An Internship Report
on

A Comparative Analysis of Members' Perception about Microcredit Activities between NGO and Cooperative Societies

This report is submitted to the Department of Accounting, Faculty of Business Studies, Hajee Mohammad Danesh Science and Technology University, Dinajpur for the partial fulfillment of the degree of Master of Business Administration (MBA in Accounting and Information Systems (AIS))

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Acknowledgement

At first I present my due regard to LORD KRISHNA, who provide me the excellent opportunity to build and complete this internship report entitled “A Comparative Analysis of Members’ Perception about Microcredit Activities between NGO and Cooperative Societies” I am deeply indebted to my supervisor Dr. Shaikh Mostak Ahammad, Professor, Department of Accounting, Hajee Mohammad Danish science and technology university for his whole hearted supervision during this Covid19 period. His suggestion and comments were a great source of spirit to make the report a good one. My special gratitude goes to Tanvir Nahid who helped me by introducing to NGO and CS offices. This study is deeply indebted to all officers who helped collecting my data.

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Certificate of Supervisor

I hereby certify that the concerned report on "A Comparative Analysis of Members' Perception about Microcredit Activities between NGO and Cooperative Societies" is a work done by Sojol Kormokar, bearing Student ID: 1905852, MBA in Accounting and Information Systems (AIS), Department of Accounting, Batch 08th, Faculty of Business Studies, Hajee Mohammad Danesh Science and Technology University, Dinajpur-5200. He has performed his work under my supervision and direction to submit the report for the partial fulfillment of the requirement of the degree of Master of Business Administration.

I wish him every success in life.

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Certificate of Co-supervisor

I hereby certify that the concerned report on "A Comparative Analysis of Members' Perception about Microcredit Activities between NGO and Cooperative Societies" is a work done by Sojol Kormokar, bearing Student ID: 1905852, MBA in Accounting and Information Systems (AIS), Department of Accounting, Batch 08th, Faculty of Business Studies, Hajee Mohammad Danesh Science and Technology University, Dinajpur-5200. He has performed his analyzing performance under my co-supervision and direction to submit the report for the partial fulfillment of the requirement of the degree of Master of Business Administration.

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Student's declaration

I hereby certify that the report work entitled "A Comparative Analysis of Members' Perception about Microcredit Activities between NGO and Cooperative Societies" is prepared by me, which is supervised by Dr. Shaikh Mostak Ahammad, Professor, Department of Accounting, Faculty of Business Studies, HSTU Dinajpur.

I further affirm that the work and information presented in this report is 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

The purpose of the research work is to examine the perception of members towards the Non-Government Organizations (NGOs) and Cooperative societies (CS) and measure their level of satisfaction as a member. Member's response was measured through an adapted questionnaire on a 5 point Likert scale. The sample size consisted of 200 members belonging to NGOs and CS. The study focuses on some crucial factors like arbitrary acts, impact on financial condition, government patronization, the safety of fund and members' satisfaction. The result of the study evedienced of more satisfaction and contentment of CS members and more loyal inclination of CS members compared to NGO. Data indicates that members of CS' are more satisfied than those of NGOs. CS' requires special attention from the government and NGOs require a more member-friendly policy.

Keywords: NGO, CS.

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CHAPTER 1

Introduction

In a war-ravaged country, it is almost impossible for the government alone to furnish that country. So the government needs development partners who voluntarily give their solder in building that nation. In 1971 Bangladesh was a newborn country after getting salvation from the curse of war. In that time many Cooperative societies (CS) and Non-Government Organizations (NGOs) come forward to build a war-ravaged country.

NGO and CS are the two most important stakeholders in the socio-economic development of Bangladesh. A non-governmental organization, or simply an NGO, is an organization that is, generally, formed independently from the government. A non-governmental organization, or simply an NGO, is an organization that is, generally, formed independently from the government. They are typically nonprofit entities, and many of them are active in humanitarian or the social sciences; they can also include clubs and associations that provide services to their members and others. Surveys indicate that NGOs have a high degree of public trust, which can make them a useful proxy for the concerns of society and stakeholders. However, NGOs can also be lobby groups for corporations, such as the world economic forum. Some popular NGOs in Bangladesh are BRAC, ASA, CARE Bangladesh, BURO Bangladesh, Caritas Bangladesh (https://www.businesshaunt.com/top-10-ngo-in-bangladesh/).

