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**Internship Report on Glass Ceiling Situation
Of Novartis Bangladesh Limited**

**Internship Report on Glass Ceiling Situation Of
Novartis Bangladesh Limited
Bus 499: Internship**



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April 30, 2009
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Letter Of Transmittal:

Date: 30-04-09

M Sayeed Alam
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Dear Sir,

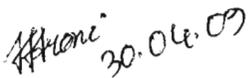
You have assigned me to prepare a report on Bus-499 on the topic "Glass Ceiling Situation In Novartis Bangladesh Limited".

To serve your purpose, I have tried to find out the Glass Ceiling Situation In Novartis Bangladesh Limited from the survey on the female employees of their head office. I have found out some finding about it and tried to give some recommendations.

I sincerely hope this report will fulfill the requirements suggested by you. I will appreciate if you kindly spend some of your valuable time by calling on us for a discussion in connection to the interpretation of this report.

Sincerely yours,

Tanuba Tarannum

 30.04.09

Signature & Date

Letter of Acknowledgement:

At first I would like to thank my honorable instructor M Sayed Alam who gave me an idea to make this report. My honorable teacher has been always helpful towards me to meet my confusion related to my report.

I would like to take this opportunity to thank all the employees of Novartis Bangladesh Limited for being so helpful and giving me their valuable time.

Executive Summary:

The report is divided chapter wise. The first chapter consists introduction of the report. In the second chapter there is a brief description about Novartis Bangladesh Limited. The third chapter consists of the report topic. In this chapter there is the survey questionnaire and answers of that questionnaire. After that there is the analysis part and from that analysis there are some findings of each question. In the fourth chapter recommendation is provided about how to solve the situation.



Table of contents:

Chapter	Contents	Page no.
Chapter 01	Introduction	1
1.1	Background	2
1.2	Objective of the report	2
1.3	Methodology	3
1.3.1	Selection of samples	3
1.3.2	Data Collection:	3
1.3.3	Analysis of Data	3
1.4	Limitations	3-4
Chapter 02	Novartis Bangladesh Limited	5
2.1	Mission and Aspirations	6
2.1.1	Mission	6
2.1.2	Aspirations	6-7
2.2	Business Units	7
2.2.1	Sandoz	7-8
2.2.2	Pharmaceuticals	8-11
2.2.3	Consumer Health	12-13
2.3	The Structural Hierarchy	14
2.4	Corporate Citizenship	15
2.4.1	Corporate Governance	15
2.4.2	Our Environment	16
Chapter 03	Glass ceiling	17
3.1	The Survey	18
3.2	The Survey questionair	19-22
3.3	The Answers of the survey questions	23
3.4	Analysis of the answers	24-28
3.4.1	Summary of the analysis	29
Chapter 04	Recommendations & Conclusion	30
4.1	Recommendations	31

4.2	Conclusion	32
	Reference	33

List Of Figures:

Figure	Table name	Page no
1.	Structural hierarchy of Novartis Bangladesh Limited	14

List Of Tables:

Table no	Table name	Page no
1.	Answers of the survey questionnaire	23



Chapter 01

Introduction

Novartis is a leading multinational in the pharmaceuticals industry of Bangladesh. It's been operating for 35 years in Bangladesh. In 1973 Ciba Geigy (Bangladesh) Limited. registered at joint stock company. It launched researched pharmaceutical products in the Bangladeshi market. In 1997 Novartis (Bangladesh) Limited took birth from the merger of Ciba Geigy and Sandoz in Bangladesh. From then for 11 years Novartis is providing service in the pharmaceuticals market of Bangladesh.

1.1 Background:

In this report, mainly I have tried to identify whether glass ceiling is present or not. A survey is conducted to find it out and for time constrain the survey is only conducted in the Head office.

1.2 Objective of the report:

The objective of the report is to find out the equal distribution of right among the female employees of Novartis Bangladesh.

1.3 Methodology:

The report is prepared from primary and secondary information's. So the methodology of preparing the report is-

1.3.1 Selection of samples:

Here the samples are mainly the female employees of the head quarter of Novartis (Bangladesh) Limited.

