

An internship report

on

“Fintech Growth of Shahjalal Islami Bank PLC: An Overview of Bogura Branch”

*This report is submitted to the Department of Finance and Banking, Faculty of Business Studies,
Hajee Mohammad Danesh Science and Technology University, Dinajpur for the fulfillment of Degree
Master of Business Administration (MBA) Program.*



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May Almighty ALLAH bless of them.

.....

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Internship Certificate Page

Certificate of Supervisor

I hereby declare that the concerned report - Fintech growth of Shahjalal Islami Bank PLC: An Overview of Bogura Branch is a work done by Md. Mostak Mozahid, MBA in Finance, Student Id: 1703108, Hajee Mohammad Danesh Science and Technology University, Dinajpur-5200. He has performed his work under my supervision and advised to submit the report to the Faculty of Business Studies for the partial fulfillment of the degree of Master of Business Administration in Finance.

I wish him every success in life

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Certificate of co-supervisor

The internship report titled on — Fintech growth of Shahjalal Islami Bank PLC: An Overview of Bogura Branch. is a work done by Md. Mostak Mozahid, MBA in Finance, Student Id: 1703108, Hajee Mohammad Danesh Science and Technology University, Dinajpur-5200. I have gone through the report and have tried to come out with the best within the capacity of the student. The report has been accepted and may be presented before the defense of the committee for evaluation and assessment.

I wish him every success in life

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Student's Declaration

I hereby declare that the internship report entitled on Analysis of — Fintech growth of SJIBL: an overview of Bogura Branch. The result of mine own works and efforts prepared under the supervision of Md. Abdullah-Al-Mamun, Lecturer, Department of Finance and Banking, Hajee Mohammad Danesh Science and Technology University, Dinajpur.

I further affirm that, the work and information presented in this report its original and any part or whole has not been submitted to, in any form, any other University or institution for any degree or any other purpose.

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ABSTRACT

FinTech, or financial technology, is undoubtedly helpful in providing consumers with financial services more quickly and effectively. It helps businesses, entrepreneurs, and the general public by utilizing specialized software and algorithms that are utilized on computers and, more and more, smartphones. Customers in managing their lifestyles, financial operations, and procedures more effectively. Because FinTech is so practical and convenient, financial institutions are interacting with it more and more these days. Globalization has led to a significant rise in international transactions, with customers increasingly choosing virtual transactions. In SJIBL, my 90 days of internship help me to learn and know about many Fintech services of SJIBL, the growth of fintech, the gender of people who are taking the service, age, amount of transaction, number of customers, their satisfaction level, which are mentioned in my report, data which are collected from annual report and analyze through different tools, to get the correlation and regression also shown in the data analysis part.

Key words: Fintech, Growth, SJIBL, Transaction, Technology.

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Chapter 1

INTRODUCTION

1.1 Introduction:

Financial technology, or Fintech, is term for the application of technology to the provision of financial services or goods. Fintech innovations have revolutionized the way individuals and businesses manage their finances, offering solutions that are often more efficient, accessible, and affordable than traditional banking methods.

Fintech encompasses a wide range of technologies and innovations, including mobile banking, peer-to-peer lending, digital payments, blockchain, and robo-advisors. The evolution of Fintech has been driven by advancements in information technology, changes in consumer behavior, and regulatory developments.

Fintech solutions have democratized access to financial services by offering digital platforms that are accessible via smartphones and the internet. These solutions enable individuals in underserved communities to open bank accounts, obtain credit, make payments, and access insurance products without the need for physical infrastructure.

Examples of successful Fintech initiatives for financial inclusion include M-Pesa in Kenya, which pioneered mobile money transfers, and microfinance platforms like Kiva and Tala, which provide small loans to entrepreneurs in developing countries.

It goes without saying that FinTech, or financial technology, helps provide customers with financial services more quickly and effectively. It uses sophisticated algorithms and software that are utilized on PCs and, more and more, smartphones to help businesses, entrepreneurs, and the

customers in more effectively managing their lifestyles, financial operations, and procedures. Due to its practicality and ease of use, financial institutions are interacting with the FinTech concept more and more these days. Globalization has led to a significant rise in international transactions and a growing preference among customers for virtual transactions.

1.2 Objective

There are two objectives of this paper, those are described below:

1. To examine the role of Fintech of SJIBL in expanding access to financial services.
2. To examine the growth of Fintech in SJIBL.

1.3 Methodology

The two main categories of research methods that fintech researchers usually use are quantitative and qualitative. These methods can be distinguished according to the sort of data utilized, the inductive or deductive reasoning employed, the exploratory or confirmatory nature of the inquiry, the conceptual or empirical nature of the study method, and the interpretation strategy. Validating or disproving predetermined research hypotheses is the main goal of the quantitative research approach. The 'what' kind of query is primarily used in the quantitative approach (Jünger & Mietzner, 2020).

Method used in this report,

$$\text{Growth of Fintech} = \alpha_0 + \beta_1 \text{NC} + \beta_2 \text{SL} + \beta_3 \text{OT} + \beta_4 \text{NATM} + \beta_5 \text{NTC}$$

Here,

NC= Number of complain

SL= Satisfaction Level

OT= Online Transition

NATM= Number of ATM

NTC= Number of Total Customer

1. Data Collection

Identification of Data Sources: Mainly used secondary data on this report. Data are collected from various journal, articles and website and annual reports.

Selection Criteria: Such as relevance to the research topic, credibility of the source, recency of the data, and availability of access.

2. Data Analysis

Data Screening and Cleaning: To screen and clean the collected data to ensure its accuracy, consistency, and relevance to the research objectives. One of the most popular steps in data screening and cleaning is to identify and address missing or incomplete data. This process is crucial for ensuring the accuracy and reliability of dataset before proceeding with analysis. Here's a description of how this step is typically carried out:

- I. Identifying Missing Data: The first step is to identify any missing values or incomplete entries in your dataset. This can be done by visually inspecting the dataset or using software tools to generate summary statistics, such as counts of missing values for each variable.
- II. Understanding the Patterns of Missingness: Once missing values are identified, it's essential to understand the patterns of missingness in the data. Are certain variables more likely to have missing values? Are the missing values completely random, or is there a systematic reason for their absence?
- III. Deciding on Handling Strategies: Depending on the nature of the missing data, you'll need to decide on an appropriate strategy for handling it. Common approaches include:

Deciding on Handling Strategies: Depending on the nature of the missing data, you'll need to decide on an appropriate strategy for handling it. Common approaches include:

Deleting Rows: If the missing values are few in number and randomly distributed, you may choose to delete the corresponding rows from the dataset.

Mutation: If the missing values follow a pattern and can be reasonably estimated, you can impute or fill in the missing values using techniques such as mean imputation, median imputation, or predictive modeling.

Indicator Variables: In some cases, you may create indicator variables to flag missing values, allowing you to include the information in your analysis while acknowledging its

uncertainty.

Software Tools: software tools or statistical packages used to analyze the data, such as SPSS, Excel.

