



# **Internship Report on Training and Development Process of Square Pharmaceutical Limited**

## **Submitted To**

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## Letter of Transmittal

17 February, 2021

Md. Alamgir Hossan

Department of Business Administration

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**Subject: Submission of internship report entitled “Training and Development process of Square Pharmaceuticals Ltd”.**

Dear Sir,

In Connection of my virtual explore of Square Pharmaceuticals Ltd. I would like to submit my report to your perusal. I have prepared this report on the basis of my online exposure at Square Pharmaceuticals Ltd. It is great pleasure for me to present you this report.

I enjoy preparing this report, which enriches my partial knowledge of theoretical concept. All of my partial knowledge of the theoretical concept. All of my efforts will be successful if the report can serve its purpose. I have tried my best to explain everything related with the report, I am always available for any queries regarding this report.

Sincerely,

17.02.2021

Tithila Sharmin Toma

Id: 171-11-396

Department of Business Administration

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## Acknowledgement



At first, I thank Almighty Allah for giving me the strength, courage, and ability to complete the training work in a timely manner, despite many difficulties.

I provided an opportunity to prepare for the internship under the auspices of the interns under our supervision. This report cannot be completed without assistance. The purpose of this message is to make sure that any participant who devotes precious time helping me and not helping anyone does not comply with that message.

Initially, I would like to show my heartiest gratitude towards Mr. Alamgir Hossan, Senior Lecturer, Daffodil International University, for his support, inspiration and guidance during the period.

I would also like to thank the head of management, the head of HRD. His instructions and instructions were all clear. I appreciate the team's learning and development for their in-depth knowledge, which helped me prepare as a professional and prepare a report. The collaboration of all HRD officers helped me to make this report using some information. I am grateful to my office, my supervisor, for my work. Together, I would like to thank the HR members of my team for sharing their ideas that have shaped my relationship and helped me become aware of the changing business landscape.

I want to know my family and friends with respect. Their love, support, and encouragement set a good example.

To finish, my heartfelt admiration is towards Daffodil International University which has made me a Bachelor Degree.

## Executive Summary



For my internship program, I got the opportunity to work at Square Pharmaceuticals Limited. This is one of the iconic bodies of Square Group and one of the best performing products Bangladeshi organization. The curriculum is based on operational instructions and refinement, but is generally related to the relationship generally associated with training evaluation and evaluation completion. Education classroom procedures, learning and development SQUARE Pharmaceuticals Ltd. Evaluation is an important part of staff development and an important part of training education. Training evaluation is an ongoing process and a process of measuring the effectiveness of on-the-job training, staff training, skills, areas for improvement and overall results of improvement. Square Pharmaceutical ltd. It basically includes recording performance after training, staff training, using practical training, sharing experience with colleagues. L&D staff also calculates the result of the total investment by the expression according to a measurement model. I have reported to the human rights office, the headquarters of Square Pharmaceuticals Ltd. I have had ideas on how to work in an office environment and how human resources work, especially training and start-ups can be implemented in -a company. The report also covers the various training and distribution activities that take place in the office staff of SQUARE Pharmaceuticals ltd. Before drawing conclusions in accordance with this statement, it will be noted that there was a port planned in a short time and no data was available. However, the report can be useful for further designs discover the testing facilities provided by Square Pharmaceuticals ltd.

## Table of Content



CHAPTER NO	PARTICULARS	PAGE NO
	Title page	
	Letter of Transmittal	i
	Acknowledgement	ii
	Executive Summary	iii
	List of ABBREVIATION	vii-viii
<b>CHAPTER – 01</b>	<b>Introduction</b>	02-03
	Literature review	03-05
	Origin of Report	05-06
	Objectives of Study	06
	Research scope	06-07
	Significance of the Study	06
	Methodology of the Data	07-08
	Limitations	08-09
<b>CHAPTER - 2</b>	<b>Overview of the Organization</b>	
	History	11
	Milestone of SPL	11
	Vision of the SPL	11
	Mission of the SPL	12
	Business slogan	12
	The corporate slogan	12
	Corporate focus	12
	Goals of the SPL	12
	Objective of the SPL	12-13
<b>CHAPTER - 3</b>	<b>Training and Development at Square Pharmaceuticals Limited</b>	
	Training needs assessment / analysis	15



	Types of Training Programs of SPL	15-16
	Executive and Managerial Trainings	16-17
	Non-Executive Trainings	17-18
	Field Forces Trainings	18-19
	Special types of Trainings	19
	Training of MPO (Medical Promotion Officer)	19-20
	Training and Development objectives	20
	Designing Training and Development Program	20-21
	Methods and Techniques of training	21
<b>CHAPTER – 4</b>	<b>Analysis and Findings</b>	
	Strength	23
	Weakness	23-24
	Opportunities	24
	Threats	24-25
	Findings	25-28
<b>CHAPTER – 5</b>	<b>Recommendation and Conclusion</b>	
	Recommendations	30
	Conclusion	31
	References	32-32



## List of tables:

SL	Description	Page
Table:1	The timeline of the growth history of Square Pharmaceuticals Ltd.	<b>10</b>
Table:2	The current picture of the Top Management of SPL	<b>13</b>

## List of figures:

Figure SL	Description	Page
Figure:1	External vs. Internal Training Ratio/Percentile Breakdown	<b>22</b>
Figure: 2	Percentage of the employee attending in different Trainings	<b>22</b>
Figure: 3	Percentage of the training cost in different training program	<b>23</b>

## LIST OF ABBREVIATION:

PMD	Product Management Department.
AM	Area Manager.
DSE	Dhaka Stock Exchange.
SPL	Square Pharmaceuticals Limited.
GM	General Manager.
PPO	Product Promotion Officer.
SDO	Sales Development Officer.
TNA	Training Need Analysis.
T & D	Training and development
SPO	Sales Promotion Officer.
TM	Territory Manager.
MP	Market Promoter.
FM	Field Manager.



