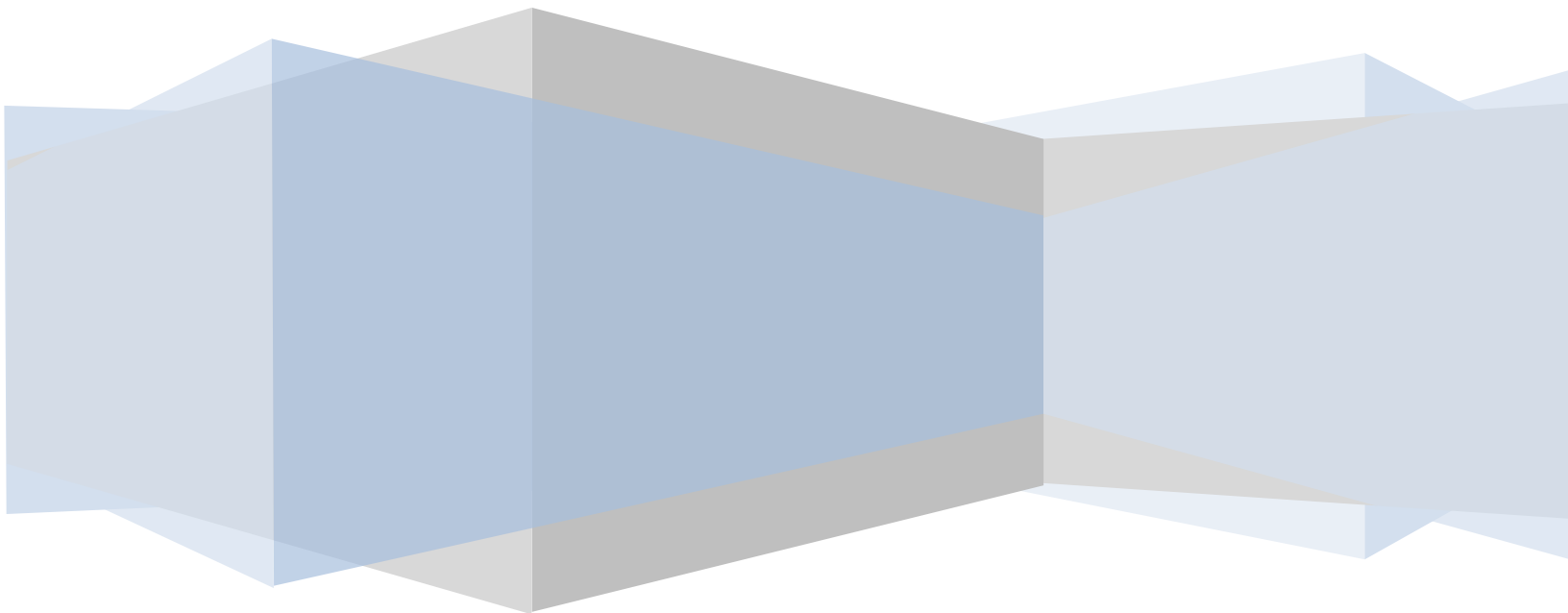




# Rupali Life

Insurance Company Limited

## **RECRUITMENT & SELECTION PROCESS OF RUPALI LIFE INSURANCE COMPANY LTD**





**INTERNSHIP REPORT**  
**ON**  
**RECRUITMENT & SELECTION PROCESS**  
**OF**  
**RUPALI LIFE INSURANCE COMPANY LTD**

**Submitted To**

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**Date of Submission: 31<sup>st</sup> AUGUST, 2018.**

**LETTER OF TRANSMITTAL**

Mohammed Atiqul Basher

Lecturer

BRAC Business School,

BRAC University,

**Subject: Submission of the Internship Report.**

Dear Sir,

It is a great pleasure for me to submit the internship report as a part of my BBA program to you that I am assigned to prepare under your direct supervision of the topic entitled “Recruitment and selection process of Rupali Life Insurance Company Limited”. I am fortunate enough that I have got an experience and efficient professional team in this company. I have got an opportunity to work with them at different Departments to learn their “activities and services that they provide to the customer” effectively.

I tried my best to show my skill, which is achieved by 2 months, practical experience of this report. Finally I would like to assure that I will remain standby for any clarification and explanation when required.

Thank you in advance for your kind assistance. I enjoyed working on the report and hope you will consider all my mistakes generously.

Sincerely Yours,

.....

Sharmistha Chakraborty

ID. No: 12204081

BRAC Business School

BRAC University, Dhaka.

## **ACKNOWLEDGEMENT**

My acknowledgement begins with thanking my academic supervisor Mohammed Atiqul Basher, who has provided me suggestions for making this Final Internship Report and also provided me with format for making and preparing the whole report. I like to thank Sir for his generous cooperation and regular supervision that made me really confident about the desired outcome of my internship project.

