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MALAYAN INSURANCE COMPANY, INCORPORATED
BINONDO, MANILA

FIELD STUDY

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and Development Studies
CAVITE STATE UNIVERSITY
Indang, Cavite**

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MALAYAN INSURANCE COMPANY, INCORPORATED
BINONDO, MANILA

A Field Study
Submitted to the Faculty of the
Cavite State University
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In partial fulfillment
of the requirements for the degree of
Bachelor of Science in Business Management
(Major in Economics)



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ABSTRACT

BRAGA, FLORIAN SOLIMAN, Malayan Insurance Company, Incorporated, Binondo, Manila. Field Study. Bachelor of Science in Business Management major in Economics. Cavite State University, Indang, Cavite. April 2002. Adviser: Dr. Luzviminda A. Rodrin.

A study was conducted to expose the student to actual operation of the business; to determine the existing management practices employed by the firm; and to identify the problems encountered by the firm.

The study was conducted at Malayan Insurance Company, Incorporated at ETY Building, 500 Quintin Paredes Street, Binondo, Manila from October 15, 2001 to January 31, 2002. Data were gathered through observation and personal interview with the Human Resource Department Head, Assistant Manager of Surety and other employees. Other information were obtained from the company manual.

The company's management was well-organized and well-planned. One of the strengths of Malayan Insurance Company, Incorporated is its being the leading professional insurance group in the Philippines for almost 32 years. It is known for its effective management and quality product and services offered. However, the system of centralized decision-making in the company sometimes causes delay in the implementation of other activities. The company is planning to improve its productivity through continuous product promotion in coordination with their sister companies and by providing their employees the necessary trainings to improve their competency and to deepen their involvement in the company.

During the conduct of the study, different activities like preparing jackets for the bonds, making reports for bond collaterals, recording bond numbers/endorsement number

in corresponding registers, and preparing letters were done. Actual operation and familiarization with the different management practices, particularly on the preparation of jackets and reports for bonds were learned. Proper dealing with people, respect to others' rights and self-discipline were developed.

After the conduct of the field study, it was learned that the problem identification is not only the job of the professionals. Anyone within the company who understands the purpose of quality system is in the position to identify the problems in his/her designated area.

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MALAYAN INSURANCE COMPANY, INCORPORATED
BINONDO, MANILA ^{1/}

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INTRODUCTION

In today's modern world, no matter how careful people are, they may have losses that are beyond their control. Insurance protects them from these losses. Insurance is a contract whereby one undertakes to indemnify another against loss, damage or liability arising from an unknown or contingent event. The main function of insurance is to provide compensation or indemnity for a loss which a person may suffer due to the happening of a designated event, which may either be contingent or uncertain as to the time of its occurrence (Malayan Insurance Co., Inc., 2001).

Insurance follows a rule called the Law of Large Numbers. When a large number of people face the same danger, chances are, that same will suffer a loss but most will not. From experience, it is possible to figure out how many will suffer the loss. People