Data Interpretation

a. Pearson's Correlation Coefficient (r):

- Pearson's correlation coefficient (r) ranges from -1 to 1.
- A value of 1 indicates a perfect positive correlation, where the two variables move in perfect harmony together.
- A value of -1 indicates a perfect negative correlation, where one variable increases as the other decreases.
- A value of 0 indicates no linear correlation between the two variables.

b. Interpret the Magnitude of the Correlation Coefficient:

- If the absolute value of r is close to 1 (e.g., $r = 0.9$ or -0.9), it suggests a strong linear relationship between the two variables.
- If the absolute value of r is between 0.5 and 0.9 (or -0.5 and -0.9), it indicates a moderate correlation.
- If the absolute value of r is less than 0.5 (or -0.5), it suggests a weak correlation.

c. Determine the Sign of the Correlation Coefficient:

- If r is positive, it indicates a positive correlation, meaning that as one variable increases, the other variable tends to increase as well.
- If r is negative, it indicates a negative correlation, meaning that as one variable increases, the other variable tends to decrease.

d. Consider Statistical Significance:

- To determine if the correlation coefficient is statistically significant, calculate the p-value associated with the correlation coefficient.

- The p-value indicates the probability of observing a correlation as extreme as the one computed from the sample data, assuming that there is no true correlation in the population.
- Typically, if the p-value is less than a predetermined significance level (e.g., 0.05), you would consider the correlation coefficient statistically significant.

e. Interpretation with Secondary Data:

- For using secondary data, analyzing existing datasets collected by others. Ensured the context of the data and the variables being examined.
- Interpret the correlation coefficient in the context of research question or hypothesis. Does the correlation align with my expectations or theoretical framework?
- Consider potential confounding variables or alternative explanations for the observed correlation.

f. Report and Communicate Findings:

- Findings are clearly and accurately in research report.
- The strength, direction, and significance of the correlation coefficient are shown on this report.

Chapter 2

Literature Review

2.1 Literature Review

The banking and finance industries have seen significant transformations. There are a number of causes, including the effects of the financial and economic crisis of 2008, the growing regulation of incumbent players, and the shifts in consumer behavior and society. In the primary driver of the fintech phenomena in recent years has been the digital transformation (Mention, 2019).

By utilizing the growing ubiquity of mobile technology, recent advancements in financial technology (FinTech) will present previously unheard-of chances to surmount obstacles to financial inclusion and bridge the remaining gaps in bank account ownership and usage (or accounts at financial institutions). Mobile financial services are one kind of fintech, and they are becoming recognized as a major enabler of financial inclusion (Demir et al., 2022).

In the world of policy, there is general agreement about the significance of an inclusive financial system. An inclusive financial system creates opportunities for safe and secure saving behaviors, which improves efficiency and wellbeing. It makes a wide range of effective financial services possible, such as payment, credit, and insurance (Paramasivan & Ganeshkumar, 2013).

Some Asian nations have made financial inclusion a top goal, whereas Australia has embraced the UK's financial inclusion approach (Ozili, 2021).

With the help of innovators and scholars, fintech is quickly spreading around the world and attracting the interest of regulators. Fintech, in its broadest sense, refers to financial services and business models that are enabled by new technology. With the help of innovators and scholars, fintech is quickly spreading around the world and attracting the interest of regulators. Fintech, in its broadest sense, refers to financial services and business models that are enabled by new technology (Ravallion, 2014).

Delivering financial services through digital technology through mobile devices or the internet is known as "digital finance," since these platforms are widely used and frequently utilized for financial goods. For underserved groups in society, this kind of financial services boosts accessibility, lowers prices, and makes transactions more convenient (Ahmed & Enamul Hasan, 2021).

We think it is doubtful that FinTech will eventually replace banks for the reasons mentioned above; instead, we think they will coexist and potentially even become more similar.

We think it is doubtful that FinTech will eventually replace banks for the reasons mentioned above; instead, we think they will coexist and potentially even become more similar(Policy et al., n.d.).

Cyber problems in the financial industry used to be a business operation issue at the early era of using electronic transactions and networking. These concerns are the basis for our previous work, Security and Privacy Issues and Solutions in FinTech(Gai et al., 2018).

There are probably a number of variables that influence financial inclusion, and their interactions with one another are intricate. Currently, we strive to simply identify elements that are connected, with some degree of relevance, to the index of financial inclusion, avoiding the intricacy of how several factors taken together effect a country's level of financial inclusion. To do this, we run three sets of IFI regressions on three distinct variable sets that are related to the banking industry, physical infrastructure, and socioeconomic aspects, respectively. (Sarma & Pais, 2008).

Chapter 3

Result and Analysis

In Bangladesh, fintech has completely transformed the financial scene. Over time, Bangladesh has seen a number of expanding fintech businesses. Fintech companies in Bangladesh have embraced this chance to create a significant and noticeable impact in Bangladesh, as the pandemic has encouraged individuals to conduct cashless transactions(Oudheusden, 2017). In this section I will show SJIBL online banking data in Fintech. SJIBL providing Fintech and Financial inclusion services are:

- Online Banking
- ATM Services
- E-Account Opening Service
- SMS Push-Pull
- E-GP Services
- QR Teller Service
- SJIBL Net Mobile Apps

3.1 Market Trends and Growth

Financial technology is the collaboration of technology with financial institutions. The technology is growing continuously which helps to improve financial industry. To make the banking system more feasible for the people, the use of technologies such as mobile phones via the internet for conducting banking activities. Fintech enables the banking activities such as deposits and transfers without the aid of a person(Momoshad, 2021). Apart from banking system, Fintech is being used by other businesses in Bangladesh for making digital payments and the mode has gained immense popularity. According to 2022 report, the current situation of SJIBL.

This table shows the trends and growth of fintech, Shahjalal Islami Bank PLC investment is increasing every year, cause the market is getting bigger day by day, same for others, so they are also investing in this sector. In 2022 SJIBL investment is 339819 million TK only for Tech Services.