1.3.2 Data Collection:

The data's of the topic is collected from primary and secondary sources. They are-

- Internet
- Survey

1.3.3 Analysis of Data:

The analysis of the data is done on the basis of the questionnaire, where it is seen that is the female employees have given the positives answers or the negative answers.

1.4 Limitations:

The main limitations of preparing the report was the time constrain. This topic needed more deep analysis and

needed to collect data from all the female employees. But as here it needed more time, covering all the employees was not possible.

Another major constrain was the electricity failure. For this reason time was restricted.



Chapter 02

Novartis Bangladesh Limited

2.1 Mission and Aspirations:

2.1.1 Mission:

Novartis want to discover, develop and successfully market innovative products to cure diseases, to ease suffering, and to enhance the quality of life. It also wants to provide a shareholder return that reflects outstanding performance and to adequately reward those who invest ideas and work in our company.

2.1.2 Aspirations:

Novartis want to be recognized for having a positive impact on people's lives with our products, meeting needs and even surpassing external expectations.

Novartis strive to create sustainable earnings growth, ranking in the top quartile of the industry and securing long-term business success.

Novartis want to build a reputation for an exciting workplace in which people can realize their professional ambitions.

Novartis strive for a motivating environment where creativity and effectiveness are encouraged and where cutting-edge technologies are applied. In addition,

Novartis want to contribute to society through our economic contribution, through the positive environmental

and social benefits of our products, and through open dialogue with our stakeholders.

2.2 Business Units:

There are three business units of Novartis in Bangladesh. They are-

- **Sandoz**
- **Pharmaceuticals**
- **Consumer Health**

2.2.1 Sandoz:

Sandoz, a Division of the Novartis group, is a global leader in the field of generic pharmaceuticals, offering a wide array of high-quality, affordable products that are no longer protected by patents. Sandoz has a portfolio of approximately 1000 compounds and sells its products in more than 130 countries.

Key product groups include antibiotics, treatments for central nervous system disorders, gastrointestinal medicines, cardiovascular treatments and hormone therapies. Sandoz develops, produces and markets these medicines along with pharmaceutical and biotechnological active substances and anti-infectives.

In addition to strong organic growth in recent years, Sandoz has made a series of acquisitions including Lek (Slovenia), Sabex (Canada), Hexal (Germany) and Eon Labs

(US). In 2008, Sandoz employed around 23,000 people worldwide and posted sales of USD 7.6 billion. Sandoz global headquarters are based in Holzkirchen, Germany, located just south of Munich.

2.2.2 Pharmaceuticals:

The pharmaceutical division is a world leader in discovery, development, manufacturing and marketing of prescription medicines. Our goal is to provide a broad portfolio of innovative, effective and safe products and services to patients through healthcare professionals around the world. Innovation is at the heart of all our strategies and development. Our 8 major research sites in 3 continents gives us the cutting edge to introduce medical solutions to unmet medical needs across the globe and gives us the advantage to offer ground-breaking new medicines to Bangladesh.

In Bangladesh we have been offering innovative global brands since inception. Our particular focus is on cardiovascular disease, oncology, gastrointestinal, dermatological disorders and respiratory illnesses.

In Bangladesh we have our focus on the following Business Units:

Cardiovascular & Metabolism

Our broad portfolio of cardiovascular and metabolic agents offers some of the best tools available today to

treat and protect patients along critical points of the cardio-metabolic disease continuum.

Our top products include Diovan, Co-Diovan/Diovan HCT and Lotrel for the treatment of high blood pressure and other cardiovascular conditions, as well as the cholesterol-lowering agent Lescol. Our leading development compounds are Tekturna/Rasilez and Exforge for hypertension and Galvus for type 2 diabetes.

