



Recruitment and Selection Processes of “MetLife Bangladesh”

Submitted To

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Subject: Submission of Internship report on “Recruitment and selection processes of MetLife Bangladesh”

Dear Madam,

I have done this internship report on the topic of “Recruitment and selection processes of **MetLife** Bangladesh.” During these three months of internship, I have gathered corporate experiences with the HR team of MetLife and I was under the supervision of Ms. Sangita Dutta. This report is the reflection of my academic knowledge in the corporate world. I have provided quality performance and fortunately accomplished my internship session.

I hope, I have tried my level best to share my experiences through this report that provides the detailed information about my internship.

Sincerely,

Tahrima Tazrin Chowdhury
ID: 13204071

Acknowledgement

At First, by the grace of almighty Allah I have prepared my internship report under the HR team of MetLife and I am really grateful to get the opportunity to work with them. The HR team of **MetLife** Bangladesh helped me a lot.

Also I would like to thank my faculty supervisor “Ms. Asphia Habib” for her helpful behavior to prepare report on “Recruitment and Selection process of **MetLife** Bangladesh” within the internship period.

Lastly I am thankful to Mr. Tauhidul Alam (Director of **MetLife** Bangladesh) and Ms. Sangita Dutta for giving me the support for learning professional practices. to work under you.

And most of all, I am honored for having such parents and their blessings.

Executive Summery

As my major is in HR, I have joined under the HR department of **MetLife** Bangladesh to complete BUS- 400 (Internship). It was unforgettable to work with the HR team. I got the opportunity to work with the recruitment process of **MetLife** Bangladesh. I got the chance to conduct interviews and short listing of CVs.

When I was joined as an intern in **MetLife** Bangladesh, my supervisor gave me a brief detail about this organization. In the first part I have represented about the detail description of **MetLife** Bangladesh. The business of **MetLife** Bangladesh has been described in business of the organization part. I have also shared my experiences about this internship. I have researched about the recruitment and selection process of **MetLife** Bangladesh. Sometimes they face some challenges in selection process and that is also represented in this report. All information was collected from primary and secondary research. The HR team also helped me to write this report. I have prepared some questionnaires for making survey. Based on that survey I have also did some analysis. And lastly, I have given the overall suggestions about my studies, recommendation and studies.

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Organizational Overview

MetLife Bangladesh established in 1952, was known as ‘ALICO’ until it was persuaded by **MetLife, Inc.** globally in November 2010 when it was co-branded as ‘**MetLife Alico**’ and later as ‘**MetLife**’ in 2015. It served more than 1 million customers with over 16,000 field force and employees in Bangladesh. Now **MetLife** Bangladesh is considered as the largest insurance company in the country. It is holding the position of leadership in the market since 1997. **MetLife** has 9 sales offices, 14 customer touch points, 56 unit offices and 217 agencies over the country. They have more than 16,000 financial associates all over the country.

MetLife Bangladesh basically ensures the financial protection to the people of this country by providing individual life insurance, accident and health insurance, group life and health insurance, employee benefits, annuities etc. They also offer pension schemes, children’s education policy, Shariah based (takaful) saving schemes.

MetLife Bangladesh received top tax payers’ award from NRB, Bangladesh for excellence.

Business of the Organization

As **MetLife** Bangladesh provides insurance policies, so their main focus is on customer's financial security. They have different insurance schemes as below :