I would like to show my warm hearted gratitude to the whole Department of Rupali Life Insurance Company Limited which has provided me with great deal of information's, adequate data and finally cooperated me for the accomplishment of the report successfully. I would like to thank each staffs of the different Department. I am especially grateful to Md Golam Kibria (Managing Director and CEO) for his invaluable support and direction that lead me to the successful completion of my internship report. I have done my whole internship period under him and really grateful to him for a big time for helping me in my each and every step of work at office.

After that I would like to thank all the employees and staffs of department. Without them it would not possible for me to complete this difficult task. I got all necessary guidelines, cooperation and advice from them to complete this complicated task.

I am very much thankful to Rupali Life Insurance Company Limited, its management specially the employees of the entire Department for their cordial support to prepare this difficult study with important information and data.

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## **EXECUTIVE SUMMARY**

This report is prepared on the basis of my two months practical experience at Rupali Life Insurance Company Limited. I have learned about the practical scenario of Insurance Company by this internship program. This report has been presented based on my observation and experience gathered from the company. The organization has many divisions and departments, but the focus is given more on the HRD in the Head Office located in Motijheel, employees as I only got the opportunity to work in this division. The report is based on Recruitment & Selection process at Rupali Life Insurance Company Ltd. The purpose of this report is to understand how the recruitment & selection process are being determined. After knowing the scenario of Rupali Life Insurance Company Limited in terms of their Recruitment & Selection Process, a lot of recommendations came up. The study also contains recommendations and conclusion, which would rectify the environment.

## REPORT OVERVIEW

### 1.1 INTRODUCTION

Insurance is a system of spreading the risk of one to the shoulders of many. It is a contract whereby the insurers, on receipt of a consideration known as premium, agree to indemnify the insured against losses arising out of certain specified unforeseen contingencies or perils insured against.

We have to be extra cautious with all our business tools and strategies in the current business world. Every company of every industry are taking up different strategies to survive in this dynamic business world. Many companies are involving different HR strategies to make their business more effective and efficient. They are even switching up their business line in-between to gain comparative advantage over the other companies. Hence, this report on Rupali Life Insurance Company Ltd is to show the various HR strategies and tools the company is using to flourish their business in the industry.

Human Resource (HR) in Insurance Industry of Bangladesh is a synthesis of themes and concepts drawn from a long history of work and more recent management theories. With the changing needs of the insurance industry and the growing complexity of modern business professional insurance, education must undergo a constant change so that it is relevant to the needs of a dynamic society. I set out to understand the activity of human resource management (HRM), how it developed, and the range of tasks covered by human resource specialists. The activity of human resource management is described in this report. So, Human Resource Management is practice and policy that one needs to carry out the personnel aspect of a management position. These practice and policy include conducting job analysis, planning, employee needs, recruiting and selection job candidates, orienting and training new employees, managing wages and salaries, providing incentives and benefits, appraising performances, communication (interviewing, counseling, and disciplining) and training and developing and building employee commitment, etc. The study will concentrate on the human resource activities of the Meghna Life Insurance Company. The activities of the department with the insurance policy are to be discussed here along with the long analysis.

## **1.2 ORIGIN OF THE REPORT**

Internship program of BRAC University is a requirement for the BBA students. The main reason or purpose of this internship program is to get the students exposed to the practical job world. Being an intern and the phase of internship is like a glimpse of the real job.

The real purposes of the internship program are:

- Practical knowledge about the job responsibility.
- To experience the real corporate world.
- To compare the real situation with lessons learnt in the classes.
- To fulfill the requirement of BBA Program.

This report is the result of three months of long internship program conducted in Rupali Life Insurance Company Ltd and is prepared as a requirement for the completion of the BBA program. As a result, the report submission “Recruitment and selection process of Rupali Life Insurance Company Ltd” is mandatory. This report also contains the information their products and services, overview of the company and also the facilities they offer to satisfy the needs of the employees.

## **1.3 SCOPE OF THE STUDY**

The analysis done in this report can be compared to a real life case study. This gives a real life picture of the given organization. Hence, the scope is limited. Firstly, one of the scope can be getting the opportunity to do research on a business organization. This report covers the different aspects of HRM, this includes practices like recruitment and selection procedures. Therefore, to get it mentioned, this report doesn't cover all the aspects of HRM but few recommendations and suggestions has been given for the organization.

## **1.4 SIGNIFICANCE OF THE STUDY**

When it comes the point of talking about the significance of the report, it can be said that the report will be proved to be useful to the Human Resource Department of Rupali Life Insurance Ltd, their employees and staffs and for the company as a whole. The recommendations that would be given from my side, those can be used for the better performance and effectiveness of the company.



## 1.5 METHODOLOGY

The study that has been done for the report has been done in a systematic manner starting from the selection of the topic to the final preparation of the report. The core part was to sort out the data and collect them in a meaningful manner as to present them in a formal report. The rest process is explained further.

### **Sources of Data:**

Data are collected from both primary and secondary sources:

#### **Primary Sources:**

- Observation from the organization.
- Discussion with officials and the concerned experts of that field.

