

“The Impact of COVID-19 on Overall HRM Practices of Healthcare Pharmaceuticals Limited”



Prepared By:

Nazifa Tasnim

This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration

Healthcare Pharmaceuticals Limited-HPL



An Internship Report on “The Impact of COVID-19 on Overall HRM Practices of Healthcare Pharmaceuticals Limited”

Submitted To:

Jakowan
Lecturer
School of Business and Economics
United International University

Submitted By:

Nazifa Tasnim
ID No: 111161034
Major: Human Recourse Management
Trimester: 12th



School of Business and Economics

United International University

Date of Submission: 13th July 2021

Letter of Transmittal

13th July 2021

To,
Jakowan,
Lecturer,
United International University
United City, Madani Avenue, Badda,
Dhaka-1212.

Subject: Submission of Internship Report.

Dear Sir,

It gives me great pleasure to present the internship report for my three-month internship program at Healthcare Pharmaceuticals Limited, one of the most prestigious pharmaceutical companies in the world. The title of the report is “**The Impact of COVID-19 on Overall HRM Practices of Healthcare Pharmaceuticals Limited**”.

I have worked hard to make this report a success. Working in the organization and preparing this report has been a rewarding and enlightening experience for me. This, on the other hand, has been a fantastic source of learning for me.

I'd like to express my heartfelt appreciation to you for your helpful advice and suggestions in preparing this report. It would be my great pleasure if you found this report useful and informative in gaining a clear perspective on the issue. If you have any questions about this report or any other relevant matters, please do not hesitate to contact me.

I look forward to hearing from you.

Yours Sincerely,

Nazifa Tasnim
ID: 111161034

Certification of Similarity Index-18%

Title of The Report: The Impact of COVID-19 on Overall HRM Practices of Healthcare Pharmaceuticals Limited

Name of Student: Nazifa Tasnim

Supervisor: Mr.Jakowan

Department: BBA

I hereby certify that the internship report is an original research work and it doesn't contain any plagiarized work. The student has not used any unethical methods such to prepare this report.

Signature.....

Mr. Jakowan

Lecturer,

School of Business and Economics

United International University

Declaration of the Student

I sincerely declare that my internship report named “The Impact of COVID-19 on Overall HRM Practices of Healthcare Pharmaceuticals Limited” is a presentation of an original work based on my practical work experience and comprehensive study of existing practices in “Human Recourse Department”.

This report has been prepared only for academic purpose as a partial requirement or completing the degree of “Bachelor of Business Administration (BBA)”.



Signature.....

Nazifa Tasnim

ID: 111 161 034

Program: BBA (Major in Human Resource Management)

School of Business and Economics

United International University

Acknowledgement

At the outset, I might want to pass on my true appreciation to the Almighty Allah for enabling me the strength and to do the job inside the arranged time. Then, at that point might I want to offer my true thanks to each and every individual who is contributed towards planning and making this examination fruitful.

Above all else, I might want to communicate my genuine and huge appreciation to my academic supervisor Mr.Jakowan, Lecturer of School of Business and Economics, United International University. I'm profoundly obliged to his earnest management during the Internship Period. His important idea, rule and the organization he sent me assisted a great deal with setting up the report in an efficient way. I might want to give unique on account of Mr. Mohammed Shamim Ferdouse (Head of HR); Mr. Mojarul Haque Talukdar; Ms.Tarina, Ms.Rubaiya, Ms. Hasiba, and numerous others. They additionally furnished me with some data which helped me a ton in understanding the ideas. I might likewise want to say thanks to, Md. Hasan Murtaza, Executive Director of Healthcare Pharmaceuticals Limited. For permitting me to do my temporary job in one of the rumored drugs organizations. The experience and information acquired at Healthcare Pharmaceuticals Limited. Assisted me with understanding various components identified with my investigation. I am likewise appreciative to different authorities who helped me while setting up the examination giving their ideas, help, and supply of data, which were important to me. Their assistance upholds me a ton to finish my report effectively. At long last, I need to hold my uncommon gratitude to my dad Dr.Md.Babul Mia and my family concentrated on me from the earliest starting point to the furthest limit of my temporary position program and during the arrangement of my report.

Executive Summary

As part of my BBA program, I completed a three-month internship at a well-known pharmaceutical firm called "Healthcare Pharmaceuticals Ltd." During my internship with "Healthcare Pharmaceuticals Ltd," I obtained invaluable knowledge and experience in the field of Human Resources. Because of the lockdown and safety issues, I had to work only for 3 days a week. So, the report is based on my observation, studies, and fortunately got some practical knowledge before the lockdown period in Healthcare Pharmaceuticals Limited. At the beginning of my report, I have discussed about the over view of the company that when they had started their journey, history behind their success, what is the mission and vision of the company, what types of products and services they are providing to the customers, about current status of HPL, what are the contribution of HPL towards the society and their internal employees. After that I have identified the strength, weakness, opportunities and threat of the company. HPL is constantly coming up with new ways to add originality and competitiveness to its goods and services at every stage of the process. The industry is a sensitive one as it manufactures medicine and requires experienced and skilled people from production level to packaging. A single mistake in any of the levels can prove to be life-taking and eventually lead to the fall of a company. In my internship report, I attempted to analyze the HR of "Healthcare Pharmaceuticals Limited Recruitment and Selection process, Training and Development, Performance Appraisal and Compensation policy, the impact of COVID-19 on HR and employees, and how HR of HPL has changed or modified their policy in response to the COVID-19 pandemic. Here I have discussed how HR may cope up in this situation and what steps should Bangladesh Govt. may take to minimize the economic loss. I have also attempted to highlight my responsibilities and what I've learned from the organization in my report. Finally, I provided some feedback based on each department of HPL.

Table of Contents

Executive Summary	vi
CHAPTER I: INTRODUCTION.....	9
I.1 Background of the Report.....	9
I.2 Objectives of the Report	9
I.3 Motivation of the Report.....	9
I.4 Scope and limitations of the Report.....	10
I.5 Methodology of the Report.....	11
I.6 Literature Review.....	12
CHAPTER II: COMPANY OVERVIEW	14
2.1.1 Overview and history:.....	14
Organizational Structure of the Healthcare Pharmaceuticals Ltd.	16
2.1.3 Current Status of HPL.....	19
2.1.4. Contribution of HPL:	19
2.1.5 SWOT analysis	21
CHAPTER III: OVERALL HRM PRACTICES	22
3.1 Overall HRM Practices of Healthcare Pharmaceuticals Ltd.....	22
3.1.1 Recruitment and Selection	23
3.1.2 Recruitment Process in HPL	23
3.1.3 Requisition receives:.....	24
3.1.4 Requisition Approval:.....	24
3.1.5 Recruitment Sources:	24
3.1.6 Application Receiving:	25
3.1.7 CV Sorting:	25
3.1.8 Administering tests and interviews:.....	26
3.1.9 Physical/ Medical Examination:	26
3.1.10 Interview:.....	26
3.1.11 Initial Training exam:	27
3.1.12 Employee reference and networks:	27
3.1.13 Final Selection and Appointment Offer:.....	27
3.2.1 Training and Development:	28
3.2.2 Initial Training:	28
3.2.3 Annual Training Program:	29
3.2.1 Initial and Yearly Training Process of Healthcare Pharmaceuticals Ltd.	31
3.2.2 Development of HPL:	32

3.3.1	Compensation Process of HPL	32
3.3.2	Compensation	32
3.3.3	The compensation of HPL consists of:	33
3.4.1	Performance Appraisal.....	34
3.4.2	Performance appraisal tools and techniques:	35
3.4.3	Objectives of HPL 's Performance Appraisal:.....	36
3.4.4	Performance appraisal of HPL is conducted Review:	36
3.4.5	Performance ratings & Guidelines for Supervisors:	38
3.5	The major practice of HR during the COVID-19 Pandemic:.....	39
3.6	The four major practice of HPL during the COVID-19 Pandemic:.....	40
CHAPTER IV: INTERNSHIP EXPERIENCE		42
4.1	Position, Duties, and Responsibilities:.....	42
4.2	Training:.....	44
4.3	Contribution to departmental functions:	44
4.4	Evaluation:	45
4.5	Skills applied:	46
4.6	New skills developed:	48
4.7	Application of academic knowledge:.....	48
Chapter V: CONCLUSIONS AND KEY FACTS.....		49
5.1	Recommendations for improving departmental operations	49
Special recommendation for COVID-19		50
5.2	Key understanding	50
5.3	Conclusion	51
Reference		52
Appendix-A: Survey Questions Regarding The Study		53

CHAPTER I: INTRODUCTION

I.1 Background of the Report

The report is to guarantee that the title of the report is "The Impact of COVID-19 on Overall HRM Practices of HPL" is ready and presented by me as a piece of the satisfaction of the entry level position program needed for the fulfillment of the BBA program of United International University.

The readiness of the report was administered by Mr. Jakowan, Lecturer at United International University, and the creator is grateful to him for doling out this report.

I.2 Objectives of the Report

The main goal of this research is to demonstrate what the most important aspects of Healthcare Pharmaceuticals Limited's Human Resource Management Departments are. Students will gain a better understanding of the following concerns after reading this report:

- To have a thought regarding the significant actives of the HR Department of Healthcare Pharmaceuticals Ltd.
- To find out about the hierarchical construction and how coordination among an alternate arrangement of exercises is made.
- To foster down to earth information with hypothetical angles.
- Recognize the factors that influence the recruitment and selection process, as well as training and development, performance evaluation, and compensation.

I.3 Motivation of the Report

As we probably are aware, a temporary position program is the orderly assembling, recording, and investigation of information about the subject that an understudy goes to learn in the program. My

inspiration on the reality of this Internship program is to interface functional information with hypothetical information. Presently the world is serious with the goal that everyone must be a specialist in both commonsense information and hypothetical information. In truth, scholarly schooling becomes rich when gained information is applied to commonsense conditions. Legitimate use of information to hypothetical field implies to get extra advantage while understanding the matter identified with the subject. Along these lines, without a temporary position acquiring information through the functional application is very troublesome. In such manner, I had got a chance to carry on my entry level position program in Healthcare Pharmaceuticals Limited for 90 days in HR Department. As I love to speak with individuals, love to take new difficulties, have a critical thinking nature, love to do imaginative works, have authority characteristics also, this work is consummately fit for my vocation.

