

**“SECRETARIAL PRACTICE OF
GLAXOSMITHKLINE BANGLADESH LTD”**



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Internship Report

On

**“Secretarial Practice of GlaxoSmithKline
Bangladesh Limited”**

Prepared for

Mahtab Faruqui

Senior Lecturer

BRAC Business School

BRAC University

Prepared by

Md. Abu Bakar Siddik

ID: 09204097

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BRAC Business School

BRAC University

Date of Submission: 20th February, 2014



Letter of Transmittal

Date: 20th February, 2014.

To

Mahtab Faruqui
Senior Lecturer,
BRAC Business School,
BRAC University.

Subject: Submission of Internship Report

Dear

Mahtab Faruqui,

This is a great pleasure for me to submit this Internship Report on “**Secretarial Practice of GlaxoSmithKline Bangladesh Limited**”. This report has been prepared during my three months internship program at GlaxoSmithKline, Bangladesh, Limited. In this report I tried to illustrate the Secretarial activities practiced by this organization. I intended to present whatever I found and observed in GSK during my internship program.

I would appreciate if you please render your valuable comments and observations.

Sincerely yours,

Md. Abu Bakar Siddik

Id: 09204097

BBS Department

BRAC University

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Acknowledgement

All praises goes to almighty Allah, the most gracious and the most merciful without whose blessing I could not have completed this report.

The accomplishment and completion of this report would not have been viable without the contribution of some accommodative people, who gave their valuable time from their busy schedule to guide me in doing my project work.

I would like to extend my heartiest gratitude to all those who directly or indirectly contributed to the completion of the report. At the beginning, I would like to convey my gratitude and appreciation to my supervisor at GSK, Bangladesh Mr. Nizam Uddin for his intimate and tremendous support and cooperation.

I would also like to express my gratitude to Mr. A.K.M. Firoz Alam, Director HR at GSK, Bangladesh for giving me the opportunity to experience real life business environment.

I would also like to thank to my academic supervisor Ms. Mahtab Faruqui, Lecturer in Finance of BRAC Business School for providing valuable guidelines in preparing the report.

Executive Summary

GlaxoSmithKline started its journey in Bangladesh on the year 1949 as an importer of its own products and its importing activities used to hold in Chittagong but eventually it emerged its roles to manufacturing sector also and established factory in Chittagong. So, GSK is operating in Bangladesh for 63 years and it's really providing excellent service in Consumer Healthcare and Pharmaceutical sector. GlaxoSmithKline has a strong Secretarial department which is working in line with the strategies of the organization and working with the aim of attaining the mission and vision of the company. GSK has mainly three divisions in HR department and these are - HR development, HR services and administration. Under the HR department performance appraisal system takes place. A survey is conducted at corporate office of GSK to evaluate the appraisal system. The whole report is divided into six parts. First part comprises of introduction part which includes- objectives, methodology, scope, limitations of the study, second part comprises of organizational overview which includes GSK worldwide to GSK Bangladesh. Moreover, third part comprises a briefing on practices as an intern, its activities, techniques, perceptual errors; fourth part comprises of the **Function of Secretarial Department** conducted at GSK Bangladesh and fifth part includes findings and analysis of the research conducted through my internship period and last part comprises conclusion and recommendation and its effective implementation.

List of Abbreviations

MNC= Multinational company

GSK= GlaxoSmithKline

LTD= Limited

GMS= Global Manufacturing Supply

HR= Human Resources

HRM= Human Resource Management

DMO= District marketing offices

CEO= Chief Executive Officer

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Chapter-1

Introduction of the Study

1.1 Introduction

GlaxoSmithKline (GSK) is a world's leading research-based pharmaceutical company with a powerful combination of skills and resources that provides a platform for delivering strong growth in today's rapidly changing healthcare environment. It provides significant information to identify and analyze the market need, market size and competition. This project is based on the information of Secretarial Department of GlaxoSmithKline, a pharmaceutical company, and its promotional activities and how more awareness can be created for the product in a most effective communicating way.

It is the only British organization in the world's top 20 pharmaceutical companies. Subsidiary companies are established over 50 countries of the world many with their own manufacturing facilities and the group have agency representation in more than 100 offices. GSK has leadership in four major therapeutic areas- anti infectives, central nervous system (CNS) and respiratory & gastro- intestinal metabolic. In addition it is a leader in the important areas of vaccines and has growing portfolio of oncology products. GSK supplies products to 140 global markets and has over 100,000 employees worldwide. GSK has 180 manufacturing site in 41 countries. There are about 450 generics registered in Bangladesh. Out of these 450 generics, 117 are in the controlled category i.e. in the essential drug list. The remaining 333 generics are in the decontrolled category, 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 strengths are 8,300. Bangladesh pharmaceutical industry is mainly dominated by domestic manufacturers. . Bangladesh Pharmaceutical Industry is now heading towards self-sufficiency in meeting the local demand. The industry is the second highest contributor to the national exchequer after garments, and it is the largest white-collar intensive employment sector of the country. The top 12 leading pharmaceuticals company in Bangladesh including local and MNC's are - **Square, Incepta Pharma, Beximco, Oponin Pharma, Eskayef, Renata, A.C.I., Aristopharma, Drug International, Sanofi Aventis, GlaxoSmithKline.** With an enviable image and reputation for the past 6 decades GlaxoSmithKline (GSK) Bangladesh Limited running its operation as a subsidiary of GlaxoSmithKline - one of the world's leading research-based pharmaceutical and healthcare companies. GSK is at 12th position among top 12 pharmaceuticals in Bangladesh. Relentless commitment, setting of standards of ethical standards and quality backed leading edge technology of the Company has built a strong relationship between the stakeholders and GSK Bangladesh. With the ever committed 701 numbers of personnel all over the country GSK Bangladesh, which now comprises of both pharmaceutical and consumer healthcare products, continually strive to meet the organization's mission. As a Finance major I have done internship under Secretarial Department of GSK and carried out internship report based on the topic-

“Secretarial Practice of GlaxoSmithKline Bangladesh Limited.” assigned by my academic supervisor Ms. Mahtab Faruqui.

