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Divers Influencing the Adoption of Financial Technology (FinTech): Evidence from State-owned Commercial Banks in Bangladesh

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Abstract: *FinTech, or financial technology, is the use of digital tools and platforms to innovate, improve, and streamline financial services, increasing their accessibility, effectiveness, and security. The goal of the study is to understand the factors influencing the adoption of FinTech in Bangladesh's state-owned commercial banks. A 25-question survey was administered to 150 respondents, representing a wide range of FinTech service users, wherein multiple regression analysis was used. According to this study, the adoption of FinTech is influenced by internet connectivity, trust and security, performance expectancy, regulatory framework and social impact. The findings imply that the adoption of FinTech is strongly and favorably influenced by internet connectivity, trust and security, and social factors. Banks should increase public knowledge and understanding of financial services, implement comprehensive user financial literacy programs, and collaborate with regulatory bodies to establish a regulatory framework conducive to growth. By concentrating on Bangladesh's state-owned banks, which are essential to the nation's financial ecosystem, this study offers a novel viewpoint on FinTech adoption. It draws attention to the region's particular prospects and challenges, which are not covered enough in the current literature. Future studies should examine how FinTech adoption is influenced by technology providers, regulators, and private banks, as well as the effects of various national regulatory frameworks.*

Keywords: *FinTech Adoptation, Connectivity, Security, Expectancy, Regulation, Social Influence, State-owned Commercial Banks.*

1. Introduction

Mobile Financial Services (MFS) have become a revolutionary financial In the twenty-first century, financial technology (FinTech) has significantly transformed the global financial services sector (Burke, 2021). The financial services sector

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in Bangladesh has experienced a significant transformation, propelled by the emergence of FinTech. These digital platforms have eliminated geographical constraints, delivering financial services to formerly marginalized people through enhanced speed, efficiency, and accessibility (Datta, 2024; Sarker & Rahman, 2025). FinTech has evolved from mere technological innovation to an essential instrument for promoting financial inclusion by providing services that surpass conventional banking frameworks. It integrates technology and finance to develop creative solutions that significantly transform how individuals and organizations manage and access their financial data (Lee, 2024). FinTech aims to enhance the efficacy of financial services, hence improving client experiences by tackling several variables, including socioeconomic constraints and technological infrastructure, that affect its acceptance (Hatta & Alwi, 2021; Mohammeda & Hassan, 2024).

Financial Technology has become a principle point in Bangladesh's dynamic financial sector, particularly in the context of state-owned commercial banks in Bangladesh (Das, 2021; Hossain et al., 2021; Wu, 2023). According to (Basdekis et al., 2022; Wang et al., 2022), the nation's financial environment is significantly shaped by these six state-owned commercial banks, which act as catalysts for economic stability and advancement. These institutions' adoption of FinTech marks a revolutionary step forward for financial services innovation, accessibility, and efficiency. However, some significant studies such as (Aldás- Manzano et al., 2009; Lee, 2009; Li, 2013; Wang et al., 2022) contend that the growing acceptance of new technology and services in the financial sector cannot be entirely attributed to consumer pleasure. They demonstrate how customer behaviour, cognition, and personality traits, particularly, affect FinTech products' acceptance.

By providing access to innovative financial solutions, FinTech helps people who were previously unbanked or under-banked and helps communities achieve financial integration (Kim et al., 2018). FinTech promises cost-effectiveness, transparency, financial inclusivity, financial resilience, and many other advantages (Deng et al., 2019; Zetzsche et al., 2019). It is argued that agent banking services under FinTech, which include unbanked individuals in financial inclusion, will eventually create the chance for appropriate resource and finance mobilization while upholding safety and security (Hossain et al., 2021). If FinTech can increase customer satisfaction with better service and offers like reduced rates and fees and faster, more flexible, and transparent processes, it could exploit consumers' discontent with existing competitors to increase its market share (Maier, 2016).