	2015	2016	2017	2018	2019	2020	2021	2022	2023
SJIBL	106734	148587	183560	243660	266104	293518	313731	339819	333356

Table 3.1: Trend and Growth

source: Annual report data

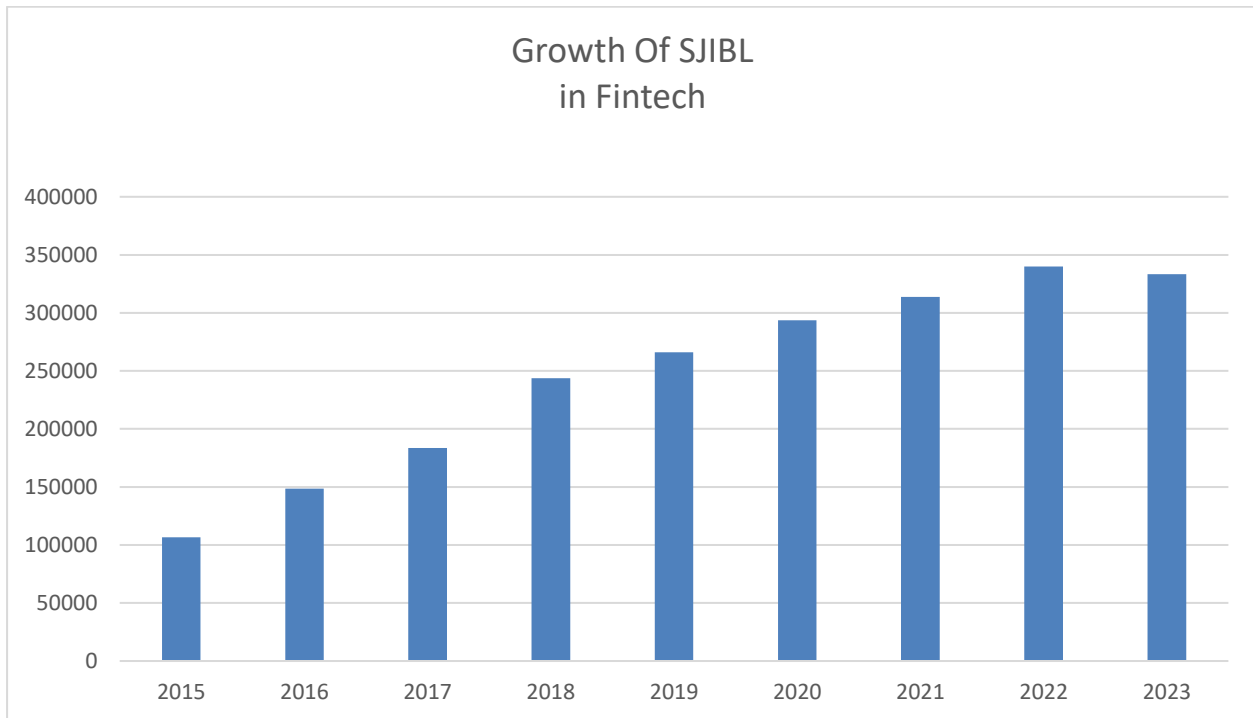


Fig 3.1: Trend and Growth

3.2 User Adoption and Engagement

Bangladesh's financial institutions are falling behind. According to experts, the financial institutions in Bangladesh are dealing with a number of issues, including inadequate customer service, inadequate risk management for information technology (IT), and ineffective operations brought on by the use of subpar technology. The world is transitioning to electronic commerce. Bangladesh's financial institutions are falling behind in this regard (N. Islam et al., 2021).

I. Age:

The respondents' age distributions indicate that most of the persons using MFS's services are older adults. Of the respondents, fifty percent (50%) are between the ages of twenty and thirty (20–30); thirty percent (30%) are between the ages of thirty and forty (30–40); and ten percent (10%) are between the ages of forty and fifty (40–50) (Nur et al., 2014).

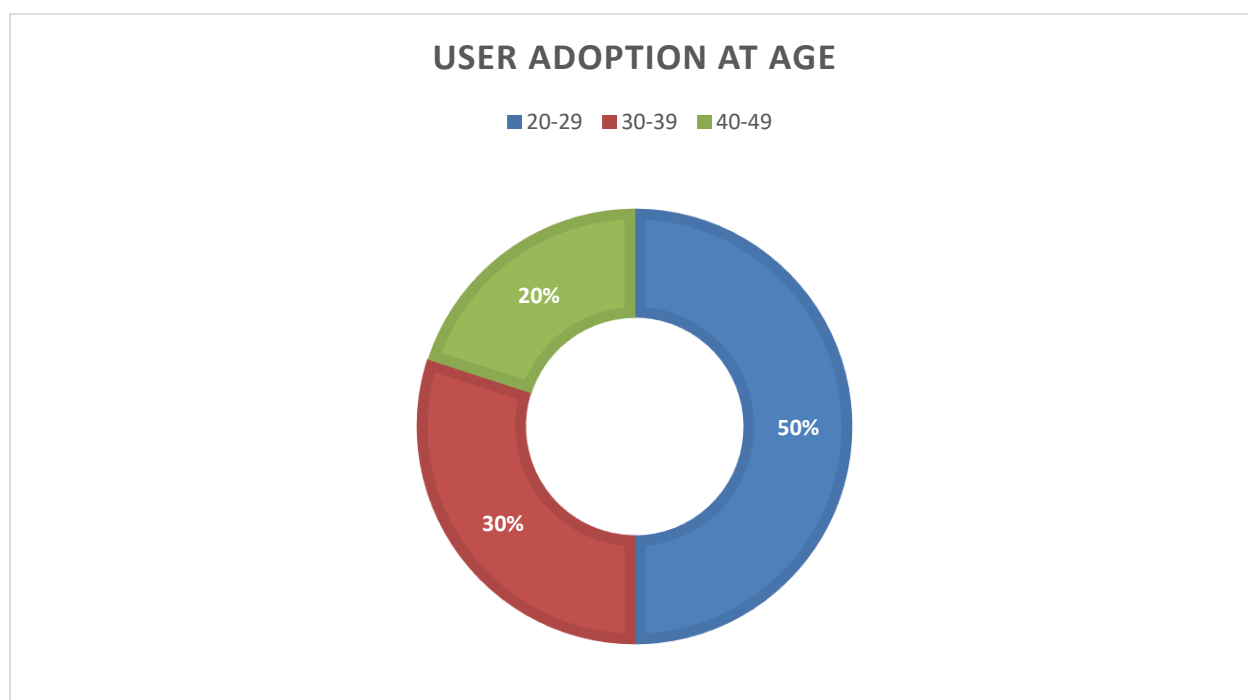


Fig 3.2.1: User Adaptation at age

II. Gender:

An increasingly significant feature of the digital financial world is the convergence of gender and Fintech services. Fintech holds promise for reducing gender gaps in financial services accessibility, empowering women in the workforce, and advancing gender parity. Still, there are gender biases and inequities in the Fintech industry that affect the demand as well as the supply of Fintech (Irum Saba et al., 2019). Fintech companies are essential in creating and providing financial products and services that cater to the various demands of women from the supply side. Women are still underrepresented in tech-related areas and leadership positions in the fintech industry, which can contribute to a lack of gender-sensitive Fintech solution design and marketing. Creating inclusive Fintech solutions that really help women requires addressing these gender disparities in the workforce.

Gradually female customer is increasing in SJIBL, at this moment Male is 55% and female is 45%, when it starts it was only 15%.

2015		2016		2017		2018		2019		2020		2021		2022		2023	
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
92	8	90	10	89	11	85	15	80	20	72	28	70	30	59	49	55	45