#### **Secondary Sources:**

- Annual reports.
- Newspapers.
- Internet
- Textbooks.

### **Collection of Data:**

The primary data are collected from direct observation method, face to face communication with employees, officials and staffs. Secondary data were collected from the Rupali Life Insurance Ltd's website and other related websites and documents.

## 1.6 LIMITATIONS

The core parts of this report have been solely made on the basis of the information collected from the employees, staffs and their websites. However, many employees were very reluctant to share information about the company as they thought it to be a matter of breaching their confidentiality. Secondly, time was a big constraint. Due to the time constraint, a large number of sample size couldn't be taken for the research. The duration of my internship period is also another constraint. This time wasn't enough for me to do a complete and full-proof research on a big organization. Because of this, there were limitation of information and as of that there are many assumptions. Even though, I tried my best to put up a full-proof report.

## 2. ORGANIZATION OVERVIEW

### 2.1 HISTORY OF THE COMPANY

**Rupali Life Insurance Company Limited (RLIC)** was established back in 2000. Now Rupali Life, with its Head Office in Dhaka operates all over the Bangladesh. Rupali Life Insurance Company Limited offers a system to replace the loss of income that occurs when someone dies (usually the person who produces the majority of income in a family situation). It is a contract between you as insured person and RLIC that is providing the insurance if our clients dies while the contract is in force, the Rupali Life Insurance Company Limited will pay a specified sum of money free from income tax "Cash benefits" to the person or persons beneficiaries or nominees. Our Life Insurance Plans do more than just replaces the loss of income that occurs after your date. It should provide money to cover the new costs that arise after customers death funeral expenses, taxes, probate costs, the need for housekeepers, child care, and so on. And those cash benefits should provide for your families future needs as well, including education for your children and part of all of your spouse's retirement needs. In almost all the cases, your beneficiary can use the cash benefits, in the way he or she thinks it is fit. RLIC's strategy of creating neighborhood ability to asset its activities has extraordinarily added to its accomplishment in comprehension, meeting and reacting rapidly to change client needs and economic situations. We are primarily staffed with local personnel who are constantly studying the needs of individuals and developing innovative products to the specific requirements of each district of Bangladesh. This long-standing methodology is the establishment of our initiative, since we comprehend neighborhood advertise needs and conditions. Nearby mindfulness epitomizes RLIC's past history and proceeds right up 'til today.(Rupali Life Insurance Company Lintied, 2018)

- COMPANY PROFILE**

Name of the Company	Rupali Life Insurance Company Limited
Status of the Company	A Public Limited Company incorporated in Bangladesh under the companies Act 1994 of joint stock companies and firms and registered with Insurance Development and Regulatory Authority (Formerly Department of Insurance), Government of the Peoples Republic of Bangladesh.
Nature of the business	Life Insurance business
Date of incorporation	28 <sup>th</sup> December 1999
Authorized capital	Tk. 1,000 (One Thousand) million
Paid up Capital	Tk. 277.39 (Two Hundred Seventy Seven point Three Nine) million.
Registered office	Rupali Life Tower, 50 Kakrail, Dhaka-1000
Re-insurer	SCOR Global Life SE, Singapore
Auditors	Ahmad & Akhtar Chartered Accountants, BCIC Bhaban (3 <sup>rd</sup> Floor) 30-31 Dilkhusha C/A, Dhaka-1000
Consulting actuary	Mohammad Sohrab Uddin, PhD, AIA Consulting Actuary.
Tax advisor	Md. Delwar Hossain, FCA
Legal advisor	A.F. Hassan Arif& Associates
Bankers	EXIM BANK, BANGLADESH KRISHI BANK, ISLAMI BANK BANGLADESH, PRIME BANK, JANATA BANK, AGRANI BANK, MERCANTILE BANK, FIRST SECURITY BANK, THE CITY BANK, SOCIAL ISLAMI BANK,

	JAMUNA BANK, UNITED COMMERCIAL BANK, UTTARA BANK, MUTUAL TRUST BANK, TRUST BANK, AL-ARAFAH ISLAMI BANK, SOUTH EAST BANK, EASTERN BANK, DUTCH BANGLA BANK.
Membership	Bangladesh Insurance Association Bangladesh Association of Publicly Listed Companies.
Telephone	(00880-2) 8392361-4
Fax	0088-02-8392370
e-mail	<a href="mailto:info@rupalilife.com">info@rupalilife.com</a> , <a href="mailto:Rupali_life@yahoo.com">Rupali_life@yahoo.com</a>
Website	Rupalilife.com

(Rupali Life Insurance Company Limited, 2018)

## 2.2 VISION AND MISSION

### Vision

To be the best life insurance company of choice among Life Insurance Companies and their members for quality life insurance solutions that help to ensure financial security and peace of mind.