The research objective is to examine the determinants of FinTech adoption in state-owned commercial banks in Bangladesh, with particular emphasis on connectivity, security concerns, performance expectations, regulatory variables, and societal influences. The study seeks to evaluate the impact of these elements on financial inclusion, customer satisfaction, and the modernization of banking services.

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This study distinguishes itself by examining the integration of FinTech in state-owned commercial banks in Bangladesh, a vital yet under-researched area of the financial system. It incorporates behavioral and psychological elements, including trust and client cognition, to enhance an understanding of the determinants of FinTech acceptability. The study underscores the significance of internet connectivity and infrastructure for successful implementation. Furthermore, it examines the regulatory and social influences shaping the emergence of FinTech, offering an extensive outlook on the sector's developments in Bangladesh.

2. Literature Review

Financing, cross-process, investment, and payment are the key elements of the developing FinTech business (Putritama, 2019). According to (Guild, 2017), it has been shown that peer-to-peer lending platforms and digital cash transfer services are two ways to innovate in finance research that examines FinTech adoption by means of behavioral intention to utilize the technology (Gao et al., 2011; Rodrigues et al., 2016; Safeena et al., 2011; Teo & Pok, 2003). Studies evaluating FinTech acceptance through real-world use are unusual, despite the prevalence of FinTech services.

2.1 Internet Connectivity

Researchers (Chen et al., 2023; Hjort & Tian, 2021; Qiang et al., 2009) examined whether increased internet connectivity benefits economic development by promoting innovation, boosting productivity, and expanding access to international markets. Researchers have also examined various aspects of internet quality, including coverage, speed, and reliability. To help close the digital divide, they have assessed the quality of internet access in rural areas (Deepika & Sundararajan, 2013; Houngbonon et al., 2022; Niranga et al., 2022).

Additionally, research focuses on internet connectivity technologies such as satellite internet, 5G, and fiber optics. A study published in 2020 (El-Rewini et al., 2020; Suryono et al., 2020) assessed advances in satellite internet, discussing its potential to provide high-speed connectivity to underserved and rural areas. Studies have identified barriers to connectivity, including cost, digital literacy, and limited infrastructure.

2.2 Trust and Security

Trust and security mean users feel confident in the dependability, privacy, and safety of FinTech services (Aldboush & Ferdous, 2023; Jafri et al., 2024). When users trust that platforms are dependable, secure, and private, they are more likely to use FinTech services regularly (Aljaradat & Shukla, 2025; Ridwan et al., 2024). Security concerns make it hard for people to adopt technology (Ogbanufe & Kim, 2018) and participate in e-commerce (Taherdoost, 2017; Tseng et al., 2017).

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2.3 Performance Expectancy

The Davis' Technology Acceptance Model (TAM), introduced by Davis (1989), suggests that perceived utility and ease of use influence users' attitudes and behavioural intentions toward technology use. According to Venkatesh & Zhang (2010), the Unified Theory of Acceptance and Use of Technology (UTAUT) paradigm incorporates several aspects, including performance expectancy. Research on e-commerce adoption found that perceived performance benefits strongly influenced customers' intentions to adopt online shopping. (Gefen & Straub, 2000). In healthcare, researchers discovered that performance expectancy was a strong predictor of doctors' adoption of technology. (Philippi et al., 2021; Venkatesh et al., 2003).

Performance expectancy greatly affected users' intentions to adopt mobile payment services (Lin et al., 2019). According to a study by Lu et al. (2017), for example, cultural factors influenced how consumers perceived performance benefits and their intent to use mobile payment services. Several studies examined moderating factors affecting the link between performance expectancy and technology adoption. Researcher (Shiau & Chau, 2016) showed that perceived self-efficacy mediated the relationship between behavioral intention to use mobile banking and performance expectancy.