- **Single Deposit protection Scheme (SDPS) :** Basically SDPS contribute a mature value and also some valuable accidental benefits which act as savings and life insurance plan. Under SDPS, a one-time premium charge is taken off from a single deposit. Systematically the net amount keeps increasing with the investment yield credited to the account which goes into the individual account of the SDPS policy. Accidental Death, Accidental permanent partial disability and Accidental permanent total disability are also included in SDPS.
- **Income Growth Plan :** A distinctive plan the combines life and savings insurance. This special plan offers the client a maximum premium payment period of up to 30 years, offering a flexibility to choose tiny payments to suit the financial requirements.
- **Three Payment Plan :** A special system that includes life and savings insurance. Before the policy is matured, 50% of the face amount is to be paid. This scheme also offers a variety of optional add-ons available to customize the package according to client's needs.
- **DPS Super:** A life insurance policy that accumulates the cash and provides life insurance and health insurance coverage for the client and their family. This scheme also comes with a premium waiver.
- **CI ROP Super:** The scheme protects and shields the client from ten critical illnesses for up to 10 years. There is also a possibility for the client to get 100 percent return on their paid premiums.
- **Critical Care :** A unique scheme from **MetLife** Bangladesh intended to provide the client and their family with the required economic security in event of diagnosis or surgery for any of the twenty-five critical diseases that are mentioned in this scheme.
- **Hospital Care:** A solitary scheme from **MetLife** Bangladesh that provides the client and their family with the required daily money support in case they are admitted to a hospital.
- **Education Protection Plan:** The scheme provides an elastic plan with terms of up to 21 years. It gives a periodic income to take care of the higher education expenses of the client's child in the terrible instance of the client's death.
- **Takaful DPS:** A rare scheme that provides protection and savings guided by the standards of

Islamic Shariah and is regularly supervised by the Shariah council.

- **Group Death and Disability:** This unique scheme offers a scope of advantages that can meet an assortment of protection prerequisites dependent on the business capacities and business structure. The inclusion gives installment to the recipient, if the protected client is deceased or become somewhat paralyzed because of disorder or sickness. The case will coordinate the sum the client is guaranteed for.
- **Group Medical Plans:** **MetLife** Bangladesh provides medical plans and with their different items portfolio and many years of experience they can give Group Medical advantages that will suit client's needs going from little to huge estimated organization or a worldwide partnership. **MetLife** Bangladesh provides complete inclusion and a proficient case adjusting that will be of worth when the workers of the client's organization need it the most. The scheme is an arrangement with complete plan that is produced for Bangladesh market needs.
- **Group Personal Accident and Health:** This scheme is significant method for giving gathering inclusion to client's employees. It is intended for organizations to diminish the monetary effect of their employee's accident. The real promotions incorporate death, disability and Medical costs induced because of the accidents only. The scheme has some advantages that covers accidental death or disability or the expense of medical consideration gotten by a safeguarded individual because of a covered accident. The advantages likewise cover treatment cost of explicit illnesses up to the guaranteed sum.
- **Insurance for Credit Card:** The scheme provides all types of insurance solutions for all credit cards. The Credit Shield is a priceless protection advantage, defending the difficulties achieved by incapacity or abrupt downfall of the cardholder. In the tragic occasion of death, or perpetual inability, the whole levy of MasterCard record will be postponed without making any burden the cardholder's family. Furthermore, the cardholder can select into profitable accident and medical coverage assurance to guarantee the way of life continuation for the family members.
- **Insurance for Deposit Products:** The scheme provides new ideas to the client to store items clients can redo the insurance package, including a mix of advantages to suit their needs and spending plan. This scheme comes with a very affordable cost.
- **Insurance for Loans:** The scheme provides insurance for loans that are intended to cover the danger of the borrower and provider loans. The kinds of credits secured incorporate individual, auto, home and home loans. **MetLife** Bangladesh's solutions are customized to suit singular association necessities.
- **Retirement (Lifeline):** The scheme helps the client to plot their retired life while they are still employed and earning.

Chapter 1

Recruitment Policy

Introduction

The Policy is planned to guarantee an effective and straightforward enrollment process for the association. HR office is in charge of all enlisting exercises and resolved to select in its best judgment, the best qualified possibility for endorsed organization positions in consistence with all appropriate work laws. In manager d other stakeholders will be counseled at various phases of enrollment process by HR as and when required. Severe secrecy will be kept up by the concerned work force engaged with enrollment process any special case to the accompanying conditions must be affirmed by GM Bangladesh.

Equal Employment Opportunity

MetLife Bangladesh will be imparted both remotely and inside in the significant media to guarantee straight forward open door for all to apply against the position in case of anu vacancies. **MetLife** Bangladesh will give equivalent work chance to all paying little mind to race, shading, religion, sexual orientation, age, handicap or whatever other factor that does not relate to the person's ability to carry out the responsibility.