Table 3.2: User adaptation according to Gender

Source: Annual Report

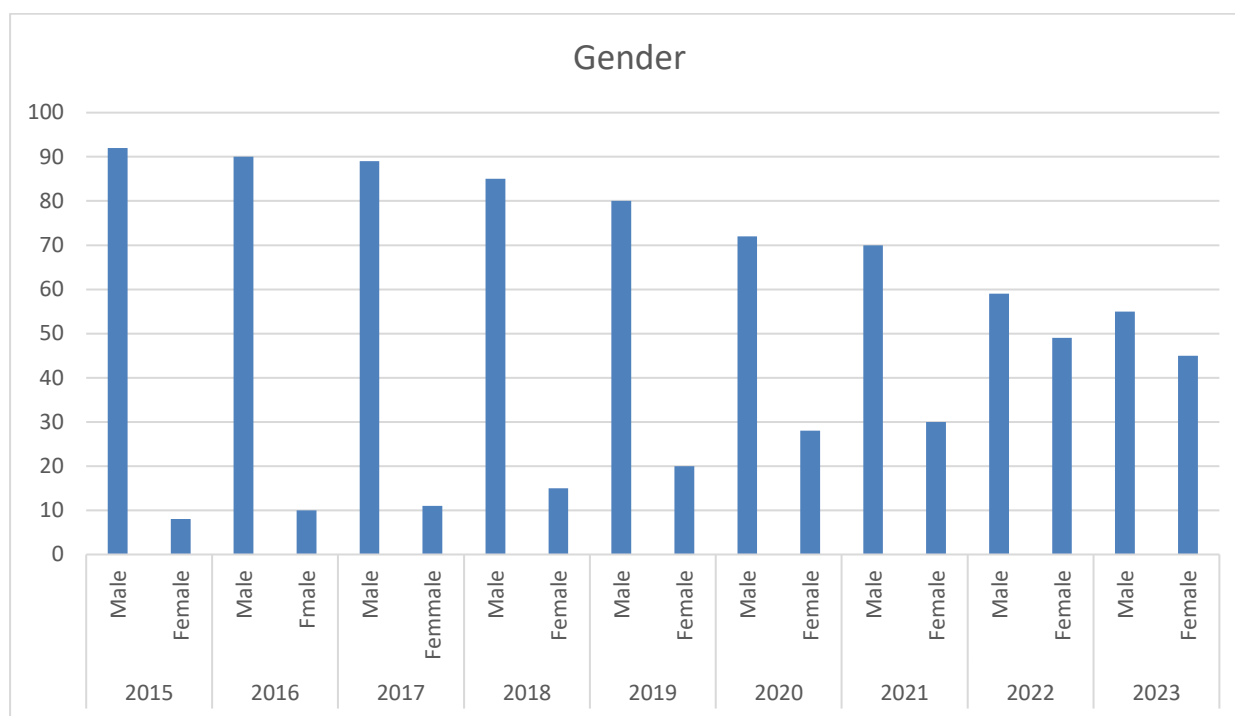


Fig 3.2.2: Users Gender

3.3 Transaction Volumes and Patterns

Fintech transaction volumes are anticipated to keep rising as new developments in technology, modifications to regulations, and changes in consumer behavior encourage more people to use digital financial services. Stakeholders may navigate the changing Fintech landscape and take advantage of opportunities for sustainable growth and innovation by remaining aware of transaction patterns and making adjustments in response to shifting market dynamics(S. Islam, 2022). According to SJIBL annual report of 2023, their online transaction is 246489 million Tk. Which is third greatest amount in Bangladesh.

3.3.1 Amount of online transaction:

year	2015	2016	2017	2018	2019	2020	2021	2022	2023
Tk in Million	78596	102345	126797	148889	197283	173196	218522	228592	246489

Table 3.3.1: Online transaction

Source: Annual Report

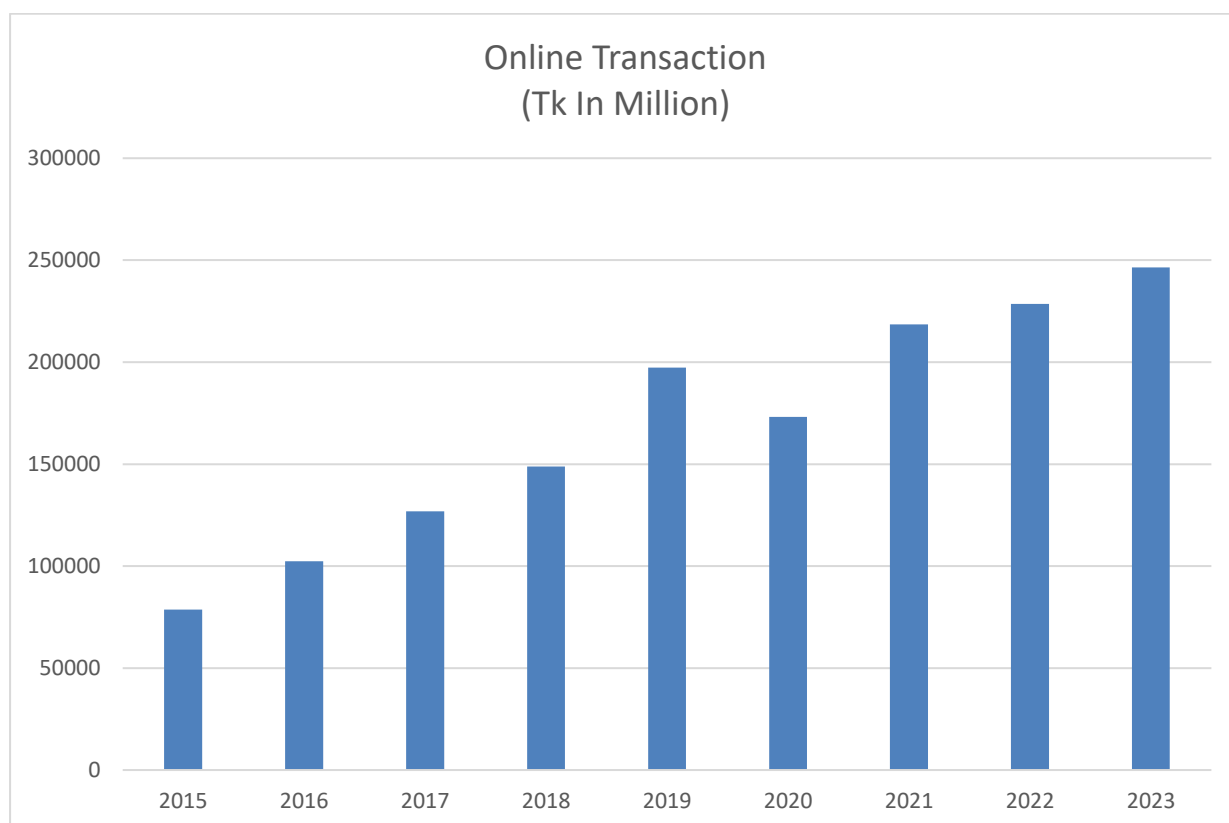


Fig 3.3.1: Online Transaction

3.3.2 Number of Deposit Accounts:

The way people interact with financial services, including making deposits into Fintech accounts, has changed dramatically since the development of Fintech. Fintech businesses provide a variety of digital platforms and solutions that give customers easy, quick, and creative ways to manage their money (Momoshad, 2021). When people deposit money into their Fintech accounts, usually electronically, they are doing it for a variety of uses, including peer-to-peer transactions, savings, payments, and investments. Traditional bank accounts, wage payments, government benefits, and other forms of income can all contribute to these deposits.

The number of Deposit accounts SJIBL is 1206783 in 2023, according to annual report in 2018 it was 651108, in 2019 it was 817322, in 2020 it was 939651, in 2021 it was 560032 accounts.

Year	2015	2016	2017	2018	2019	2020	2021	2022	2023
Number	467797	538493	573859	651108	817322	939651	560032	1104125	1206783

