

Report on

**A Measure of the Efficiency of the Recruitment and the Selection process of
Management Trainee Program of Lankabangla Finance Limited**

By

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An internship report submitted to the BRAC Business School (BBS) in partial fulfillment
of the requirements for the degree of
Bachelors of Business Administration

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Declaration

It is hereby declared that -

1. The internship report submitted is my own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

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Letter of Transmittal

Md. Fazla Mohiuddin
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Subject: Submission of Internship Report on “A Measure of the Efficiency of the Recruitment and the Selection process of Management Trainee Program of Lankabangla Finance Limited”.

Dear Sir,

With Due Respect, I would like to submit my internship report on “A Measure of the Efficiency of the Recruitment and the Selection process of Management Trainee Program of Lankabangla Finance Limited”. I have discovered this study is very interesting, beneficial and insightful. After completing the three months’ intern period I have tried to prepare an effective and credible report in which I combined my experience, research and theoretical knowledge.

In the internship program, it has provided me the opportunity to work with the HR Team of Lankabangla Finance Limited which gave me valuable insights about the life in a Financial Institution. This really helped me to enhance my knowledge. In this task, it has also given me the opportunity to explore the overall recruitment and selection process and also helped me to measure the efficiency of recruitment and selection process of MTO program of Lankabangla Finance Limited.

I, therefore, convey my thanks to you for your kind cooperation, supervision and advice in conducting and preparing this report. I have completed the whole program with great enthusiasm. I appreciate you will assess my report considering the limitations of the study.

Sincerely yours,

Hridita Islam
Student ID- 14104097
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Acknowledgement

It is indeed a great pleasure and respect on mine to have the opportunity to present this report following three months of practical orientation on Lankabangla Finance Limited by the blessings of Allah.

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I would like to thank my association, BRAC University for giving me the chance of Self-development through practical experience.

Finally, I would like to show my appreciation towards my Colleagues and friends, whose endless encouragement, support and motivations have guided me generally and helped me to progress toward becoming my identity today.

Executive Summary

This report titled "A Measure of the Efficiency of the Recruitment and the Selection process of Management Trainee Program of Lankabangla Finance Limited" is a champion of BBA internship program. In the temporary position program, it encourages us to apply our comprehension of academic information into corporate field. LankaBangla Finance Limited (LBFL) is a joint endeavor financial institution set up with worldwide coordinated effort for giving the best financial services in Bangladesh with its exceptionally energetic representatives, strong shareholding pattern, and friendly and dynamic corporate style working society. In any organization, the department of Human Resource is the core part of each and every company to gain competitive manpower and competitor advantage. It is a framework to help employees expand their personal and organizational abilities, knowledge and skills. The HR function mainly helps to improve their personnel to make more committed, efficient and reliable to the organization. And in LBFL, a fantastic group of the board of HR division directs all the HR related issues where their committed work makes them conceivable to get appropriate people for appropriate positions. Basically, they keep up a real progression of every single step of Recruitment and selection process while selecting MTO.

This report is about a little brief about the functions of human resource management being followed by LBFL and how their functional process of recruitment and selection improves their efficiency level and how it is measured and what is the procedure to recruit the right talent for the right positions. This complete analysis is based on my internship period as an intern at Lankabangla Finance Limited at the Human Resources Department.

In my report, I have tried to endorse all the activities, functions and policies of Human Resource maintained by Lankabangla Finance Limited and tried to find their error that will retract them and give them some recommendations that may help them to improve their situation.

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Chapter: 1

Introduction of the Study

An organization's recruitment and selection process are the most significant activities in HR planning. The primary objective of recruiting is to ensure that the most qualified people can be recruited from an adequate pool of applicants. And effective recruitment is essential because there is a need for an adequate number of qualified applicants to guarantee successful completion of the selection.

The report "A Measure of the Efficiency of the Recruitment and the Selection process of Management Trainee Program of Lankabangla Finance Limited" is attempt to present the LankaBangla Finance Limited with a brief introduction about the HR activities and the measurement of the efficiency of their recruitment and selection process. The report would be focused on the satisfaction level of Management Trainee officer about the recruitment and selection process of Lankabangla Finance Limited.

1.1: Origin of the Report:

The report has been set up as a satisfaction of the fractional necessity of the internship position program as approved by BRAC Business School (BBS), BRAC University. The essential objective of the internship position outline is to give hands on inclusion of a student and an open door for interpretation of hypothetical origination, all things considered, circumstance. Students are put in undertakings, associations, research institutions as well as development projects. The program covers a general time of almost 12 weeks of organizational connection with report finish work.