Internal Recruitment POLICY

The company urges individuals to develop from inside and along these lines will give equivalent chance to select appropriate applicants inside against any opening. The inside activity posting will be done at the same time with the outer activity advert and the inward applicant will be given equivalent opportunity to contend with the outside short recorded possibility for a particular employment opportunity. Interior applicants can apply for a particular employment opportunity informing his/her line supervisor and office head. An inside up-and-comer needs proceed in any event one year in his/her present job to be qualified to apply for parallel inward move, and in any event two years in his/her present stage.

Probation and Confirmation of Employment

If there should be an occurrence of new enrollment, all perpetual and legally binding representatives will be selected on a quarter of a year's probation period which might be stretched out up to extra three months if the presentation isn't worthy.

The employment may be terminated by either the Company or the worker at any moment during or after the expiry of either the initial or the prolonged probationary period without offering any notice period and assigning any reason for such termination. Upon termination, the employee shall be entitled to pay the wage up to and including the day of termination and no other claims against the Company shall arise from or during the course

of the employment except those allegations which may occur under any liability of the Company under any law in force for the time being. Employees will be verified as permanent employees upon successful completion of the probationary period and subject to adequate results.

Re-employment Policy

An individual will be permitted with re-employment as it were before when there's a opening and the person must apply against that opening. Ex- workers may be considered for re-employment in the event that he/she qualifies within the enlistment handle, and was not expelled or ended and whose past benefit record was palatable. In case a person needs to connect back within six months from his/her acquiescence, the worker can be re-hired within the same position and the work review with his/her final down compensation. Representative re-hired after six months of acquiescence will be permitted as per typical enrollment choice prepare.

Hiring Approval Request

The process of hiring will be pushed with the aid of the accredited Head Count finances of MetLife Bangladesh. All hiring request must be initiated via the respective line supervisor and department head thought 'employment requisition form'. Global hiring guidelines must be observed for any hiring in world function. Line manager will supply the Job Description of the function in the prescribed structure along with the worker requisition form. All contracting process should be authorized by GM.

Educational Qualification

The organization will procure in any event of graduates (4 years) for any position beginning from Assistant Officer (Grade 8) or above. This can be free as a uncommon case for positions where master capability is fundamental or competitor with higher master encounter imperative to the work. Participants who join any positions in MetLife Bangladesh must fulfill the teacher's prerequisite and contend with the promotion / set of work obligations motion.

Kinship Recruitment Policy

First degree connection which incorporates life partner and blood relative that is possess kin, guardians, children or first cousins, in laws, aunties, uncles, nephew, and niece can be utilized in MetLife Bangladesh, however not under a similar division or in places that could prompt an irreconcilable situation. Relative of representatives ought not to be utilized in places that have impact or authority over the work or progress of another and ought not to include in the examining of each other. Assertion must be set aside a few minutes of request for employment/meet if any relative is now working with MetLife. The representative of relative (First Degree) must not be associated with the determination procedure and procuring choice. MetLife Bangladesh retains whatever power is required to transfer any employee if relationships with others are to occur.

Recruitment Process

MetLife Bangladesh's external and internal recruitment process will include the following measures and processes:

Step 1: Employee Requisition

The starting step of enlistment handle begins with the completion of representative order shape. For budgeted head tally (HC), the concerned division heads will fill up an Worker Order Shape, join a detail Work Portrayal and Detail and get vital endorsement from individual line chief and Heave Head some time recently putting the frame to HR. HR will give fundamental comment and continue for neighborhood or worldwide endorsement based on the overhauled worldwide rule for enlisting endorsement. All contracting ask (new/replacement) must be at long last affirmed by GM.

For any fresh headcount, the department head concerned will request extra HC with adequate justification in the ' Employee Requisition Form ' and follow the same method described above.

Step 2: Job Posting

After accepting appropriately affirmed Employee order structure, HR will post employment opportunity both inside and remotely on the correct mode for the objective gathering of potential select. The activity posting will have detail portrayal of the activity, the capabilities required to be qualified for the activity, the due date for application and posting or portability related issues where legit.