1.2 Origin of the Report

Internship Program of BRAC University is a Post-Graduation requirement for the BBA students. This study is a partial requirement of the Internship program of BBA curriculum at the BRAC University. The main purpose of internship program is to get the students exposed to the job world. Being an intern, the main challenge is to translate the theoretical concepts into real life experience.

The internship program and the study have following purposes-

- ✓ To get and organize detail knowledge on the job responsibilities.
- ✓ To experience the real business world.
- ✓ To compare the real scenario with the lessons learned in BRAC University.
- ✓ To fulfill the requirement of BBA Program.

This report is the result of three months long internship program conducted in GlaxoSmithKline Bangladesh Limited and is prepared as a requirement for the completion of the BBA program of BRAC University. As a result I need to submit this report based on the “Practice of Secretarial Department”. This report also includes overview information of the organization of GlaxoSmithKline Bangladesh Limited.

1.3 Objective of the Study

1.3.1. General Objective

The general objective of this section is to gain knowledge about the company and its current functions and also analyze employee’s different payments claims.

1.3.2 Specific Objective

To be more specific, this study entails the Secretarial Analysis of GlaxoSmithKline Bangladesh Limited to figure out and observe the Secretarial performance of GSK BD Ltd.

1.4 Scope of the Study

Defining the scope of the study is a broad aspect to be described. Still the Secretarial & Finance Department helped me a lot to prepare the report. On the other hand due to some confidential resolutions there were difficulties to find out some information as well. The scope of the study is basically limited to the analysis of the present Secretarial activities of GSK, Bangladesh, Limited and to the analysis of the strengths and weaknesses of the system to recommend best practices for GSK.

1.5 Methodology

To make the report more meaningful and presentable, two sources of data and information are used widely. Both primary and secondary data sources are used to prepare this report. There are some records collected from various resources of the company.

1.5.1 Selection of the Topic: My supervisor assigned the topic of the study. Before the topic was assigned it was thoroughly discussed so that, a well-organized internship report can be prepared.

1.5.2 Sources of Data

To carry out the study both primary and secondary data were used.

1.5.2.1 Primary Sources

To collect all these data, I had to commence an interview with the Finance Manager & Secretarial Executive who could give the actual information that was required to prepare an authentic report. Personal observation plays a big role to make the report perfect.

1.5.2.2 Secondary Sources

Referring to the secondary sources I mainly used the web site of GlaxoSmithKline Bangladesh Ltd. and also other reports of GSK so that I could manage to study on the purpose of preparing the report.

1.6 Limitations of the Study

1. Due to time constraint, I could not make the report a more detailed one.
2. Lack of previous literature and scarcity of other secondary information.
3. Study on Secretarial practice needs lots of deskwork which also needs huge time so lack of proper time was also one of the major limitations.
4. Respondent's unwillingness/ hesitation on providing confidential information. They felt they are leaking out some information, which they are not supposed to.
5. Authority was not available as they had to maintain a lots work.

Although there were many limitations I tried to give my best effort to furnish the report.

Chapter-2

Organizational Overview

2.1 Name of Organization

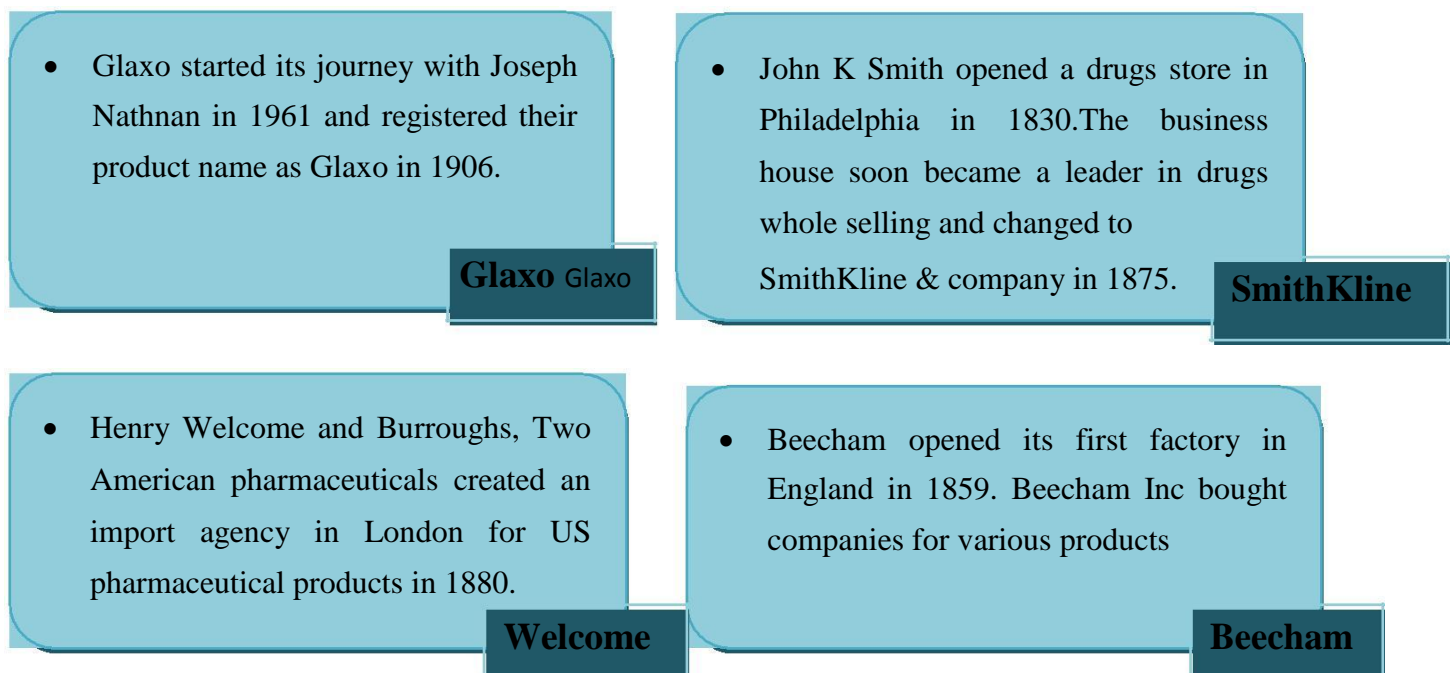
The present day GlaxoSmithKline is the product of mergers, acquisitions and strategic alliances over the years. Therefore, it is necessary to focus on the histories of different major companies that combine to form the present day GlaxoSmithKline.