CHQ	Corporate Head Quarter
HRD	Human Resource Development





# **CHAPTER - 01**

## **Introduction**



## **1.1 Introduction:**

Square Pharmaceuticals Limited is a trading company of Square Group. In the face like the current rank, the square begins to begin slowly. The company started a small pharmaceutical business in Pabna, a brainless state in northern Bangladesh. Four new entrepreneurs have put a lot of effort into how we have made this positive change. He brought economic change to our country and they showed us the way and encouraged us to do business. They must have new responsible staff to overcome all obstacles and manage success. In order to get a balanced job, their training and development is overseen, they feel that this approach can improve the skills and knowledge of their employees over time, which is why it is really important to address the challenges in this table.

Square Pharmaceuticals Limited has been ahead of the pharmaceutical industry in Bangladesh since 1975. Since 1957, Square Pharmaceuticals Limited has been developing high performance and efficient products. The inability to repeat the modern system of globalization has opened a new horizon for the extra-national market, where its products need more functionality and better products than a higher market. Achieving Maximum Efficiency and Performance Square Pharmaceuticals Limited prepares its employees for improvement. This report is intended to identify the performance or relationship between education and performance of Square Pharmaceuticals Limited employees.

## **1.2 Literature Review**

Employees are the building blocks of each organization. The construction of each project depends on the performance of the staff. Training improves the performance of staff, but adult management understands the importance of spending education on the benefits of improving employee performance and also contributes to they face the challenges of today's market economy. (Uzma Hafiz, 2015).

Orientation comes from "change through learning". In today's world, where technology is fundamental and rapidly evolving, training has become a necessity for every organization and today it has become an integral part of it like international trade. Organizations cannot directly address the future challenges they need to develop staff capacity because we are able to be productive and ethical. (Tanwar& Prasad, 2016).

Training refers to schematic interventions designed to improve individual performance outcomes (Ment, 2011). There are many organizations that suffer from lack of training due to

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ignorance of the staff. Organizations that focus on staff training and development are more successful and can retain their employees more easily. Retraining and raising staff is very important, because most employees are determined by their value proposition. Speed and training of staff ensure low turnover. Companies retain their employees by providing them with quality training in an organization that undermines the growth and efficiency of an employee. (Hossan, Razi, Qamar, Jaffri&Suhali, 2013; Tanwar& Prasad, 2016).

The researchers said that training and development is the latest problem in the pharmaceutical industry, not only investment but also long-term investment in staff skills, it is necessary to capitalize on new skills of workers in the future for the performance of the global competition (Ahmad, 2013). Recently, the pharmaceutical industry has seen a change in mood and a decrease in the number of supervisors. Although effective plans for training and improvement continued from their experiments, staff were still willing to leave the organization. On the other hand, the organization governs its development and staff oversees through regular training and reimbursements to improve skills and help train a better production staff (Saleem &Affandi, 2014). However, workers leave the sector due to the lack of improvements in personal care as well as the development and efficiency of the desired job to achieve the employment goal. Therefore, the impact of training and development helps keep pharmacy staff (M. Usman Aleem, 2018).

Training and development is very important, which will give a good understanding of how to hold staff to training. Conservation is an important aspect of an organization's vision that is important to recognize. Training helps employees to increase their performance and achieve their career goals. The purpose of this section is to describe staff training and how training relates to staff retention. Follow directions that affect the performance of the organization and the organization as a whole (Dhanonjay&Humaira, 2017).

Lately, the world organization has had expectations to improve the productivity and performance of the program, where the importance of working at a low cost can be reduced. Training and development are key to the organization's commitment and are also linked to partnership development and staffing. (Tanwar& Prasad, 2017).

The researcher added that the increase in staff training is due to the fact that the capital manager has overseen the work of the organizations, because the training usually has the knowledge that goes over unskilled workers and improved knowledge and skill energy to achieve higher productivity, which is an important part, leads to success.



The report states that a brief summary of the essay highlights the importance of training for improving employee performance. Some pharmaceutical companies have a choice. A survey was conducted by some employees by asking self-questioning questions using a sample testing process with a 96% response rate. Two sets of cognitive measures are relationships directly related to the research questions. SPSS 19 is used for accuracy, precision, correlation and statistics. An analysis of key relationships and findings showed that the more employees, the better their education level. (Uzma Hafiz, 2015).

There are many studies that have shown that employee performance can be improved through training by developing a sense of employee cohesion and also developing specialized financial literacy (Mary Jane, 12) The performance of employees has been better than what the organization began to spend money on to improve knowledge, skills and competencies of his staff through training, in order to work back good employees and build relationships between employees and the workplace (Andy Smith) that the training has the advantage of a good staff when combined with new construction. HR, reported that providing training to employees on how to deal with people with disabilities can play a major role in reversing absenteeism in their organizations.(Patricia Lotic, 2014).

Pharmaceutical Company this is one of the largest DIN companies in Bangladesh. Branches in numerous locations across the country deal with various share services products. Pharmaceuticals Market Ltd. The company of this capital is a 1985 Square group enterprise. A DIN tax company become business models get Yuan coupons. In this recent international fiscal period a new business horizon of commerce open outside the country, the care requires the Yuan on the good characteristics of the latest generation market product. Once again to satisfy customers. To get the highest quality products the good juan products, have provided training to their employees. This report is intended to inform IF the UN exists positively room about the relationship between training and market performance of Pharmaceuticals Ltd employees. (Manar Mostafa Dewan, 2013).