### Mission

To be a strategic long-term partner with Rupali Life Insurance Company, providing quality products, legendary service and uncompromising marketing programs and distribution support that:

- Meet the needs of Rupali Life Insurance Company members.
- Strengthen the brand and enhance the value of Rupali Life Insurance Company membership.
- Provide a competitive return to our owners and contribute meaningful revenue to Rupali Life.

- Create a positive environment for motivated associated to grow and contribute to the success of Rupali Life Insurance Company.(Rupali Life Insurance Company Limited, 2018)

## 2.3 OBJECTIVES, VALUES AND PRINCIPLES.

### OBJECTIVES:

Based on two objectives I have prepared this report:

**Primary Objective:** The main objective of this report is to provide necessary information about the procedures of Recruitment and selection techniques followed by the RUPALI LIFE INSURANCE COMPANY LIMITED through the HR Department and recommendation.

### Secondary Objective:

- a) To have a clear view about what is actually happening in the field of HRM of the selected business organization.
- b) To collect information and about the Recruitment & Selection process of the organization.
- c) To experience different Recruitment & Selection system those are being followed by Rupali Life Insurance Limited.
- d) To relate the theoretical knowledge with the real life experience of the Recruitment & Selection process of Rupali Life Insurance Ltd.

**VALUES:**

(Rupali Life Insurance Company Limited, 2018)

**Customer First Always:**

Give first priority to customer needs. Look to build a good rapport with customers - internal and external. Differences should be communicated with the customers in the way of building relationship with them spirit of relationship building. Make changes based on customers feedback. It helps to first be aware of what customers think of.

**Organization Above Self:**

We believe that individual, team and department actions will be driven by organization goals.

**Trust:**

We believe that there cannot be teamwork without mutual trust. Trust is fundamental to our business and guide all internal and external interactions.

**High Standards:**

We believe that excellence can be achieved only by setting benchmarks that challenge our full potential as an organization and as individuals.

**Shared Ownership:**

We believe that ownership of success or failure in achieving organizational or team goals is shared by all.

**Spirit of Adventure:**

Uncertainty is our business and we believe in continuous innovation and creativity to meet challenges head-on.

**Respect for Diversity:**

We believe that diversity is our strength and it needs to be nurtured. we understand that team members have varying family backgrounds, competencies and constructive ideas.(Rupali Life Insurance Company Limited, 2018)

## 2.4 BRAND LIST OF RUPALI LIFE INSURANCE

Rupali Life Insurance Company Limited provides its client with a variety of different types of Life Insurance services, which also provide money to cover the cost of death funeral expenses, taxes, childcare and so on. RLIC has the following product for its clients.

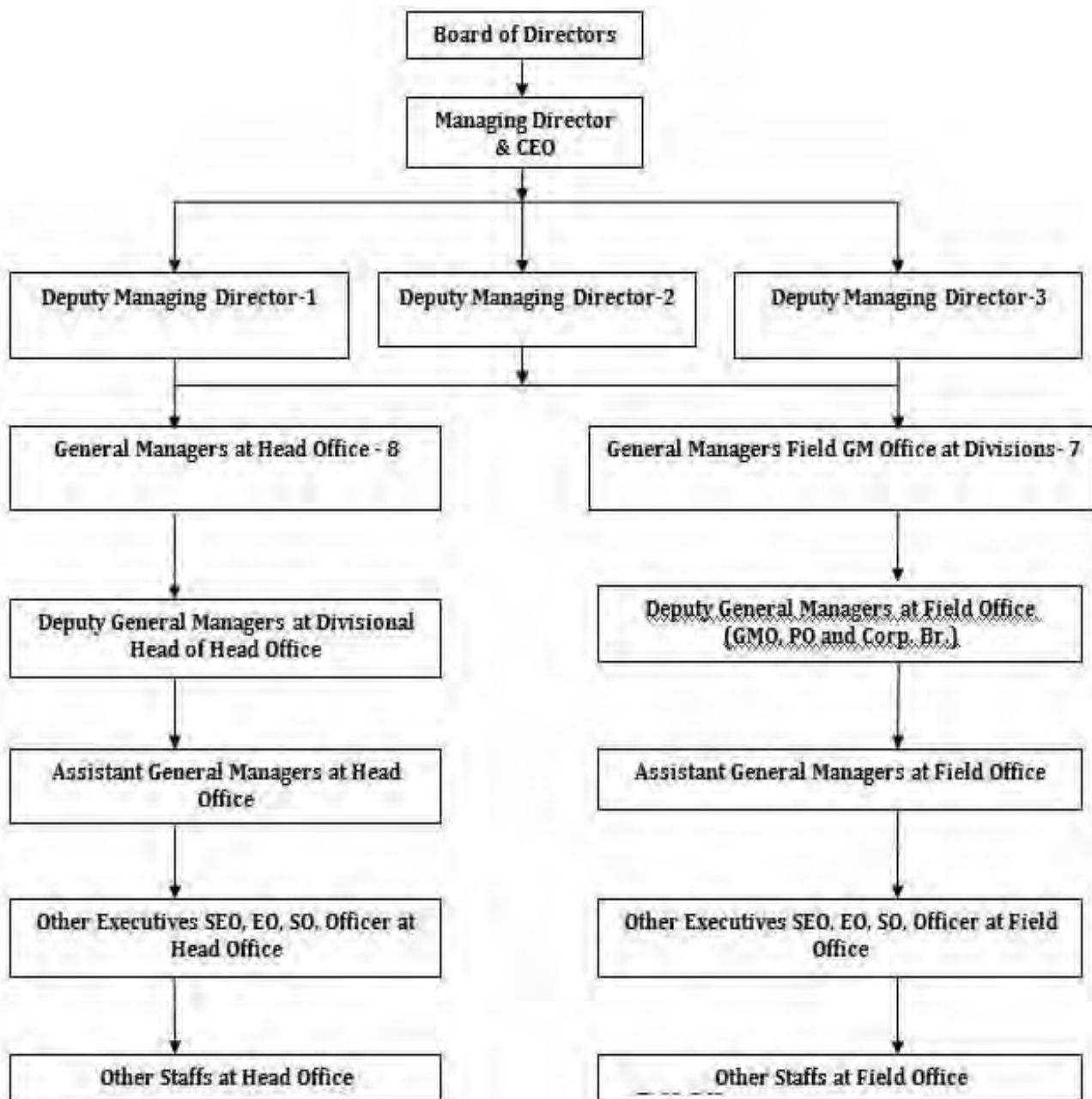
- Endowment Insurance with profits
- Guaranteed Bonus Endowment Insurance
- Three Payments Anticipated Endowment Insurance with profits
- Four Payments Anticipated Endowment Insurance with profits
- Progressive Endowment Insurance with profits
- Pension Insurance Policy without
- Child Protection Endowment Insurance with profits
- Single Payment Endowment Insurance with profits
- Biennial Payment Endowment Insurance with profits
- Education Protection Endowment Insurance with profits
- Takaful Deposit Pension Endowment Insurance
- Mudaraba Deposit Pension