2.1.1 Background of GlaxoSmithKline

GlaxoSmithKline (GSK) is a world's leading research-based pharmaceutical company with a powerful combination of skills and resources that provides a platform for delivering strong growth in today's rapidly changing healthcare environment. GSK has leadership in four major therapeutic areas—anti-infectives, central nervous system (CNS) and respiratory & gastro-intestinal/metabolic. In addition, it is a leader in the important areas of vaccines and has a growing portfolio of oncology products. GSK supplies products to 140 global markets and has over 100,000 employees worldwide. GSK has 180 manufacturing sites in 41 countries.

2.1.2 Creation of GlaxoSmithKline-History

The creation of GlaxoSmithKline is shown below with a diagram—



2.2 GlaxoSmithKline- Mission, Strategic Intent & Spirit

2.2.1 Mission

The mission statement of the business- “Our global quest is to improve the quality of human life by Enabling people to do more feel better and live longer”

2.2.2 Strategic Intent

Our strategic intent states our business goal – “We want to become the indisputable leader in our industry ”.

2.2.3 Spirit

“Our company spirit describes how we need to behave if we are to achieve our goal” –We undertake our quest with the enthusiasm of entrepreneurs, excited by the constant search for.

2.2.4 Vision

Becoming the undisputed leader in the industry means conquering the challenges that will be face as an industry and as a global society.

2.2.5 Quality Statement

Quality is at the heart of everything we do- from the discovery of the molecule through product Development, manufacture, supply and sale- and vital to all the services that support our business performance.

2.3 GlaxoSmithKline Bangladesh Limited

With an enviable image and reputation for the past 6 decades GlaxoSmithKline (GSK) Bangladesh Limited is running its operation as a subsidiary of GlaxoSmithKline - one of the world’s leading research-based pharmaceutical and healthcare companies. In 1949 the Company commenced its journey in Bangladesh with its’ corporate identity as Glaxo in Chittagong as an importer. In 1967, the company established its own manufacturing unit at Chittagong. The facility till date is considered as one of the Centre of Excellence in Global Manufacturing & Supply Network of the Group. The global corporate mergers and acquisitions have seen the evolution of the Company’s identity in the past 6 decades. In line with mergers and acquisitions the identity changed from Glaxo to Glaxo Welcome Bangladesh Limited following the Burroughs Welcome’s acquisition in 1995 and finally to GlaxoSmithKline Bangladesh Limited during 2002 after merging with SmithKline Beecham in December 2000. The mega merger of the Company enabled it to deliver edge advancements in health care solutions. The relentless commitment, setting of standards of ethical standards and quality backed leading edge technology of the Company has built a strong relationship between the stakeholders and GSK Bangladesh. With the ever committed 701 numbers of personnel all over the country GSK Bangladesh, which now comprises of both Pharmacy and Consumer, continually strive to meet the GlaxoSmithKline mission.

2.4 Product overview:

1. Pharmaceuticals:

GSK's board pharmaceuticals product line includes antibiotic, antidepressant, gastrointestinal, dermatological, respiration, cancer and cardiovascular medications. GSK has a variety of vaccine products, including hepatitis A and B, diphtheria, tetanus, whooping cough and influenza.

2. Consumer Healthcare:

GSK Consumer Health brings oral health care, over the counter medicines and nutritional health care products to millions of people.

| GlaxoSmithKline Products Glossary | |
|--|--|
| Local production | 60 products including Berin Cytamen Kefdrin Pentamox |
| Imported product | 17 products including Alkeran Seretide Zinnat |
| Vaccines | 17 products including Engerix-B Fluarix Synflorix |
| Consumer Healthcare | 9 products including Horlicks Chocolate Horlicks Junior horlicks Mother Horlicks Horlicks Lite Boost Maltova Glaxose |

Figure: GSK Product Glossar*(Source: Marketing department GSK, Bangladesh)

2.5 Functional Department of GSK

GlaxoSmithKline, Bangladesh, Limited comprises of five major departments. Each department of GSK operates in different aspects but they are inter-related as well as complementary to each other. Above mentioned functional departments are worked under the Managing Director. The company's delegation of authority is decentralized. The main functions of these departments are -