Table 3.3.2: Account Deposit Number

Source: Secondary Data

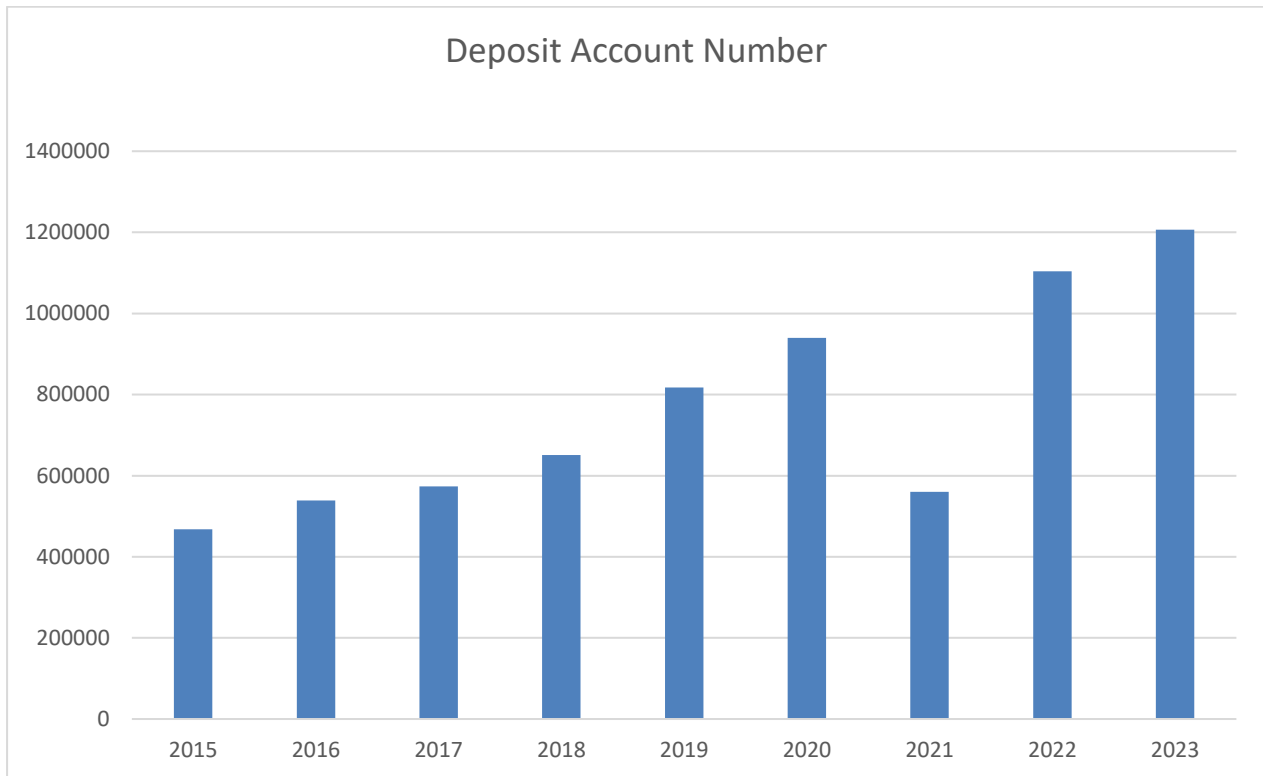


Fig 3.2.2: Deposit Account Number

3.4 Customer Behavior and Preferences

Fintech suppliers must comprehend consumer behavior and preferences in order to create specialized goods and services that satisfy changing market demands. Fintech refers to a broad category of digital financial products and services that have revolutionized the way consumers handle their money, such as investment platforms, payment apps, and mobile banking.

Fintech service adoption and usage decisions are influenced by a number of elements, such as trust, cost-effectiveness, convenience, and security. Younger generations—Millennials and Generation Z, in particular—are accustomed to technology and seek flawless digital experiences.

Therefore, they are frequently among the first to adopt Fintech. Fintech adoption, however, is not just happening among tech-savvy people; people of all ages and economic backgrounds are coming to value digital financial services (Sarma & Pais, 2008). The number of customers of SJIBL in 2022 was 8.1 million, according to their annual report, which is the third largest number in the fintech industry.

3.4.1 Number of Customer:

	2015	2016	2017	2018	2019	2020	2021	2022	2023
SJIBL	0.48	0.62	1.48	2.7	3.46	5.58	7.29	8.1	8.7

Table 3.4.1: Number of Customer

Source: Annual Report

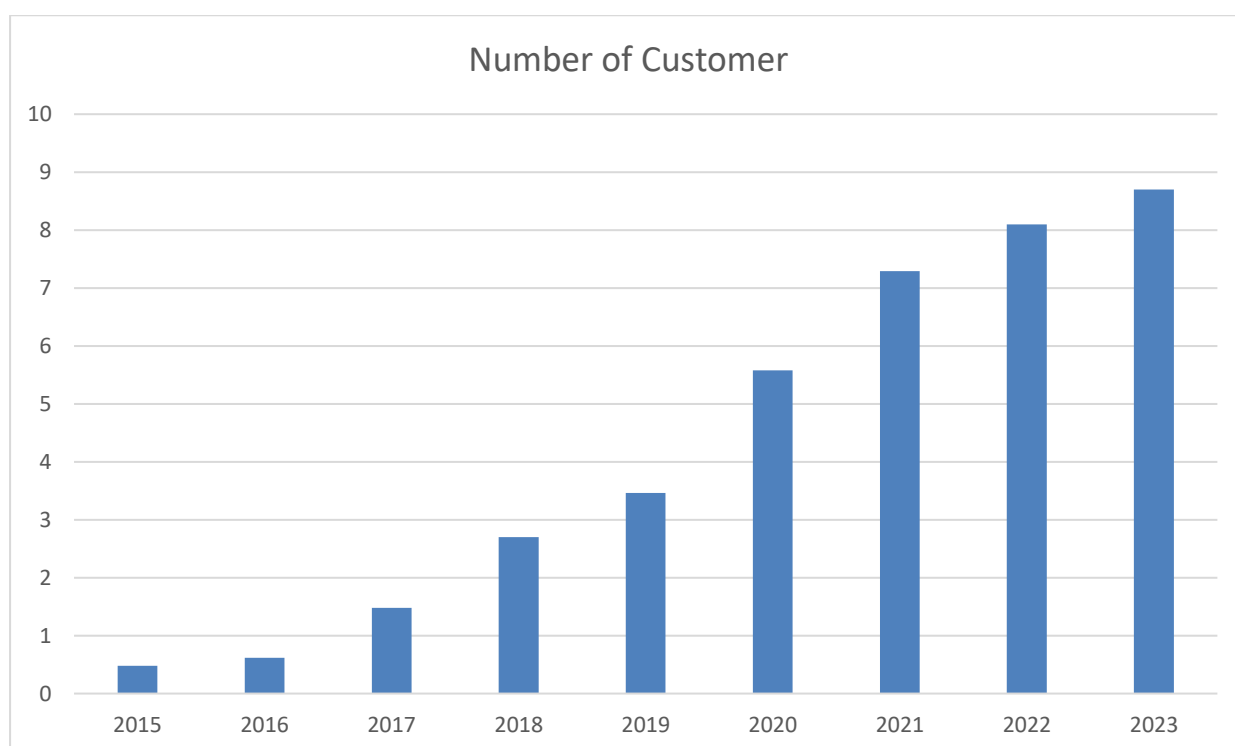


Fig3.4.1: Number of Customer

Cost of SJIBL is lesser than other organization its accounts open is free, cash in charge free, for bill pay it have only 10 tk, money transfer from one account to another under 1 lakh is free for once in a month, cash out from ATM is 16.84 for per 1000tk and per yearly its online banking charge is 100tk(Limited, 2018).

3.4.2 Cost of service:

	A/C Opening	Cash In	Bill Pay	Money Transfer	Cash Out	internet banking
SJIBL	Free	Free	10tk	free/1lakh	16.84/1000tk	100tk/year

Table 3.4.2: Cost Of Services

Source: Annual Report

3.4.3 ATM Service:

On this this section SJIBL in back ward position, cause in 2023 SJIBL have only 3165 ATM booth with own 137 booth.