1.2: Objectives of the study:

The paper reviewed "A Measure of the Efficiency of the Recruitment and the Selection process of Management Trainee Program of Lankabangla Finance Limited". In this report, my main objective is to identify the satisfaction level of the Management Trainee Officer about the recruitment and selection process of Lankabangla Finance Limited.

1.3: Delimitation of the study:

The study focused on the assessment of the "A Measure of the Efficiency of the Recruitment and the Selection process of Management Trainee Program of Lankabangla Finance Limited". The report gives the readers an idea about the recruitment and selection process of LBFL. And also informs the reader whether the MTO's are happy with the recruitment and selection process of LBFL or not.

1.4: Limitations:

To give data and to make this report read commendable, support from different sources is basic. Not with standing having my wholehearted exertion, I couldn't gather some data required at the season of the examination. In this manner, this report isn't free from restrictions. A few constraints and issues have experienced which are as per the following:

- ✓ Inadequacy and lack of data.
- ✓ Struggle in getting the information about the process
- ✓ Alike all other institutions, LBFL is strict in providing some information. Since I worked for HR Operations, I wanted to do my internship report on HR Operations but the information is very confidential So, I had to change my topic.
- ✓ At times the concerned staff did not give enough time because of rush work. Along these lines, I confronted a few issues to comprehend few points of explicit works.
- ✓ As a self-evident truth, a quarter of a year is too short to even think about learning every one of the exercises.

1.5: Significance of the study:

The results of the study and observations will be beneficial and the study can be use by the LBFL Employees and future researcher. Since it will provide them information about the MTO recruitment process and the issues that are faced by the MTO`s and then the authority will be able to decide what requires improvisation. The study result may also represent as a basis for further research on the same particular topic, as this will be a source of additional data.

Chapter: 2

Literature Review

Recruitment indicates to the general procedure of attracting, short posting, choosing the appropriate candidates for work inside an association. Employment consultancies assume a critical job in giving man capacity to the organizations. Different organizations need various requirements, according to the necessities this consultancy work effectively and also productively with the particular expertise towards the applicant. Contingent on the activity structure the quantity of rounds has been directed during the selection process (Velmurugan & Rajan, 25 August 2018). A gigantic writing was found to characterize and recognize explicit qualities and significance of enrollment and selection, types and strategies for recruitment and choice, what's more, appropriate administration of enrollment and choice process. Recruitment is the way toward finding and drawing in skilled candidates for business. It is the pool of candidates from which the new employees are selected. In reality recruitment connects the workers what's more, the activity searchers. The accomplishment of the association for the most part relies on the successful and effective utilization of recruitment and selection procedure. Be that as it may, achievement may not happen because of certain misinterpretations or legends about enlistment furthermore, determination rehearses (Ahmed, 2013). One of their assignments is to involve the positions. It is important to set up the set of working responsibilities which contains data about the area, capacities, proficient common administration, hierarchical incorporation, reviewing, required level of education and special qualification (Lorincová, 2015)

Chapter: 3

Methodology

The research was tried to investigate the understanding of the “A Measure of the Efficiency of the Recruitment and the Selection process of Management Trainee Program of Lankabangla Finance Limited”. And to interpret the proper information I used two types of data sources:

- Primary data:
 - ✓ Discussion with the authorities of Lankabangla Finance Limited
 - ✓ Informal meeting and individual discussion with MTO's.
 - ✓ Direct inclusion in the HR Activities.
 - ✓ Personal perception on the method of HR exercises.

- Secondary data:
 - ✓ Annual report of Lankabangla Finance Limited
 - ✓ Online information from the site of Lankabangla Finance Limited.
 - ✓ Relevant Journals and research papers.

Chapter: 4

Analysis and interpretation of Data

The report includes the data analysis of the "A Measure of the Efficiency of the Recruitment and the Selection process of Management Trainee Program of Lankabangla Finance Limited".

4.1: Human Resource Division:

LankaBangla Finance Limited's Human Resources Division is formed mainly to handle employee development process from strategic human resource planning to company separation. The HR Division is responsible for ensuring the right fit for the right situation, taking human resource development measures in accordance with the needs evaluation and also establishing retention policy and, most importantly, creating a performance-driven culture throughout the organization.