A cooperative society is a voluntary association that started with the aim of the service of its members. It is a form of business where individuals belonging to the same class join their hands for the promotion of their common goals. These are generally formed by poor people or weaker sections of people in society. It reflects the desire of the poor people to stand on their legs or own merit (https://en.wikipedia.org/wiki/Cooperative).

There are a lot of differences in their activities, moto, and nature but the factor that is common between them is their efforts for public welfare. NGO provides massive help to the lower developed and underdeveloped community including providing a donation, creating awareness to relinquish social malpractices, collecting funds to serve a humanitarian purpose, trying to build consciousness about sanitization. CS is a setup in which some people come forward to improve their fortune depending on mutual trust. Like the NGO it also performs several tasks for community development. Although there

is a vast gap in their nature and activities, financing is a common act performed by both of them. Both take deposits and provides loan to a client (although all NGO and CS do not perform financing).

As both of them do financing several questions comes to my mind like, are they doing it identically? Are the members satisfied with their operation? Do the members aware of their activities? Is there any difference in the way of their doing? Which one is putting more impact on society? All these questions require proper answer. So this study attempts to emphasize a comparative analysis of members' perspective about microcredit activities between NGO and Cooperative societies.

The objective of the study:

Main objective

- To facilitate comparative analysis between NGO and CS to get a clear idea about the perception and attitude of members along with their level of satisfaction.

Other objectives

- To assess the socioeconomic impact of NGO and CS.
- To assess the economic advancement of members of NGO and CS.

CHAPTER 2

Literature review

NGO is not a very new concept in the world economic scenario. Their philanthropic activities bring them popularity. CS is a business model which thrives to bring solvency to its members. CS is not a new phenomenon to exist in rural communities, as they have been part of human life in many rural areas for many previous years. It is a classic model of socio-economic development. As both concepts are not very recent one can find many research works on them. Several pieces of research have been performed on CS and NGO.

Ahmed et al. (2015) surveyed financial reporting and human capital development using random sampling technique they agree that an adequate skilled, knowledgeable, and experienced employee with good personality and positive interests and desired values have a positive bearing on the timeliness, reliability, understandability, and the relevance of financial reporting. Bello (2010) examined the role of CS in economic development. CS is a unique form of business used by people and businesses for their mutual benefit according to his opinion. Recognition of common needs is fundamental to the formation and successful operation of a CS. To justify their existence and fulfill their purpose, CS must make a significant and unique contribution to solve some of the massive problems facing mankind.

Jannatul et al. (2014) investigated the problems and prospects of CS in the context of Bangladesh. They found that it can ensure the fullest possible participation in the economic and social development of people. It can be considered a powerful business model in developing countries like Bangladesh. Deller et al. (2009) discussed the impact of CS. according to their observation cooperative firms are fundamentally different from other forms of business organizations measures of business activities do not conform to other forms of business. Delisle et al (2005) investigate the role of NGOs in global health for development. Khan et al. (2020) performed a comparative analysis of the Government and NGOs in delivering quality services for rural people of Pakistan. For NGOs and Governments to build public confidence and improve efficiency they provide emphasis on building public confidence, strengthening their partnership with the private sector, and improving educational quality.

Hall et al. (2017) researched Accounting NGO and civil society. They have elaborated on several key themes associated with control and accountability NGOs. These comprise the connection between values and beliefs and control and accountability the link, accountability, and transformation, and the role of stakeholder's engagement in the control and accountability process. Durgam (2000) illustrated NGOs in India the opportunities and challenges. According to him, NGOs need to concentrate on providing quality services to the poor, building capacity, developing the people's organizations level in the project area, and forming networks by overcoming their difficulties.