profits

Scheme with profits.

(Rupali Life Insurance Company Limited, 2018)

## 2.5 ORGANOGRAM OF RUPALI LIFE INSURANCE





### **3. JOB RESPONSIBILITIES AT RUPALI LIFE INSURANCE COMPANY LIMITED**

I have been given the opportunity to work in Rupali Life Insurance Ltd for two months; as for my academic purpose. As I was majoring in Human Resource Management, I was assigned to do my intern in the HR department of the Insurance Company. For this I got to learn lot about the current and on-going HR practices in the industry.

In these three months, I have been assigned with various HR related tasks and activities and those are as follows:

- Collecting Bio data
- Screening Bio data
- Setting interview and training date
- Calling for interview and training
- Makin summary and proposals of the candidates
- Managing field visit
- Assisting training program

#### **Collecting Bio data:**

The CVs of different executives, sales representatives and other CVs are mostly collected from the market and also form the CV drop box. For the other positions, the CVs are collected from Bdjobs websites. Many other times, I was assigned to call other companies in order to collect more CVs for the company.

#### **Screening Bio data:**

As a HR intern, I was also assigned to screen all the CVs properly to sort out the CVs as the CVs were large in quantity. There were a lot of fields to consider during screening the CVs, for example, age, education, location, etc. like, the candidates has to over 18 to apply for a position. For education, the candidates have to be a minimum HSC holder. On the other hand, for the

executives, the minimum requirement was to be a bachelor holder from a reputed university with a minimum CGPA of 3.0 or above.

### **Setting Interview and Training Date:**

After the CVs were properly screened and sorted out, it was the time to set interview and training dates for the selected candidates. Firstly a written test was taken followed by an interview. For the training purpose, the training personnel was contacted for empty slot for the selected candidates and the dates were finalized.

### **Calling for Interview and Training:**

Next the selected candidates were called for written test and informed about the date, time and venue. After the test, they were further contacted for the interview date, time and venue.

### **Making summary and proposals of the candidates:**

Before the interview sessions, I was assigned to make summary of each candidates which included their educational background, working experience and personal information. This summary was then handed over to the interviewer for his ease to analyze the candidate during the interview.

### **Managing field visit:**

All the employees of Rupali Life Insurance is required to go on field visits to know about their markets in details. This was done to increase the experience of the employees on their assigned departments and their potential clients and customers.

### **Assisting training program:**

I was also assigned to monitor various training programs and written tests.

### **Group discussions:**

I have asked my department head for allow me to seat for a group discussion with employees. Few of them joined in the discussion. I gave them a questioner to fill up, and I started asking

questions. This group discussion was fruitful. I have to come to know about their experience. How the insurance company gradually improved in different section, how they have change the recruitment process etc. Most of them were quit experienced and loyal who are working for this organization for long. I asked for their different suggestions. They came up with different kind of suggestions, which were quit helpful to make my report. Even I have discussed my suggestions for the company, they have appreciated. As this is a digital era, they accepted the idea of not to work manually.