Human Resources

HR department is one of the most active departments in GSK. Previously this department was known as “**Personnel Management**” department. The company places great emphasis and commitment in developing the human resources as the management body believes that only the best people with professional competencies can contribute successfully to achieve the organization's goals. GSK has two HR Division, one is at corporate head office and other one is Chittagong factory office. There are four functional sub-departments. They are- HR Development, HR Services, HR Administration and Industrial Relations. First three sub departments are looked after by corporate head office HR division and last one is looked after by Chittagong HR division. There are various functions of HR department of GSK. The main activities of this department are given below-

1. Recruiting and training the best pool of employees according to company's requirement
2. Administering smooth workflow in the organization
3. Managing demands of the labors in the factory
4. Allocating annual holidays
5. Organizing motivational programs for employees
6. Looking after the wage structures and waivers

Marketing

The pharmaceutical industry of Bangladesh has limited field for marketing. Yet in an age of high competition like today's, firms are heavily spending and effectively practicing marketing. The summary of marketing functions is given below-

1. Designing and implementing sales strategies
2. Controlling and updating distribution network
3. Designing and carrying out promotional programs
4. Providing marketing information services
5. Controlling international trades
6. Keeping records of data regarding marketing activities

7. Building up public communication network
8. Looking after all the brands and patents
9. Conducting marketing surveys as needed

Finance

GSK gives proper importance to their finance department. The financial statements of GSK have been prepared in accordance with Bangladesh Accounting Standards and the relevant requirements of the schedule to the Securities and Exchange Rules, 1987 and of the companies Act 1994 following the historical cost conversion. The primary tasks of finance department are given below-

1. Controlling the accounts
2. Completing annual budgets
3. Allocating all kinds of payments to the staffs and managers
4. Looking after all the revenue and expenses
5. Conducting internal audit
6. Keeping records through IT
7. Facilitating local production costs

Medical and Regulatory Affairs

Medical and Regulatory Department of GSK, Bangladesh is compiled with required number of doctors and qualified people. This department is primarily responsible to perform tasks like liaison with government for legal issue purpose, communicate with doctors, handling advertisements, etc.

Information Technology

The technical department of GSK is extraordinarily strong. The organization always strives for reaching the global standard of applications of information technology. This company is one of the very few companies in Bangladesh that use world class sophisticated software.

2.6 Company Organogram

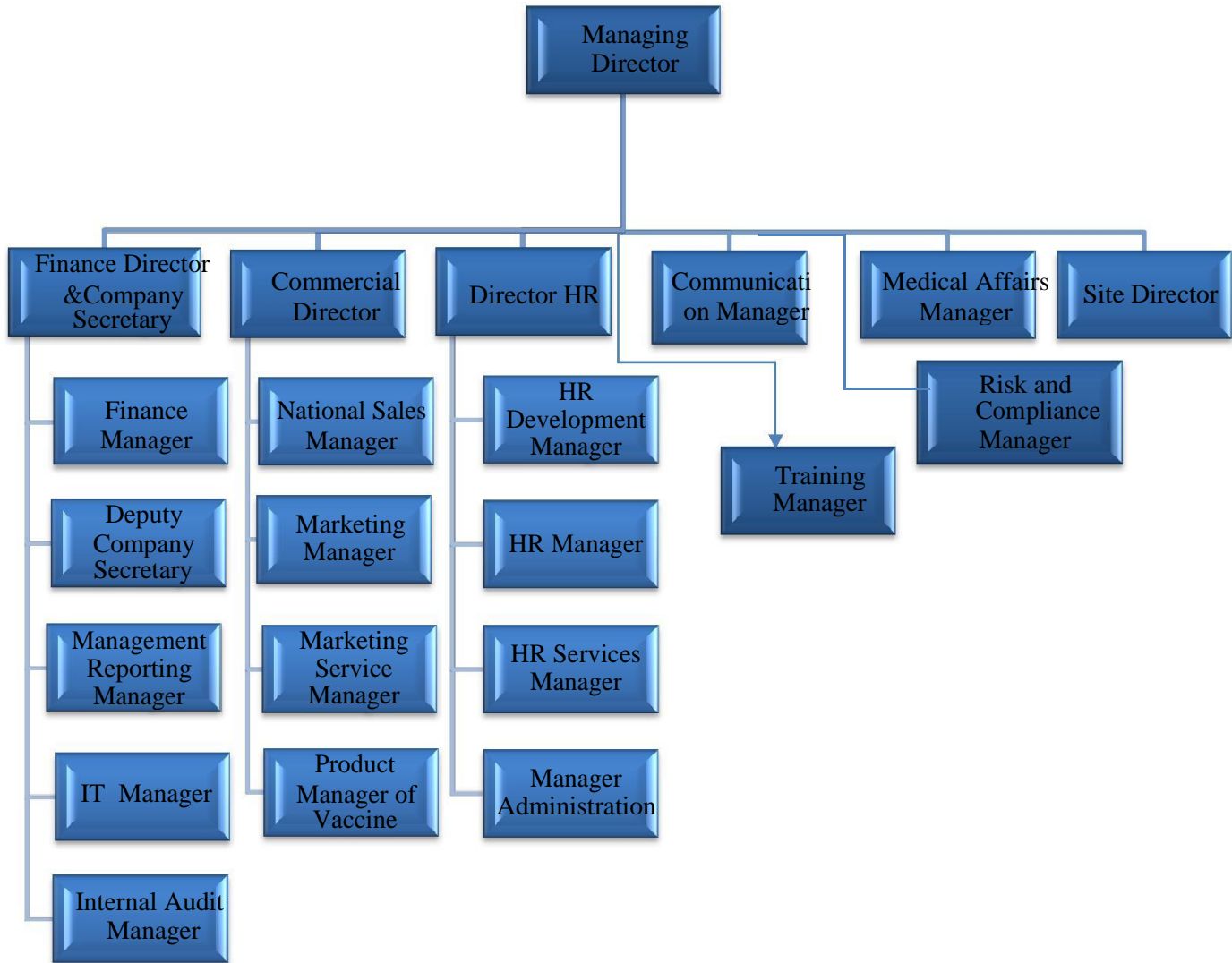


Figure: Organogram of GSK Bangladesh Limited (GMS Corporate Head Office)*

*Source: (Secondary data, provided by HR Department)