HR experts have a preeminent viewpoint on the organizations they work for because of the idea of their work. Innovation and robotization can change an industry quickly if HR can take the right choice in the right circumstance. HR has a definitive force not exclusively to improve the association all in all, yet additionally the individual workers. There are assortments and difficulties in this position and every workday will be diverse for HR.

Every one of these persuade me to pick the subject "The Impact of COVID-19 on Overall HRM Practices of Healthcare Pharmaceuticals Limited" During my work, I have confronted different hindrances in learning HR exercises. By the beauty of Almighty Allah and by the assistance of my noteworthy academic supervisor Mr. Jakowan and some connected individual, I have felt propelled and get able to make a decent report on this special point.

I.4 Scope and limitations of the Report

My scope was constrained and restricted because I was an intern. For the collecting of data for my report, I had to adhere to some official procedures, although I did occasionally have the opportunity to gain information through informal talk. This report mainly includes the Overall HR Practice of Healthcare Pharmaceuticals Limited at COVID-19. I didn't get enough time (Three months only during a pandemic) to work with HPL. Because of the lockdown and safety issues, I had to work only for 3 days a week. So, the report is based on my observation, studies, and fortunately got some practical knowledge before the

lockdown period in Healthcare Pharmaceuticals Limited.

The report's limitations are caused by the inherent limitations of the methodology and methods used. For starters, secondary information is frequently out of date, and many web resources cannot be verified and thus lack legitimacy. Furthermore, the author's first-hand observation introduces bias into the report, reducing the reliability of the findings. Attempts are being made to reduce these biases.

I.5 Methodology of the Report

I followed the accompanying procedures as system all through the report. The report depends on both essential just as optional information.

Primary Source

- Careful perception of different exercises of a connected segment of that specific division.
- Discussions with the Human Resource office's authorities.

Secondary Source

- Annual Reports and Organizational Brochures
- Data from the internet
- HPL distributions that differ.
- Other essential composed materials
- Forms for Data Entry

Information Collection Techniques

- Some of the essential information was gathered by observing others carrying out their responsibilities.
- Much of the important information was gathered through the casual conversation of the organization's authorities.
- The majority of the optional information was gathered through a survey and investigation of relevant reports and records.

I.6 Literature Review

HRM is the art of managing people at work in such a manner that they give their best to the organization for achieving its set goals. According to Pulapa Subba Rao, “human resources management (HRM) is managing (planning, organizing, directing and controlling) the functions of employing, developing, compensating and utilizing human resources, resulting in the creation and development of human and industrial relations which would shape the future policies and practices of human resource management, to contribute proportionately (due to them) to the organizational, individual and social goals”.

The very idea of human resource management raises ethical considerations: What does it mean to us as humans for human beings to be managed as resources? Intriguingly, the field of ethics and HRM remains underdeveloped. Current approaches to HRM fail to place ethical considerations as their central warrant. This article, building on Greenwood (J Bus Ethics 36(3):261–279, 2002), argues for a deeper analysis of ethical issues in HRM, indeed for a differentiated ethical perspective of HRM that sets normative deliberations as its prime task. By identifying a distinct ethical approach to HRM that is unashamedly normative and socio-politically embedded, two objectives can be achieved. First, mainstream and critical approaches will be challenged to take ethical issues in HRM more seriously. Second, a dedicated forward-looking research agenda for the ethical analysis of HRM will be advanced.

(Greenwood, M. (2013). Ethical analyses of HRM: A review and research agenda. *Journal of Business Ethics*, 114(2), 355-366. <https://www.economicsdiscussion.net/human-resource-management/definition-of-human-resource-management/31830>)

Human resource management as a department in an organization handles all aspects of employees and has various functions like human resource planning, Conducting Job analysis, recruitment and conducting job interviews, selection of human resources, Orienting, training, compensating, Providing benefits and incentives, appraising, retaining, Career planning, Quality of Work Life, Employee Discipline, blackout Sexual Harassments, human resource auditing, maintenance of the industrial relationship, looking after the welfare of employees and safety issues, communicating with all employees at all levels and maintaining awareness of and compliance with local, state and federal labor laws.

(<http://www.whatishumanresource.com/human-resource-management>)

The present article aims to shed light on the concept of Human Resource management. Therein, the authors have attempted to underline some of the important developments in the arena of HRM and where it leads

the understanding too. The article elaborates on the growing shift from HRM to E-HRM and why it is becoming inevitable for businesses to understand and accept it. The discussion also highlights a detailed explanation of the features and prospects of E-HRM and its uniqueness in comparison with traditional HRM practices. In parallel, the article also expounds on HRM as a strategic concept whilst unleashing elements relating to technological primacy. The article aims to serve as a guideline for individuals enthusiastic to conduct scholarly work in the area of E-HRM and its strategic importance in the years to come.

(Ruel, H. J., Bondarouk, T. V., & Van der Velde, M. (2007). The contribution of e-HRM to HRM effectiveness: Results from a quantitative study in a Dutch Ministry. Employee relations.)

We show the relevance of extant international business (IB) research, and more specifically work on international human resources management (IHRM), to address COVID-19 pandemic challenges. Decision-makers in multinational enterprises have undertaken various types of actions to alleviate the impacts of the pandemic. In most cases, these actions relate in some way to managing distance and to rethinking boundaries, whether at the macro- or firm levels. Managing distance and rethinking boundaries have been the primary focus of much IB research since the IB field was established as a legitimate area of academic inquiry. The pandemic has led to increased cross-border distance problems (e.g., as the result of travel bans and reduced international mobility), and often also to new intra-firm distancing challenges imposed upon previously co located employees. Prior IHRM research has highlighted the difficulties presented by distance, in terms of employee selection, training, support, health, and safety, as well as leadership and virtual collaboration. Much of this thinking is applicable to solve pandemic-related distance challenges. The present, extreme cases of requisite physical distancing need not imply equivalent increases in psychological distance, and also offer firms some insight into the unanticipated benefits of a virtual workforce – a type of workforce that, quite possibly, will influence the ‘new normal’ of the post COVID world. Extant IHRM research does offer actionable insight for today, but outstanding knowledge gaps remain. Looking ahead, we offer three domains for future IHRM research: managing under uncertainty, facilitating international and even global work, and redefining organizational performance. Caligiuri, P., De Cieri, H., Minbaeva, D., Verbeke, A., & Zimmermann, A. (2020). International HRM insights for navigating the COVID-19 pandemic: Implications for future research and practice.

CHAPTER II: COMPANY OVERVIEW

Company Analysis:

2.1.1 Overview and history:

Healthcare Pharmaceuticals Limited (HPL) is arguably the best organization in Bangladesh's pharmaceutical industry, producing branded essential items for local and foreign business sectors in Asia, Africa, and the CIS region. HPL is utilizing cutting-edge technology to figure out and deliver traditional plans, ensuring superior quality when compared to global brands.

Healthcare Pharmaceuticals Limited, founded on March 15, 1966, is a joint venture between Roche (Bangladesh) Limited and Healthcare. Until 2001, Healthcare was solely responsible for bringing in and disseminating Roche products to the local market.

Later, in 1996, Healthcare decided to establish its own drug plant, Healthcare Pharmaceuticals Limited (HPL), to deliver items imported from Roche, Switzerland, and other nearby generics to the local market.

HPL is now producing approximately 200 things for itself, with various dose structures such as Tablets, Capsules, Liquids, Dry Syrups, Cream and Ointments, Gels, Small Volume Parenteral, and Eye Drops, covering nearly all useful classes with a large number of items in the pipeline. HPL plans to add Prefilled Syringes, Lyophilized Vials, and Meter Dose Inhalers (MDI) to its product line in the fourth quarter of this year.

Healthcare Pharmaceuticals Limited is engrossed in a crucial promoting strategy that entails forming and delivering superior client esteem pointing rather than producing high client value. HPL successfully implements strategies at all levels by combining competent people, resources, organizational structure, and decisions.

At every level of the process, HPL is always coming up with new ways to bring originality and competitiveness to its goods and services.

Mission

HPL's mission is to preserve and improve patient health by consistently delivering high-quality, safe, and effective pharmaceutical products and services that meet customer expectations around the world by utilizing current good manufacturing practices, cutting-edge technology, a competent workforce, and efficient management.

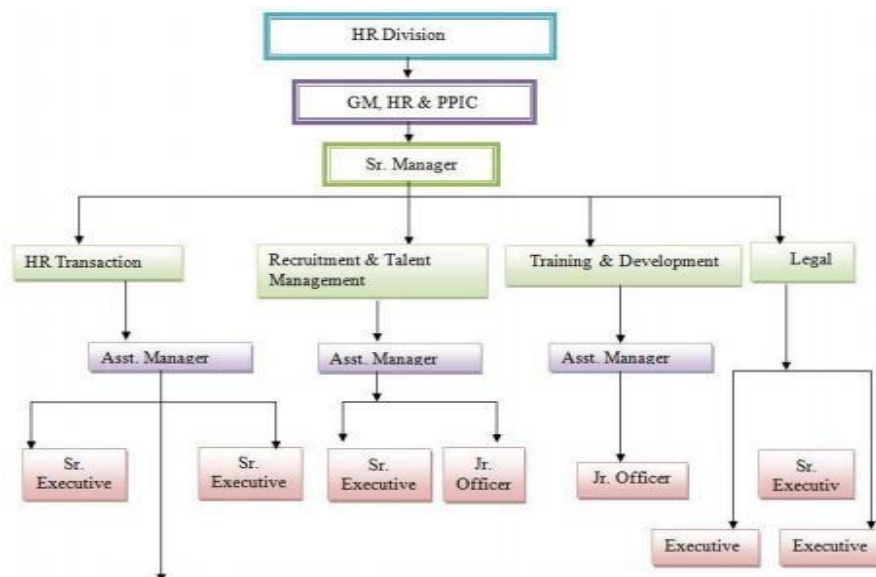
Vision

HPL's vision is to be Bangladesh's leading pharmaceutical company in terms of expertise, innovation, and responsible entrepreneurship. They want to establish a visible presence in international markets by offering high-quality goods and services.