The main focus of the HR Division was on staff engagement practices, remuneration and advantages planning, creating HR arrangements, refreshing Standard Operating Procedures (SOPs), creating staff through home and abroad training, and consenting to Service Level Arrangement (SLA) with different Divisions.

4.2: Functions of Human Resource Division:

The HR branch of LBFL handles a scope of various capacities inside the association. This division is in charge of enlisting and terminating the representatives, training workers, keeping up official connections and interpreting employment laws. This division works determinedly off camera to guarantee an association runs proficiently. The HR division's obligations will change between organizations, however LBFL for the most part be summed up in

Three primary capacities are:

- HR Operations
 - Recruitment and Employment
 - Learning and Development
-
- **HR Operations:** Lankabangla Finance Limited’s Operational HR activities match the HR functional areas which focus on employee relations, compensation and benefits, safety and risk management and Attendance and other maintenance. As the name suggests, these are activities of tasks that we have to do. Lankabangla mainly focus on the employee relations for building and sustaining a strong relationship between the employee and employer for fulfilling the goals of the organization and for examining work related cases and dealing with association worker complaints. Moreover, the HR operations include coordinating employee outings, awards banquets and recognition ceremonies. Compensation and benefits of LBFL which is one of the toughest activities of HR Operations as they need to maintain a lot of employees. While establishing long-term HR arranging process, the operational side of remuneration and advantages incorporates handling finance, checking wiped out and get-away leaves and worker leave adjusts under the Family and Medical Leave Act. Likewise, remuneration and advantages masters facilitate open an enlistment for the worker well being inclusion and advantages for new representatives just as representatives who are leaving the organization. Contingent upon the size of the organization, operational HR exercises here can require the exertion of a whole group of HR experts.
-
- **Recruitment and Employment:** The fundamental objectives of Lankabangla Finance Limited are to pull in and hold profoundly qualified people who will perform best in their specific positions. LBFL attempts to draw in well-qualified applicants as well as attempts to recognize and enroll individuals who are truly intrigued to work in the money related establishments for a specific time frame. The procedure fundamentally incorporates breaking down the necessities of a vocation, drawing in the representatives to that activity appropriately, screening and choosing qualified candidates, contracting them and coordinating those new workers to the association.

- **Learning and Development:** In LBFL's Learning and development territory incorporates planning new representatives for direction, conveying direction classes, giving preparing to workers on explicit occupation errands or appointing prepared workers to be employment mentors or guides. Likewise, LBFL once in a while utilize outer assets for giving preparing and advancement to research learning openings, review workers to arrange preparing needs evaluations and experts or coaches who give administrations at organization areas to oblige nearby preparing needs.

4.3: Management Trainee:

The Management preparing (MT) is a preparation action that spotlights on improving a person's abilities as a leader and manager. There they accentuation on delicate aptitudes, for example, correspondence and sympathy, which empowers better cooperation and increasingly dynamic work associations with the general population they oversee. The board preparing may likewise concentrate on the business side of being a supervisor like report to senior pioneers, all the more viably driving presentation audits and ability securing.

In LBFL, The Management Trainees are created through an organized pivots and stretch assignments in different capacities and activities of the association, along these lines they can build up a solid comprehension of the Business, Markets, Products, Services and Culture.

4.4: Requirement for Management Trainee Officer of LBFL:

- Graduation/Post Graduation in BBA /MBA/ MBM/ CSE/ Civil Engineering/ Economics/ Law from any reputed public and Renowned private universities affirmed by UGC.
- Minimum CGPA 5.00 out of 5.00 in both SSC and HSC examinations and CGPA in any event 3.25 in Graduation and Post-Graduation level.
- Planning, Complex issue goals aptitudes and Analytical capacity.
- Capable of Multitasking with Outstanding Communication and Presentation abilities.
- High Level of Interpersonal aptitudes and Ability to work under strain.
- Willing to work anywhere in Bangladesh.