### **1.3 Origin of Report**

This report has been originated as the course requirement of BBA program of Daffodil International University. Since corona pandemic rise online orientation become an integral part of the BBA degree requirement, to prepare this report I have to accommodate my thesis program of square pharmaceuticals, a reputed Pharmaceutical company in Bangladesh. To



prepare this report I had to put my 2months' research experience assigning it in the context of importance of the HR department as well as importance of training and development of today's pharmaceuticals industry, more specifically Square Pharmaceuticals Ltd. Every internship program gives a student an experience of an exact business world and makes them capable to deal with the real life situation in the workplace to start their carrier. For corona pandemic in this lockdown situation internship as well as physical visiting in the industry is kind of impossible fact for safety issue. So that, I have to complete my course by online research, it is also helps to explore my knowledge about importance of training and development in pharmaceuticals industries, more specifically Square Pharmaceuticals Ltd.

## **1.4 Objectives of Study**

The main purpose of this study was to learn how to prepare a report. Our responsible supervisors trust us with the planning of this report, so that we can make good and effective performance of the work and also make the vision even better of Our colleges and our faculty.

### **1.4.1 Primary Objective**

The report is primarily made for the requirement of the completion of BBA internship program. The report is also made to identify the importance of training and development's in the HR department and the working process of them to provide the best training practices in the pharmaceuticals industry.

### **1.4.2 Specific Objectives**

- To know about the overall training and development practices in the Square Pharmaceuticals Ltd.
- To find the techniques provided by the Square Pharmaceuticals Limited for employees.
- To identify the key components of on-the-job training of Square Pharmaceuticals Limited.

## **1.5 Research Scope**

Square Pharmaceuticals Limited is one of the top leading organizations in Bangladesh. In this organization there are different offices, different products, different tastes and different customers. I get information and details on startup training limited to what I look for online.



The report outlines the roles and responsibilities of Square Pharmaceuticals Limited's human resources department. The reason why I chose this organization is that I am curious about some of the humanitarian services of this organization and it is also good for me.

## 1.6 Significance of the Study

The main reason for this study is to get to know the real knowledge about training and process improvement after Square Pharmaceuticals Ltd. For Square Pharmaceuticals Ltd, human resource management is the key to success.

This field has become important as employees need to acquire new skills, change their knowledge and meet the challenges of developing technology. the results are high. Square Pharmaceuticals Ltd has always been concerned about its own continuous improvement process towards its supervisors, resulting in improved performance. That's why I chose this theme based on my announcement.

- **Data analysis:** The report is just based on qualitative data and perception based. The findings are done through online feedback paper, the data are analyzed through Like-scale and percentage format. The perceptions are evaluated in percentage format. Due to limited access to quantitative data, the data are analyzed fully on qualitative basis.
- **Data processing:** Data collection from the secondary data was completed by hand and the process was successful in general and the scope of some cases was used during the study.

## 1.7 Methodology of the Data

### Sources of Data

For more smooth and accurate study everyone has to follow some rules and regulations. Basically the study impute were collected from two sources.

The sources are given below:

- Primary source
- Secondary source



**Primary Source:** Primary sources of information refer collecting information directly that provides first-hand accounts of the events, practices, or conditions. But for this COVID-19 pandemic situation personally visiting in the industry is quite impossible for safety issue. So that I don't get enough the opportunity to collect data personally from primary source.

- ✓ Phone call
- ✓ Dairies
- ✓ Documents

**Secondary Source:** Secondary sources of information refer second hand published accounts. After primary resources secondary sources are followed and they often use or talk about primary sources. Secondary source gives additional opinions on a past event or on a primary source. They are given below:

- ✓ Websites
- ✓ Various kinds of publications of companies
- ✓ Annual report of company
- ✓ File & Folders

## 1.8 Limitations

As I choose training and development of SQUARE Pharmaceuticals Ltd, I only received introductory information for what I guarantee online. In the human resources department, the level of secrecy may be less sensitive to certain information. Therefore, I don't have access to all the information and ideas to participate in the report. In addition to the global flu epidemic and regular cessation of physical activity is impossible. The limitations are given below:

- To continue study in such a vast are require a big deal in time.
- Report making after the job period was tough to furnish the big.
- Lack of enough cooperation due to high workload.
- Confidential data is very difficult to collect because of their secrecy that is not to be revealed.
- Lack of soft copy of annual report from any primary source.
- Website of Square pharmaceuticals limited is not accurately up to date.
- Shortage of time is a big problem because it is very difficult to prepare the report.



- Appropriate information is not available on the internet.
- Human Resources Department is a very restricted area so other relevant data cannot be included since survey is quite restricted.
- Huge time consuming in typing some common but important topics from the hardcopy of annual report.





# **CHAPTER - 2**

## **Overview of the Organization**

### **History**



SQUARE today marks the name - the state of mind. But its path to growth and prosperity has not yet begun. Since the beginning of 1958, today it has become a leader in Bangladesh. Square Pharmaceuticals Ltd., the flagship company, has played a leading role in the pharmaceutical industry in Bangladesh since 1985 and has now become a global player.

SQUARE Pharmaceuticals Limited is the largest pharmaceutical company in Bangladesh and has become the No. 1 national and multinational company since 1985. It was established in 1958, becoming a public company, tested in 1991 and went public in 1995. of Square Pharmacy is BDT 50.87 billion (USD 609.18 million), with a market share of approximately 16.95%, with a growth rate of approximately 10.85%.