Internal applicants will be provided equal opportunity for a particular job opening to finish the external applicants. However, if eligible in accordance with internal recruitment guidelines, internal candidates may apply against any internal job opening.

Step 3: Selection Process

Choice procedure may fluctuate for inner and outside applicants. For outer applicants being considered for stable situation all means of the procuring should be pursued while for inner competitors composed test, pre-work restorative assessment and enlistment steadiness won't be important yet might be required relying upon the executives tact.

Applicants rejected for a situation at any phase of the determination procedure would not be considered for a similar position inside a half year.

All communications with the applicant such as time and date interview timetable, position and salary negotiation etc. will only be carried out by HR.

3.2 Written Test

Short listed outside applicants will be imparted for a composed test if the application is against the passage level positions for procuring frees competitors without experience that is, Assistant Officer/Officer. Composed test isn't required for experienced applicants, inward up-and-comers or brief positions; anyway might be considered at the caution of HR and the line administrator. Up-and-comers sitting for a composed test must tie down half stamps to be considered for the following stage in the enrollment procedure. In the event of contracting Management Trainee or graduate enrollment, separate evaluation procedure might be presented those are: assessment center, psychometric testing, online bent test and so forth.

3.3 Interview

Applicants who are shortlisted will be called for meetings. Least necessity of meeting ought to be two stages. Be that as it may, the quantity of questioners may shift contingent upon the function (local/global) and position, The last meeting must be led with General Manager. Questioners should give his/her individual input in the assessment sheet.

For outside resource enlisting, a meeting with Hiring Manager and head of the departments with HR will be adequate to choose the applicant.

If an applicant is chosen in the final interview, it can be regarded for any other appropriate opening position, but not for the work role he / she applied for.

In this case, if the new department is under a different LOB, the applicant will have to attend another interview with the respective Department Head with HR and LOB Head.

Step 4: Pre-employment medical examination

All chosen outside applicant must experience a pre-employment medicinal registration as a state of work. Chosen applicants ought to experience the standard medical examination in a particular medicinal center designated by MetLife. Organization's selected medical analyst will survey the report to give remark on the applicant's readiness for work.

Step 5: Compensation Offer

Pay offer will be guided by MetLife Bangladesh remuneration structure. There won't be any pay arrangement for entry level and temporary positions where the compensation bundle is fixed. After successful pay exchange an endorsement will be taken from Head of HR and General Manager on the last remuneration offer.

Step 6: Recruitment Due Diligence

The applicants will be inquired by HR to supply a duplicate of required scholarly prove (Certificate/Transcript), proficient capabilities and their enrollment to proficient bodies (if any). Applicants will got to give a duplicate of their NID card or any other photo ID card, photos and any other documentation that relates to the particular part for which they are being considered. Applicants must carefully fill up all the areas of Announcement Frame, Business Application Frame, and **MetLife** Pre-employment Foundation Check Shape whereas HR will guarantee information completeness within the shapes.

Clearance from Global Anti-Corruption Unit (ACU)

To obtain clearance from the Global Anti-Corruption Unit, HR will have to provide the Declaration Form information to the Ethics & Compliance office for each applicant. Applicants can be regarded for subsequent stage of the recruitment process if only Global ACU confirms that hiring the applicant does now not pose a fighting from a corruption perspective.

Sanction/PEP list Screening

In order to comply with the **MetLife** Sanction / PEP Compliance Program, the data of applicants must be screened using the updated Watch List Screening System (currently OWS, i.e. Oracle's Watch List Screening System) provided by the Information Technology department. Applicants may only be regarded for the next phase of the recruitment process if the comparison does not result in a possible "true" match with any relevant sanctions / PEP list.

Background Verification

Every single outside applicant should go through background checking according to **MetLife** Pre-employment Background Check Form, foundation examination and reference check will be led by assigned individual of MetLife or any outsider merchant, relegated by the association. Up-and-comer ought to be educated that a personal investigation might be led by MetLife to confirm the given data.

Appointment Letter

The letter of appointment specifies all the terms and conditions of the job and must be endorsed in accordance with the following framework.