Year	2015	2016	2017	2018	2019	2020	2021	2022
No. of ATM	560	786	1278	1507	2270	2565	2852	3165

Table 3.4.3: ATM service

Source: Annual Report

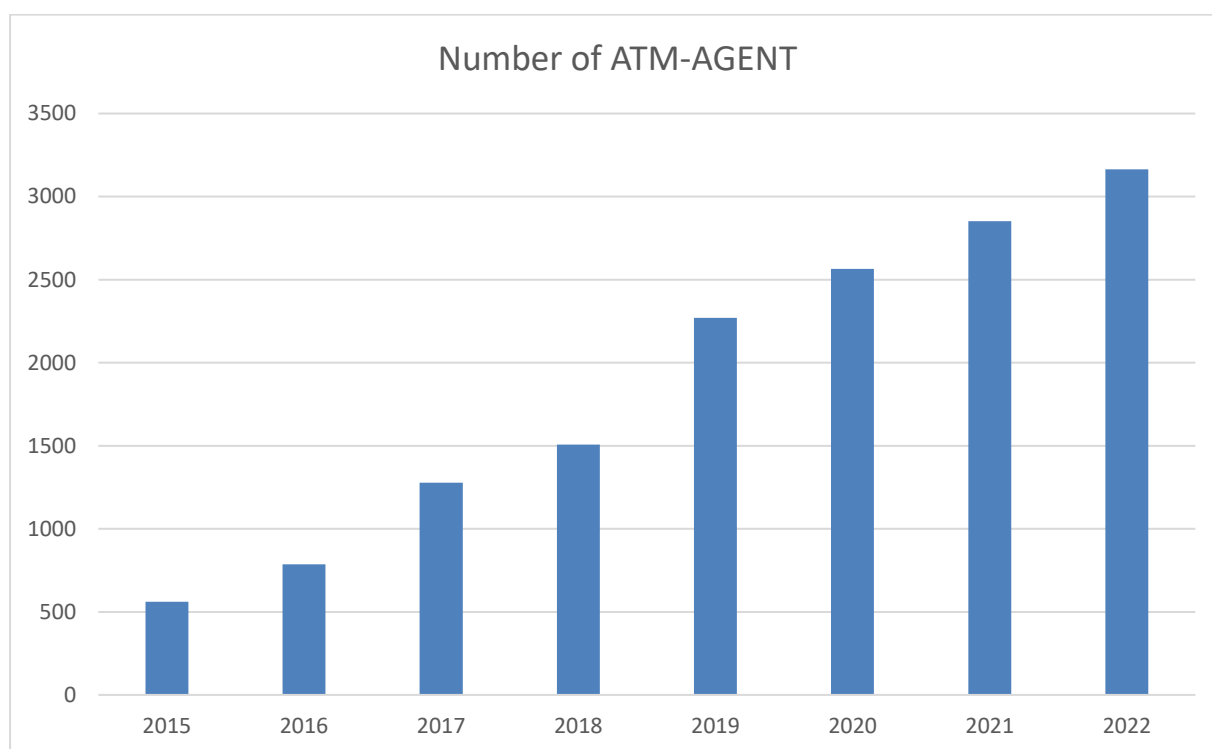


Fig 3.4.3: Number of ATM/ Agent

3.5 Fintech and Financial Inclusion

The noteworthy achievements of SJIBL highlight the revolutionary possibilities of Fintech in promoting financial inclusivity and enabling people and communities throughout Bangladesh. These organizations have made a significant contribution to increasing access to formal financial services and fostering economic inclusion by utilizing technology and forming strategic alliances(Banna, 2020). Realizing the full potential of Fintech in promoting financial inclusion goals will depend on stakeholder engagement and ongoing innovation as Bangladesh moves closer to being a digital economy.

Service Name	SJIBL Availability
e-KYC	Yes
e-statement	Yes
24/7 call service	Yes
e-Account open	Yes
QR-code Service	Yes
Mobile App	Yes
ATM	Yes
ATM Deposit	No
Payment	No
Mobile Recharge	Yes
Bill Pay	Yes
Agent Banking	Yes

Table 3.5: Fintech Inclusion Services

Source: Annual Report

3.6 Regulatory, Performance and Security

On December 20, 2011, Bangladesh Bank also released an updated version of the rules that included a few changes. These changes made it clear that the bank is in charge of know your customer (KYC) procedures. The use of services where the recipient cashes out a payment without opening a mobile account is restricted as a result of it restricting P2P payments between holders of registered mobile accounts. Bangladesh Bank has authorized the introduction of MFS into seventeen banks (Paramasivan & Ganeshkumar, 2013).

Banks are using technology for banking security and to stop fraudulent.

	TECHNOLOGY PLATFORM	MNO PARTNERSHIPS	LAUNCH DATE
SJIBL	Bank Ultimus	GrameenPhone	May-10-2013

Table 3.6: Technology of SJIBL

Source: Annual Report

3.7 Satisfaction Level and Complaint

The majority of Muslims in Bangladesh, who are a predominantly Muslim nation, choose to have their accounts with Islamic banks and to have their money handled in a halal manner. Shahjalal Islami Bank is the top Islamic bank in Bangladesh (Todorof, 2018). Two respondents state that they

chose it because of the high caliber of customer service provided by the bank, which employs a large number of people who assist in providing the best services possible. According to one customer, the bank's inexpensive fees and charges for various services including account opening,

internet banking, money transfers, etc. are the reason they chose it.

In Bangladesh, Shahjalal Islami Bank is the top Islamic bank. and because this is a Muslim nation, the majority of Muslims desire that their funds be handled in a halal manner and that they have an account with an Islamic bank. Two respondents state that they chose it because of the high caliber of customer service provided by the bank, which employs a large number of people who assist in providing the best services possible. According to one customer, the bank's inexpensive fees and charges for various services including account opening, internet banking, money transfers, etc. are the reason they chose it(Limited, 2018).

According to annual report.

Technological problem

70%-no and 30%-yes

	2018		2019		2020		2021		2022		2023	
	Satisfaction Level	complain Number	Satisfaction Level	complain Number	Satisfaction Level	complain Number	Satisfaction Level	complain Number	Satisfaction Level	complain Number	Satisfaction Level	complain Number
Sjibl	Low	45	Medium	30	Medium	42	High	32	High	52	High	39

Table 3.7: Satisfaction level of Customer

Source: Annual Report



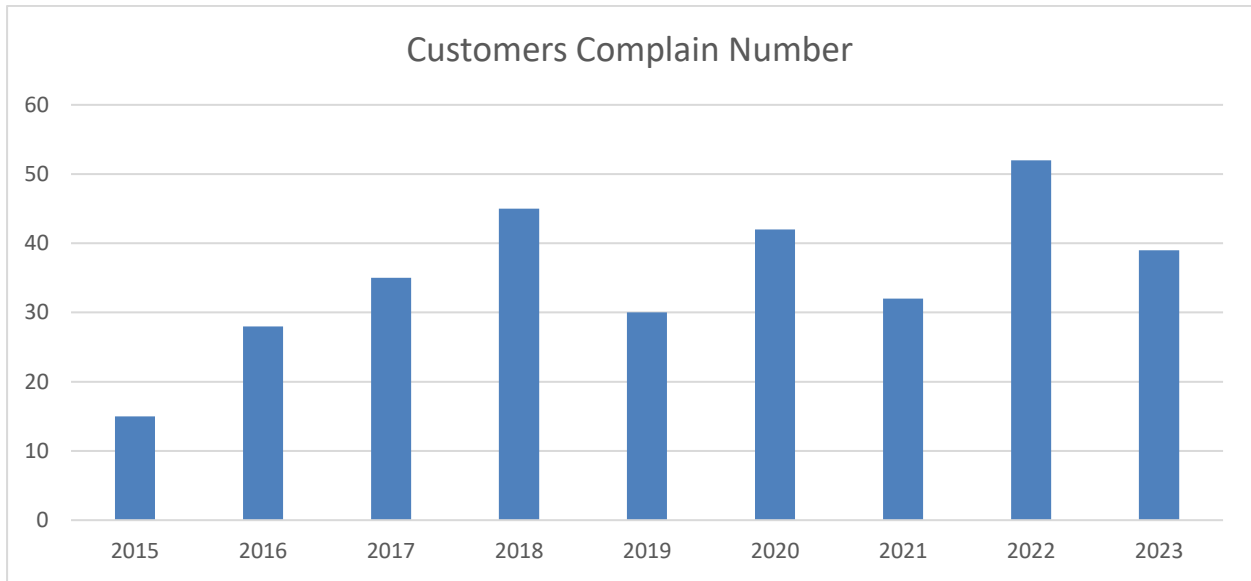


Fig: Customers Complain Number

Every day, new technology is developed, and we must adapt to it if we want to survive in this cutthroat environment. Thus, in order for a business to succeed in the modern world, it must employ new technology; else, it would lag behind. Therefore, we must emphasize it. I questioned Dutch Bangla Bank Limited customers regarding technology.

states that average mean value of the Perception statements in the Service Security dimension is 4.52 on a 5-point Likert scale. This means that customer is satisfied.