Year	Event
1958	Year Of Establishment
1964	Incorporated as a Private Limited Company
1974	Technical collaboration with Janssen Pharmaceuticals Ltd
1985	Market Leadership among all in the Pharmaceuticals Industry
1987	Pioneered in Pharmaceuticals Export
1991	Converted to Public Limited Company
1994	Initial Public Offer of ordinary shares
1995	⇒ Enlisted in the Dhaka & Chittagong Stock Exchange ⇒ Chemical Division starts with APA Products.
1997	Won the National Export Trophy for exporting pharmaceuticals.
2001	US FDA standard pharmaceuticals factory goes into operation.
2002	Enlisted as UNICEF's Global Suppliers.
2007	Dhaka unit gets UK MHRA approval.
2009	Starts Manufacturing of insulin, hormone & steroid products maintaining US FDA, UK MHRA standards complying with the cGMP of WHO.
2012	Dhaka Unit gets the Therapeutic Goods Administration
2015	Awarded with "AAA", "ST-1" ratings.

Table 1: The timeline of the growth history of Square Pharmaceuticals Ltd.

## Milestone of SPL

- Business lines, Manufacturing and Marketing of Pharmaceutical finished product basic chemical & agro vet products.



- Awarded ISO 9001 certificate 1998
- Stock exchange listing 1995
- Agreement with M/S, Bevis tandem limited of UK for implementation of Dhaka plan 1996
- Converted into public limited company 1991
- Technical collaboration agreement with F. Hoffman la Roche & company Limited 1984
- Technical collaboration agreement with Jansen pharmaceutical of Belgium
- Year of establishment 1958 Square pharmaceutical limited 14
- A subsidiary of Johnson & Johnson International limited 1975

### **Vision of the SPL**

It is committed to improving human health and safety by providing the most up-to-date and inexpensive medicines in accordance with international standards, as packaged in foreign countries.

### **Mission of the SPL**

Square mission is to supply and supply top quality and health care relief for folks, maintain strictly moral customary in business operation conjointly guaranteeing most profit to the Shareholder's, Stakeholder's and therefore the society at massive in Associate in Nursing innovation.

### **Business Slogan**

Square Pharmaceuticals Limited always clinch the dictum: "Dedicated to advanced technology."

### **The Corporate Slogan**

Square Group of industries has a special corporate Slogan which is: "Jibon Bachatey, Jibon Sajatey."

### **Corporate Focus**



Square vision, mission additionally as objectives area unit to stress on the standard of product, method and services resulting in growth of the corporate imbued with best governance practices.

### **Goals of the SPL**

Progress a realistic deposit mobilization plan and Strengthen operation in domestic to increase market share and profitability to offer more value to the shareholders manufacturing facility.

International standard pharmaceutical in domestic and export market of manufacture and market demand. Association with global research based pharmaceutical company for marketing or manufacturing their products.

### **Objective of the SPL**

Square's objectives area unit to conduct clear business operation supported market mechanism at intervals the legal and social frame work with aims to achieve the mission mirrored by the company's vision. Total Commitment to protect public.

- To maintain the highest ethical standards.
- Continuous development of all work process.
- Permanent improvement of all the employees "Knowledge and Skills".
- Securing the Quality of Products to match the Quality of Service.
- To be stable the company's leading positioning the national market of Pharmaceuticals industry.

Table 2: The current picture of the Top Management of SPL is as follows:



<b>Management Committee</b>	
Mr. Tapan Chowdhury	Managing Director
Mr. parvez Hashim	Member
Mr.M. Ashiqul Hoque Chawdhury	Member
Mr. Muhammadul Haque	Member
Mr. Md. Kabir Reza, FCMA	Member



# **CHAPTER - 3**

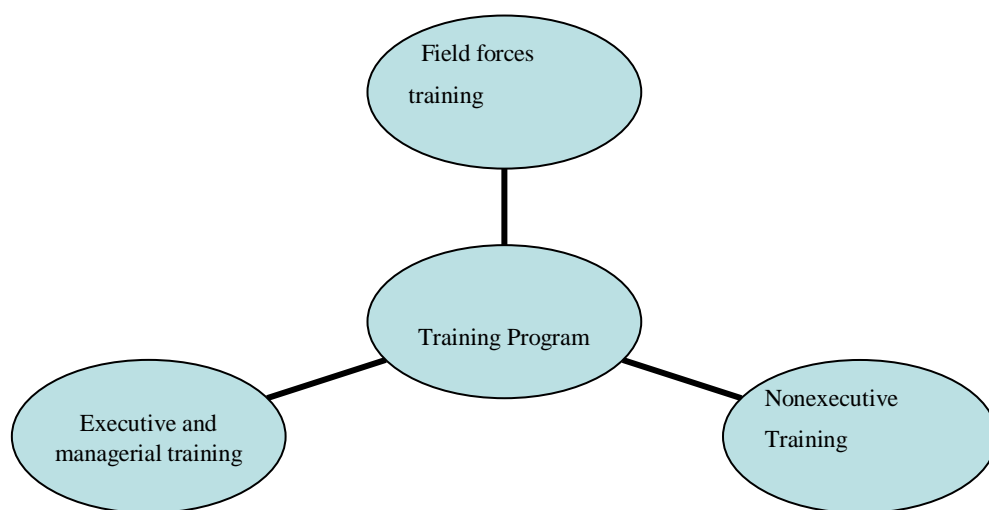
## **Training and Development process of Square Pharmaceuticals Limited**



## Training Needs Assessment / Analysis

There are an increasing number of consultants and specialized individuals to help users identify their training needs. If the company is large enough and does not have the time or equipment to participate in this process, it can do the training provided by the training / consulting companies.