All these studies emphasize activities, role, accounting, impact, problems, prospects, and nature of NGO or the CS. However, there is little evidence of work made on a comparative analysis between CS and NGO in Bangladesh. This is why this study attempts to capture members' perceptions, levels of satisfaction and make a comparison between CS and NGO involvement with microcredit.

CHAPTER 3

Methodology of the study

The method followed to perform a job or conduct activities to complete a task is called methodology. Qualitative data were applied for minting this report.

Sample size and area

The study has conducted on 200 respondents. The respondents were 120 members of NGO and 80 members of CS. All the respondents have belonged to Chirirbandar, Kisanbazar, Gopalgange, Ranigange, Dinajpur sadder of the Dinajpur district.

Questionnaire Design

Primary and secondary sources of data are used for conducting this study. The primary data were collected through a structured questionnaire prepared using the Likert scale. The questionnaire consists of personal information of members like age profession etc. The secondary data were used to justify the appropriation of primary data. The Primary and secondary sources of data are conferred below:

Primary data sources

1. Face-to-face contact with the members of CS and NGO.

2. Contact over Telephone.

3. Questionnaire

Secondary data sources

1. Documents of Prosper Cooperative society.

2. Official Websites of NGO Regulatory Authority.

3. Official website of Bangladesh Cooperative Directorates.

Data Analysis Technique

The sample of the data was collected by following the quota sampling technique. Data were analyzed by MS Office Excel. The analysis of the study is a descriptive statistical analysis where this study figures out the frequency and percentage of the respondent.

CHAPTER 4

Analysis and discussion

Statement of agreements and disagreements of respondents

Response from CS members:

SL	Questionnaire	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Before joining here you have sufficientknowledge about it.	34	1	3	2	40
2	This organization provides all promised facilities.	4		4	1	71
3	It works for the betterment of member's financial condition.			3		77
4	It has strong impact on socio-economic condition of member.			10	5	65
5	It forces member to do many thingsthat members don't like.	75		3	1	1
6	Lack of mutual trust between memberand employee found here.	78		2		
7	More this kind of organizations shouldbe established in our country.	18		22	2	38
8	After joining it your economic condition has improved.	1	1	25	1	57
9	It provides better treatment to the employees and members.	17		7	1	55
10	You hear name of this kind organizations most frequently.	60		10	2	8
11	More government patronization is required for these kind organizations.	1		32		47
12	It creates pressure on member for borrowing fund from them.	62		4		14
13	You feel safe keeping your fund here			3		77
14	Members face cruel face of employeeif they failed to repay loan	70		6	4	
15	You have adequate level of satisfaction here			3	3	74

Response from NGO members:

SL	Questionnaire	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
1	Before joining here you have sufficientknowledge about it.	42	4	17	5	52
2	This organization provides all promised facilities.	20	16	14	46	46
3	It works for the betterment ofmember's financial condition.	13	1	22	10	74
4	It has strong impact on socio- economic condition of member.	10	3	39	20	48
5	It forces member to do many thingsthat members don't like.	50	6	14	10	40
6	Lack of mutual trust between memberand employee found here.	82	7	16	6	9
7	More this kind of organizations shouldbe established in our country.	48	8	26	6	32
8	After joining it your economiccondition has improved.	9	2	28	15	66
9	It provides better treatment to theemployees and members.	22	2	15	16	65
10	You hear name of this kind organizations most frequently.	26	1	14	7	72
11	More government patronization is required for these kind organizations.	14	14	44	8	40
12	It creates pressure on member forborrowing fund from them.	7		10		103
13	You feel safe keeping your fund here	12	1	16		91
14	Members face cruel face of employeeif they failed to repay loan	44	5	28	25	18
15	You have adequate level of satisfaction here	1	21	10	38	50

Overall result from both groups:

SL	Questionnaire	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Before joining here you have sufficientknowledge about it.	76	5	20	7	92
2	This organization provides all promised facilities.	28	20	20	15	117
3	It works for the betterment of member's financial condition.			3		77
4	It has strong impact on socio-economic condition of member.	10	3	49	25	113
5	It forces member to do many thingsthat members don't like.	125	6	17	11	41
6	Lack of mutual trust between memberand employee found here.	160	7	18	6	9
7	More this kind of organizations shouldbe established in our country.	66	8	48	8	70
8	After joining it your economic condition has improved.	10	3	53	16	123
9	It provides better treatment to the employees and members.	39	2	22	17	120
10	You hear name of this kind organizations most frequently.	86	1	24	9	80
11	More government patronization is required for these kind organizations.	15	14	76	8	87
12	It creates pressure on member for borrowing fund from them.	69		14		117
13	You feel safe keeping your fund here	12	1	19		168
14	Members face cruel face of employeeif they failed to repay loan	114	5	34	29	18
15	You have adequate level of satisfaction here	1	21	13	41	124

In this study 200 respondents are randomly chosen .They put their answer very spontaneously and in an impartial manner. Out of 200 respondents 60% members belong to NGO and other 40% is the members of CS.

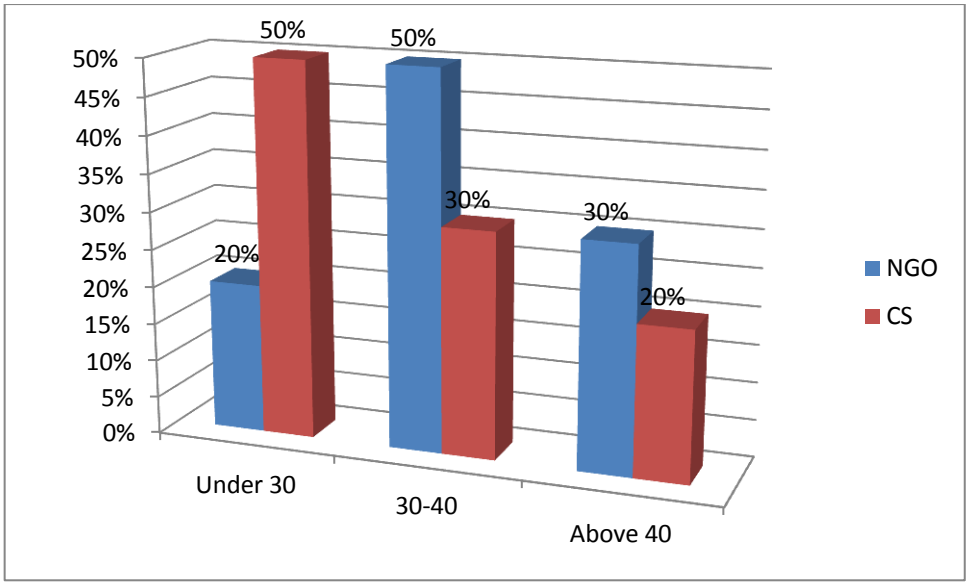

Figure 1: Age of members

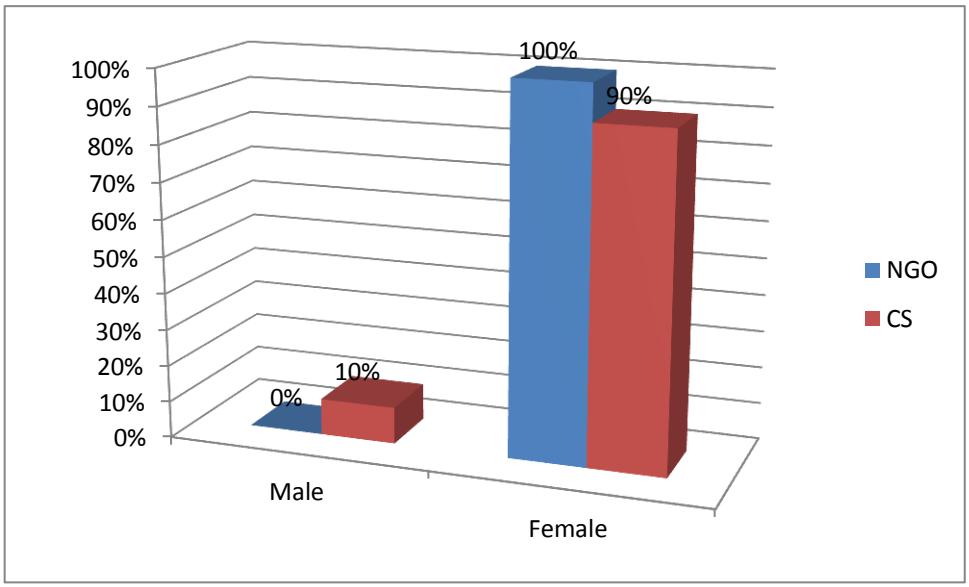

Figure 2: Gender of members

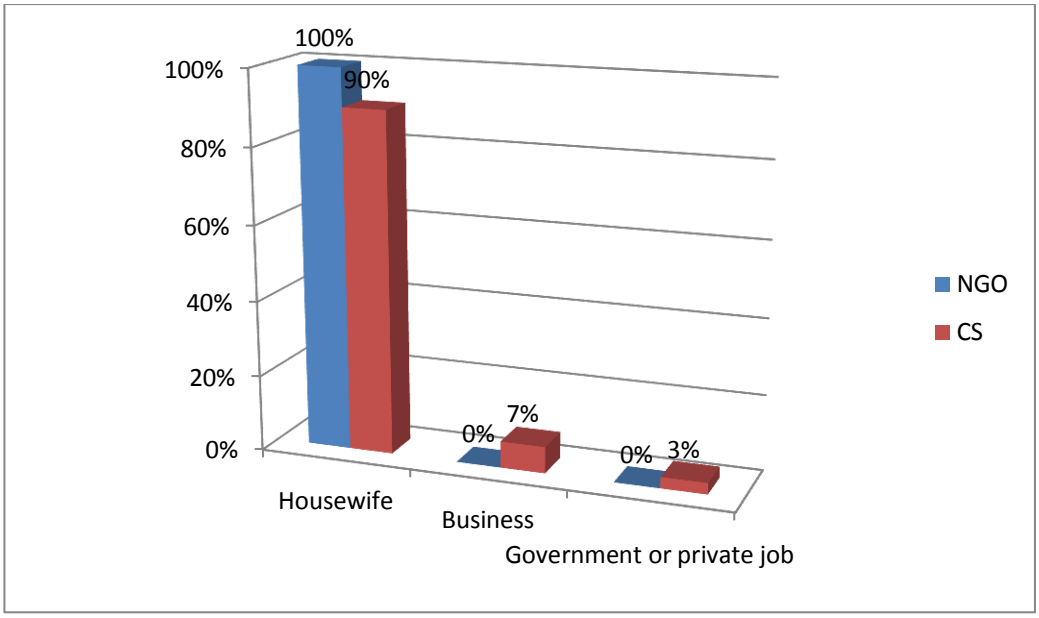

Figure 3: Profession of members

Figure 1 represents in case of NGO middle age people (30-40) is 20% lower than the cooperative society. But a great number of people (50% of total members of NGO) who are under 30 are the member of NGO. This rate is 20% greater than the rate of member under 30 years.

Figure 2 shows that the number of male members was very trivial. The number of male members was only 8 out of 200 and all of they were the members of cooperative society. That means the percentage of male members is only 4% out of total sample. Percentage of male members in cooperative society was 10.

According to figure 3 the 90% members of cooperative society and NGO is housewife, 7% is involved with business and other 3% do either Government job or Private Job.

Table 1: Participants having sufficient knowledge before joining

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	42	4	17	5	52	120
CS	34	1	3	2	40	80
Total	76	5	20	7	92	200