2.7 GSK'S Market Share & Position Comparison

| Top 12 Pharmaceutical Company's Comparison | | |
|---|---------------------|----------------|
| Companies | Market share | Ranking |
| SQUARE | 19.18% | 1 |
| INCEPTA PHARMA | 9.05% | 2 |
| BEXIMCO | 8.62% | 3 |
| OPSONIN PHARMA | 4.94% | 4 |
| ESKAYEF | 4.84% | 5 |
| RENATA | 4.73% | 6 |
| ACME | 4.44% | 7 |
| A.C.I. | 4.08% | 8 |
| ARISTOPHARMA | 3.99% | 9 |
| DRUG INTERNATIONAL | 3.75% | 10 |
| SANOFI AVENTIS | 2.57% | 11 |
| GLAXOSMITHKLINE | 1.95% | 12 |

2.8 Global Operation

The operation of the company splits into three geographical region- Europe, the USA and International and each of which has separate pharmaceutical and healthcare organizations. GSK pharmaceutical's International regions divided into seven geographical areas. The complete division is shown below-

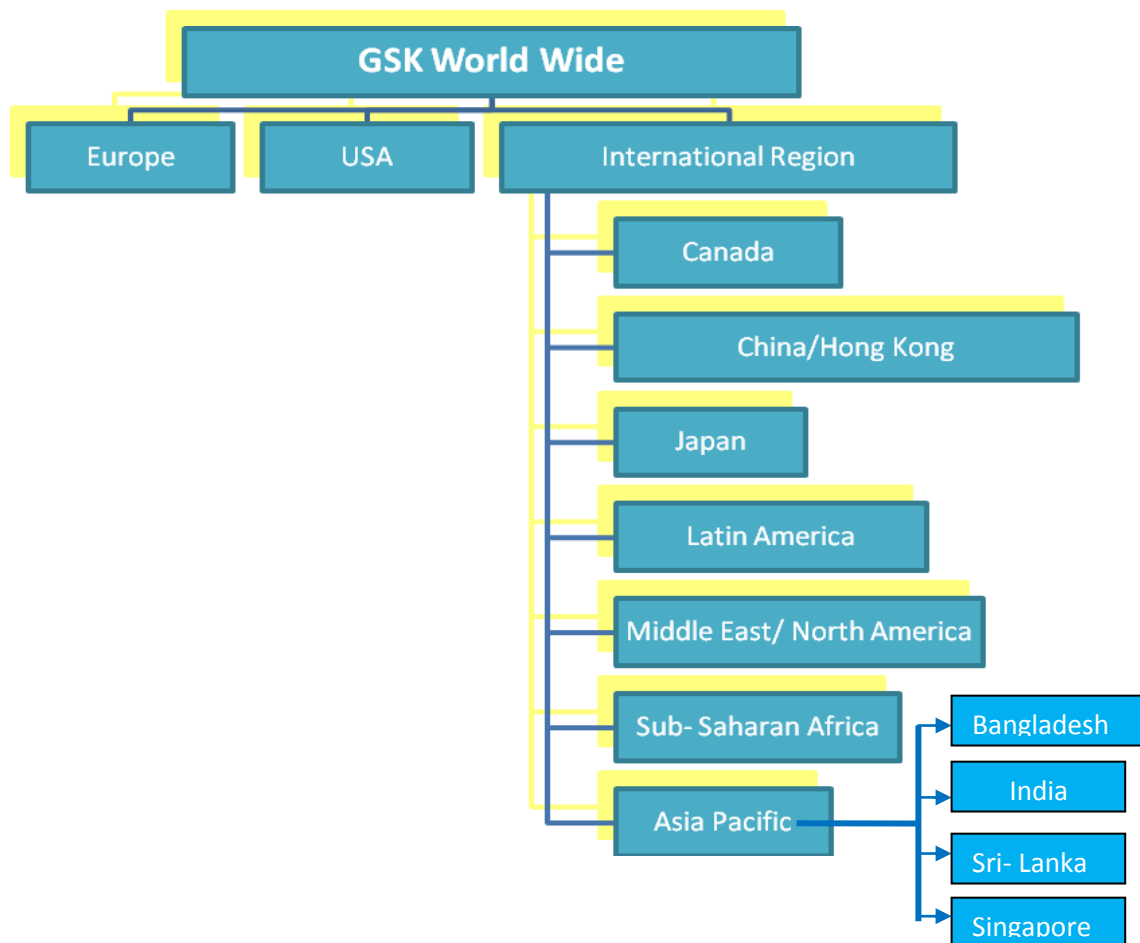


Figure: Workstation of GSK*

*Source: secondary data provided by marketing department

Chapter-3

Job Description as an Intern

3.0 Activities at GSK

I started my internship program in Glaxosmithkline on 8th September 2013 and I will have finished it by December 2013. My supervisor sir is Mr. Nizam Uddin from whom I get a lot of opportunity to understand the different activities of Secretarial Department. While doing the internship program, so far the activities I did and the activities I learned from asking others from my curiosity referring from the other departments than that off **Accounts and Finance Department**, I tried to put those knowing here at my best (Source: www.gsk.com).