Position	Approval Authority
Permanent Employee	General Manager
Temporary Employee	Head of HR

Amendment

The management maintains whatever authority is needed to update, change or audit the approach whenever to address the issues of the organization.

Chapter 2

Literature Review

In HR activities recruitment and selection process is the basic activity of a company. A systematic way of recruitment and selection process helps to obtain competitive advantage. As employees are the vital element of an organization, a proper way of recruitment process helps an organization to recruit perfect employees. Wrong recruitment process may hamper the organization's value. A great loss can be happened if organization failed to choose perfect employees for different positions. A recruiter of an organization should have proper knowledge about the selection and recruitment process.

HR experts are needed for the proper recruitment structure. They provide versatile knowledge that helps an organization to find the exact candidates for different positions. There might be two types of recruitment process (Internal and External). Basically External recruitment process provides different types of fresh knowledge. On the other hand, internal recruitment process increases internal strategy of an organization. **MetLife** Bangladesh follows both structures.

Chapter 3

Research Methodology

To conduct a study with we always need a way of study on which we come to a conclusion of a statement. There are two types of research methodology:

Qualitative Research: Here the sample size is competitively small but of very good quality. By doing a qualitative research we always quality results from the respondents.

Quantitative Research: In Quantitative research, we always focus on the number of the sample size, the bigger the sample size is, the better. In this research method, data might not be of good quality but the numbers is always high.

After deciding to conduct the way of study, there are 2 types of Data sources for my study on **MetLife** Bngladesh..

Primary Data: Primary data is collected directly from the respondent through online or by filling up forms in person.

Secondary Data: In this data type, we collect research from online journals, publications, other researches and many more.

Hypothesis

H: 1: The location of the head office is a basic problem that the HR team of MetLife Bangladesh faces

There are different types of offices in Motijhil, which creates huge traffic jam. HR team faces a great challenge to recruit proper candidates only for their job location. For this reason sometimes they fail to recruit perfect candidates.

H: 2: Another challenge that HR team of MetLife Bangladesh faces that is, their selection and recruitment process is very time consuming

There are so many steps that HR team has to face during recruitment. They have to follow those steps, which takes more time. Sometimes it creates employee dissatisfaction.

H: 3: Poor employee branding is also considered as a great challenge for MetLife Bangladesh HR team

Any company is more into motivating out performing employee by awarding in various performance, bonus and highlighting them by training and giving promotions. Like other organizations MetLife dose employee branding in professional network but the ratio is comparatively is lower than others as the company itself does not brand it at high rate.

Data Collection and sources of data

There are two types of data I have used for research, one is primary and another one is secondary. I have prepared survey questions and used their websites. HR team of MetLife Bangladesh helped me to work with both primary and secondary data.

primary data

- Managers
- Employees

Secondary data

- Company official Website
- Company Documents

1. What is your position level in MetLife?

* Mark only one box.

Entry Level

Mid Level

Senior Level

2. What do you think about MetLife's selection? Mark only one oval.

	1	2	3	4	
Not Good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extremely Good

3. Are you satisfied working with MetLife?

* Mark only one box.

	1	2	3	4	
Not Satisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extremely Satisfied

4. How much would you rate about your experience of MetLife's recruitment process?

* Mark only one box.

	1	2	3	4	
Not Good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extremely Good

5. How likely you are interested into sharing MetLife's selection experience to family and friends?

* Mark only one box.

	1	2	3	4	
Not Interested	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Very Interested

6. How likely you want to keep up your career with MetLife?

* Mark only one box.

	1	2	3	4	
Not Interested	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Very Interested