2.4 Regulatory Environment

The regulatory environment comprises rules, guidelines, directives, and standards issued by governing bodies to ensure that FinTech enterprises operate fairly, safely, and ethically (Allen, 2024; Vijayagopal et al., 2024). Regulation significantly shapes the use of financial technology, influencing industry dynamics, trust, and daily operations. Efficient regulation is crucial to both innovation and the lasting success of financial services, particularly FinTech. These conditions also create opportunities to revise rules and start new businesses (Restoy, 2021; Treleaven, 2015; Tsai & Kuan-Jung, 2017).

2.5 Social Influence

Social influence is the impact of others on a person's decision to adopt a new system and on their view of the reference group's culture (Chuang et al., 2016; Davis, 1989; Kim et al., 2018; Venkatesh & Bala, 2008). It refers to how much a person believes that important individuals think they should adopt a new system. People close to someone can strongly influence changes in behavior (Chen, 2023; de Oliveira Santini et al., 2025; Miranda et al., 2024). We used social influence as a key variable to see if FinTech adoption by associated companies affects FinTech users' intentions.

Investigating FinTech adoption in Bangladesh's state-owned institutions is vital because it affects the financial sector, economy, and society. Identifying what drives adoption can help these banks overcome regulatory challenges, improve financial inclusion, and enhance services (Mahmud et al., 2022; Robin et al., 2025). Furthermore, adopting FinTech can strengthen competitiveness by promoting innovation and collaboration with entrepreneurs (Barua et al., 2025).

This study is unique in that it focuses on state-owned commercial banks in

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Bangladesh, a topic that has received little attention in the research on the adoption of Fintech. Although earlier research has generally assessed FinTech adoption, this study makes a distinctive contribution by examining the specific effects of internet connectivity, trust and security, performance expectancy, regulatory environment, and social influence on FinTech adoption in these essential institutions. By examining these variables, this study aims to provide insights to financial regulators, bank managers, and government officials on the most effective ways to boost FinTech service adoption and promote financial inclusion and economic growth in Bangladesh.

3. Research Hypothesis

The research hypotheses were formulated based on theoretical concepts and prior empirical evidence about the Adoption of Financial Technology (FinTech):

H1: The adoption of FinTech by six state-owned commercial banks in Bangladesh has been significantly affected by the internet connectivity.

H2: The adoption of FinTech by six state-owned commercial banks in Bangladesh has been significantly affected by trust and security.

H_3: The adoption of FinTech by six state-owned commercial banks in Bangladesh has been significantly affected by the performance expectancy.

H4: The adoption of FinTech by six state-owned commercial banks in Bangladesh has been significantly affected by the regulatory framework.

H5: The adoption of FinTech by six state-owned commercial banks in Bangladesh has been significantly affected by social influence.

4. Research Methodology

4.1 Sources of Data and Sample Size

Primary data were collected through a questionnaire survey of bank customers to ensure a complete understanding. The survey was targeted to investigate respondents' perceptions of FinTech and the determinants affecting its adoption. A standardized questionnaire was developed, including five-point Likert (Nemoto & Beglar, 2014; South et al., 2022) scales to assess attitudes toward critical variables such as connectivity, security, performance expectancy, regulatory factors, and social influence. The final sample comprised 150 respondents, representing clients from six state-owned commercial banks in Bangladesh.

4.2 Econometric Model and Variable Description

Econometrics, which focuses on empirically estimating economic relationships, relies heavily on models and data (Meyer & Shera, 2017; Nasr et al., 2000). To examine the connections between variables, multiple linear regression models are frequently employed. These models include diagnostics, model formulation, and estimation methods (Greene et al., 2019). Here, the Econometric Model as follows:

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$$FinAD_{i,t} = \beta_0 + \beta_1 X_{1i,t} + \beta_2 X_{2i,t} + \beta_3 X_{3i,t} + \beta_4 X_{4i,t} + \beta_5 X_{5i,t} + \varepsilon_{i,t} \quad \text{......}(i)$$

FinAD stands for FinTech Adoption. X1 is the Internet Connectivity; X2 stands for Trust and Security; X3 is the Performance Expectancy; X4 stands for Regulatory Environment; X5 represents Social Influence. Here, i denotes banks, t denotes time (year), and ε is the error term.