4.5: MTO Recruitment Process and Procedure:

- After giving circular in the E-recruitment portal based on the criteria Applicants send their resumes to the website. And in the first step of recruitment process the core recruitment team of HR sorts the applications according to the divisions and also done the initial screening.
- Then they have done the short-listing part. They actually short-listed approximately 700 candidates for the first screening.
- After that, they make Memos of short-listed candidates based on 7 divisions (Dhaka, Rangpur, Rajshahi, Khulna, Barisal, Sylhet, and Chattogram). When the data entry was done they issued admit cards in the names of the short-listed candidates. The admit card contains details of the next stage of recruitment process of the stage of first Screening.
- In the second step of recruitment process, the selected candidates are appeared for the written test. The written test is conducted by the recruitment team of HR. The subjects tested are General knowledge, Math, English and Focus Writing.
- After finishing the written test of MTO program, LBFL finds 200 Eligible Candidates from those 700 Applicants.
- Then from those 200 selected candidates based on other criteria they select 100 candidates and call for group discussion session.
- In the group discussion session, they make 20 groups consists of 5 people in each group where they give a case study regarding Lankabangla Finance Limited (LBFL)
- After that the HR schedule a proper interview session which includes the MANCOM members and the divisional heads. The core recruitment team calls up the successful 33 candidates and informs them about the final interview with MD.
- After the interview with the MD, the recruitment team calls up the finally selected 12 candidates to do the pre-employment medical test, the HR team calls up the MTOs and ask them to collect the appointment letter and the joining pack from the recruitment team of HR.

4.6: Comparison with Other Financial Institutions:

Key Factors	Lankabangla Finance Limited	IPDC Finance Limited	World Bank Limited
Educational Requirements	Graduation from any discipline with minimum CGPA of 3.25 out of 4.0 from any university and GPA 5.0 in both S.S.C & H.S.C	Minimum of 4 years Bachelor Degree from any reputed University with a CGPA of 3.0 in all exams and GPA 4.50 out of 5.0 in both S.S.C & H.S.C	Completion of PhD or Master's degree.
Shortlist	700	869	5000
Memo	Depending on other criteria they shortlist those 700 and find 200 eligible candidates and make memos for those candidates	After shortlisting 869, the recruiters find 175 eligible candidates for their next tasks	After reviewing those 5000 candidates, they select 1000 candidates who meets the eligibility criteria
Group Discussion	Group Discussion of 100 Candidates (20 groups consist of 5 person)	Then they give those 175 candidates a case study related to IPDC to solve	An average of 200 candidates takes part in Individual Interview and Assessment center (Group Discussion session)
Interview	33 got selected for Final interview	39 got selected for the final interview	Usually 60 candidates got selected who have successfully gone through the interviews

Final Interview	After final interview they select 12 candidates as MTO	And lastly, they select 8 candidates as their MTO	After completing all the processes 40 candidates usually receive job proposals who have desirable qualities
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4.7: MTO Recruitment Policy:

MTO's are required to sign an Indemnity Bond to serve the bank for a minimum period of 3 (Three) years including Probation Period.

4.8: Various Recruitment Procedure:

LBFL is known for having one of the largest pools of employees. I had the opportunity to see and work on various Contractual and Permanent employee recruitment procedures. From receiving resumes to handing over the joining letter, my supervisor made me participate actively in all the touch points. I worked on keeping information of the applicants in an Excel Database. After screening procedure, I helped the administration to call the interviewees for the interview, where I was empowered to make slots for them. I worked on entering the records of the final selected candidates and process of their joining in our organization. After the employees joined their designated positions, all their papers and records were organized and kept in the files for further reference.

4.9: MTO Selection Procedure:

- Only Short-listed Candidates will be contacted.
- Eligible Candidates will first appear in written examination
- Applicant qualifying for the written test will require to undergo subsequent stages of the selection process.
- Candidates not qualified as MTO may be considered for selection as Officer.

4.10: Selection Process:

- **Gathering of Applications:** Upon completion of the recruitment process, LBFL moves towards the selection process that starts with the online selection of application forms. They study the forms after gathering all the application and decide who is going to sit for the written examination or not. the application does not fulfill the required requirement; it will not select the application.
- **Initial Screening of resumes:** The following stage is the short posting of resumes. In this shortlisting the HR division is locked in and furthermore they delegate this progression to the separate divisions to spare time and to discover ideal individuals for right position. When potential competitors are discovered, they are reached for composed test.
- **Informing Candidates:** Human Resource Department contacts the applicant about the Written Test after a brief listing of the request. And for LBFL's written exam, they provide online entry cards for applicants.
- **Written Test:** In selecting the best applicants for the job, LBFL is concerned. The chosen applicants sit for the written exam that includes general knowledge, math, English and focus writing after shortlisting the candidates from the previous phases. In this written examination, which applicants qualify they are called for an interview.
- **Records Check:** LBFL is very comprehensive when hiring staff, so the HR scrutinizes all records closely before hiring them for the organization. In this situation, the application will be disqualified if any incorrect data is discovered.
- **Preliminary Interview:** In preliminary Interview, LBFL set an interview with the MANCOM and other division heads to know about the candidates.