7. Will you recommend your family and friends to work in MetLife?

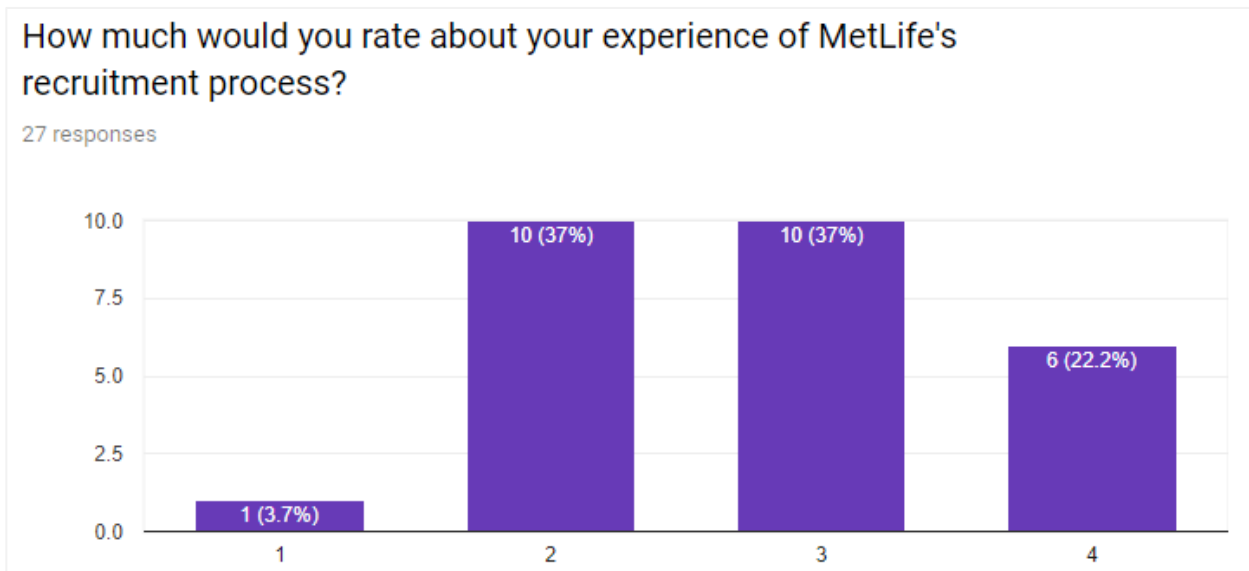
* Mark only one box.

- Yes
- No
- Maybe

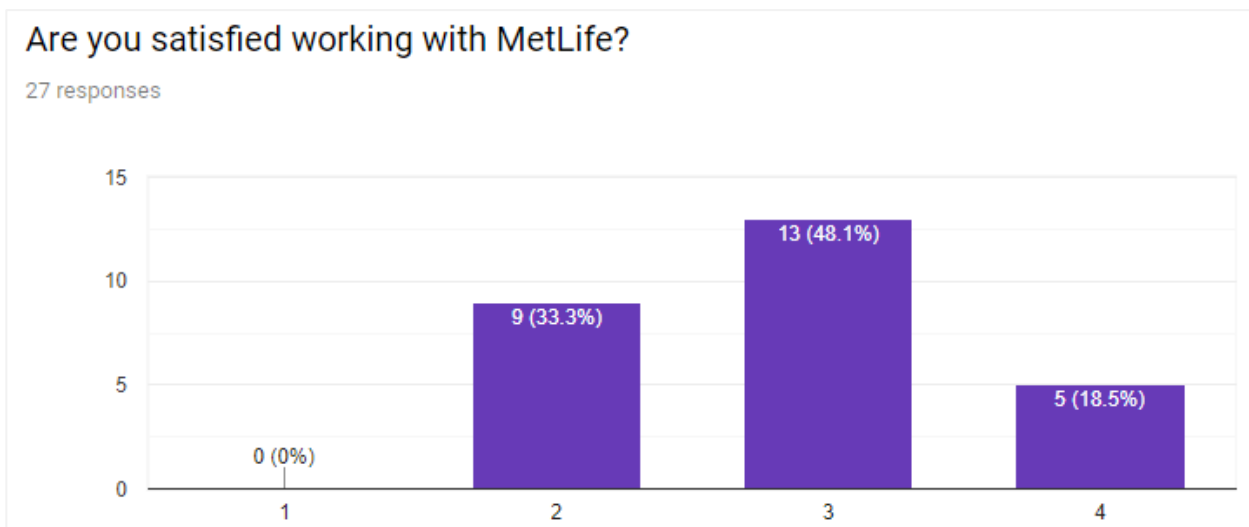
Chapter 4 & 5

Analysis & Findings

As MetLife Bangladesh is very much in to sincere about employee recruitment and selection process, I have done conducted a research within the existing MetLife employees (27 respondents) to make a qualitative research on my study.