## 4. RECRUITMENT AND SELECTION PROCESS IN RUPALI LIFE INSURANCE

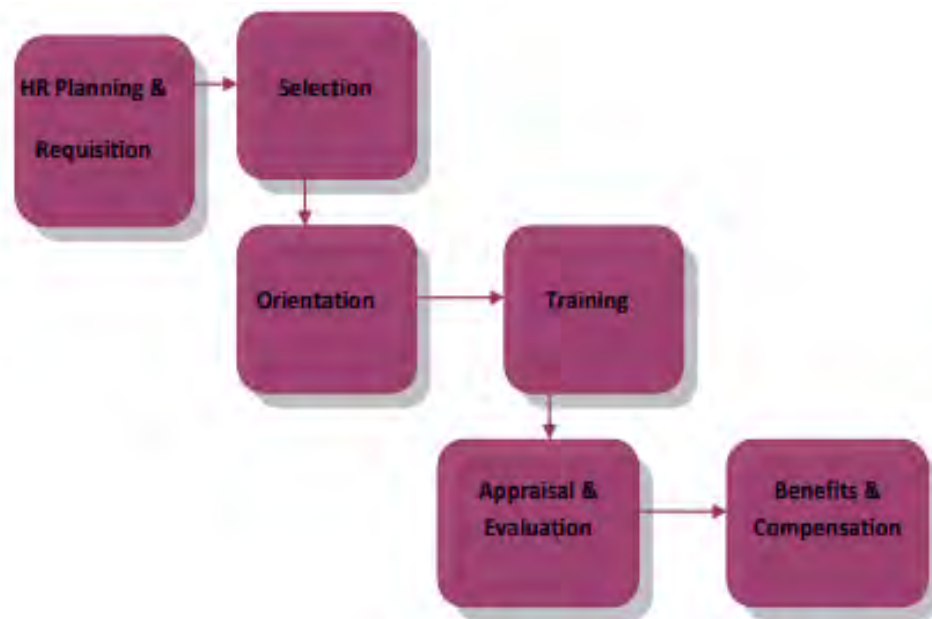
### 4.1 HUMAN RESOURCE MANAGEMENT PROCESS

HRM is a field of management involves planning, organizing, directing and controlling the functions of procuring, developing, maintaining and motivating a labor force.

Human resources is used to describe both the people who work for a company or organization and the department responsible for managing resources related to employees. The term *human resources* were first coined in the 1960s when the value of labor relations began to garner attention and when notions such as motivation, organizational behavior, and selection assessments began to take shape.(Wha is Human Resource Management-Human Resource Management, 2018)

Human resource management is a contemporary, umbrella term used to describe the management and development of employees in an organization. Also called personnel or talent management (although these terms are a bit antiquated), human resource management involves overseeing all things related to managing an organization's human capital.(Wha is Human Resource Management-Human Resource Management, 2018)

Human Resource Management Process consists of eight activities necessary for staffing the organization and sustaining high employee performance. The process is described below:



## 4.2 HR PLANNING IN RUPALI LIFE INSURANCE

Arranging is the center region of the considerable number of elements of administration. It is the establishment whereupon the other three zones ought to be assembled. Arranging expected administration to assess where human asset of the organization is at present, and where it might want to be later on. From that point a suitable game-plan to achieve the organization's objectives and goals is resolved and executed. Each association has its own business arrangements. Rupali Life Insurance Ltd has likewise its business arrangements. They as a rule figure their work force needs in view of their main goal, vital objectives and destinations and innovative and different changes bringing about expanded profitability. Despite the fact that there are a few strategies to foresee what the work force needs, yet they utilize administrative judgment since it gives them the genuine situation to analyze for faculty needs. They imagine that alternate techniques can't give the exact circumstance of the work force needs. These are fundamentally graphical strategies, which can't gauge the real work force needs. Be that as it may, administrative judgment strategy relies on the adjustment in profitability, economic situations and so on.

## 4.3 RECRUITMENT AND SELECTION PROCESS

Rupali life assurance Ltd is often trying to find top-caliber those that need the flexibility and resources to grow in their career. If anyone is that the reasonably one who has forever stood out, Rupali life assurance Ltd supply an area wherever you'll be able to still surpass. Regardless of what's the sector or vary of interests, there are vacancies wherever the abilities will possible be applied and developed. In Rupali Life Insurance Ltd, there are thousands of employees who belongs to different educational backgrounds and different family roots. Here there's some needs within the achievement and choice method of Rupali life assurance Ltd-

- Merit is one of the criteria for selection in job sector.
- Attitude is given that much of importance as other functional competencies.
- The board interview consists of departmental Heads and HR heads.
- Sources of recruitment are through online job advertisement and newspaper.
- Medical fitness is a pre-requisite for all the positions.
- There is no discrimination among the employers and there is an equal opportunity given to the employees.