Correlation and Regression:

Table 3.10: Variables Entered/Removed			
Model	Variables Entered	Variables Removed	Method
1	Number of Complain, Satisfaction Level, online Transaction, Number of ATM Booth, Female, Deposit Acc Number, Number of Total Customer	.	Enter
a. Dependent Variable: Growth of Fintech			
b. Tolerance = .000 limit reached.			

Table 3.11: Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.997 ^a	.994	.954	17975.704
a. Predictors: (Constant), Number of Complain, Satisfaction Level, online Transaction, Number of ATM Booth, Female, Deposit Acc Number, Number of Total Customer				
b. Dependent Variable: Growth of Fintech				

Table 3.12: Descriptive Statistics			
	Mean	Std. Deviation	N
Growth of Fintech	247685.44	84001.265	9
Male	76.89	13.661	9
Female	23.11	13.661	9
online Transaction	157856.56	57668.281	9
Deposit Acc Number	762130.00	267977.987	9
Number of Total Customer	4092487.89	3211351.917	9
Number of ATM Booth	1939.56	933.932	9
Satisfaction Level	1.8889	.78174	9
Number of Complain	35.78	9.203	9

Table 3.13: Correlations										
		Growth of Fintech	Male	Female	online Transaction	Deposit Acc Number	Number of Total Customer	Number of ATM Booth	Satisfaction Level	Number of Complain
Pearson Correlation	Growth of Fintech	1.000	-.889	.889	.834	.768	.920	.954	-.740	.657
	Male	-.889	1.000	-.889	-.835	-.878	-.969	-.876	.818	-.652
	Female	.889	-.889	1.000	.835	.878	.969	.876	-.818	.652
	online Transaction	.834	-.835	.835	1.000	.963	.738	.739	-.577	.674
	Deposit Acc Number	.768	-.878	.878	.963	1.000	.770	.718	-.591	.696
	Number of Total Customer	.920	-.969	.969	.738	.770	1.000	.936	-.799	.654
	Number of ATM Booth	.954	-.876	.876	.739	.718	.936	1.000	-.768	.643
	Satisfaction Level	-.740	.818	-.818	-.577	-.591	-.799	-.768	1.000	-.317
	Number of Complain	.657	-.652	.652	.674	.696	.654	.643	-.317	1.000
Sig. (1- tailed)	Growth of Fintech	.	.001	.001	.003	.008	.000	.000	.011	.027
	Male	.001	.	.000	.003	.001	.000	.001	.004	.028
	Female	.001	.000	.	.003	.001	.000	.001	.004	.028
	online Transaction	.003	.003	.003	.	.000	.012	.011	.052	.023
	Deposit Acc Number	.008	.001	.001	.000	.	.008	.015	.047	.019
	Number of Total Customer	.000	.000	.000	.012	.008	.	.000	.005	.028
	Number of ATM Booth	.000	.001	.001	.011	.015	.000	.	.008	.031
	Satisfaction Level	.011	.004	.004	.052	.047	.005	.008	.	.203
	Number of Complain	.027	.028	.028	.023	.019	.028	.031	.203	.

N	Growth of Fintech	9	9	9	9	9	9	9	9	9
	Male	9	9	9	9	9	9	9	9	9
	Female	9	9	9	9	9	9	9	9	9
	online Transaction	9	9	9	9	9	9	9	9	9
	Deposit Acc Number	9	9	9	9	9	9	9	9	9
	Number of Total Customer	9	9	9	9	9	9	9	9	9
	Number of ATM Booth	9	9	9	9	9	9	9	9	9
	Satisfaction Level	9	9	9	9	9	9	9	9	9
	Number of Complain	9	9	9	9	9	9	9	9	9

Table 2.14 ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	56126573873.129	7	8018081981.876	24.814	.153 ^b
	Residual	323125943.093	1	323125943.093		
	Total	56449699816.222	8			
a. Dependent Variable: Growth of Fintech						
b. Predictors: (Constant), Number of Complain, Satisfaction Level, online Transaction, Number of ATM Booth, Female, Deposit Acc Number, Number of Total Customer						