- **Final Interview:** Candidates who pass the preliminary interview they get call for final interview with MD. Here, basically interviewer tries to find out the depth information about the candidates.

- **Background investigation:** Here the provided information is verified by the legal department. They also ensure the guarantors and references of the candidates.

- **Job Offer:** If the candidate satisfies every single other necessity then the offer of employment given to the candidate which is affirmed by the Managing Director of LBFL. The span is 1 year it is material for all the MTO's of Lankabangla Finance Limited. We really call it probation period.

- **Medical Tests:** It is to determine that the applicant is physically fitness for essential job performance from instructed Diagnostic Center.

- **Appointment Letter:** Appointment Letter: Applicants are offered Appointment letter at the end of the Medical Test or Medical Check-up and told to be collected that from the Lankabangla Finance Limited Human Resource Division.

4.11: Management Trainee in Financial Institutions:

In each industry there is a requirement for administrative staff. From first-line bosses to the top officials, administrative plans and provide guidance of crafted by the association, set arrangements, build up various channels of correspondence and assess the work that is finished. These capacities require learning, aptitudes, and Attitudes that are most viably create themselves at work. To get ready people for the executives' duties, numerous organizations use Management Trainee positions. These positions are frequently found in Finance,

Marketing, Accounting, legitimate and so forth. What's more, whatever the title is, the reason for the position is a similar that is to qualify people for the board capacities inside the association. The essential capacity of this administration learner position is to get comfortable with the tasks and methodology of Financial Institutions by performing relegated obligations, duties and projects all through the framework.

Chapter: 5

Findings of the Study

This research resulted to the discovery of some significant issues encountered by LBFL's MTO's. It was found from the analysis that Satisfaction level of Management Trainee Officer of LBFL is quite low. However, Most of the MTO's who joined in Lankabangla Finance Limited were not satisfied with their Online recruitment system or the Application system. According to MTO's, the information that are provided by recruiter of LBFL was not sufficient to understand about the whole Job Description. Though there are some MTO's who are happy but most of them are really dissatisfied with the application procedure and the timing between the interviews and feedback.

Chapter: 6

Recommendation

It must be said that Lankabangla Finance Limited fulfills the satisfaction level of their employees by making their effort worthwhile. But still while it comes about recruiting the Management Trainee Officers there are some recommendations and some valuable issues that are faced by MTO's are discussed. These are the aspects that came out while working as an intern at LBFL.

Based on the findings, a few recommendations are given below:

- In LBFL, Online Recruitment system or the Application System should be upgraded because due to this issue they might miss the eligible candidates.
- LBFL should describe the Job description clearly in the circular to make the applicants know about their responsibilities properly and do their job smoothly.
- Lastly it is said by the MTO's of LBFL that it takes longer time to give feedbacks to their interviews which makes them disappointed. So they should inform their results as early as possible which gives a positive impact about the organization and will help to make them motivated at work in future.

Chapter: 7

Conclusion

Lankabangla Finance Limited is one of Bangladesh's fastest growing non-bank financial institution. The company's management team are extremely qualified and they have dynamic managers who have contributed over the years to the company's ongoing development and advancement. The HR team and the recruitment process are very much the same as other top organizations. LBFL is always seeking for the best talent because competence-based interviewing reduces the possibility of personal bias and makes the hiring process fairer, enables interviewees to evaluate interviewees on the grounds of features that are not applicable to the job. If the management committee is capable of making the HR practice more appealing and embrace the recruitment process as the industry, and after that LBFL can make an effective workforce to improve the business grow.

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https://www.ipdcdb.com/areport/Annual_Report_2018.pdf

Appendix:

E-Recruitment Portal (Circular)

Criteria: Graduation from any discipline with minimum CGPA of 3.25 out of 4.0 from any university and GPA 5.0 in both S.S.C & H.S.C

Shortlist 700

Depending on other criteria they shortlist those 700 and find 200 eligible candidates

Group Discussion of 100 Candidates (20 groups consists of 5 person)

33 got selected for Final interview

Finally 12 got selected as MTO