3.1 Work Related

3.1.1 Know the secretarial function

Firstly I had to know the file settlement of the Department through the hard and soft copy file list. The name of the files and in which drawer it's kept up.

3.1.2 Verifying the expense claims

Every month, GSK confronts with a numerous numbers of expense claims which GSK is supposed to disburse as per company policy. The policy refers theses payments as allowance to the employees. There are two types of expense claims and those are:

- Travelling Expense
- Medical Expense

This is what something which is allowed for all the employees including Corporate Office, GMS Factory and DMO or field as well. But in terms of medical policy, GSK's allowance is available for the employee's spouse and children as well up to a certain age until or unless he/ she is not a minor. There are some costs which are known as **Remuneration** which are allowed for the Managers of the Corporate Office and DMO. Aside from these remunerations the Directors are the main receiver of the remuneration from the company. The claims are supposed to be verified with priority basis in every month as it is an audit issue. Throughout the month I checked these travelling and medical bills collected from throughout the country.

3.1.3 Verifying T &E Forms

The expense claims of the Corporate Office and GMS factory are supposed to be sent through T&E Forms. This form allows employees to place their claims for further approval from their Bosses and as soon as the Boss gives the approval, Secretarial Legal Department goes for further processing. I checked this T & E forms bills for salary payments at each month.

3.1.4 Final Settlements

If any of the employees leave GSK or gets terminated by GSK, Secretarial Department arranges a document known as *Final Settlement Copy*, which refers to keep the document as evidence for both the parties acknowledging that GSK don't have any claim with the person any more neither do the party. I had to punch the documents and make files provided by our supervisor.

3.1.5 Know how to use photocopier machine:

Secretarial Department plays big roles to keep the sensitive information of the employees. High secrecy is maintained here. For this, maximum time I had to make a photocopy of those documents. By this time I also know the basic function of using the machine.

3.1.5 Data entry:

The bills which have been checked like travelling, medicals are needed to put the data into Excel worksheet. In addition many others data entry were taken place by me.

3.1.6 Uses of Microsoft word and Excel Worksheet

Sometimes I have to prepare letter of application for the Securities Exchange as well as for the different organization. On the other hand, much other information like Motor cycle related information also need to entry into the Excel sheet.

3.1.7 Preparing Files and folders

Most of the times I had make personal files. These personal files were needed to make by name and employee Company code. I also separated the bills with folder like Chittagong GMS bills and Corporate Officers bills.

3.2 Organization Wide

Time Management Skill

Maintaining the office time is very important. My office hour was 8.30am-5.00pm. I always tried to maintain the time. I finished all the works on time which were gave by my supervisor. Managing time is not that much tough. If we finish our day to day work then it becomes so easier. Though this internship period I became more efficient and learned to make the best use of time. Most of the times I have stay in office till 6.00.

Good Team Work

Working in a team sometime it makes the work easier and sometimes it become so hard to work in a team. I really like to do team work. My coworkers were also very helpful and supporting. Not only with the interns I had done all my works jointly with every sector of people.

Stress Management Skill

Managing all the work under pressure is part of job. Whatever the situation is we can't show our problem or stress to our office and have to complete the work properly. Doing internship in GSK my stress management skill also increased.

Chapter-4

The Project

4.0 Introduction

Corporate Secretarial department of GSK plays an important role for achieving goals of the company, satisfaction of the shareholders and fulfillment of the requirement of the regulatory bodies of the land. This department performs all-important function of the company

4.1 Secretarial Department

The contribution of Secretarial Department to achieve corporate goal is very significant in GlaxoSmithKline Bangladesh Limited. The multi dimensional function of GlaxoSmithKline Bangladesh Limited is discussed bellow.

The company Secretary is the head of the department **Mr. Sarwar A Khan** plays the dual role, policy maker as an important member of the Board of Directors and Chief Administrative Officer as Secretary of the company. Mr. Khan leads five departments of the company such as Corporate Accounting, Secretarial, Information Technology, Internal Audit and Factory Finance.

4.2 Organogram

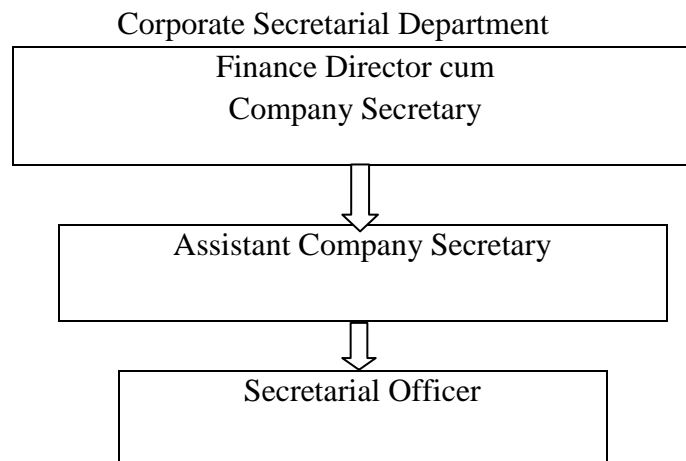


Figure: Organogram of Secretarial Department.

4.3 Meetings

Secretarial department organizes the meetings of Directors and Shareholders (General Meetings) and keeping all records such as minutes of meetings of Board and Shareholders in the Minutes Book as per regulatory requirement. Secretarial Department is responsible to serve notice of AGM with printed Annual Report in proper time to the proper recipients as per provisions of Laws.

There are three types of meetings

Board Meeting: The duty of Company Secretary is to collect information relating to the board meeting, provide relevant papers and documents to the Directors, arrange necessary stationary items for the meeting, prepare the attendance sheet for the board members, pay Directors attendance fees and inform the board about the leave of absence, if any.