Organizational Structure of the Healthcare Pharmaceuticals Limited



Human Resource Division of the Healthcare Pharmaceuticals Ltd



2.1.2 Product/Service: Product List Sample

SL.	Brand Name	Generic Name	Dosage form	Strength	Pack Size
Antihistamine					
1.	Alcet	Levocetirizine	Tablet	5 mg	100's
2.	Alcet	Levocetirizine	Syrup	2.5 mg/5ml (60ml)	1's
3.	Rosela	Rupatadine	Tablet	10 mg	30's
4.	Vifas	Fexofenadine	Tablet	60 mg, 120 mg & 180 mg	30's
5.	Vifas	Fexofenadine	Suspension	30 mg/5ml (60ml)	1's
Anti-Depressants					
6.	Andep	Sertraline	Tablet	25 mg, 50 mg & 100 mg	50's & 30's
7.	Angenta	Flupentixol + Melitracen	Tablet	0.5 mg + 10 mg	100's
8.	Esita	Escitalopram	Tablet	5 mg & 10 mg	20's
9.	Mirez	Mirtazapine	Tablet	7.5 mg, 15 mg & 30 mg	30's
NSAIDs					
10.	Arthrofen	Misoprostol + Diclofenac Sodium	Tablet	200 µg+ 50 mg & 200 µg+ 75 mg	30's
11.	Arthofen Plus	Diclofenac + Lidocaine	Injection	2 ml I.M (75 mg +20 mg)	10's
12.	Danilo	Etoricoxib	Tablet	90 mg & 120 mg	30's
13.	Napryn	Naproxen	Tablet	250 mg & 500 mg	50's
14.	Napryn	Naproxen	Suspension	125 mg/5 mg (50ml)	1's
15.	Napryn	Naproxen	Gel	10% w/w (15g)	1's
16.	Solivo	Naproxen+ Esomeprazole	Tablet	375 mg+20 mg & 500 mg+20 mg	30's
17.	Ternilla	Aceclofenac	Tablet	100 mg	50's
18.	Zeropain	Ketorolac	Tablet	10 mg	30's
19.	Zeropain	Ketorolac	Injection	30mg/1ml & 60mg/2ml	5's & 2's
Analgesic/ Antipyretic					
20.	Cafedon	Paracetamol+ Caffeine	Tablet	500 mg+ 65 mg	200's
21.	Cynta	Tapentadol	Tablet	50 mg, 75 mg & 100 mg	30's, 20's & 10's
22.					
23.	Syndol	Tramadol	Capsule	50 mg	30's
24.	Syndol	Tramadol	Injection	100mg/2ml	5's

Product:

HPL manufactures and markets a diverse range of branded generic medicines, including antibiotics, anti-ulcerants, cardiovascular, NSAIDs, anti-diabetics, antipsychotics, antivirals, vitamins and minerals, and so on. HPL is offering a variety of dosage forms such as Solid Tablets, Capsules, Small volume Parenteral (SVPs), Dry powder for Suspensions, Cream and Ointments, Metered-dose Inhalers (MDIs), Ophthalmic products, and Prefilled Syringe for Biogenics, among others. HPL now manufactures over 210 branded products and 120 generics.

Services:**Manufacturing:**

Healthcare Pharmaceuticals Limited (HPL) is a well-known name in Bangladesh's pharmaceutical sector. They produce branded generic products for domestic and international markets in Asia, Africa, and the CIS. In comparison to multinational names, HPL uses advanced technology to create and produce generic formulations, providing the highest quality.

As I previously stated, HPL today produces over 200 medicines for itself in a variety of dosage forms, including Tablets, Capsules, Liquids, Dry Syrups, Creams & Ointments, Gels, Small Volume Parenteral, and Eye Drops, covering practically all therapeutic classes, with many more in the pipeline. By the second quarter of this year, HPL hopes to add Prefilled Syringes, Lyophilized Vials, and Meter Dose Inhalers (MDI) preparations to its product portfolio.

Contract Manufacturing:

Contract manufacturing is also a part of HPL's business. HPL's skilled technical personnel have extensive experience working with major local pharmaceutical firms in Bangladesh, including Novartis (BD) Ltd., Glaxo Smith Kline (BD) Ltd., Roche (BD) Ltd., Organon (BD) Ltd., and Julphar (UAE). For example, they have 10 years of experience manufacturing Cac Effervescent Tablet for Novartis (BD) Limited as a toll manufacturing arrangement, and 4 years of experience manufacturing Roche goods, for example (from 2002 to 2006).

Healthcare Pharmaceuticals Limited promises to use a strategic marketing approach to establish

customer connections by creating and providing exceptional customer value with the goal of generating high customer equity.

HPL, on the other hand, is constantly coming up with new ideas to improve the uniqueness and competitiveness of its products and services.

2.1.3 Current Status of HPL

HPL believes in transforming local projects into global successes. The permit agreement with F. Hoffmann - La Roche Limited, Basel, Switzerland, was the first stage in their global coordinated endeavor.

In the year 2005, Under the cost fabricating understanding, they consented to an arrangement with Novartis (Sandoz) Bangladesh Limited to deliver their items in their plant. Around the same time, they effectively confronted a worldwide quality review from Roche, Switzerland, and began sending out items in certain Asian nations like Myanmar, Vietnam, Sri Lanka, Hong Kong, Bhutan.

HPL is constantly evaluating its capabilities in the global field in order to take advantage of any opportunity for global business. They have likewise settled relationship with various African, ASEAN, and CIS nations.

They are in progress for the GMP endorsement from UKMHRA, TGA, GCC, and so forth

HPL is constantly investigating its aptitude in the worldwide field to profit of each chance of worldwide organization.

Exporting Countries of HPL:

Myanmar, Vietnam, Sri Lanka, Singapore, Malaysia, Hong Kong, Bhutan, Afghanistan, Uzbekistan, Kenya, Ghana, Tanzania, Zimbabwe, Philippines & Uganda.

2.1.4. Contribution of HPL:

Healthcare Pharmaceuticals Ltd promised to maintain the highest standard in terms of social

responsibility and ethics in its business operations. They produce international quality medicines at an excellent affordable rate and help people living healthy and happy life. They ensure a safe and hygienic working place for each employee with proper precautionary measures during and after the pandemic. For example, regular fire drill, use of PPE, attention to health & hygiene, first aid, ambulance, free medical checkup, etc. ETP & Waste management system in their factory is so modern and well-functioning that ensures safe disposal of water in the environment. They are extremely cautious about protecting the long-term interests of their customers, community, and environment.

The appreciable part is that The Managing Director, Mr. Alauddin Ahmed is a renowned philanthropist, he relentlessly contributing to the well-being of the people of Kushtia. He founded schools, colleges, libraries, technical education institutes, Madrasa, Mosques intending to enlighten people both in modern education and religious education. He also donated to construct roads for connectivity, brought electricity to the rural area, made water bodies for fish cultivation, and encouraged mechanization for effective agricultural farming and increased productivity. For children, he established international standard amusement and education park where children learn history, ethics, the right attitude, etc., and at the same time get numerous playing/fun options. Besides these, they always give support to their employees and their family in case of sickness and if there is an urgent financial need in difficult situations. All the employees get full financial support in case of hospitalization from the company. Healthcare Pharmaceuticals Ltd bears the educational expenses of two children of every employee. Every year they also send 16 employees to perform holy Hajj and all the expenses are borne by the company. As an external contribution, HPL stands beside people whenever there is any suffering and natural disaster. For example, they donated medicines and money for the displaced Rohingyas who entered Bangladesh due to severe violence in Rakhine State recently and also provided aids/medicines during the recent flood which inundated a major part of Bangladesh. Every winter, they provide blankets and clothes to the destitute people in different parts of Bangladesh. The pharmaceutical business contributed 1.85 percent of GDP in 2016-17, according to the Bangladesh Bureau of Statistics. Healthcare is in the top 6th position of BD Pharmaceutical Industries. HPL is doing international business which is bringing foreign currency for our country. They have around 3.5 thousand employees all over the branches. Each contributes to income tax which is growing our country's economic growth. It is a matter of joy that HPL was awarded as 'Best Income Tax Depositor' in 2007-2008.

So, we can say that they are involved invaluable contribution towards our country's economic sector.