## Types of Training Programs of SPL



SQUARE Pharmaceuticals Ltd. Fire the employee according to 4 criteria: a) by grade / position b) by supplier c) by location or d) by position (activated / deactivated) work). The training and development courses divided into categories include leadership and non-leadership positions. On-the-job training is also considered graduate, but it also interferes with the other three groups, so it was decided to separate the training.

Employee development programs classified by organizing bodies embody internal and external trainings. Internal trainings are conducted, organized and pay by the corporate itself, whereas external coaching's organized by coaching establishments or different training entities However, typically participation prices are incurred by the corporate.



When categorizing by position, there are typically three types of coaching positions: internal (corporate office), within the factory (factory), or outpost (at an associate grade external coaching center, such as BRAC Center for Development Management at Saver). The amount of workers affect the needs of the department, the schools accessible and the monetary resources are available for the program, the location is fixed. Finally, SPL leads each on task coaching and out of task training. Activity training is needed for industry force workers prior to connection for different workers and labor force, it is organized as needed (usually as per annual coaching wish analysis). In contrast, off-task training courses are organized both internally (conducted by the company) and externally (conducted by external schools or institutes). When conducted inhouse off-the-job coaching sessions are conducted on PowerPoint displays, handouts, demonstrations etc. ill-treatment and should take place within the CHQ or within the different units, located in numerous locations within the country. Some extent and donate to SPL's coaching programs. Below, the varieties of coaching for executives, non-executives and field forces with opposite factors (internal / external, activity on / off and position) are provided to give an image of the coaching initiatives in the square Prescribed Drugs Ltd.

### ➤ **Executive and Managerial Trainings**

SQUARE facilitates development initiatives for its current managers because of the “potential” managers and the executives. These initiatives can be conducted internally or externally taking into account the requirement. For internal training, the time department evaluates coaching desires for staff and targeted departments; assigns capable and qualified staff as material consultants (PMI) to conduct the coaching; appoints trainees; and decides whether or not the training can take place within the CHQ or within the external stations (near its plants / factories in Gazipur, Pabna and Tejgaon and / or coaching centers such as BRAC CDM). Internal schedules typically occur when division GMs or hours staff see a requirement for improvement in a highly specific space (e.g., communication skills or laptop skills). Or they can also be annual Associate in nurse initiatives derived from the coaching calendar to improve the skills of new managers. For the latter type of internal coaching, fewer trainees are needed than the previous type.

External training takes place once managers and executives are appointed and send to training programs (workshops / seminars / courses) organized by external institutes. This external





coaching for executives is the "real" financial investments that come from training and developments. So once you talk about T&D's return on investment (ROI) at the actual monetary level, outside education inherits the game. a number of its most frequent domestic external coaching providers embrace BDJobs, Prothom-Alo, Bangla Desh Employers' Federation, ISCEA, Brand forum, etc. Foreign coaching bodies embrace IIMA and XLRI. Most of these programs are held on an annual Associate in nurse basis, so the timing arrangement and incoming pre-training are done beautifully Brand-new external programs, they need contact persons for help and notification. It also facilitates training abroad for its most powerful executives and managers to help them convey new information and skills to the company, thus proving to be a learning organization.

The appointment ended just like the internal coaching, but only once a radical overhaul of the program offered or supposed by T&D executives, hours managers and division managers. A letter is sent to the various establishments for the acceptance of applications. If accepted, HRD notifies applicants regarding the timing and location of the program. Analysis documents are delivered to the extra service and sent to HRD once coaching is completed. T&D also ensures that each of the documents (certificates, course materials, flyers, etc.) is sent to it by the participants as part of the assortment of knowledge and future reference. Once 3 months from the completion of the coaching, participants are required for an extra service of another type of analysis provided by T&D, and then check the impact of the corresponding coaching on the participants. In addition to these, within seven days of arrival from coaching, all participants had the opportunity to organize a presentation on the subject among the colleagues of the department and consequently advise T&D.

Besides these, SPL's development initiatives embrace the management development program (MDP) that focuses on rising and enhancing social control skills, each for the executives and managers. It's going to be conducted within the workplace premises or staff sent to external organizers. SPL arranges this for its entire sister concerns' staff still for betterment of the cluster as an entire.

#### ➤ **Non-Executive Trainings**



Non-executives embrace colleagues, drivers, workplace assistants and officers. This level also includes administrative assistants and canteen workers still as cooks. It is therefore essentially the largest cluster within the company headquarters still as within the work units (not considering the forces of the sector). Educating them includes simple and dead internal coaching programs. Their coaching also needs the larger areas and more experienced internal colleges to guide and teach them extremely correctly, given their relatively low rate of return. Like executives, non-executives are hand-picked through appointment and approval by various division supervisors. Their coaching could take place within the company's military headquarters or within the operational units or in external training centers such as BRAC CDM, Saver. Topics range from basic "computer skills", "correct etiquette at the table" to classic ones like "positive thinking" coaching initiatives also vary according to the division's wishes and "needs of the moment". A special feature of the non-executive development program is that the Individual Skills Development Program (IPDP), aimed at providing non-executives with the information, skills for transformation into a government. For non-executives, there are typically no external coaching Associates in nursing development initiatives as they are still within the movement towards the ladder to gain a permanent government position.