Table 1: Variables Measurement

Serial No.	Variable Name	Variables Definition	Sources
Dependent Variable			
1	FinTech Adoption	The process through which people or organizations start using financial technologies like online lending platforms, digital payment systems, and block chain-based services to handle their financial affairs is known as FinTech adoption.	(Mahmud et al., 2022; Wu, 2023)
Independent Variable			
2	Internet Connectivity	The capacity of devices to connect to the internet, including the different technologies and infrastructures that make this connection possible, is referred to as internet connectivity.	(Gozzi et al., 2024)
3	Trust and Security	Security and trust refer to users' faith in the dependability, confidentiality, and safety of systems, particularly in digital platforms, which guarantee the protection of their data and transactions.	(Jafri et al., 2024; Zhang et al., 2023)
4	Performance Expectancy	The extent to which a person thinks that utilizing a specific technology would improve their performance at work is known as performance expectancy.	(Camilleri, 2024; Sari et al., 2024)
5	Regulatory Environment	A regulatory environment is made up of the laws, rules, and policies set forth by governing authorities that affect how industries operate and guarantee ethical and compliant behaviour.	(James Jr, 2000; Martínez et al., 2023)
6	Social Influence	Social influence is the process through which other people's presence or actions alter a person's attitudes, beliefs, or behaviours; this frequently results in conformity or behavioural changes.	(Moussaïd et al., 2013)

4.3 Conceptual Framework

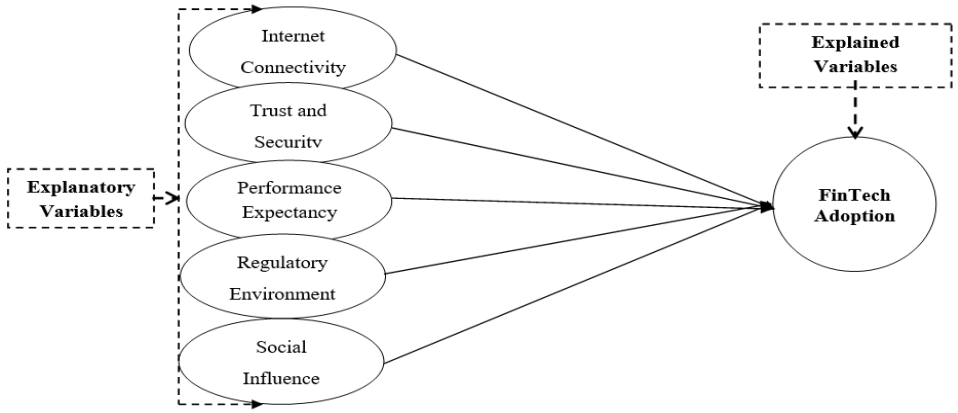

Figure 1: Conceptual Framework of the Study

5. Data Analysis

5.1 Descriptive Statistics

The descriptive statistics display the mean, standard deviation, minimum, maximum, skewness, and kurtosis. The biggest value is indicated by Maximum, and the lowest number is displayed by Minimum. The mean is calculated by dividing the total number of observations by the average value of all the observations. The standard deviation, skewness, and kurtosis values are used to assess the consistency of the data and determine the degree of risk.

Table 2: Descriptive Statistics

	Obs.	Min.	Max.	Mean	Std. Dev.	Skewness	Kurtosis
FinTech Adoption	150	1.00	5.00	2.270	1.609	0.3061	2.880
Internet Connectivity	150	1.00	5.00	3.591	.8056	-0.4762	2.917
Trust and Security	150	1.00	5.00	3.591	.8139	-1.0494	2.722
Performance Expectancy	150	1.00	5.00	3.898	.7245	0.5783	1.073
Regulatory Environment	150	1.00	5.00	3.591	.8084	0.7513	2.660
Social Influence	150	1.00	5.00	3.693	.7484	-1.0145	1.944

Notes: The table shows the mean, standard deviation, minimum, skewness, and kurtosis of the FinTech adoption, performance expectancy, internet connectivity, regulatory environment, trust and security, social influence with a total sample size of 150, questionnaire surveys were used to collect the primary data sources.