In addition after the board meeting the Company Secretary prepare the minutes or the board meeting and signs it from chairman, distribute it to the board of Directors and affixes the minutes in the minutes book.

Annual General Meeting (AGM): The Company Secretary of GSK prepares a series of program relating to the meeting in compliance with the statutory requirements and provision of the Articles of Association of the company, the Stock Exchange and with the Securities and Exchange Commission requirements. Annual Accounts and authorize the Chairman to sign the Directors report on behalf of the board. Auditors report, Directors report are approved here. Company Secretary is authorized to send the notice to the members of the meetings. Dividend warrant and share transfer issues are instructed to the Company Secretary.

Extra-Ordinary General Meeting: In case of price sensitive information taken in any board meeting Company Secretary inform it to the Stock Exchange and Securities and Exchange Commission within half an hour over telephone or otherwise. At least two nationwide dailies (one Bangle and one English) are used to take steps to publish this price sensitive information.

4.4 Share Management

Share management of the Company is computer based. Transfer of shares, splitting of shares, issue, re-issue of share certificates, signature verification of shareholders, updating of members register and share transfer register are done by Secretarial Department. Day to day function is managed by using computers in an effective manner. Such as

Signature Verification: Share department maintain a signature database of the member of the company.

Share Transfer: Transfer of share is one of the main functions of corporate secretarial department of GSK. Entry in the transfer register is given. A new folio number is opened for the transferee. Two signatures such as Managing Directors and Company Secretary put their signature. Manager of the department endorse the name of the transferee at the backside of the share certificate under the authorized signatures. Share scrip is given delivery within 7 days after the day of lodgment of transfer instrument.

Share Split: Allows odd lot certificate join and make them market lot quickly. A corporate action in which a company divides its existing shares into multiple shares. Although the number of shares outstanding increases by a specific multiple, the total dollar value of the shares remains the same compared to pre-split amounts, because the split did not add any real value.

New Certificate: In case of lost, cancelled, torn and other cases new certificate can be printed very quickly.

Certificate locking : A certificate of deposit that the depositor agrees not to trade for the duration of the share. This is basically a paper share. Before the selling of the share it is a locking certificate.

Returns and Reports: Returns and report easily generated from the system.

4.5 Dividend payment

Secretarial Department prepares list of member entitle for dividend while a period usually 15 days book closure in announced before AGM. Dividend Warrant are printed in Share management Software and send to the members as per registered addresses by courier service within 60 days from the date of AGM as per provision of the act.

4.6 Statutory Records

Registers, Books as per regulatory requirement are kept by this department.

4.7 Other functions of Secretarial Department

Accounts related: GSK's Secretarial Department enjoys a completely computerized accounting system. For the financial accounting it uses famous software named (Client Enterprise-**Tetra CS/3**).Financial accounting comprises of General ledger, accounts payable, Cost center accounting. Though report writing any reports can be generated from the system database.GSK Secretarial Department use another software programs name **VISTA 3P** to account for the payroll information of the management staff, maintain Provident fund and Pension fund Accounting.Monthly salary of the members of the management of GSK processes and paid by the Secretarial Department on the basis of advice, policy provided by the HR Department. Management salary is paid to Bank account of the employee through electronic transfer. The name of the software uses in this regard is **HEXAGON**. Payment of utility are paid in cash account at the end of each month.

4.8 Legal and Corporate Affairs

Matters relating to lease and other important Agreement: Secretarial Department of GSK plays an important role in the case of lease agreement and other agreement, such as employment contracts, underwriting agreement etc. The Company Secretary may one of the signatories of such agreements.

Submission of Returns: Company Secretary provides the information to

- The Register of joint stock Companies (RJSC)
- The SEC
- The Stock Exchange

Trade Market related matters: GSK produces new product regularly. For safety dealing of operation, each product to be registered to the trade marks authority. The Secretarial takes the necessary steps for registration of Trade Marks of each product of the company.

Litigation: The Company Secretary and with the assistance of the Secretarial Department GSK looks after all the litigation relating to the Company affairs. During this job they accept support for the legal Advisor of the company by taking opinion and mode of action. From time to time, all of this information is informed to the members of the Board of Directors and the people or instruction concerned aware of this.

Chapter-5

Findings and Analysis

5.1 Analysis

5.1.1 Troubles observe in the organization

The internship period was actually 3 month times. Within this time I face several problems regarding this work. I usually face the following problems:

- There are some areas where I have no idea before.
- Office hour normally 8:30 A.M. To 5:00 P.M. being a student it's hard to work such long time.
- Sometimes all of the offices are too busy to talk, so at the end it's tough to learn.
- Sometimes officers don't want to give the responsibility types work to the interneer.
- Sometimes officers give odd job like filling, arrangement file, stapling etc.
- Although the official of the organization seemed to be very cooperative, they may not answer some question as these may be their trade secret.
- The information taken from website it insufficient.
- The conclusion had to be made from mere guesswork.

5.1.2 Difference between the academic knowledge and practical work

There are always some mismatch between the academic knowledge and practical knowledge. There are all sorts of reasons to get an education. It gives us perspective on the world, it makes us a complete person, and of course most importantly of all, it helps us build a career but sometime academic knowledge and practical knowledge may differ. 45% of employers say lack of skill is the "main reason" for entry level vacancies. We can student would be more benefited if we got

- Some practical work training before we start our internship.
- We are read all USA book's but need flow the Asian book's

5.1.3 Some missing knowledge and skills that need to be learned in the university

I started my internship program at GlaxoSmithKline Limited on the 8th, September 2013. Throughout the 3 months internship period I had great opportunity to have practical experience on the function of Secretarial Department. Within this time I have faced several problems, though I don't have much knowledge about the functions of the Company, but here I suggest several steps can be taken to solve the problems.