#### 4.4 RECRUITMENT PROCESS

A responsibility for accomplishment typically belongs to the time unit department. This department works to seek out and attract capable candidates. Description and specification, give the required data upon that the accomplishment method starts. The functions of the accomplishment workplace of STL area unit given below:

- Need Assessment
- Defining the position description
- Checking the recruiting options
- Advertisement
- Screening and Short
- listing Applications
- Written test
- Selection interview
- Employment decision (Application Bank)
- Pre- employment medical check-up
- Offer letter
- Orientation / Induction
- Placement
- Follow –up

#### **Source of Recruitment:**

Rupali Life Insurance Ltd.'s recruitment is done in three ways depending on the job category of the vacant position. Therefore, the recruitment process of this organization is classified into three types, which are done based on the job grade/ group. These are as follows:

1. Entry-level Management
2. Mid or / and senior level Management
3. Graded staff / Non- Management staff

#### 4.5 INTERNAL SOURCE

There may be an individual competent for the desired job operating inside the organization. If there's, the present workforce is then shuffled to put the chosen person within the new post. If there's no such person within the corporate, then the management goes for the second step.

##### **Job-posting programs:**

The HR department gets involved when the internal job openings are made public to the employees through the job positioning programs, which makes the employees aware about the required qualifications and invite the potential candidates to the interviews. The notices are usually up on the bulletin boards or in the newspapers.

The job posting program is usually done for the recruitment of lower level clerical positions and the other management posts are recruited through the external recruitment.

#### 4.6 EXTERNAL SOURCE

All the higher than choices being thought-about, the corporate goes for external recruiting if required. those that best meet the talents, qualifications, expertise and competencies needed for the position ought to fill vacancies.

##### **Advertisement:**

The Company provides promotional material in national dailies (both Bangla and English) to draw in the abilities from the market. Bdjobs is one in every of the most supplyof Rupali insurance Ltd to gather resumes of potential candidates. Rupali insurance Ltd puts 2 styles of advertisements within the newspapers. It generally keeps the identity hid within the ads. The aim of the hidden identity is to avoid the unwanted pressure from the stakeholders for the utilization of their desired candidates. However, in this manner the corporate might lose the abilities out there within the market. This is often why the corporate breaks the identity open in their recent job promotional material once the standard of the candidate was areally necessary issue to contemplate. By revealing the Rupali insurance Ltd establish, the corporate tries to draw in the simple potentials among all the others.

##### **Employee referrals:**

This is another source for recruitment of Rupali Life Insurance Ltd. Worker referral means that exploitation personal contacts to find job opportunities. It's a recommendation from a current worker concerning employment individual. The logic behind the worker referral is that "it takes one to grasp one". Staff operating within, during this case, inspires to suggest the names of their friends operating in different organization for a doable vacancy within the close to future.

### **Employment Agency:**

An agency finds and prescreens candidates, referring those that appear qualified to the organization for any assessment and final choice. Rupali insurance Ltd typically recruit via agency for the main managerial posts.

### **Walk-in and Write-in:**

Walk-in interviews are some seekers who arrives at the company in search of a job and write-ins are those who send written query in search of a job. Both of them are asked to complete an application to to note down their abilities and skills. Field level management jobs like area sales coordinators, regional managers are recruited through this walk-in and write-in methods.

## **4.7 SELECTION PROCESS**

Selection is the process of gathering information for the purpose of evaluating and deciding who should be employed in particular jobs.

### **Screening and Short-listing Applications**

The responses to the advertisements are sorted and screened. The CVs as well as the Covering letters are judged. In the covering letter, the style and dialect of composing, the accentuation put on the regions requested tin the commercials and the nature of the letter (regardless of whether it is particularly custom-made to the notice or only a standard reaction) are the perspectives that are judged. Different weights are assigned to the selection criteria mentioned in the main specification depending on their relative importance. For example, educational institutions like



IBA, BUET are given the most importance and the foreign universities of UK, Australia, etc. are sorted based on the best in the country. Based on the presence of these factors to the desired extent (experience, educational degree, computer literacy, etc the cumulative weights for all the applicants are counted and the specific number of the top most candidates are generated. However, the selected CVs are handed over to the line manager to check whether any specified elements are missing or not. Then the selected candidates are called for the written test.

### **Written Test**

The Written test is a common part of the recruitment process. It is conducted for maximum positions. The top management of Rupali Life Insurance Ltd believes the written test before the interview process has proved to be effective and a useful tool to select the desirable candidates. The written test has conducted in terms of knowledge about required fields. The candidates are called for the preliminary (first) interview based on their performance in the written test.

### **Selection Interview**

The interview process is a three-tier one. A preliminary interview is conducted which follows the elimination method. After that, the second interview takes place. Then the final selected person is called for the final interview. The interview time is kept convenient for the candidate, especially if s/he was working elsewhere at the time of interview. The shortlisted candidates must fill up an employee information form before the interview.