2.1.5 SWOT analysis

SWOT Analysis of Healthcare Pharmaceuticals Limited

Strength:

- Healthcare was in charge of bringing in and distributing Roche products to the neighboring market, which helped to build the brand's image.
- Exporting Projects are growing
- Offering Beautification medicines which have high demand
- Offering Unique and High-quality products
- Employee retention is higher
- Using advanced technologies in the manufacturing process

Weakness:

- Vague policy process
- Fewer retirement cultures
- Loss of control by senior management

Opportunities:

- International Market expands
- 6th position in top 10 pharmaceuticals
- R&D cost is less

Threats:

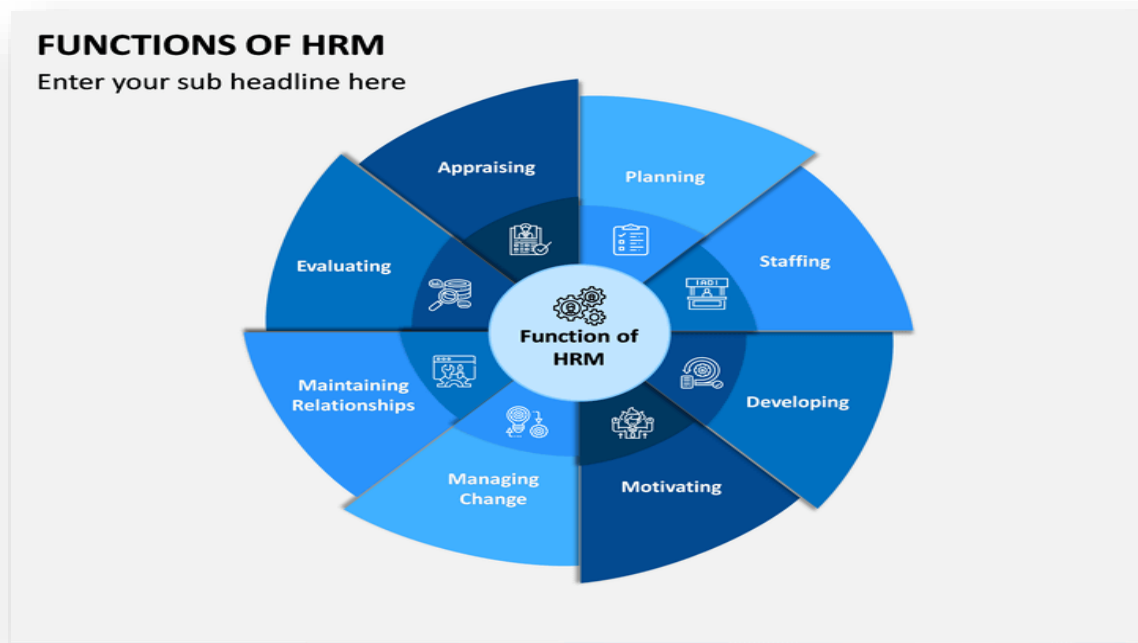
- Huge number of strong competitors
- Focusing only on Star product (SERGEL)

CHAPTER III: OVERALL HRM PRACTICES

3.1 Overall HRM Practices of Healthcare Pharmaceuticals Ltd.

The pharmaceutical sector is one of Bangladesh's fastest-growing industries, with a good chance of success. The pharmaceutical industry's primary expertise is, in some ways, its people and intellectual resources. As a result, this business necessitates the most qualified and skilled labor force available, because it creates medicine, the sector is delicate, and it need experienced and skilled workers at all levels, from production to packing.

A single mistake in any of the levels can prove to be life-taking and eventually lead to the fall of a company. Here HR plays a vital role and must be done every activity with great attention.



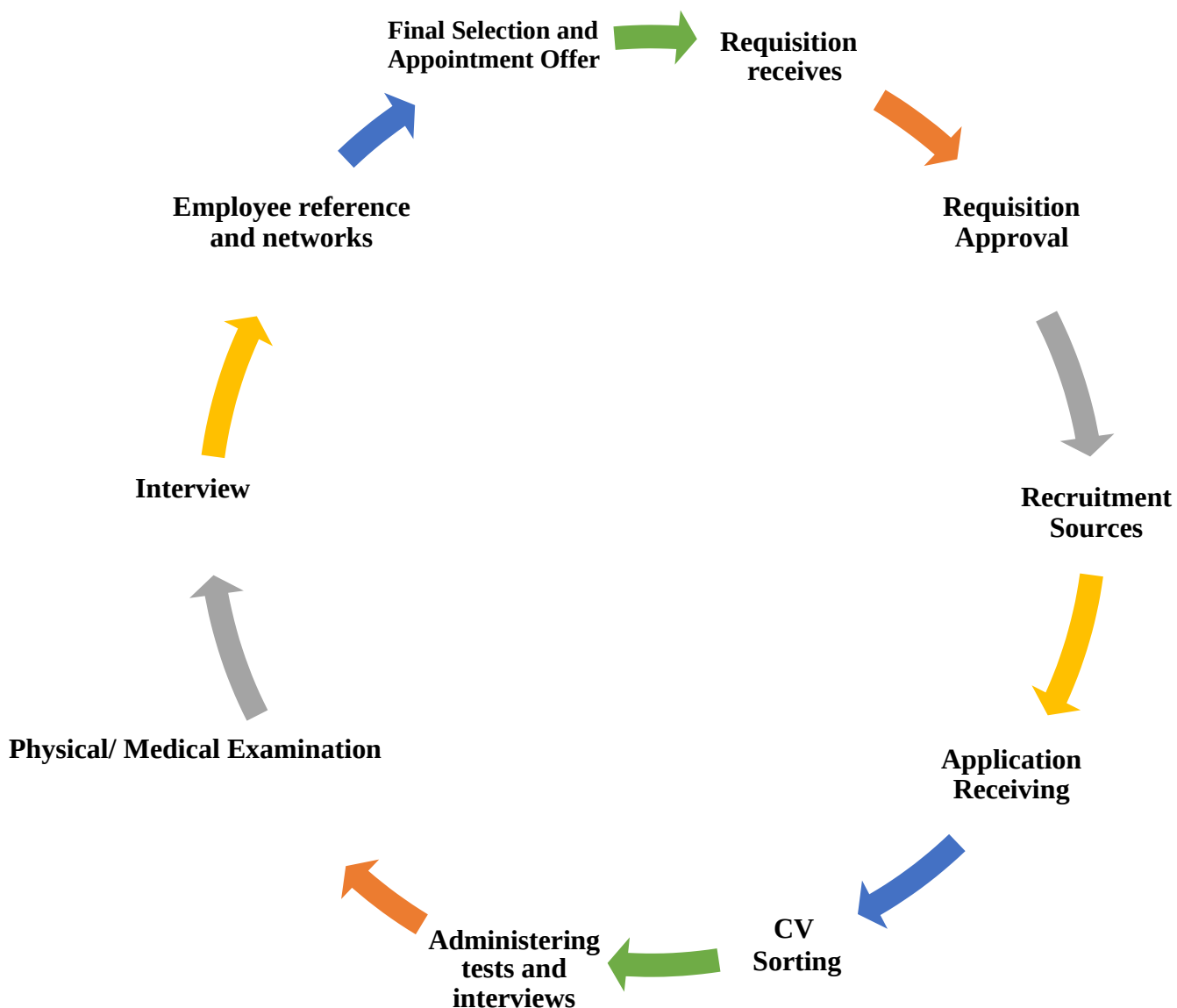
There are many functions of an HR Department. I have worked on major four functions of HRD. So now we are going to discuss the “Overall HRM practices of Healthcare Pharmaceuticals Ltd.”

3.1.1 Recruitment and Selection

Recruitment is the process of locating potential employees and encouraging them to apply for positions within the company, whereas selection is the process of screening candidates in order to pick the best candidates for open positions.

3.1.2 Recruitment Process in HPL

A strong and effective recruitment and selection process paves the basis for an organization's future success. As a result, HPL decides to look for innovative and imaginative people who are willing to go on a difficult career path. While scouting for talent, HPL participates in a number of activities, including:



3.1.3 Requisition receives:

When line managers want to create a new post or fill an existing, vacated position in HPL, they fill out a job request.

3.1.4 Requisition Approval:

The request will then be reviewed by HPL's Head of HR, who will check that the job functions, prerequisites, and pay grade are accurate for the position as specified. He will make any necessary revisions and collaborate with the hiring manager to update the request if necessary. HR will approve the next procedures if significant modifications are made.

3.1.5 Recruitment Sources:

Recruitment is such a process that finds the cause of supply of the necessary individual and animates likely workers to go after a position in the association. HPL has been on the constant inquiry of compelling enrollment sources and the source can be internal and external.

I. Internal Sources:

Internal applicants are preferred by HPL, provided that the employee is properly qualified for the vacant or new position and also meets the organization's current and future goals. Internal recruitment takes place through promotion, up-grading, or transfer, all of which require the authority's approval.

II. External Sources:

Because they offer enticing job advantages, HPL has come up with creative strategies to recruit great individuals. The following are some of the company's external sources:

i. Newspaper Advertisement:

The announcement of a vacancy is made by placing an advertisement in the national dailies. The advertisement is published in newspapers that are extensively circulated.

ii. Walk-ins and Write-ins:

When job seekers show up to the HR department seeking for a job, they are referred to as walk-ins. Individuals who present their educational program resumes for the right career are referred to as compose ins. The two gatherings demanded that an application be completed in its entirety. Their relevant information is saved in a working data set record for future use in any acceptable situation.

iii. Web site: The website of HPL is also used to post job openings for various positions.

iv. Online Job Portal: They use the Bd.jobs website.

3.1.6 Application Receiving:

The time it takes the HR department to collect job applications is usually between 1 and 9 days. Assuming that submissions received after the deadline are not accepted. In exceptional situations, applications may be accepted after the deadline with the express permission of the relevant Manager.

3.1.7 CV Sorting:

Shortlisting is based on a review of the information provided on the application form for a specific post. During shortlisting, the job qualifications are scrutinized. The short-listing method is a qualitative one in which managerial judgment is paramount. HR and the line manager establish job criteria before shortlisting candidates for tests. An applicant must meet general and technical job criteria in order to be considered for the next step of the selection process. General criteria are determined by HR, whereas technical requirements are determined by the line manager. Both sorts of criteria are vital, as we all know; nevertheless, the nature of the task decides which type of criterion should take precedence.

I. Educational Qualification:

HR and line managers examine to see if the candidates have the necessary academic credentials. As HPL is a pharmaceutical industry they require a minimum of 2 Science backgrounds from the

candidate. It must be from SSC and HSC.

II. Relevant job experience and required skills:

While working on individual employee information files, I discovered that the candidate must have relevant work experience and skills, which are taken into account throughout the shortlisting process. HPL has a defined set of rules for shortlisting candidates, which they refer to as a CV summary.

3.1.8 Administering tests and interviews:

HPL appropriates work tests like composed tests, oral tests, or some other tests. Subsequent to shortlisting potential worker tests where the specialized information and regulatory ability can be judged. Mental Test is additionally completed in this test like knowledge, fitness, personality, and demeanor of the up-and-comers are estimated and noticed. HR is responsible for selecting and scheduling follow-up tests based on the results of the composed exam. The constructed test has a base passing score of 45 percent. Applicants who passed the written test are invited to take the next choice test.