#### ➤ **Field Forces Trainings**

This area brings together initiatives on the ground where T&D plays a significant role. The "face" and true drivers of SPL's profits, the forces in the field embody the MPO (Medical Representative Officer) of square prescribed drugs, SPO (Sales Promotion Officer) of the Agro vet division of SPL, PPO (Product Promotion Officer) of aromas and Nutraceutical Ltd. SDO (Sales Development Officer) of the chemical department of SPL. These workforces represent the sales force. After passing the written tests and before starting induction coaching (mainly knowledge-based coaching at CHQ), all qualified candidates of the Sector Forces Area Unit (MPO / PPO / SPO / SDO) have been sent to industry coaching to induce the \$ 64,000 feeling of the task. They are sent to the markets under the management of the land managers are connected to an MPO with whom they visit markets, go through doctors' calls, take orders, and build reports at the end of the day, concept behind coaching is to have them go through a tight operational schedule so that they don't panic after the area unit is put into the \$ 64,000 job. Usually, the atmosphere of "demo" work in the field is purposely created tougher than



traditional, so that they can survive in the future only in case of unwanted things or difficulties. Usually, this field coaching is performed every week at the mill units. Upon returning from sector coaching, induction coaching begins at the company headquarters. These knowledge-based soft skills coaching incorporate lessons on “digestive system, nervous system, etc., product knowledge: different brands, generic names, dosages; sales and promotion of related topics: how to manage customers, a way to the details before the doctors; 60 minutes of issues-benefits and compensation, policies etc, general issues like company presentation, mannerisms, meeting greetings, positive angle etc. "(Rahman, 2012). Field strength area unit is assessed daily for the duration of the initial coaching. During the introductory coaching amount, a review category is taken each morning on the topics covered the previous day. Then, they sit down for a communication. The card area unit checked and approached the trainees on the same day so that they would receive feedback and correct mistakes. Scoring is completed every day. If a beginner scores poorly in 3 consecutive exams, then he is out of coaching. At the end of coaching, participants sit down for the final communication and exam, along with the description. If they reach the final stage, they are offered provisional work and the letter of appointment in two deliveries as a law enforcement worker of sq. Prescribed Medicines Ltd.

### **Special types of Trainings**

Two varieties of coaching have supported the mill and manufacturing policies that need to be mentioned: Coaching for Assessment (FAT) and Current Smart Manufacturing Practices (cGMP). Factory Assessment Coaching (FAT): As production increases or to adapt to new technologies, buys machinery from time to time. The machine area unit purchased from completely different countries. Managing these high school machines requires some experience as they sell the machines to tackle, the supplier companies provide coaching sessions for the interested people of our half in order to show them a way to make the machines work. Here all the prices of the coaching and travel units distributed by the seller to the workers of the area units of the production, engineering and technical support department generally eligible to participate in such training courses as they are directly linked to the management of these machinery. Current Coaching for Product Manufacturing (CGMP): Area unit of Current Intelligent Manufacturing Practices (CGMP) followed by the Prescribed Drugs business to confirm that the product created meets specific needs for identity, strength, quality and purity. CGMP requires that all those operating in a highly productive space have the education, training and knowledge to perform their assigned duties.

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## **Training of MPO (Medical Promotion Officer)**

Medical support officers play a vital role in Square Pharmaceuticals Ltd. They work in the field with doctors. Each year, SPL needs more MPOs in the pharmacy to improve the business organization.

### **Topic of Training of MPOS**

- Human anatomy & basic history
- Basic physiology & pathology
- Digestive system
- Eye infection
- Skin & skin disease
- Diabetology & diabetic
- Cardiovascular
- Blood
- Central nerves system
- Respiratory system
- Genitourinary system & reproductive system

## **Training and Development objectives**

Once the needs have been assessed, training and improvement objectives should be set. Without a clear goal, it cannot create training and improvement, once it is achieved; there will be no way to measure its effectiveness. Objectives should be clear, measurable and measurable. This is an easy way to join a tutorial. For example, a successful coach would enter 55 words per minute with two- or three-page errors. However, a clear characterization of the planned results is needed so that the plan is well developed and the results can be measured.

## **Designing Training and Development Program**

Every training and development program must address certain vital issues

- Who are the trainers: Instructors shall be selected on a personal basis, with the approval of the supervisor or the team unit. However, it is recommended to have two or more recipients. For example, order employees and their supervisors or from the team office.



Several people, including the following, can perform the instructions and improvements:

- Outside consultants
- Industry associations and faculty members at universities.
- Specialists in others parts of the company
- Members of the personal staff
- Co-workers as in buddy systems
- Immediate supervisors
- Where is the program conducted?
- What learning principles are needed?
- That should be the level of training/
- What methods and techniques are to be used for training?
- Who are the trainers?
- Who participates in the program?

## **Methods and Techniques of training**

Many of the teaching models are used for staff training. The methods are divided into two groups:

- Off the job methods
- On the job training

**Off the job training:** It refers to methods that are applied in the workplace while employees are actually working. Off-Work Training: Used outside the workplace.

- Laboratory training
- Programmed instruction
- Simulation
- Role playing
- Case study
- Conference or discussion
- Television
- Films
- Special study
- Lecture



### On the Job Training

- Orientation training
- Job-instruction training
- Apprentice training
- Internships and assistantships
- Coaching.