It is better if the University give us some opportunity like:

- Proper guidance needed to select perfect organization for internship.

- Should add a new subject on different function of an Organization in university major course.
- Faculties can share practical example in the context of our own Departmental function.
- Make student familiar with some Activities related software use and its implication.
- Make student familiar with different practical practices of an Organization.

5.1.4 Learning's from the Internship program

On my internship period at GlaxoSmithKline I have learned so many things practically. Sometime I have faced difficulties especially at the beginning of my internship program but after that it gets easy for me. This practical experience helped me a lot in my future career .I had learned many things from GlaxoSmithKline and those I think helped me in every sector in my life. Those are-

- Maintaining punctuality.
- How to deal with employee
- How to communicate with different types of people.
- How to manage difficult situation.
- How to work under pressure.

5.2 Findings of the study

I have conducted my report on the topic of “**Functions practices in the Secretarial Department**”. From the three months internship I have found several problems and I am trying to discuss it bellow:

Improper File List:

Secretarial Department does not have proper File list. When Supervisor asked to bring the file there was confusion during find the Files. In addition there was mismatch among the Soft copy and hard copy and even with the drawers.

Employee Shortage:

The main problem which I found that is the employee limitation. During my internship period there was a huge work need to done by the two employees. It is totally very difficult to access all the shares related issues, provident funds as well as the bills of huge employees.

Stressful Situation:

Each and every month they have to check and verify 1600-1700 employees' bills. At the end of each month they transfer the salary and expense through employees Bank accounts. It makes pressure to the employees mind including doing other activities at the same time of the Department.

Difficult to Check:

It is really very tough to check all employees travelling and medicals bills. At a time they have to maintain several rules and regulation provided by the Company.

Fake bills:

It becomes very difficult to find out the real bill when an employee makes cheating bills. They never show the invoice rather than claims for that bill. In addition sometimes even of knowing the policy they makes claims for mouth wash, ORS etc which are prohibited for them.

Show Cause:

It is a big issue for the employee to demonstrate the cause for specific claims. When authority feels confusion they ask for that specific employee to show the reason like having a proper knowledge why you claims for mouth wash do. It becomes very difficult to ask reason from the employee side.

Network Harassment:

Sometimes the employee feels hesitate to do the work properly due to the slow of networking system. In addition the entered data of both the system of **HRS** and **3P** software are mismatch. Which lost the time of the employee to found the real fact and where is that fact.

Insufficient IT supports:

It department is basically under the Finance Department but their service is not that much fast. The executive of the IT department is not proper trained up and cooperative. For an example from two to three months they are installing the antivirus of intern Computer.

Improper Knowledge:

Sometimes have to face problems while they verify the medical and travelling bills. As they are not from medical background it is difficult to identify which medicine is for which diseases, thus they have to search for Google and go for Doctors advice.

Communication Gap:

Secretarial Department has a communication gap with the employee as well as with the intern. Sometimes they do not provide the information to the audit group as well as not cooperative with us.

Internal Conflict:

Secretarial Department has internal conflict with other Department like Accounts said that it is your job but Secretarial says that it is your job. In addition Accounts Department sometimes keep the emergency work as pending.

Chapter 6

Recommendation and Conclusion

6.1 Recommendation

As a global leader GSK company is committed to improving the quality service of Secretarial Department. The Recommendation which GSK Company need to take immediately is given bellow:

Proper File list:

Secretarial Department needs to reorganize the perfect File list as hard and soft copy.

Recruit another employee:

To reduce the pressure and difficulties face in doing the works Secretarial Department should recruit an employee.

Strong Policy:

Secretarial as well as the Company should have strong and strict policy to overcome the cheating in bills and claims. In addition if there is a strong and strict policy employee never think to have fake bills due to show cause issue.

Strong and active IT Department:

Secretarial Department should focus and give emphasize for having a strong Information Technology Department to support them properly as it is their day to day concern.

Recruitment of Contractual Doctor:

In a particular time of the month Secretarial Department can recruit part time as well as contractual Doctor to avoid the unlawful circumstances.

Training in Communication:

To reduce the communication gap each and every employee should have a proper training of Communication skills. It will help to run the Secretarial Department effectively.

Proper Instruction:

To avoid the internal clash among the Secretarial and other Department Company needs to reorganize firm and appropriate instruction in the long run.

6.2 Conclusion

With an enviable image and reputation for the past 6 decades GlaxoSmithKline (GSK) Bangladesh Limited running its operation as a subsidiary of GlaxoSmithKline is one of the world's leading research-based pharmaceutical and healthcare companies. GlaxoSmithKline Bangladesh Limited is the largest and leading company in the pharmaceuticals industry for more than four decades by manufacturing quality product. It diversified in different area and sector of the local business field. The Company always concerns with the quality of the product or medicine for the customer and also increases the profit for its shareholder and stockholder and also the employees. They have a challenging and inspiring mission to improve the quality of human life by enabling people to do more, feel better and live longer.

This report helps us to more efficient and more active to gather practical knowledge in efficient for practical life. Secretarial Department is very important for any Multinational Company. They deal with lots of privacy and secrecy which is very confidential for individual employee as well as the Department. It is very important to have better access of the information among the liable people in the long run. They always maintain the policy provided by the Company which helps to make an efficient productivity of the employees as well as helps the organization further to achieve its long-term goal. That's why GSK has a worldwide better dependable corporate image.

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