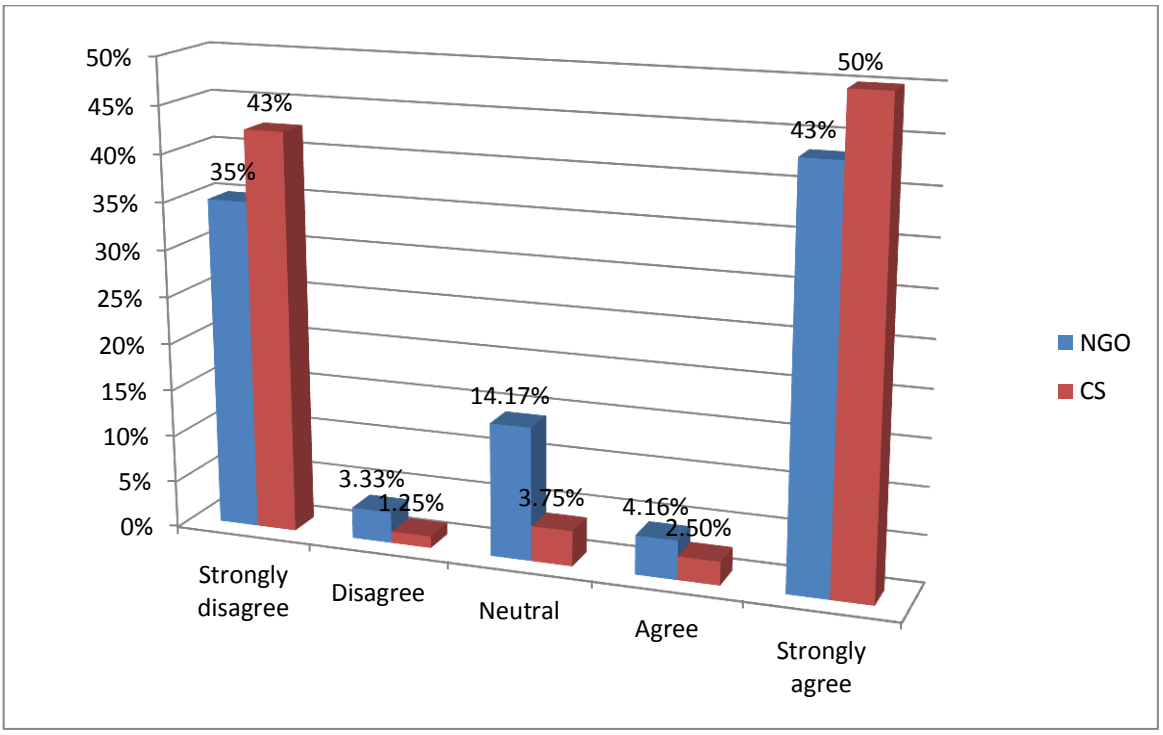

Figure 4: Participants having sufficient knowledge before joining

Figure 4 shows that 43% respondents of CS had no knowledge about the organization before they join it this percentage is 8% lower in case of NGO members. The 43% NGO members were aware of it 7% more member had knowledge about CS.

Table 2: Organizations attitude in keeping their promises

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	24	20	16	14	46	120
CS	4		4	1	71	80
Total	28	20	20	15	117	200