Oncology & Hematology

The strong oncology portfolio of Novartis provides a broad range of innovative therapies and practical solutions for cancer patients. Our efforts to discover and develop innovative approaches for the treatment of cancer have produced breakthrough medicines such as the leukemia therapy Gleevec/Glivec and the breast cancer agent Femara as well as Zometa for the treatment of bone cancers. Our leading compounds in development are Tassigna for chronic myeloid leukemia (CML), RAD001 (everolimus) for various tumors and SOM230 (pasireotide) for Cushing's disease.

Neuroscience

An innovator in the field of neuroscience for more than 50 years, Novartis pioneered early breakthrough treatments for disorders of the central nervous system including Alzheimer's disease, Parkinson's disease, epilepsy, depression, migraine, attention deficit/hyperactivity disorder and schizophrenia. Leading

products include Exelon for the treatment of Alzheimer's disease and dementia associated with Parkinson's disease, the anti-epileptic

Trileptal, and Stalevo for the treatment of Parkinson's disease. Our leading development compounds are FTY720 (fingolimod) for patients with relapsing multiple sclerosis, Exelon Patch for Alzheimer's disease and AG0178 (agomelatine) for depression.

Respiratory

One of our leading products is Xolair for the treatment of severe allergic asthma, and we are making investments in new medicines for respiratory diseases such as chronic obstructive pulmonary disease (COPD). Our leading development compound is QAB149 (indacaterol), which provides the cornerstone for an ambitious program to develop a range of once-daily inhaled therapies.

Infectious Diseases, Transplantation & Immunology (IDTI)

This therapeutic area combines our leadership in transplantation and immunology with the growth potential of our infectious diseases pipeline. Our ambition in hospital infections is to address serious needs for life-threatening infections and our goal is also to achieve a leadership position in hepatitis. Tyzeka/Sebivo, a potent treatment for chronic hepatitis B, is being launched in several countries. One of our leading development compounds targeting hepatitis C, ABF656 (Albuferon®), has just

entered Phase III studies. Novartis pioneered and revolutionized the field of transplantation with the discovery of cyclosporine more than 20 years ago and offers a comprehensive portfolio to support organ transplantation.

Ophthalmics, Dermatology, Gastrointestinal, Urinary (ODGU)

In ophthalmics, Visudyne and Lucentis are treatments for "wet," age-related macular degeneration (AMD), the top cause of vision loss in people over age 50. Key dermatology products are Elidel for eczema and Lamisil for fungal nail infections. Zelnorm/Zelmac helps patients with irritable bowel syndrome and chronic constipation, while Enablex/Emselex is for urinary incontinence.

Arthritis & Bone

Novartis is committed to developing and offering new therapies to address bone diseases such as osteoporosis, as well as painful conditions related to the skeletal system, particularly osteoarthritis. Aclasta/Reclast is the leading compound in development for patients with osteoporosis. In osteoarthritis, the selective COX-2 inhibitor Prexige recently received approval in Europe and is approved in over 50 countries.



2.2.3 Consumer Health:

The Consumer Health division focuses on creating, developing and manufacturing a wide range of competitively differentiated products that restore, maintain and improve the health and well being of the consumers.

In Bangladesh the Consumer Health division is comprised of the following business units:

- ❖ **Animal Health**

- ❖ **Over the Counter (OTC)**

Animal Health Business Unit:

The Animal Health business unit in Bangladesh is dedicated to maintaining and improving the health of farm animal since 1977. Animal health industry is one of the promising sector of the country and demands close attention and nurturing. As the only multinational animal health pharmaceutical operation in the country, we manufacture and market quality poultry, dairy and aqua products. Our aim is to provide extensive range of leading brands and meet the needs of farm owners, and farmers.

The Animal Health Business Unit concentrates mainly on three business areas namely; Poultry, Dairy and Aqua.

Over the Counter:

Considerable evidence suggests that adopting and improving the nutritional status of people help prevent future health problems and for patients speed up recovery especially in a country like Bangladesh where nutrition deficiency is rampant.

Since 2002 our OTC business has been operating as a stand alone business unit in the country. We market solutions to home treatment and prevention of medical conditions and ailments. These products with global standards meet the varying needs of Bangladeshi patients ranging from different mineral supplements to cough medication, mineral supplements etc. Our aim is to reinforce leadership position in the local market by tailoring varied needs of the patients and building awareness on nutritional solutions.