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The mean value of Performance Expectancy was at 3.8978, showing a positive response, and it also had the lowest standard deviation of 0.72450. By comparison, the mean for FinTech adoption was 2.27, with a standard deviation of 1.609. Turning to other factors, the mean values were as follows: internet connectivity at 3.59, trust and security at 3.59, regulatory environment at 3.5911, and social influence at 3.6933. Additionally, skewness and kurtosis values were within the standard range. Therefore, the data are normally distributed.

5.2 Reliability and Validity Test

Valid and reliable data collection is required for producing high-quality research findings (Perret et al., 2001). The accurate findings will be revealed if the data is accurate. It is necessary to test the validity and reliability of the instruments used in this study in order to assess their suitability for use (Cook & Beckman, 2006). To confirm the reliability of the questionnaire, Cronbach's alpha was employed. $\alpha < 0.50$ = Unacceptable, $0.50 \leq \alpha < 0.60$ = Poor, $0.60 \leq \alpha < 0.70$ = Acceptable, $0.70 \leq \alpha < 0.90$ = Good (High Reliability), and $\alpha \geq 0.90$ = Excellent (Very High Reliability) are the values indicated by Cronbach's alpha (Cronbach, 1951).

Table 3: Reliability Statistics

Cronbach's Alpha	N of items
.919	18

Cronbach's alpha for the 18 entries in this table is 0.919, which is higher than 0.90. This indicates that the data or indicators used for analysis in this study are of extremely high quality.

5.3 Sample Adequacy and Sphericity Test

The study has tested five hypotheses with different dimensions and variables. Determining whether a dataset is appropriate for the study is therefore necessary.

Table 4: KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy		.882
Bartlett's Test of Sphericity	Approx. Chi-Square	519.447
	Df.	18
	Sig	.000

The sample sufficiency index KMO by Kaiser-Meyer-Olkin is shown in the Table below. At 0.70 (70%), it is considered reliable. This index compares observed correlation coefficients with the partial correlation coefficients for all analysis variables, resulting in 0.882 (94.0%) (Yong & Pearce, 2013). The Bartlett test confirmed a substantial correlation between variables, with its sphericity test yielding 0.000.

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5.4 Correlations Analysis

Table 5: Correlations Analysis

	FinTech Adoption	Internet Connectivity	Trust and Security	Performance Expectancy	Regulatory Environment	Social Influence
FinTech Adoption	1					
Internet Connectivity	.284**	1				
Trust and Security	.158**	.651**	1			
Performance Expectancy	-.210**	.512**	.605**	1		
Regulatory Environment	-.266**	.556**	.617**	.640**	1	
Social Influence	.225**	.480**	.580**	.705**	.670**	1

*Statistically Significant *p<0.10, **p<0.05, *** p<0.01; t statistics are enclosed in parentheses.*

Notes: The table shows the results of Pearson's pairwise correlation coefficients between the examined variables. Total sample size was 150, questionnaire surveys were used to collect the primary data sources.

Internet Connectivity, Trust and Security, Performance Expectancy, Regulatory Environment, and Social Influence are the five factors associated with FinTech adoption shown in the table, along with their Pearson correlation coefficients. There are noteworthy correlations between FinTech Adoption and Internet Connectivity ($r = 0.284$, $p < 0.01$). There is also a significant association between FinTech Adoption and Trust and Security ($r = 0.158$, $p < 0.04$), as well as between FinTech Adoption and Social Influence ($r = 0.225$, $p < 0.01$). On the other hand, Performance Expectancy has a strong negative relationship with FinTech Adoption ($r = -.210$, $p < 0.02$), meaning that as Performance Expectancy increases, FinTech Adoption decreases. Similarly, Regulatory Environment also has a strong negative relationship with FinTech Adoption ($r = -.266$, $p < 0.01$), indicating that higher values in Regulatory Environment are associated with lower FinTech Adoption. All significant relationships have p-values below 0.05, emphasizing how crucial these variables are in determining FinTech adoption.