3.1.9 Physical/ Medical Examination:

HRD adds value to physical or clinical examinations because it can be used as a screening tool to weed out persons who can't fully agree with a task's requirements.

3.1.10 Interview:

The selection interview is a top to bottom conversation among questioner and interviewee. A meeting Board/Selection Committee is shaped containing the accompanying work force:

- **Line Manager**
- **Unit/Departmental Head**
- **Human Resources Director**

The meeting board members, for the most part, ask questions that are relevant to the job, such as queries about required competencies. Open-ended, conduct-based, capability-based, and fundamental reasoning questions are examples of the types of questions that can be asked. The

concept of an inquiry differs depending on the degree of position. Individuals on the meeting board rank all up-and-comers and recommend the most suitable up-and-comers for them. On a scale of one to eight, a 4 is an adequate score in the oral test. Following that, the group makes a standard suggestion, which is then forwarded to HR together with all other documents for the next plan. Finally, the Employment Approval Form was signed by the board members.

3.1.11 Initial Training exam:

HPL prefers an initial training exam before recruiting any employee. The Training exam covers some purpose such as introducing to the new employee procedures may help him/her settle into the rhythm of the company to focus on their job, rules and policies of the organization, Routine Work, technical knowledge, Discussion regarding current trends, Dealing Trends with customers and Highlighting technique of new product. They arrange approximately, 45- 54 days of training programs for each employee, and whoever gets the worst mark may not be selected as an employee of HPL.

3.1.12 Employee reference and networks:

Employee reference is used by many companies in the industry to avoid fabricated and misleading information given by job candidates. But HPL is mostly discouraged from recruiting by references.

3.1.13 Final Selection and Appointment Offer:

At this point, the chosen candidate is offered a job with HPL. The HPL authority sends the shortlisted candidates an appointment letter. The following items are included in the appointment letter:

- ✓ Job title, grade/step, and salary
- ✓ Appointment type
- ✓ Posting location
- ✓ A section or a department's name
- ✓ The start date of the appointment
- ✓ Probationary term, confirmation criteria, and notification period

- ✓ Ending date of employment (applicable for contract employees)
- ✓ HPL terms and conditions

In addition, the appointment letter includes a current job description. The job description serves as the foundation for HPL's recruiting, selection, and placement of employees, as well as their training, performance evaluation, salary administration, promotion, and other personnel actions. Only until the Head of HR and the employee have signed the appointment letter and job description in the area provided will they become effective.

3.2.1 Training and Development:

After tobacco, the pharmaceutical business is Bangladesh's second largest contributor to the national treasury and the country's largest white-collar demanding employment sector. It has become required to develop workforce efficiency level through training and development so that we can compete with the international market. Training is the scientific method of enhancing an employee's knowledge and competence for a certain job. HPL mostly gives significance to the employee initial training before final selection and after selection annual training. They arrange two types of the training program.

- Initial Training before final selection
- Annual Training

3.2.2 Initial Training:

HPL prefers an initial training exam before recruiting any employee. The Training exam covers some purpose such as introducing to the new employee procedures may help him/her settle into the rhythm of the company to focus on their job, rules and policies of the organization, Routine Work, technical knowledge, Discussion regarding current trends, Dealing Trends with customers and Highlighting technique of new product. They arrange 54 days training program for each employee and whoever gets the worst mark may not be selected as an employee of HPL.

➤ **Initial Training Program covers the following subjects:**

- ✓ Rules and policies of the organization
- ✓ Routine Work
- ✓ Technical knowledge
- ✓ Discussion regarding current trends
- ✓ Dealing Trends with customers
- ✓ Highlighting technique of new product

3.2.3 Annual Training Program:

HPL conducts preparing consistently just as when new staff are recruited. They set up a rundown of capacities to lead the preparation program, for example,

- when it will be held
- Who will be in charge of the program?
- How many educators will be present?
- Will they be hired from the outside or from within the company?
- How many delegates will be seated in each space?
- How long will the preparatory program last?
- Should the representatives send their representatives to another country for preparation or should they rely on domestic preparation?
- a budget for training

The yearly planning program is primarily divided into two categories, for example,

a) Functional Training:

This is a division-based curriculum for training. That is to say, representatives from each office, such as HR, Marketing, R&D, and Production, are provided training on specific requirements as determined by their departmental occupation after demonstrating the need.

b) Behavioral Training:

These are sensitive ability preparations such as relational abilities, behavior, societal norms, provoking executives, and so on. This type of preparation is required of all HPL employees who are not office savvy.

These two types of preparation are provided in two separate ways:

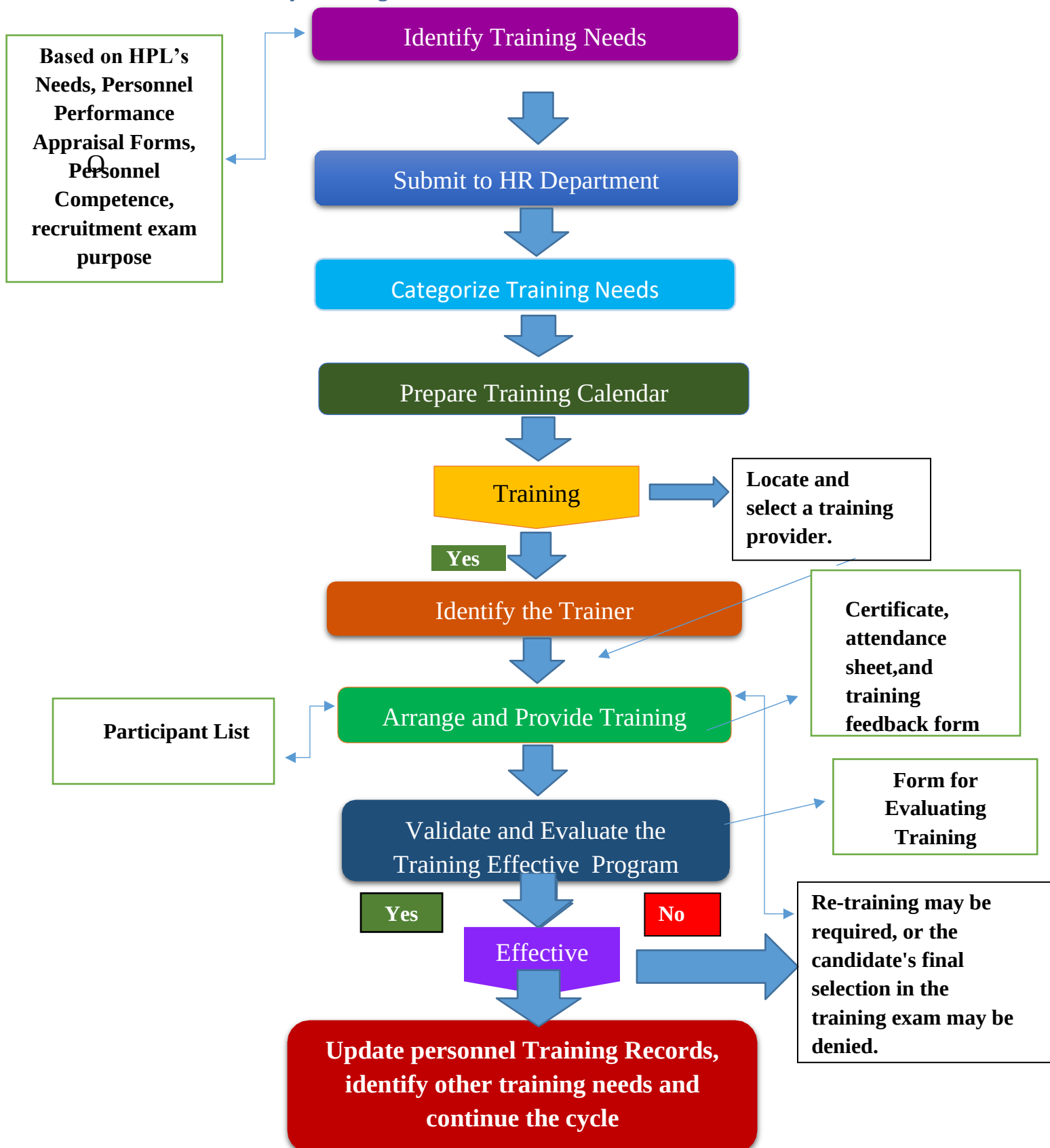
a) On The-Job-Training:

In HPL, laborers are designated undertakings, work rotate, and even advancement with the supervisors while having hands on getting ready. This is applicable not just to new enrollment specialists, but also to current delegates. As a result, people are constantly learning and experiencing new information relating to their assigned jobs while going about their daily routines at work. For instance, working on a certain project and writing a report on it, machine usage, financial concerns, report writing, and so on. In addition, it expands the data on the agents without incurring additional costs or time. Program, affirmation, a score of activities, presence in the courses, workshops, viewpoints everything is assessed and assessed by the tutors, managers, peers, and the heads, and the analysis is moreover given.

b) Off-The-Job Training:

HPL driving forces planning outside the affiliation, when crucial, which is considered off-the-work getting ready. They assign a refined mentor to set up their laborers. Now and again the specialists are sent outside the country, for instance, in Singapore Thailand, Canada, or the Netherlands to go to the planning programs. They lead this arrangement so their delegates can change into their work and become a staggering resource for them. In the wake of experiencing the readiness programs the shows are surveyed by the mentors.

3.2.1 Initial and Yearly Training Process of Healthcare Pharmaceuticals Ltd.



3.2.2 Development of HPL:

HPL Plant is having profoundly skillful and experienced individuals. To adapt to the contemporary innovation and profoundly modern activities, all representatives of the plant are being created through inner and outside preparing programs. The organization has an act of organized preparing needs and a preparation assessment framework. To coordinate with individuals with worldwide guidelines, globally revoked GMP master Dr. David Richard Buckley is named to prepare up the workers consistently. The majority of our practical heads have advanced their insight with preparing in AOTS, Japan. For in house preparing program, Md Jahedul Islam is designated as a Senior Training Executive at Healthcare Pharmaceuticals Ltd.