The OTC business, with head quarter in Basel, Switzerland, employs around 4000 people globally.

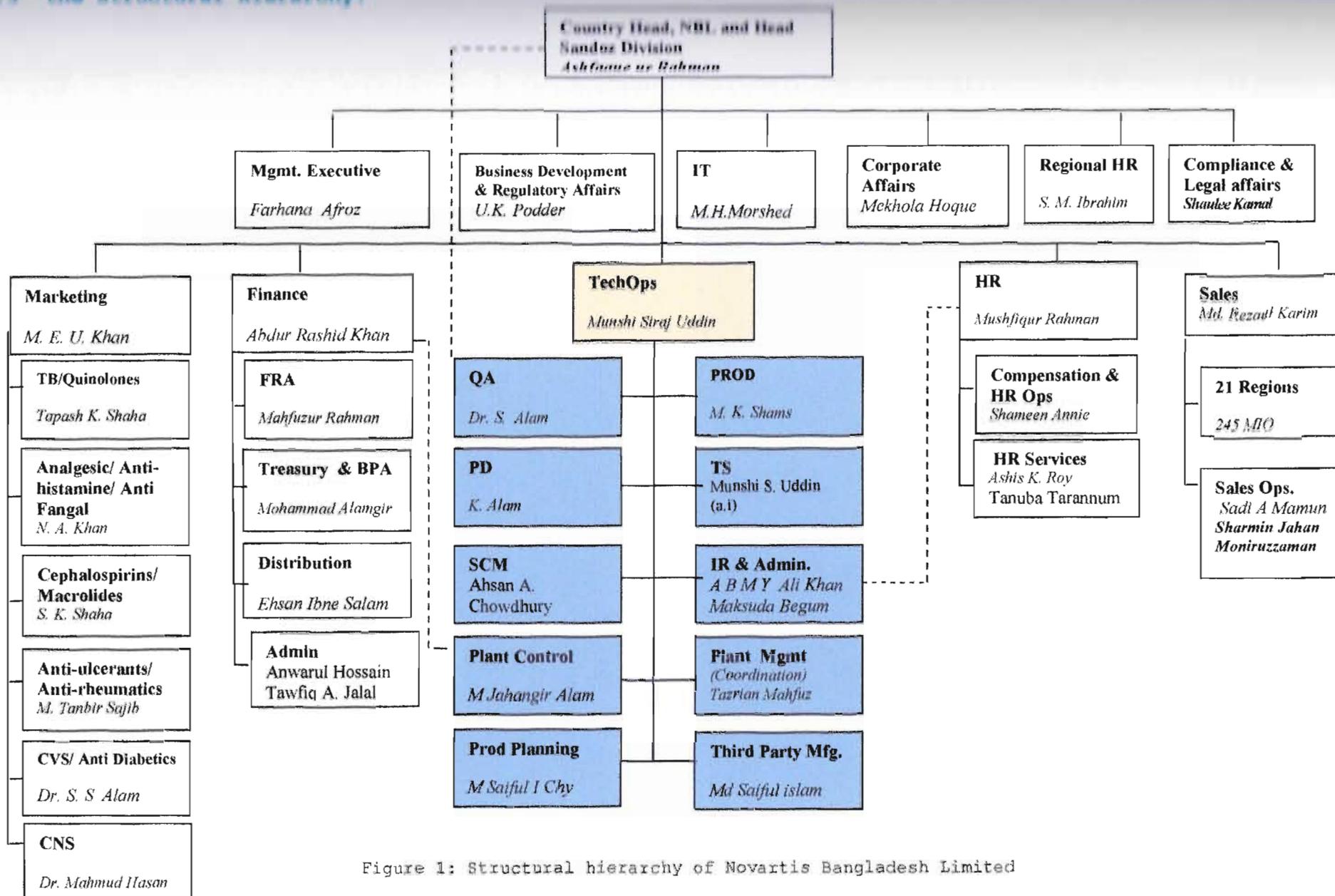


Figure 1: Structural hierarchy of Novartis Bangladesh Limited



2.4 Corporate Citizenship:

2.4.1 Corporate Governance:

Over the years we have taken number of steps to make Corporate Governance an integral part of our values and mission, and subsequently we have earned a reputation for high quality, integrity and transparency.