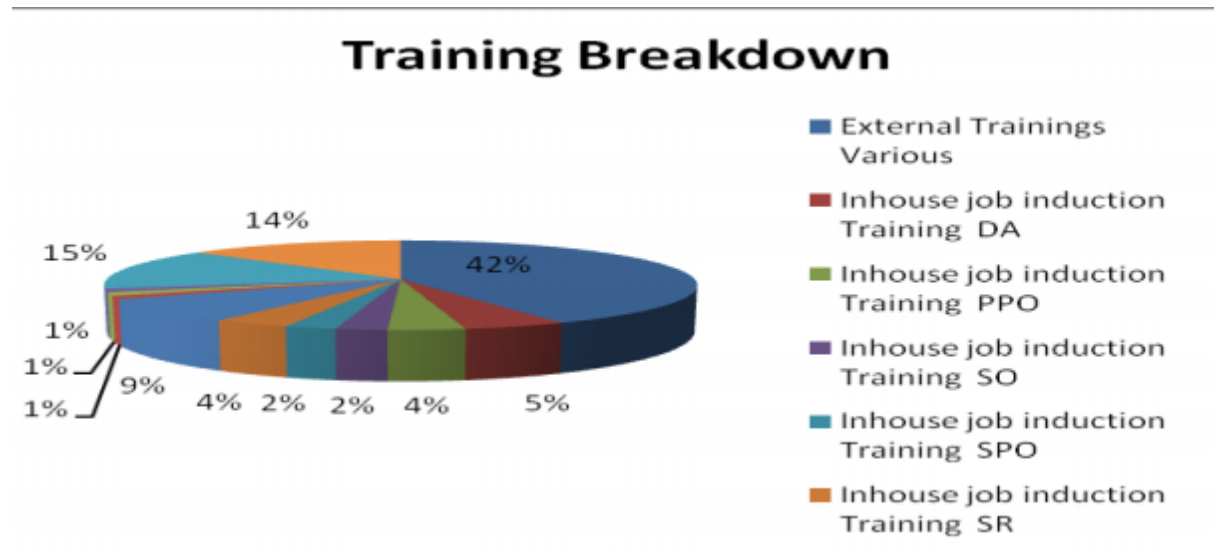


Fig 1: External vs. Internal Training Ratio/Percentile Breakdown

### Employee Participation

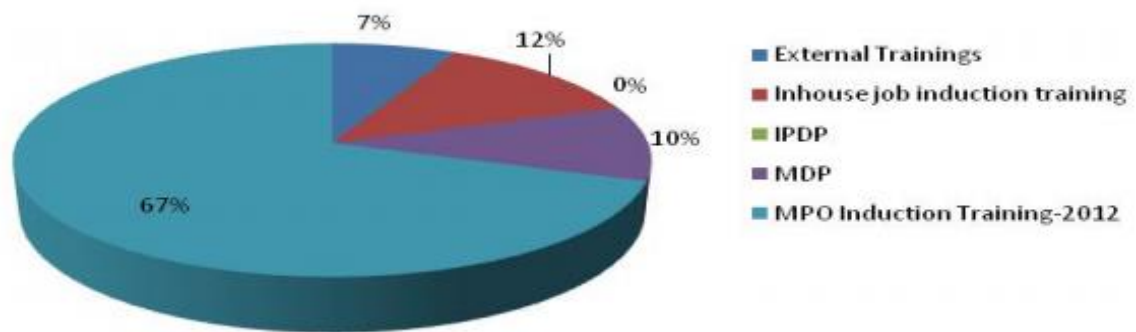


Fig 2: Percentage of the employee attending in different Trainings

### Training Program Cost

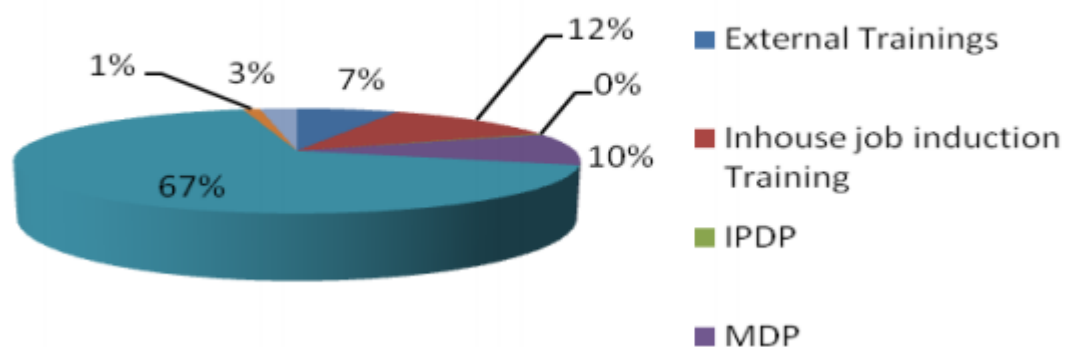


Fig 3: Percentage of the training cost in different training program



# **CHAPTER - 4**

## **Analysis and Findings**





## **Strength**

- Square maintains high quality standards for its products, which is why it enjoys a good position in the market.
- Square finds the market selling very transparent; no deception at all, which is why it enjoys a good reputation in the market.
- We can say very well that the number of sales of the company, their capacity, training and sales are in good condition and are better positioned than other companies in the industry. trade
- The good demand developed in our products, which is in the minds of doctors and patients, helps us to get a good market for all the products we put in the market.
- Being in the lead for a long time has a huge impact on all our products in the minds of doctors and patients already it does a wonderful job in their minds.
- Square has held and held a leading position in the real estate industry since 1985 which means it has been at the top for the past 28 years.
- Square has excellent sales and distribution channels
- It has the strength of the company and the strength of the product, the strength of the company has the advantages of the product, and the strength of the product has the advantages of the company.
- Profitable marketing with high consumer spending is another important factor that allows business development. SPL also has sales channels and websites.



- SPL has high quality chemical equipment, research and development and production facilities, with proven equipment in advanced chemical equipment, advanced production equipment and manufacturing facilities according to the rules.
- SPL has professional / technological / administrative staff working at an affordable cost, resulting in low cost of development / production / cost to run CGMP compliant sites. working well now) and the data is useful and understand the process

## **Weakness**

- Inadequate manufacturing practices.
- Knowledge of sales and marketing is insufficient due to a lack of understanding of the international drug market / development cost and the market in many countries.
- Rapidly increasing cost of skilled labor, such as scientists / regulatory personnel / pharmaceutical advocates / international business development.
- SPL does not have a good connection between industry and colleges, which is important for the growth of the industry.
- SPL has failed to compete with multinationals for publishing new research, research and marketing chemicals on a global scale due to a lack of resources.
- Reduced investment in new research and development continues to be a major weakness for Square Pharmaceutical Ltd.