3.3.1 Compensation Process of HPL

3.3.2 Compensation

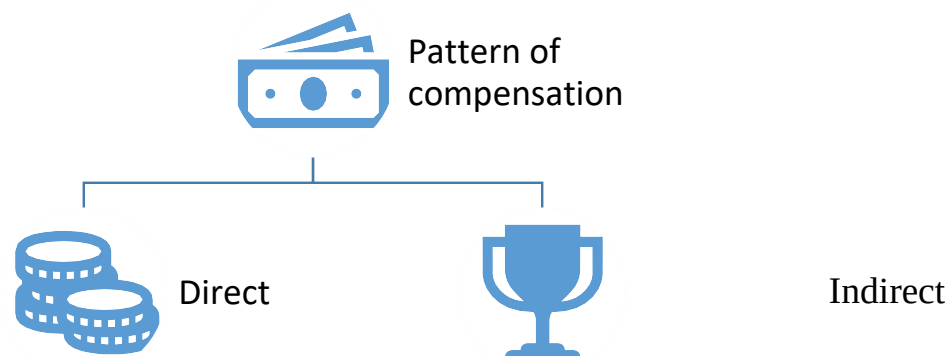
The term "remuneration" refers to the practice of providing cash compensation to representatives in exchange for their efforts. Enlistment, labor execution, and occupation fulfillment can all be aided by remuneration.

HPL is focused on seeking after a sound, cutthroat and adaptable remuneration strategy. The Secretary is the last power to endorse this strategy and will modify and audit the approach occasionally as suggested by the Steering Committee.

➤ **The compensation is provided in two ways.**

(1) Direct and

(2) Indirect



I. Direct Compensation Components

- Basic salary
- Premium compensation (overtime, shift differentials.)
- Contingent programs (incentive plans or commission, merit pay)

II. Indirect Compensation Components

- Protection programs (pension plans, health treatment, car-home loan)
- Paid Leave (vacations, holidays, sick leave, maternity leave.)

3.3.3 The compensation of HPL consists of:

♣ Basic Salary:

After an annual review HPL, offers an increased salary once a year. The employee who is under probation, after completing six months probationary period may get the yearly salary increasing benefit.

♣ Hourly wages:

Hourly wages are only for the plant worker or labor of Healthcare Pharmaceuticals Ltd.

♣ Incentive Pay:

HPL gives product-wise incentive monetary reward as some percentage for those employees who achieve more than their target.

♣ Seniority Pay:

HPL doesn't believe in seniority-based salary rather they designed salary based on job position or company policy.

♣ Cost of Living Adjustment:

During the Corona pandemic, HPL is given Covid Treatment allowance to the affected employees.

♣ House Rent:

Employees are awarded house rent allowances based on their grades.

♣ Medical Allowances:

Employees may be paid medical allowances based on their employment grades and other conditions as determined by the competent authority from time to time.

♣ **Eid Allowances:**

Every year, all permanent employees receive two Eid bonuses. Eid-ul-Fitr is one, while Eid-ul-Azha is another.

♣ **Merit pays:**

Merit pay is a type of compensation in which higher-performing employees are compensated more. As merit pay, HPL provides training opportunities to help the employee enhance his or her skills, as well as pay raises based on the KPI.

♣ **Discretionary benefits:**

- i. **Protection programs:** Retired employees may get gratuity payments, provident fund facilities, home loans & car loans facilities, medical facilities
- ii. **Paid time off:** If an employee didn't come office for more than 3 working days than 1 day's salary may cut from the employee's basic salary.

♣ **Refreshment facilities:**

As a non-monetary benefit, they provide free tea, coffee, biscuits, or snacks for refreshment. There are also sports facilities like badminton, table tennis, etc.

♣ **Other benefits:**

- Insurance,
- Education facilities for children,
- Office Transportation Facilities,
- Hajj benefits,
- House maintenance facilities

3.4.1 Performance Appraisal

The methodical review of employee performance and awareness of a person's potential for

continued development is known as performance appraisal. They usually conduct evaluations once a year. The employee is enrolled in HPL's appraisal procedure after completing the six-month probation period. Healthcare Pharmaceuticals Limited organizes its performance evaluations. Healthcare Pharmaceuticals Limited conducts performance appraisals in organized ways. The following are the company's tools and techniques:

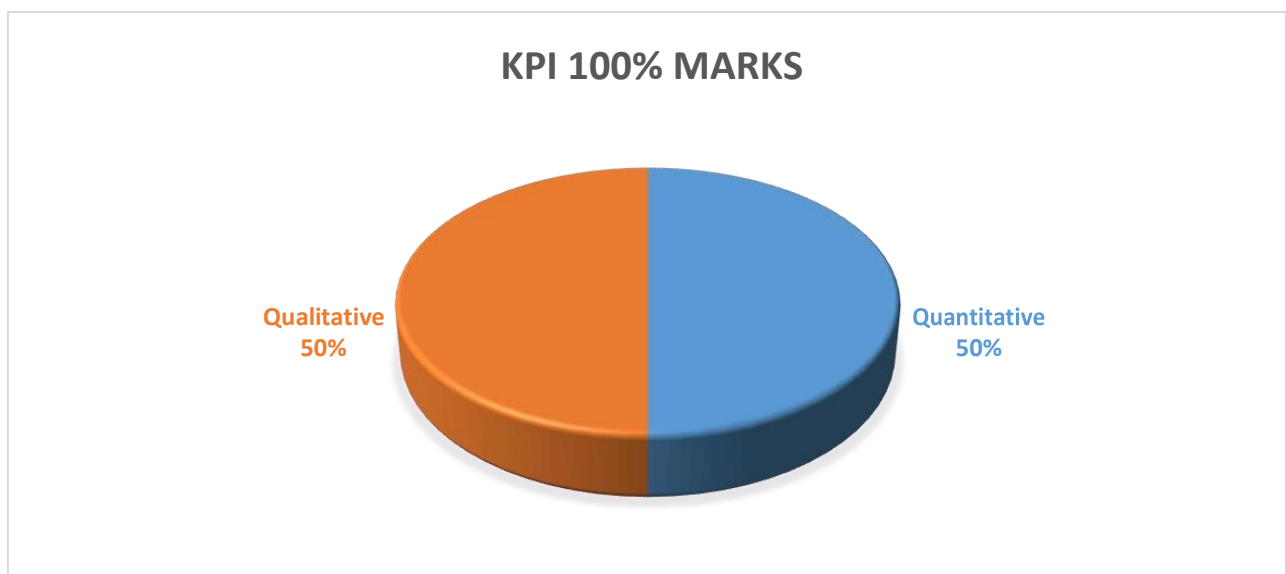
3.4.2 Performance appraisal tools and techniques:

MBO:

The board By Objectives is a collaboration in which both administrators and employees meet down to define goals so that things can be done efficiently and without causing chaos.

KPI:

The bosses of HPL measure the pay of laborers relies upon setting KPI which means Key Performance Indicator. Compelling key execution markers incorporate both correlative and profoundly precise targets. KPI holds 100% imprints altogether. KPI measures through these two significant parts:



Task-Oriented:

The assignment-based evaluation is focused entirely on the representative's work system and style. The satisfaction of the errand is considered, and then they are judged. It's certainly not a quantitative KPI cycle. The undertaking targeted or quantitative carries 100 stamps, which were afterwards changed over to a 20% impression.

Behavior-Oriented:

It is judged considering the direct of a laborer the way a delegate needs his/her work the commitment towards the work are being considered. It's anything but's an emotional connection of the KPI. Direct arranged or abstract bears 100 stamps and a while later they changed more than it into 80% engravings.

3.4.3 Objectives of HPL's Performance Appraisal:

- To recognize the real contrast between current execution and anticipated execution.
- For keeping a superior connection among administrator and subordinate.
- Through the evaluation, HR gives appropriate criticism to workers dependent on execution.
- Evaluating a worker to decide the remuneration bundles and pay increase and so on.
- To assess the necessary preparing in the event that they could discover the lacking or need improvement.

3.4.4 Performance appraisal of HPL is conducted Review:**Yearly Review**

This takes place in December, when all of the bosses gather together to assess the HPL execution standard. In addition, examines the laborers' performance and how they overcame the union's complaints. Their workers are evaluated by their bosses on a scale of 1-80 centers, then switched

to 100 core interests.

Evaluation Period:

Reliably the workers and subordinates regularly put out the scale or objective for the assessment structure through KPI. The evaluation is done on a standard scale like–Excellent–Excellent–Excellent–Excellent–Excellent– (a) Outstanding Performer (>95%) (a) A capable performer (86 percent -95 percent) (c) Average Performer (51 percent to 85%) (d) Performer who is below average (40 percent -half) (e) Unsatisfactory Performer (40%)

3.4.5 Performance Ratings & Guidelines for Supervisors:

Overall Performance	Performance- based on objectives	Performance- Based on HPL Expectations	Performance Compared with Peers	Impact
High Performer	Perform above and above what has been assigned	Performs the task in the best possible way in accordance with HPL's expectations.	When compared to peers, the work he/she accomplishes in the best method is followed.	Extraordinary added value to the business that goes beyond the boundaries
Good Performer	Ensure that the job is done correctly.	Performs tasks in a beautiful manner and within the time frame allotted.	Stronger performance and behaviors relative to peer group and	Differentiate the value within business/work/ area/team
Average Performer	Delivered strong progress against all objectives	Demonstrates solid evidence across all job expectations, doesn't muck things up, and doesn't try to do anything more, but does things better.	When compared to the peer group, performance and behavior	Workplace ideals that are positive
Below Average Performer	Some goals were achieved, but not all.	Make an effort to complete work within the time span allotted and to continue to develop that work while it is visible.	Behaviors below that of peer group	Differentiate value within business/work/ area/team
Poor Performer	Did not meet the majority of objectives and so on	Miserably fail to do the duties allocated and can't maintain the time frame as well	Performance and behaviors below that of a co-worker	Did not add values and/or negative impact

3.5 The Major Practice of HR During the COVID-19 Pandemic:

The COVID-19 pandemic wreaked havoc on businesses, which will take years, if not decades, to recover from. To get out of the current scenario, most businesses are attempting to run offices and administrative duties using technology. The moment has come for HR managers to go outside the box in order to deal with the epidemic.