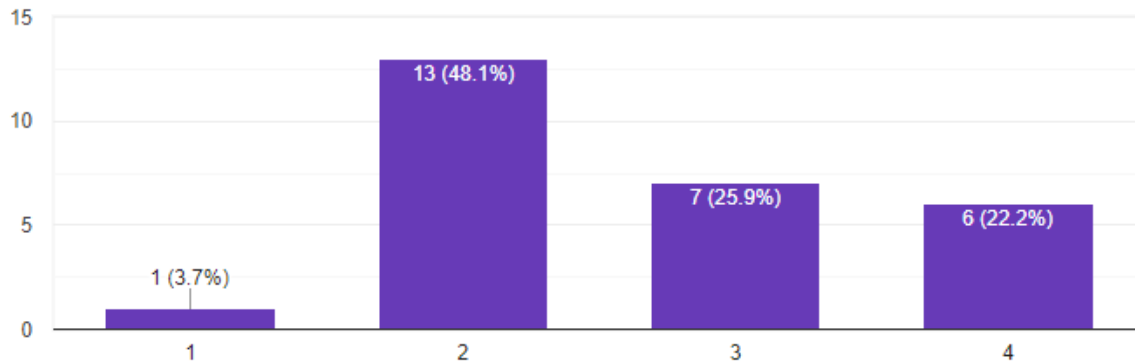


After collecting data, I have found that 37% of the respondents are neutral about their recruitment process, 37% said it was good, 22.2% said it was Extremely Good and 3.7% said it was not good.



How likely you want to keep up your career with MetLife?

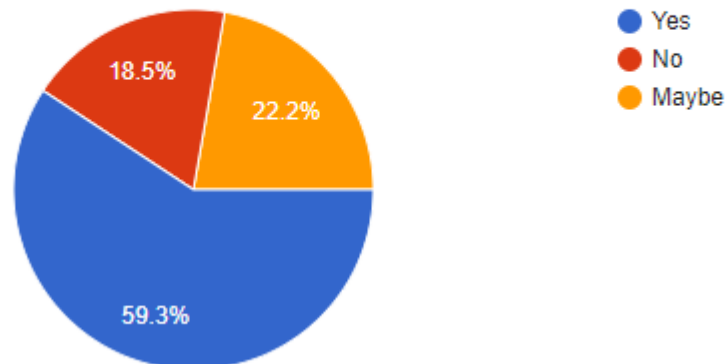
27 responses



Here we can see that, 48.1% of the respondents are Satisfied working in MetLife but on the other hand 48.1% of the respondents are Not Interested to keep up their career with MetLife for various reasons.

Will you recommend your family and friends to work in MetLife?

27 responses



Though there are dissatisfied employees, but 59.3% of the respondents are willing to refer their family and friends to work at MetLife Bangladesh because of job security, corporate culture and more

Chapter 6

Recommendations

The problems of recruitment and selection process of **MetLife** Bangladesh can be more organized if HR team can take some actions. Some recommendations are given below that might help to minimize the problems of recruitment process.

- A preferable location should be selected for employees.
- Should increase the employee branding through social media.
- HR team should clearly discuss about the problems that they are facing among the recruitment team.
- Should have some backup plans for transportation system.
- Should make the recruitment and selection process short and time efficient.

By following these, MetLife Bangladesh HR team can make their selection and recruitment process more standard.

Conclusion

I got huge opportunities from MetLife Bangladesh HR team. The environment and the guidance help me a lot to learn the corporate world. The recruitment and selection process of MetLife Bangladesh provided me to gather HR experiences. Their guidance will create a great impact on my career in future. It was a great pleasant for me to work with them. The problem finding of recruitment and selection process helped me to learn about how I can get perfect candidates for different positions. The experiment and analysis is successfully accomplished by the help of the guidance of the HR team. At the end, I must say that the journey with **MetLife** Bangladesh will be always memorable for me.

Thank You

Reference

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