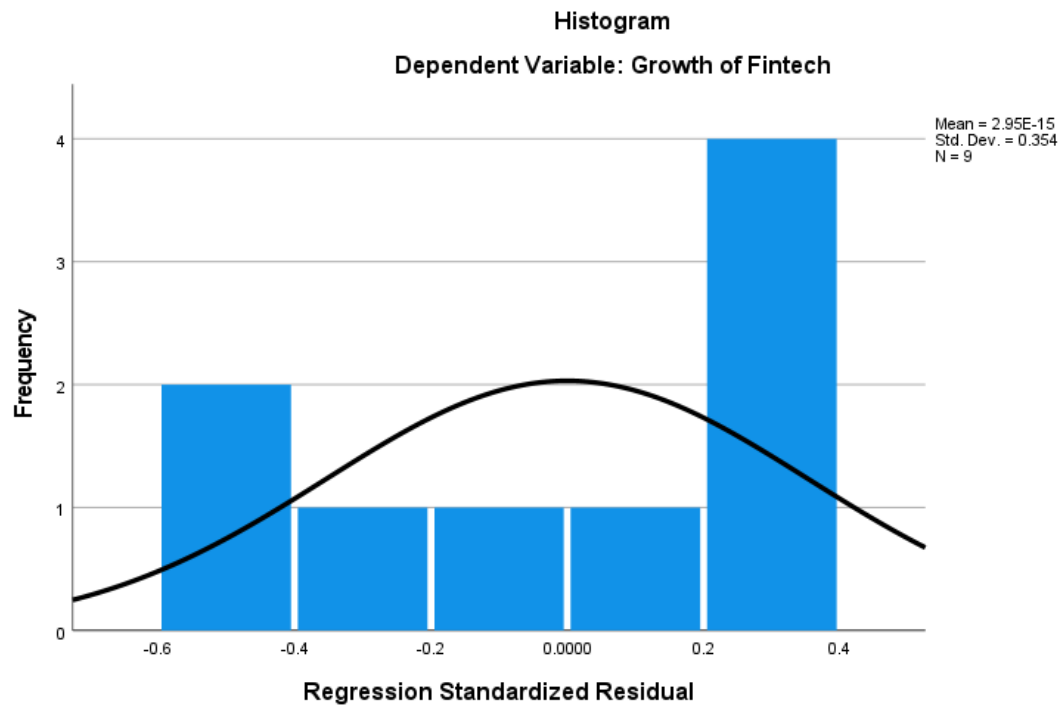
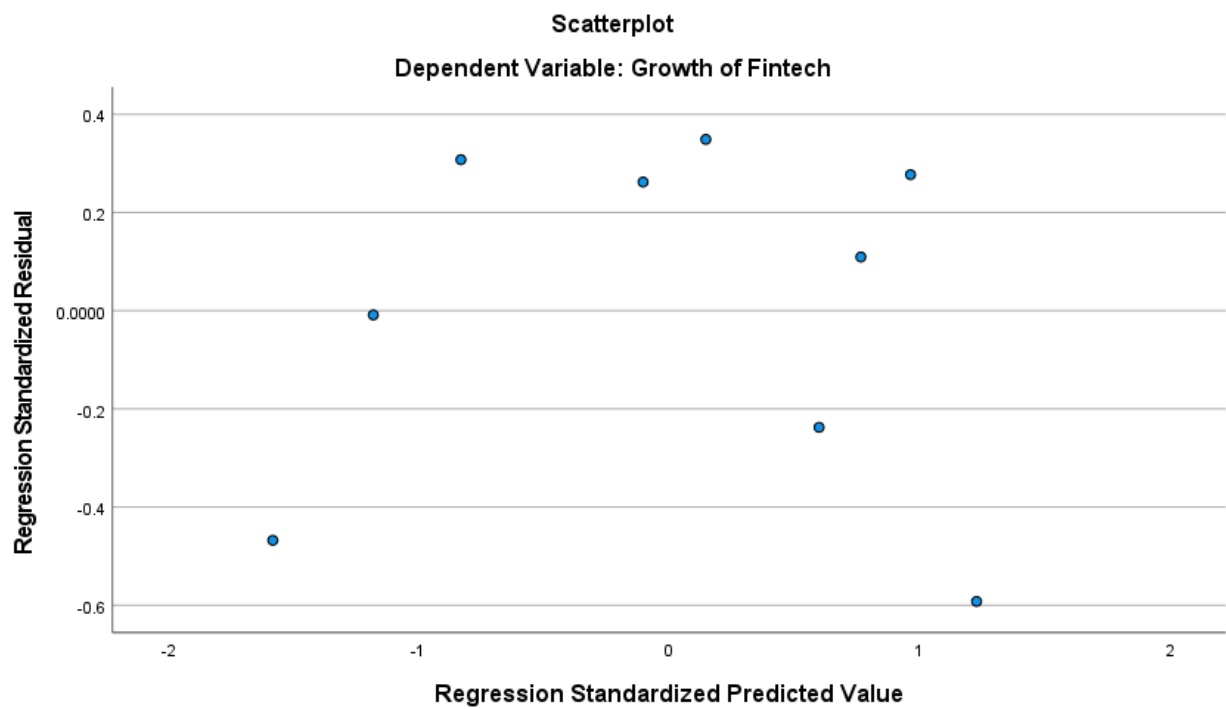


Fig: Growth of Fintech



Chapter 4

Findings

- I. SJIBL growing day by day from 2015 to 2023 in fintech
- II. From 2015 to 2023, SJIBL investment is 333356 million TK only for Tech Services.
- III. fifty percent (50%) customer of Fintech services are between the ages of twenty and thirty (20–30).
- IV. Gradually female customer is increasing in SJIBL, at this moment Male is 55% and female is 45%, when it starts it was only 15%.
- V. According to SJIBL annual report of 2023, their online transaction is 246489 million Tk. Which is third greatest amount in Bangladesh.
- VI. The number of Deposit accounts SJIBL is 1206783 in 2023.
- VII. The number of customers of SJIBL in 2023 is 8.7 million.
- VIII. In 2023 SJIBL have only 3165 ATM booth with own 137 booth.
- IX. With these services e-Account open, e-KYC, e-statement, QR-code Service, Mobile App, ATM, Payment, Mobile Recharge, Bill Pay, 24/7 call service SJIBL got the noteworthy achievements and the revolutionary possibilities of Fintech in promoting financial inclusivity.
- X. SJIBL using Bank Ultimus technology on MNO partnership with Grameenphone. SJIBL's customer are highly satisfied with online services.
- XI. Fintech easy and simple to use that's why customer easily accepting this services and trust on them.

Chapter 5

Recommendations

- I. SJIBL should focus on MFS and pricing on services. Because SJIBL has their own Mobile app but to recharge their account customers has to go to any branch of bank and SJIBL Service cost should be lower.
- II. SJIBL should focus on those customers who are above 30 years old. They should encourage them to use online banking.
- III. SJIBL should continue its efforts to attract and retain female customers by implementing targeted marketing campaigns, developing products tailored to their needs, and providing financial literacy programs to empower women economically.
- IV. Given the significant growth in online transactions, SJIBL should invest in expanding its digital infrastructure, including ATM booths, online banking platforms, and mobile apps, to accommodate the increasing demand for digital financial services. Like other bill pay options.
- V. Focus on enhancing the user experience of Fintech services by streamlining processes, improving interface design, and providing responsive customer support.
- VI. With the growing reliance on digital transactions, SJIBL should prioritize cybersecurity measures to safeguard customer data and prevent fraud.
- VII. Explore opportunities to diversify Fintech offerings beyond basic banking services, such as introducing investment products, insurance services, and financial planning tools.
- VIII. Invest in financial education initiatives to increase awareness and understanding of Fintech services among customers, particularly those in underserved communities.
- IX. Foster a culture of innovation within SJIBL by encouraging experimentation, embracing emerging technologies, and nurturing talent in the Fintech space. Regularly assess market trends, customer preferences, and technological advancements to identify opportunities for innovation and stay ahead of the competition.

Chapter 6

Conclusion

Fintech is a term that refers to a combination of finance and technology that is altering the role of information technology by combining social computing, the internet of things, cloud computing, and big data to allow fi The word "fintech" describes a fusion of technology and finance that is redefining the role of information technology by enabling financial institutions to automate processes through the use of big data, cloud computing, social computing, and the internet of things. This study identified the factors associated to the growth of FinTech of SJIBL, the adoption of FinTech from user according to their age and gender, investment, thee customer number, their deposit tendency. Factor like easy to accomplish the tasks more conveniently, easy learning of FinTech, usefulness of adoption of FinTech, and availability to guide to use. The convergence of finance and technology, commonly known as FinTech, has brought about transformative changes in the financial landscape by leveraging advancements in social computing, the Internet of Things (IoT), cloud computing, and big data. This study has delved into understanding the factors driving the growth of FinTech, particularly in the context of SJIBL (Shahjalal Islami Bank Limited).

Through an analysis of factors associated with FinTech growth, including user adoption based on age and gender, investment patterns, customer base, and deposit tendencies, several key insights have emerged. Firstly, the convenience offered by FinTech solutions plays a pivotal role in driving adoption, as users find it easier to accomplish tasks seamlessly.

Moreover, the study highlights the importance of accessibility and ease of learning associated with FinTech platforms. The ability for users to quickly grasp and navigate these technologies is crucial in fostering widespread adoption across different demographic segments. Additionally, the perceived usefulness of FinTech solutions influences adoption rates, indicating that users are more inclined to embrace these innovations when they perceive tangible benefits. Furthermore, the availability of guidance and support in using FinTech tools emerges as a critical factor. Providing users with adequate resources and assistance can mitigate barriers to adoption and enhance overall user experience. This underscores the importance of effective customer support and education initiatives in promoting FinTech adoption.

In conclusion, the findings of this study underscore the multifaceted nature of FinTech adoption, influenced by factors such as Growth, adaptation, transaction, and others factors.

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