One of the biggest reasons HR departments underperform is their lack of agility. Many HR departments were not designed to be adaptable. And HR professionals are affected significantly as a result of this. In this situation, it's critical to react promptly and move quickly. Before any action can be performed, however, a number of approvals must be obtained. This slows down the process of acquiring information and responding quickly to a crisis.

As a result, becoming more flexible in their approach and re-prioritizing corporate goals, as well as effective communication and alignment among middle management and executives, are now required.

Rising unemployment, income cutbacks, the psychological impact of COVID-19 on employees, managing remote work, working hours, employee tensions, and social distance are all examples of COVID-19 pandemics. The problem that HR professionals have is that the new practices do not fit while establishing a new HR strategy to handle the numerous difficulties posed by a coronavirus. HR departments in every organization can use these tips to deal with the pandemic's dire scenario.

- ♣ Make sure the remuneration scheme is sufficient to support the employees' everyday expenses.
- ♣ Ensure that they have flexible working hours that enable them to fully utilize the technology at their disposal, such as the ability to work from home.
- ♣ A return-to-work policy must be submitted, as well as techniques for determining whether staff are infected with the Covid-19 virus.
- ♣ Factories and businesses can use a piece-rate system.
- ♣ Factories and businesses who are trying to save money may only pay a basic wage instead of providing further benefits.

A new labor laws

The government should modify the Bangladesh Labour Act, 2006, as amended in 2018, as soon as possible to include new provisions for work-from-home regulations that will assist industries and businesses in making the transition to flexible workstations. The law must also include current technologies, which may offer a number of work-from-home choices. Worker retrenchment restrictions for a specific length of time could assist the workforce get through these trying times. As a result, white collar workers in Bangladesh are not guaranteed job security under Bangladeshi labor law. Job security is not guaranteed under Bangladeshi labor legislation. To promote better industrial working conditions, the government may explore introducing legislation for white-collar workers.

3.6 The Four Major Practice of HPL During the COVID-19 Pandemic:

HPL's human resource department is now attempting to deal with the economic volatility generated by COVID 19 by employing disruptive technology. So let us know about the strategies that they have adopted to challenge the alarming COVID pandemic.

Recruitment and Selection:

The pandemic has also emphasized the need for variability in talent, with independence and quickness as core qualities in employees; candidates who can learn, grow and adapt efficiently will fortify a strong position in competitive industries. All steps of recruitment and selection are now conducting through an online platform by the HR team of HPL. They take an online written test and also take online interviews. The selected candidate gets the job confirmation mail and call for the joining.

Training and Development:

HPL has transformed its conferences and training programs into virtual services that span a wide range of themes. The training courses are normally 90 minutes long, and many of them include a chatroom component where you may ask the lecturers questions. The webinars emphasize who will be presenting, their qualifications, what they will cover in the training, and what participants will learn. This virtual training is provided by a skilled, trustworthy, and trained staff representative who possesses the necessary knowledge and experience.

Compensation:

HPL provides COVID-19 treatment facilities worth around 7000 takas with the basic salary to each existing employee, and they recently announced for alternating multiple work shifts due to COVID-19-related restrictions on physical distancing, HPL is providing “Work from Home” facilities depending on the situation.

Performance Appraisal and Evaluation:

The pharmaceutical industry is at the forefront of the fight against the COVID-19 epidemic, and HPL must strike the right balance between inspiring staff to increase production without jeopardizing their health. During COVID-19 pathetic situation, some of the employees were failed to achieve their targets but HRD communicated with them and supported them after hearing the valid cause. That is how HRD keeps motivating the employees to do better next time.

Undoubtedly, Mutual respect, sympathy, and affection may be able to safeguard us from the impending disaster of industrial turbulence and unpredictability. It's important to remember that the aftermath of a coronavirus outbreak could be far more deadly than that of a war. In this trying moment, there is no alternative than cooperation and unwavering support.

CHAPTER IV: INTERNSHIP EXPERIENCE

4.1 Position, Duties, and Responsibilities:

I was honored sufficient that I got the chance to work in a particularly eminent association. My job was as an Intern under the Human Resource Department (HRD) of Healthcare Pharmaceuticals Limited (HPL). I got the superb chance to work intimately with the HR group to become familiar with the HR exercises.

Human Resource Management is one of the most important and key subjects for business graduates studying these regulations. My essential errand was to notice and investigate the HRM practices, techniques, and procedures followed by HPL's HRD.

These are some action records which I did in Healthcare Pharmaceuticals Ltd. For accomplishing my internship program.

Data Entry:

Information section implies entering information into an organization's framework with the assistance of a console. Without a doubt data entry is the most troublesome occupation since I will be answerable for entering incorrectly information or may likewise be approached to confirm the genuineness of the information being entered. that is the reason doing data entry should need to give incredible consideration to minuscule subtleties.

Employees Files:

An employee file is a document that contains personal information and the history of an employee, employee reference, Surety bond, nominee form, performance evaluation, training records, recognition letters, transfer, clearance letter, prerequisite training certificate, and promotion letters. As a result, I had to manage an organized filing system containing thousands of employee files and confidential information.

Invigilate a Written Test

I additionally invigilated 2 days' written test during the enrollment interaction. It's anything but an hour and a half-written test followed by the particular techniques for the composed test made by the HPL. In the wake of completing the test I needed to gather the papers and keep them on the enlistment official's work area to be checked.

CV Summary

I also work on candidate personal summaries, where I enter information such as the candidate's home district, education, date of birth, NID number, and experience. This Excel sheet makes it easier for the interviewer to conduct the viva.

Personnel-related documentation

I was in charge of processing, verifying, and maintaining personnel-related documentation, such as recruiting and hiring, training and development, and performance management.

Entry of compensation, increment, and performance data

I entered data to ensure the smooth operation of employee compensation, increment, and performance management systems.

Basic Administrative Tasks

Executed fundamental regulatory assignments like duplicating, mailing, and examining archives including documenting and dealing with classified desk work.

International Women's Day

I helped organize company one event that is International Women's Day and assisted in decorating and labeling gift items. It was a great day. I learned many things from my supervisors, peers, top management, and other guests.

IRIS Data Entry

IRIS is customized software like the Personal Information Management System (PIMS) software of HPL. There every employee has to give data entry regularly through IRIS software. Similarly, I also did the same task.

4.2 Training:

I had no prior experience in a specific role or industry, so I received on-the-job training at HPL. I gained hands-on experience in my desired career path after completing my internship here.

As we all know, it is a training session for employees that takes place at work. On-the-job training combines observation of others with hands-on experience completing tasks under the supervision of a training manager, coworker, or an outsourced professional trainer.

I learned the processes and procedures used by the employer while undergoing on-the-job training. I've also learned how to use any equipment (scanner, printer), tools, or machinery (photocopier) that may be required for my job.

Right from the start, this type of training put me in close contact with my peers and supervisors. Working directly with the team allows me to get to know my coworkers and gain a better understanding of the work culture.

4.3 Contribution to departmental functions:

I had tried to complete the tasks properly and timely, given to the best of my ability, and offer to help as much as I can. I was reviewing the company's employee information files and discovered that there were huge files all around the office and paper documents seem like junk there. I recommended to my supervisor that the documents should be scanned, and employees' information may keep in a computerized and digitized way so that whenever they need can easily

find with one click. He approved the idea and was very impressed with my initiative. In the time since the company's paper documents have decreased and the junk places become nit and clean.

4.4 Evaluation:

HPL is making a dynamic, strong, and solid working environment that can achieve happy and helpful delegates and a motivator for the association. Then the selection and decision cycle are done through a broad communication. The administrative group used to contribute a ton of energy since they need to ensure having the right contender they just need. Something worth being grateful for about HPL is that they act unprejudiced during the enlistment and decision connection. Whether or not it's age, sexual direction, religion, belongingness they stay reasonable and simply select the real contender. Regardless, they empower Kushtia Zilla people as their chairman and by far most of the delegates from Kushtia.

Subsequent to taking an interest Women's Day Event I become more acquainted with that in all division female representatives are practically 60% which is apparent. Consistently on that day, female representatives get blessings, blossoms, lunch, and bites. HPL gives a protected workplace for female representatives.

HPL reliably gives a very warm hello to its laborers during the heading and getting ready program. They show a genuinely versatile attitude towards each agent so the laborer can feel incredible to work and viably change as per the working environment and office principles.

HPL is very reasonable with respect to delegate appraisal and assessments. The assessment connection is straightforward and certified in picking the right competitor for assessment and grants to rouse them to be more valuable and proactive.

The pay and advantages programs are alluring to the workers in HPL. They have generosity on a supplier with alluring pay and different advantages than different drugs in Bangladesh.

Healthcare Pharmaceuticals Ltd's decent Head of HR, Mohammad Shamim Ferdous (Sir) keeps a warm relationship with each worker in his area of expertise and different divisions even with understudies moreover. He attempts to foster great associations with everybody working under HRD and consistently persuades his subordinates. The cooperation among the HR Head and every one of the workers

makes the group more grounded. Ms. Tarina, Ms. Rubaiya, and Ms. Hasiba, my deferential three superiors, are assuming a functional part in building advertising by masterminding conferences, courses, and official social events to assist with setting up the organization with various organizations and the target market. Their inspirational perspective pinnacles their work and companions make it more agreeable to work. The manner in which they have track and controller over all the HR exercises makes the HRD truly outstanding and coordinated divisions of HPL.

4.5 Skills applied:

I have applied these skills of mine Skills I applied.