### **Reference Check**

The candidates must have at least two references in their CVs for employment purpose. One reference from their academic side and another from their professional side; this can be either from their previous job or someone familiar to them. As a result, during the interview, the interviewers cross check with the given references for further verification.

### **Employment Decision**

If the candidate has no problem with the stated terms and conditions of the job and the organization mentioned and discussed in the final interview, he/she is offered an application blank. The application is a standard format of employee-information, that contains all the

information that the employee provides to the organization. The candidate has to fill this application and submit this to the company along with a CV.

#### **4.8 JOINING OF THE CANDIDATE**

After completing all above process the selected candidate requested to bring all their academic & professional certificates along with their previous job separation confirmation application & other related documents and follow below criteria.

- Offering the Role
- Verbal offer
- Written letter of offer

#### **Short Analysis**

I have given a short questioner to fill up. 20 people filled them up. Mostly employees from my department filled up the questioner. 18 of them were male and 2 of them were female. Survey shows the organization clearly define the position objectives, requirements and candidate specifications in the recruitment process. Analysis of the short questioner shows, the organization's affirmative action needs clarified and supported in the selection process. The most important question was if they are recruiting ant adequate employees or not. Organization needs more capable employees for more profit.

## 5. RECOMMENDATION

1. The HR department should be more cautious about intake of applicants. They can be more precise about this matter by being more specific and clear in their ads in terms of educational background, preferred institutions and other criteria.
2. Rupali Life Insurance Ltd can participate in the job fairs for external recruitment. A considerable amount of CVs are submitted through these career fairs and the organizations are exposed to the potential candidates through these fairs and can also create an image in the market.
3. They can also arrange campus recruitment in universities which brings a lot of fresher for their entry level positions and arrange seminars in the city's top business schools.
4. They should also facilitate CV-posting system which is very well-known among top business organizations in the town.
5. Rupali Life Insurance Ltd should follow the same selection criteria for non-management recruitment like Sales Representatives to eliminate any partialities and discriminations.

## 6. CONCLUSION

Human resource management draws on many sources for its theories and practices. Sociologists, psychologists and management theorists, especially, have contributed a constant stream of new and reworked ideas. They offer theoretical insights and practical assistance in areas of people management such as recruitment and selection, performance measurement, team composition and organizational design. Many of their concepts have been integrated into broader approaches which have contributed to management thinking in various periods and ultimately the development of HRM. To achieve success in the industry, an organization's human resource management's role is very crucial. To compete in the in local markets in adverse situation the HR managers work has become much more difficult in today's business environment. Developing plans in a dynamic situation demands critical analysis of the situation and strictly adhering to the core principal of the organization.

Insurance business is totally different from other businesses. Insurers do not sell product but they sell promise to pay or reimburse on future date for a named contingency Insurance fund is a pool to which the members of the insuring public contribute by way of premium and from which the losses suffered by a few are indemnified.

In this report, I have tried my level best to identify Recruitment & Selection procedures used by Rupali Life Insurance Company Ltd what and how they recruit & select their employees. In this report, I implied my acquired knowledge from HR course and try to comply with the techniques procedure and systems followed by the company. The companies in this industry should concentrate on quality product and service to take this industry towards further success. In order to this, the company's HR department should be playing a huge role to attain the best and qualified candidates for the organization. The government of Bangladesh should be considerable and cooperative to help the businesses flourish.

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## 8. APPENDIX

### Questionnaire for Employees

This questionnaire has been prepared by Sharmistha Chakraborty from BRAC University to survey on the Recruitment and Selection Process of Rupali Life Insurance Company Ltd. Please complete the survey. Thank you for the time and assistance.

Q1. Since how many years have you been working with this company?

- a. 0-5 years.
- b. 5-10 years.
- c. 10-15 years.
- d. More than 15 years.

Q2. Does the organization clearly define the position objectives, requirements and candidate specifications in the recruitment process?

- a. Yes
- b. No

Q3. How well are the organization's affirmative action needs clarified and supported in the selection process?

- a. Poor
- b. Adequate
- c. Excellent

Q4. Is the organization doing timeliness recruitment and selection process?

- a. Yes
- b. No

Q5. Does HR provide an adequate pool of quality candidates?

- a. Yes
- b. No

Q6. Rate the effectiveness of the interviewing process and other selection instruments, such as testing?

- a. Poor
- b. Adequate
- c. Excellent.

Q7. Does the HR team act as a consultant to enhance the quality of the applicant pre-screening process?

- a. Yes
- b. No

Q8. Does the HR train hiring employees to make the best hiring decisions?

- a. Yes
- b. No

Q9. Rate how well HR finds good candidates from non-traditional sources when necessary?

- a. Poor
- b. Adequate
- c. Excellent

Q10. How would you rate the HR department's performance in recruitment and selection?

- a. Poor
- b. Adequate
- c. Excellent

Q11. Is the HR department efficient in selection policy of employees?

- a. Yes
- b. No