## **Opportunities**

- Capable of returning more from other countries in the world via export.
- Trade in MNC products domestically and internationally is another way of emerging.
- The MNC Agreement with the New Drug Enforcement Administration (NCE) and the New Drug Enforcement Administration (NDDS) provide new options for SPL.
- Due to the relatively good value of production and contract research, many companies around the world are forced to move their manufacturing products to countries that have performed better.
- Clinical trials & research
- Income is increasing day by day.
- Drug delivery system management.
- New innovative therapeutic products.



- Incredible export potential.
- On the market, the number of patients with antiulcer increases, while the number of patients increases the recovery of appropriate drugs.

## Threats

- Setting up rates and discounts can limit usage
- Limited knowledge and experience base.
- Outdated sales and marketing methods
- Transformation of process patent to product patent
- Competition from MNCs
- Small number of discoveries.
- Partnerships and acquisitions from other companies can change the rules of the pharmaceutical industry.
- Defense Protection does not have the protection of joint ventures with the business community in the country, as a business by the merchants.
- Exports are a matter of procedure in Bangladesh and have no customs overseas.
- Research and development of companies in Bangladesh is hampered by the lack of a right to.

## Findings

Upon careful inspection, I saw the following instructions at Square Pharmaceuticals Ltd. He was screaming:

- **Training Wing:** A pharmaceutical company with annual sales in excess of TK 6199 million is required to have a training center at both the company and factory level, but in Square Pharmaceuticals Ltd. We found that there was training on the company headquarters, but no on-the-job training in the factory, but two-thirds of the staff working in the factory, which created a a weight for the wings together for all subjects.
- **Training Facilities and training budget:** As a market leader of Bangladeshi pharmaceuticals market the training facilities of Square Pharmaceuticals Ltd. is not up to the standard. Although we have found modern training tools in HRD but that those are not sufficient. As same training facilities is used for her sister concerns. Moreover,



if we consider the training and development budget of SPL we will find that it is less than one percent of their yearly turnover.

- **Training Assessment System:** In SPL we have found a sound post training assessment system where trainee can give their feedback about the training that they have received. It's positive that SPL authority evaluates the post training assessment of trainee through TNA to send future participants in similar training program.
- **Training of the trainers (TOT):** In corporate as well as in field/ factory level there are different training programs and in most of the cases this training programs are conducted by the in house trainer but we have not found any training of the trainer which is very much important for the successful Implementation of training program at SPL.
- **Training Manual:** Till now SPL doesn't have a structured training manual. What SPL does is to be reactive in organizing trainings. If there were a structured training manual, it would have been more effective in a sense that the focus and objective of the training system would have been clear to all thus easier to achieve.
- **Seminars:** Seminars with external faculty members are arranged in house which facilitated the HRD to be ensured about those training providers' quality and service.
- **Training record:** SPL used to keep training record in a hard copy form. There was no system for electronic record keeping, which was easier for all to get access. At times a lot of time and effort have to be spent to find a person for any particular task which needs specific skill and right training. But now-days they are keeping training record with electronic data base system which is helping them to solve this problem.
- **Pre-planned training program:** In both companies merged as the SPL factory level, they follow the preliminary planning plan and strictly maintain their training. There is a lot of discipline during extended SPL training.



# **CHAPTER - 5**

## **Recommendations and Conclusion**



## Recommendation

- Many employees get theoretical training they expect action Based learning.
- HR floor is having space limitation, so it is necessary to renovate the facility.
- Since SPL only deals with ERP software, you should consider managing your own registration.
- The external training offered includes more and more, it must also increase.
- Insufficient staff training. SPL will need on-the-job training to meet instructional needs.
- SQUARE should employ more people in human resources because they have a lot of energy.
- The learning environment, such as interiors, appliances, equipment, and technology must be repaired.
- Additional training is required. Human resources should work for this immediately.
- SPL can enrich its own faculty list.
- SPL cannot fill out all the training that executive and other needs.
- SPL should increase their training budget.
- TNA must be collected promptly. The department is not coordinated enough to return TNA on time



## Conclusion

Square Pharmaceuticals Limited has been around for a long time. It has already emerged as the largest market share in the country based on customer satisfaction and trust. Now cross the border to enter the Western economy. Therefore, an important time has passed. Right now, the importance of knowledge, skills and potential people is more important to the company than in the past. The good news is that SPL considers its skills the most important and therefore gives priority to the training and development of top management staff.

Through the survey, it was established as Square Pharmaceuticals Ltd. has been training and innovating, but says he needs some good policies, with good supervision and about education being the center of his business. Throughout the report, much was said about measuring the need for training in Square. In fact, most of the study effort is in vain due to improper selection of staff, which should be mentioned by the senior management of SPL. Another important issue for Square is the need for good coaches. Although wing training is at its best and obviously has good training, being held in the Ground, it can't be done much for any place across the country. The highlight of the event was that Square had sent a number of consultants to set up its Dhaka in order to obtain the MHRA (Medical & Medicinal Products Policy - UK). Certificate, which provides the necessary training and support. We hope this will be the same for all manufacturers. Finally, it can be concluded that, although there are many ways for improvement, Square Pharmaceuticals Limited has provided valuable training to support the performance of its employees.



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