization's assets for training, related expense connected with training & the normal advantage of training. It mainly includes deciding which business is suitable for training, given the organization's business methodology.

Analysis of Job Requirement:

Analysis job requirements is to find the job responsibilities, the skills and knowledge those are needed for successful performance and whether the training should be in the actual job setting or at the training.

Performance appraisal:

Due to Performance Appraisal we get the causes and the outcomes for which the training is required. The cause for training is marked in order to have higher performance standards and support for business strategy. The outcomes are for the trainees who receive training, who needs to learn, type of training needed for executives etc.

Step 2 : Training Administration:

Training and Development administration is mainly done by the HR Department. It is the responsibility of the HR Department to assess, after receiving Annual Training Plan and External Training recommendation from the line supervisors, whether there is an actual necessity of the training which will be viable for the improved performance of the employees to achieve organizational objectives. Then the HR searches through a number of channels and resources to find out about the training available related to it and the associated expense with it.

Prior to the registering an employee with a training program the approval of the managing director is needed. The training details before the registration are also informed to the supervisors and the employees.

Step 3: Ensuring Employee's Readiness for Training

In accepting that employee resistance is a component of reform in all work settings, they have emphasized the value of employers and managers creating employee readiness for change hi Incapta Pharmaceutical Ltd for such training. The recognition of resistance to change in the workplace is not new. So this step is taken to ensure that employees have the motivation and basic skills necessary to master on training content. It is suggested that inherent in the theoretical readiness model, is the acceptance that employee resistance is always likely to exist, so rather than focus on resistance as a problem discuss a range of factors which they believe contribute to employee readiness to willingly participate in the change process.

Step 4: Creating a Learning Environment:

In this step they ensure that the new skills are learned and applied, they educate the top officials to:

- Take responsibility for their employees and their own learning activities;
- Provide employees with a continuous learning environment;
- Reinforce learning as employees experiment with their new skills. In order to do that, they develop the following factors: With their training they wish to provide information to employees so that this information is converted to knowledge when employees apply it to their jobs. They will ensure that learning takes place when the person applies these skills through practice and reinforcement.

Step 5: Developing an Evaluation Plan

Training Evaluation consists of four segments including Reaction, Learning, Transfer of learning and improvement in organizational work, and finally a cost-benefit analysis of the training program. Employees who attend the training programs are expected to apply the newly learnt skills and knowledge at work and evaluate how it has helped to perform a task compared to the ability the incumbent possessed preceding training. Employees and line supervisors again have a major role playing in this segment of Training and Development of Incepta Pharmaceuticals. They have to identify the differences and report their findings along with other views and suggestions

Training methods followed by Incepta Pharma Limited:

A few techniques can be utilized to fulfill on organization training needs and perform its objectives. The Incepta Pharmaceuticals classified their training by two classes:

1. Non-Supervisory Training:

- Training is the training for workers and administrators of the organization.
- Lasting and easygoing laborers are included for these.

2. Supervisory Training:

- The training for the managerial employees is called supervisory training. Distinctive department's officers and administration learners are incorporated to this.

16. Analysis and Findings:

In my report study, I attempt to think about the Training and development of Incepta Pharmaceuticals Limited, Bangladesh, identified with the different issues of organizations Training and Development operations. I have considered the training methods that Incepta is presently taking after with their developing tool that a leading pharmaceutical is keeping up. I found that this organization is a dynamic and quickly developing one by its employee with new method and motivating tool. It has such a skillful HR office which is dealing with Employee incentives and benefits. For example, one official take care of the PF fund, others are for Mobile bill, Technical plan framework by giving most recent ID card to punch and get coupon for food. To make the employees maintain their office timing the coupon for the food will not appear if they are late for the office. This is used as an developing tool for the well timed of the employees.

Job Description and Training Method:

The part of Job analysis is job description. We need to know about the job analysis before discussion about the job description and training as the source of training needs come from Job analysis.

Job analysis may be the deliberate investigation of the exercises inside an occupation. It characterizes what's more documents the duties, responsibilities. Furthermore accountabilities of a employment and the condition under which an occupation is performed. Job analysis will be the process where the judgments would made something like data collected on a job. It includes two components Job Description furthermore Job specifications.

Purpose of Job Analysis

The reason for job analysis is to establish and archive those 'job relatedness' of employment methods for example, training, selection, compensation, and performance appraisal.

Job description format is:

- Title

- Duties
- recognizing qualities
- Environmental conditions

So, an individual needs will think delicately over as much about his job description to perform his duties well. That is an formal training is very much required for an employee to perform his duties.

17. Recommendations:

The current situation of Incepta Pharmaceuticals can be improved if they introduce their own training institute. As hiring trainer from outside becomes expensive and will take long time. In Incepta pharmaceutical they doesn't have any procedure to evaluate a single person development needs and even the development plans are not addressed in performance appraisal, it will not make the employees motivate to work. So as a result Incepta should be careful about this.

They should use both on the job training and off the job training but they prefer to use only on the job training. Moreover they are more utilized to house training but they should also use outhouse training. For the better of their performance they should organize training training often and for that they should assign an individual training and development person who will look after all this training and development of the organization.

However there are some further recommendations:

- Incepta Pharmaceuticals has inadequate facilities for its employees but it should introduce E-learning facilities for the development of its employees.
- For the development of employees library is very essential which Incepta doesn't have so they should establish a library in small basis.
- There should hire more female employees.

18. Conclusion

Incepta Pharmaceuticals is one of the leading pharmaceutical companies of Bangladesh and recognized as the fastest growing of the top five manufacturing company in the country. It covers the whole Bangladesh and over 40 countries by its products. The company is in a growing position in the market. As we know in this ever changing context of global business it is very necessary to fine tune the knowledge skill and behavior of the employees to meet the business goals. Moreover it is the not the only need of the organization but also the concern they grow and enhance their experience for the betterment of their career. Incepta pharmaceuticals have identified this since its inception that human resources are the most important factor of organization success. So nurturing the human potentials through training and development is very significant for them. They try to introduce this culture almost every department of the organization. In this regard the objective base and performance driven activity of the training function of Incepta Ltd is very well adjusted with the organization goal and helping a lot to achieve it. Up to now their training process and performance is good but it is needed to be more perceived and active to assess its outcomes.

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