5.5 Regression Analysis:

Table 5: Regression Analysis

Variables/Particulars	Pooled OLS Model
Internet Connectivity	4.668** (.506)
Trust and Security	0.826** (.323)
Performance Expectancy	4.469 (.054)

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Variables/Particulars	Pooled OLS Model
Regulatory Environment	4.130 (.321)
Social Influence	4.653** (.157)
Constant	-.783** (-.194)
F-Stat	41.048*** (385.793)
R^2	0.586
Adjusted R^2	0.580
No. of Observations	150

*Statistically Significant *p<0.10, **p<0.05, *** p<0.01; t statistics are enclosed in parentheses.*

Notes: The table shows the results of the specific effects of internet connectivity, trust and security, performance expectancy, regulatory environment, and social influence on FinTech adoption in six state-owned commercial banks in Bangladesh where Pooled OLS Model (multiple regression) was applied to measure the impact.

The dependent variable (FinTech Adoption) and the independent variables: internet connectivity, trust and security, Performance expectancy, regulatory environment, and social influence have a strong correlation, as indicated by the R^2 value of 0.586 between the explanatory variables and FinTech Adoption. According to the R^2 value of 0.586, the model is suitable, and the data fit the model well. The fact that all of the independent factors significantly contribute to explaining the variation in FinTech adoption within Bangladesh's state-owned commercial banks is confirmed by the adjusted R^2 value of 0.580, which is extremely close to the R^2 value. To assess the correlation between FinTech adoption and the independent variables, the F-test was used. The F-test results show a significant relationship, as the p-value (0.000) is less than 0.05 and the F-value of 41.048 (with degrees of freedom 5) exceeds the critical value of 2.21. Thus, the alternative hypothesis is accepted, and the null hypothesis is rejected. These outcomes demonstrate that multiple independent factors jointly affect FinTech adoption.

The regression analysis reveals that internet connectivity, trust and security, and social influence are significant predictors of FinTech adoption in state-owned commercial banks in Bangladesh, as all corresponding p-values are below 0.05. Their coefficients are 0.506, 0.323, and 0.157, respectively, with a constant of -0.194. The regression model captures the positive association between these predictors and FinTech adoption: improvements in internet connectivity, trust and security, and social influence correspond to higher adoption rates. These results highlight the critical role of these factors in driving FinTech adoption in the banking sector.

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6. Findings and Discussion

Internet connectivity showed a positive and significant effect on the adoption of FinTech by six state-owned commercial banks in Bangladesh (β=.506, t=4.668, p=0.020). This outcome aligns with Ediagbonya & Tioluwani (2023), which demonstrates that internet availability considerably affects FinTech adaption. Trust and security also produced a positive and significant result on FinTech adoption (β=.323, t=0.826, p=0.030) among the six state-owned commercial banks in Bangladesh. This finding is corroborated by Jafri, (2024), indicating trust and security as positive drivers of adoption. Social influence has a substantial effect on FinTech adoption in six state-owned commercial banks in Bangladesh. Results show a positive and significant impact (β=.157, t=4.653, p=.048), consistent with findings by Hoque (2024).

The findings enhance theoretical understanding by demonstrating that internet connectivity, trust and security, and social influence are pivotal factors in FinTech adoption within state-owned commercial banks in Bangladesh, thereby reinforcing models that prioritize technological infrastructure, risk management, and socio-cultural elements in digital adoption. From a managerial standpoint, banks ought to highlight improving internet accessibility, fortifying security measures, and utilizing social influence via consumer engagement techniques to elevate adoption rates. These conclusions suggest that customer-centric technical and social solutions are more effective than depending exclusively on performance advantages or regulatory measures.