The Novartis Code of Conduct (CoC) is one of the most important and fundamental policies of the company. It sets the professional standards for day-to-day conduct. As an ethically, socially and ecologically responsible organization, we have ensured total compliance to the code of conduct.

Every year we also conduct number of internal surveys to assess the internal climate and take necessary measures, to reincorporate and reinforce our values and aspirations and to maintain our reputation as a role model for health, safety and environmental standards. Responsible consumption of resources, waste and water management, emergency management and meeting legal standards are just a few examples of our work in these areas. Novartis also adopts rigorous processes of selecting and managing third party contractors. Ethical marketing is another core area of our operations in Bangladesh and globally, because primarily our commitment falls with the customers and consumers.

Novartis in 2007 was named as the most admired Pharmaceutical Company to work in by Fortune magazine.

2.4.2 Our Environment:

Novartis (Bangladesh) Limited takes a leading role in its work in the areas of Health, Safety and Environment (HSE) in the pharmaceutical industry. This is the result of proactive risk management, application of the most modern technology, and scientific know-how, maintaining co-operations, as well as the implementation of globally uniform group standards.

At the Tongi Plant it have their own incinerator which takes care of all non toxic waste and the toxic waste is treated at the ICDDR. Their own waste water management system makes sure that all the disposable water is properly treated and disposed. The lake adjacent to their corporate office is also maintained by us, which also enforces their commitment to ecological protection and development.

Chapter 03

Glass Ceiling

Glass ceiling is an invisible barrier that determines the level to which a woman or other member of a demographic minority can rise in an organization. It is an unofficial, invisible barrier that prevents women and minorities from advancing in businesses.

Although glass ceiling includes many groups of people, but in this report the focus is only on the female employees of Novartis Bangladesh.

3.1 The Survey:

The survey is conducted among the female employees of the head office of Novartis Bangladesh. Currently there are 47 female employees working in Novartis Bangladesh. Among them 11 female employees are working in head office. Among them one employee is in top level, seven employees are in mid level, and three employees are in entry level.

3.2 The Survey questionair:

The questionair is given below:

Part -I (General)

1. Age

- A. 25-30
- B. 31-35
- C. 36-40
- D. Above 40



2. Work experience

- A. Less than 2 years
- B. 2-5 years
- C. 5-10 years
- D. Over 10 years

3. Position at Organization

- A. Entry level manager
- B. Mid level manager
- C. Senior level manager

4. Education Level

- A. Bachelor
- B. Masters
- C. PhD
- D. Others

5. Marital Status

- A. Single
- B. Married
- C. Divorced
- D. Others

Part-II (Organization Practice)

6. It is difficult for women than men to be themselves at work?

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

7. Women receive more unfair judgment of their work performance than men?

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

8. Men fail to pay attention to what women say at meetings

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

9. Women have fewer opportunities than men for professional development at work

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

10. Men receive more organizational support and trust than women

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

11. Do you think you need more support than you receive to manage your double role (home and office)

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree



3.3 The Answers of the survey questions:

Below are the answers provided by the eleven female employees of the head office of Novartis:

Employees	Answers										
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
1	C	D	C	C	D	D	D	B	D	D	B
2	B	C	B	C	D	D	C	B	D	D	B
3	B	C	B	A	D	D	B	B	D	C	B
4	B	B	B	C	C	C	B	C	D	S	B
5	B	B	B	B	C	C	B	B	D	C	B
6	B	B	B	B	B	B	B	B	B	S	A
7	D	D	A	B	B	B	B	D	B	B	B
8	B	C	A	B	B	B	C	B	C	D	D
9	A	A	B	A	C	C	C	B	B	C	C
10	B	C	B	B	B	B	B	C	B	D	D
11	B	B	A	B	C	C	D	D	C	B	B

Table: 1 Answers of the survey questionnaire

3.4 Analysis of the answers:

Analysis of the answer is provided below:

Q1. Age

- A. 25-30
- B. 31-35
- C. 36-40
- D. Above 40

Finding: Among 11 female employees 8 answered B, 1 answered C, 1 answered D and 1 answered A. That means most of them are middle aged.