Soft skills:

Communication Skills

It is one of the top listed skills required for a job in the HR sector. We all know that communicating effectively is a valuable skill that I used during my internship. From top to bottom level of the HPL I had maintained a good understanding of this skill.

Responsibilities

I always tried to complete every task with full responsibility. One day our respective HR sir said, 'at the time of doing photocopy of any confidential paper, everyone has to check whether you have left that in the machine.' I always remember those words because I don't want to do any silly mistake that can become harmful to the company.

Adaptability Skills

Being easily adaptable to my surroundings is one of the most valuable soft skills, not only for the company but also for my personal development. From my childhood, I am a quick learner. So, I applied some adaptability skills while my internship period.

Teamwork

On the first day of my joining, I got there another intern. So, as she was joined before me, I had to do any task as a team with her. So one day our respective supervisor Ms.Rubaiya assigned us to complete a CV summary within 2 hours and there was huge information with less time. After 1.5 hours we completed the task and submitted it to our supervisor. We got appreciation from her for our great teamwork. So, during an internship, I learned to work as part of a team rather than focusing solely on myself.

Passionate

First and foremost, I don't want to just go through the motions for the next three months. I was very passionate about the company's mission, perhaps the service or products offered, and certainly the opportunity. So that the internship program was a great experience for me.

Ability to Problem Solve:

As I had mentioned in my CV that I am good at problem-solving. So here I had to prove myself. Whenever I faced any problem before asking or bothering repeatedly to my supervisor, I tried to solve them alone. And most of the time I was successful in this case. I believe that taking on new challenges can make us stronger and more experienced rather than avoiding those challenges.

Hard skills:

I had attained few training courses to learn these basic fundamental skills since 2013. It becomes helpful for me to do any task that was required.

- ✓ MS Word (Typing in English)
- ✓ MS Excel (Data entry)

- ✓ MS Access (IRIS database)

4.6 New Skills Developed:

- ✓ Build professionalism.
- ✓ known my strengths and weaknesses
- ✓ how to work in groups and teams,
- ✓ Multitasking
- ✓ How to manage stress, anger anxiety
- ✓ How to keep confidential documents
- ✓ Self Confidence
- ✓ Ability to plan, organize & prioritize work.
- ✓ Time management
- ✓ Practical skills
- ✓ Business Etiquette
- ✓ Learned from my mistakes

4.7 Application of academic knowledge:

I am a student of the renowned private university of Bangladesh, United International University (UIU). Here I got the most experienced and humble faculties who are very much professional towards their job. They not only teach us theoretical knowledge but also teaches us how to be a good human, how to behave with others, how to take responsibilities, how to do teamwork, how to manage things professionally.

In general, Theory teaches us about other people's experiences. Theoretical knowledge can help us gain a better understanding of a concept by placing it in the context of understanding why it is the way it is. Practical education is superior because it prepares me to understand how things work in the real world. The best part about practical application is that whatever I learn through practical application will stick with me for a longer period of time. In practice, I learned the facts of HR practices in an interesting way, which is the best part of learning. I enjoyed my academic studies, and I didn't learn to get good grades; rather, I learned every course to gain proper knowledge.

That's why I never get bored or felt nervous about doing the internship. Through the act of personal experience, this knowledge can frequently lead to a deeper understanding of HR concepts. I had learned from my respective faculties about the HR objective, responsibilities, functions, HRM process (recruiting, selecting, training, compensating evaluating employees), HRM importance, etc. After completing my internship, I get to know that these are the basic process of the theories but in reality, every organization designs its process according to the nature of its services. In theory, HR activities such as recruitment, selection, training, compensating, developing planning, and implementing seem too easy but practically doing all these are not so easy rather need more technical skills and foresight knowledge. I tried to relate my theoretical knowledge with the HRD functions. Our honorable faculties lead us to each topic of HRM with a more detailed explanation. As a result, it seemed clearer and more feasible to me while doing any task of HRD. So I am very grateful to my respective teachers.

Chapter V: CONCLUSIONS AND KEY FACTS

5.1 Recommendations for Improving Departmental Operations

Because the Internship expression was overly brief, it was extremely difficult to perceive and navigate the overall HR pattern of a significant affiliation. Despite the disadvantage, the success was attributed to the revelations from HPL's HR division. Following a thorough examination of the cycle, the following suggestions may be made:

Recruitment and Selection:

The recruitment and selection process are particularly lengthy. Both the organization and the competitors take about two months. The cycle can be abbreviated to make it more financially savvy and tedious so different models can be given more importance.

Screening process:

They give more significance to instructive organizations and degrees which hold very great imprints. Notwithstanding, once in a while no one but checks can't simply imply a competitor's capabilities. Many competitors do not have a passing grade in their scholarly authentications, but

rather have exceptional abilities in some specific subjects related to the work. As a result, other functional information should be prioritized here.

Training and Development:

More advanced in-house training and seminars can be arranged for the employees which may reduce the cost of training from outside.

Compensation and Benefits:

Beyond the standard remunerations and benefits, more appealing remunerations and benefits can be introduced to increase position fulfillment. For example, childcare centers, recreation centers, bottle stores, food courts, and so on. Since representatives need to work here from 8:30 am - 6:00 pm which is an enormous time. Since the report depends on the center exercises of HRD in HPL the information assortment was confined because of organization strategy.

Special Recommendation for COVID-19

As we prepare for the Second Wave of COVID-19, HPL should focus on hiring employees with expertise in artificial intelligence in order to shorten the time between the drug discovery phase and the marketing phase, as well as making sound decisions with the help of a strong HR team.

5.2 Key Understanding

- Other practical knowledge should be given more priority besides academic knowledge.
- They follow outsourcing in the case of a security guard, tea boy, and cleaner. That is, they hire temporary employees from employment agencies to work in HPL. HPL and the supplier have an agreement.
- They don't provide internet facilities to the interns which makes me disappointed.
- The experienced candidates have to submit a copy of the clearance letter being accepted by their existing employer.
- Because of the Corona pandemic, HPL should prioritize hiring employees with expertise in

artificial intelligence.

- They have a very flexible attitude toward each employee so that the employee feels at ease at work and can easily adjust to the work environment and office norms.

5.3 Conclusion:

Healthcare Pharmaceuticals Limited (HPL) is one of the most successful pharmaceutical companies in Bangladesh. It has around one thousand personnel everywhere in the country. The HPL Human Resources Division's well-prepared management can develop capable personnel for the company's future growth. Employee recruitment and selection is a primary Human Resource feature designed to attract, reap, and retain qualified personnel to meet future organizational needs. The HPL can continue to operate efficiently by green managing this practice. The evaluation of the file suggests a few excellent practices and some poor practices that can be improved in order to accomplish the personnel efficiently. If HPL considers this evaluation, it may be able to improve its condition. HPL's HR Division is made up of ten green HR professionals. This department is made up of departments. These are the HR Operation and Services Department, Recruitment and Selection, Compensation, Risk Control, Training, Training Institute, and HR Operation and Services Department. These departments were running so quickly that they were able to provide alternate for worker development, control development, and organizational development. As we approach the Second Wave of COVID-19, HPL must be conscious of hiring personnel with expertise in synthetic intelligence, reducing the time taken from the drug discovery segment to the advertising and marketing segment, and making the right choice through a strong HR team.

Reference

- Caligiuri, P., De Cieri, H., Minbaeva, D., Verbeke, A., & Zimmermann, A. (2020). International HRM insights for navigating the COVID-19 pandemic: Implications for future research and practice. *Journal Of International Business Studies*, 51(5), 697-713. doi: 10.1057/s41267-020-00335-9
- Healthcare Pharmaceuticals. (2021). Retrieved 18 June 2021, from <https://www.hplbd.com/>
- Dhaka Tribune (2020), Retrieved 3 August 2020, human-resource-management-during-a-pandemic? From https://www.dhakatribune.Qo9PUUOvJOTQ002WUfstBGTfCSLdd0n7KmxU_tUpH8FuqTXeWdu60ZGK01m_9-It9ZBQ
- Liu S and Zhang C. “Online mental health services in China during the COVID-19 outbreak”. *Lancet Psychiatry* 7.4 (2020).
- Personnel Training and Development. (2021). Retrieved 18 June 2021, from https://www.annualreviews.org/doi/pdf/10.1146/annurev.ps.22.020171.003025?casa_token=6NZCgyHV5KoAAAAA%3ALuMp9Vbek71kF7R_uDXQpEtAJiCXH6B31kAx7OSu3tid1nDwX9i-VJeKoHQr5uRUGodx_nWGP2dgqRU
- Recruitment and Selection Process. (2021). Retrieved 18 June 2021, from <https://www.economicdiscussion.net/human-resource-management/recruitment-and-selection-process/31594>

Secondary Source

- ♣ HPL Employee Handbook
- ♣ HPL Official Reports
- ♣ Printing materials from the HR Department of HPL.

Appendix-A: Survey Questions Regarding the Study

1. What are your company's strengths, weaknesses, opportunities, and threats?
2. What are the steps in the HPL requirement and selection process?
3. What are the sources you use for advertisement?
4. What is the time limit of receiving cv?
5. Do you have any special requirements for any post?
6. What is the minimum score for a written test?
7. Why physical examination is very important?
8. What are the benefits of taking initial training to the employee?
9. Do you allow reference?
10. How many points are required for an appointment letter?
11. How many types of training does HPL arrange?
12. What are the topics that may cover in an initial training program?
13. What is the list of functions conducted in an annual training program?
14. Who makes the budget for a training program?
15. How many instructors in each training session?
16. What are the facilities and benefits do employees get?
17. How many times HPL increases an employee's salary?
18. How do you evaluate each employee's performance?
19. If any employee didn't fulfill his/her target, then what you do with that employee?
20. what is the standard of calculating employee performance?
21. What type of challenge are you facing during covid-19?
22. Would you tell me about the modification of each activity that you need to do due to the pandemic?
23. During the COVID pandemic, are you giving any facilities or support to your employees?
24. Did your top management arrange training for themselves?