This research provides multiple theoretical contributions to the FinTech adoption literature. It enhances previous technological adoption frameworks (e.g., TAM and UTAUT) by incorporating internet connectivity, trust and security, and social impact as interconnected factors of adoption (Amnas, 2025; Budisusetyo, et al., 2025). This research situates these linkages within state-owned commercial banks, providing novel insights into the influence of institutional factors on digital transformation. It presents the notion of institutional-technical fit and illustrates how infrastructure and regulatory legitimacy jointly affect adoption behavior (Shaikh & Hasan, M., 2025). Social influence is redefined as a process that reduces risk and promotes normative acceptance in conservative banking contexts. The results indicate that customer-focused and socially integrated tactics encourage technology adoption more effectively than solely performance-driven incentives. The report redefines FinTech adoption as a multifaceted construct, highlighting infrastructure and socio-cultural factors rather than viewing it strictly as a technology issue (Hoque, 2025). It enhances theory by demonstrating how public institutions in emerging economies assimilate digital technologies within the constraints of their structural limitations. This research enhances the external validity of adoption models in emerging market environments. It elucidates the relationship between technological readiness, trust management, and social dynamics in the context of FinTech adoption in public financial institutions.

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7. Conclusion

Digital technology is changing financial services to meet new customer needs. Performance, laws, social impact, internet access, security, and trust influence its use. Bangladesh's state banks must adapt to compete. But government rules, technology problems, costs, and other barriers slow FinTech growth. Businesses, authorities, and the government should work together to overcome these challenges. Partnerships between state banks and FinTech firms are also key to success. Building on these points, the main takeaway is that, according to both UTAUT and TAM, performance expectancy, internet access, trust and security, and the regulatory environment most strongly drive FinTech adoption in Bangladesh's state-owned banks. These findings provide a framework for understanding FinTech adoption in developing countries.

Findings of our study have direct managerial implications. Regulators and financial institutions should use these insights to drive FinTech adoption. Banks should improve their digital infrastructure and partner with telecom providers to expand internet access. Institutions should raise customer awareness and financial literacy to build trust. Regulators must ensure balanced regulation to foster innovation and protect consumers. State banks should train staff and invest in cyber-security as priority actions.

A key finding is that collaboration among banks, regulators, and FinTech firms is essential for a stable and innovative FinTech environment, as balanced regulations developed with all stakeholders i.e. directors, managerial bodies, employees, govt. authorities and who have the interest in this field promote both innovation and consumer protection. Turning to future research, this study focuses on state-owned banks, limiting insights into the broader financial sector. Future research should include private banks, regulators, legislators, and FinTech providers for a fuller understanding. A broader focus will reveal how different players and regulations shape FinTech adoption. Including FinTech suppliers' perspectives will deepen understanding of opportunities and challenges.

In summary, taking a broader approach will reveal what best drives FinTech use and will provide a clear path for strengthening it across Bangladesh's financial sector. The lessons from these studies will help integrate FinTech into the national financial system and ensure cooperation among public, private, and regulatory roles for growth and inclusion.

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Appendix

Demographics Profile Analysis

According to the responses of different customers of six State-owned commercial banks in Bangladesh to the questions in the data collection tool, the following finding is obtained:

	Particulars	Frequency	Percentage (%)
Gender	Male	78	52
	Female	72	42
Age	18-25	99	66
	26-30	38	25.3
	31-35	5	3.3
	35 above	8	5.3
Occupation	Students	75	50
	Employed	38	25.3
	Self Employed	18	12
	Others	19	12.7
Income Level	Less than 25,000	100	66.7
	25,000-39,000	22	14.7
	40,000-59,000	22	14.7
	60,000 above	6	4
Respondents Distribution	Sonali Bank PLC	29	19.3
	Rupali Bank PLC	26	17.3
	Janata Bank PLC	25	16.7
	Agrani Bank PLC	22	14.7
	BASIC Bank PLC	24	16
	Bangladesh Development Bank PLC	24	16

Source: Drawn from Authors' questionnaire

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