Q2. Work experience

- A. Less than 2 years
- B. 2-5 years
- C. 5-10 years
- D. Over 10 years

Finding: Among 11 female employees 4 answered B, 4 answered C, 2 answered D and 1 answered A. That means most of them are in the corporate world for long time.

Q3. Position at Organization

- A. Entry level manager
- B. Mid level manager
- C. Senior level manager

Finding: Among 11 female employees 7 answered B, 3 answered A, and 1 answered C. that means most of them are mid level employees.

Q4. Education Level

- E. Bachelor
- F. Masters
- G. PhD
- H. Others

Finding: Among 11 female employees 10 answered B, and 1 answered A. Most of he employees hold master degrees.

Q5. Marital Status

- A. Single
- B. Married
- C. Divorced
- D. Others

Finding: Among 11 female employees 6 answered B, 3 answered C, and 1 answered A. Most of the female employees are married.

Q6. It is difficult for women than men to be themselves at work?

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

Finding: Among 11 female employees 4 answered B, 4 answered C, and 3 answered D. So, majority of the employees believe that it's not difficult for them to be themselves in work.

Q7. Women receive more unfair judgment of their work performance than men?

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

Finding: Among 11 female employees 6 answered B, 3 answered C, and 2 answered D. Majority accepted that in Novartis they get fair judgment.

Q8. Men fail to pay attention to what women say at meetings

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- F. Strongly agree

Finding: Among 11 female employees 7 answered B, 2 answered C, and 2 answered C. So, majority believes that they get the required attention in the meeting.

Q9. Women have fewer opportunities than men for professional development at work

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- F. Strongly agree

Finding: Among 11 female employees 5 answered D, 4 answered B, and 2 answered C. That means most of them believe that men gets more opportunity then men in professional development.

10. Men receive more organizational support and trust than women

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- F. Strongly agree

Finding: Among 11 female employees 6 answered D, 3 answered C, and 2 answered D. most of the female employee believes that men receive more organizational support than women.

11. Do you think you need more support than you receive to manage your double role (home and office)

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- F. Strongly agree

Finding: Among 11 female employees 7 answered B, 3 answered D, and 1 answered C. So majority they don not need ore support to manage their double role.

3.4.1 Summary of the analysis:

From the answers provided by the female employees I got the information that most of them are working for reasonably a long time and except one employee all of them are masters. So by this time they have the ability to think analytically and judge a company. So from their answer I can try to guess the glass ceiling situation of Novartis.

As their answer Novartis have very few level of glass ceiling. Most of them agreed that they can be themselves in the work, they are listened in the meetings, they don't get unfair judgment and they don not need extra support to manage their work and home. Although most of them agreed that men gets more support and get the chance for professional development. If Novartis can remove this discrimination in they ill be quite free from glass ceiling for female employees.

Chapter 04

Recommendation & Conclusion

4.1 Recommendations:

Although there is very few degree of glass ceiling in Novartis but still they need to remove it. There are some recommendations about how they can remove it:

- Novartis have to create opportunities for female employees to develop them.
- They should try to have equal number of female and male employees.
- They should get equal organizational support from the management.

4.2 Conclusion:

In this report I have tried to detect the glass ceiling situation in Novartis Bangladesh Limited. With the help of a questionnaire filled up with the female employees of Novartis Bangladesh's head office. Although the questionnaires are not the ultimate detector of glass ceiling situation but with them we can relatively understand the glass ceiling situation.



Reference:

1. Internet
2. Survey