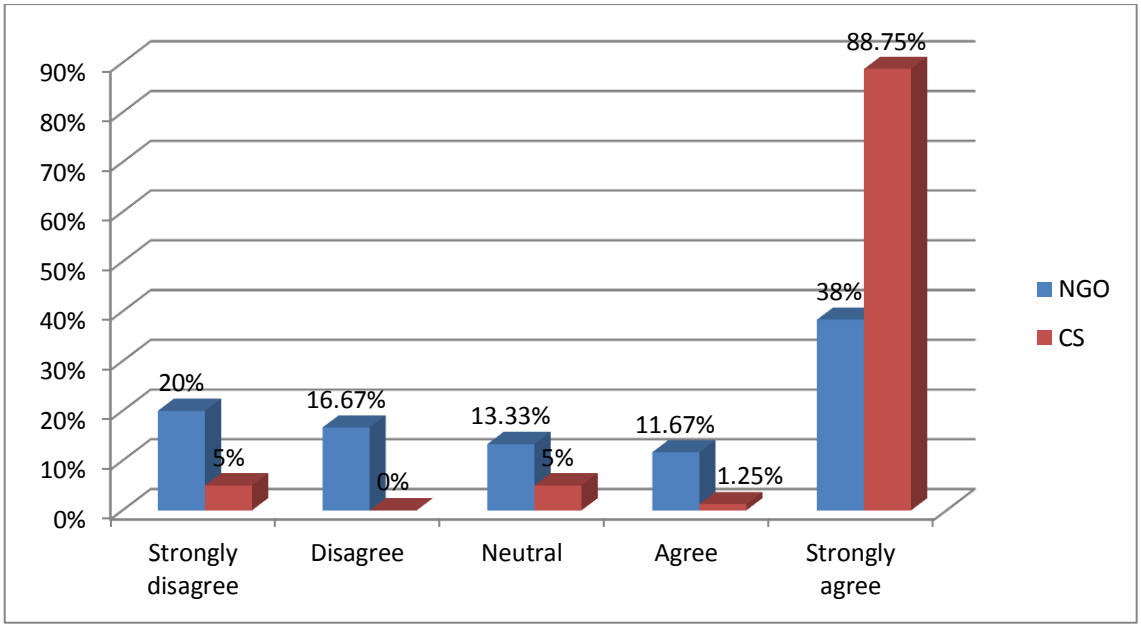

Figure 5: Organizations attitude in keeping their promises

From figure 5 it can be observed that the highest number of people of CS strongly agrees CS keeping its promises, The number is 88.75% CS group and 38% NGO member strongly with that. The 11.67% members of NGO agree on this point the rate of agreement is 10% lower among CS members.

Table 3: Views regarding the organizations in bettering participant's financial condition

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	13	1	22	10	74	120
CS			3		77	80
Total	13	1	25	10	151	200

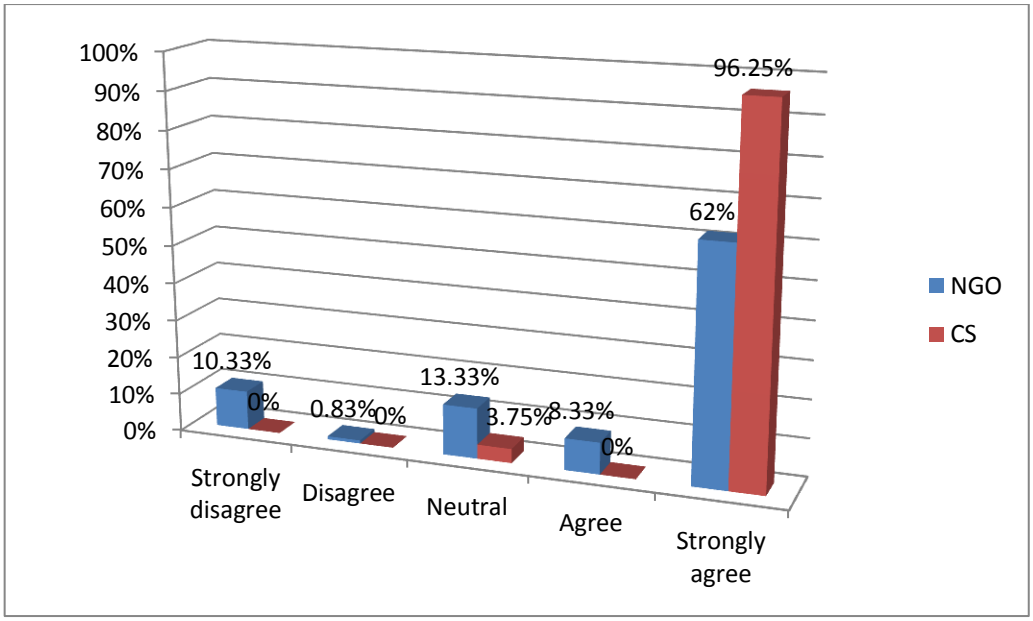

Figure 6: Views regarding the organizations in bettering participant's financial condition

Figure 6 shows that 96.25% members of CS believes that this organization is working for bettering their financial condition this number is 34% lower in NGO members. The 10.33% members of NGO strongly disagree with this statement and 13.33% remain neutral.

Table 4: Organizations putting strong impact on member's socio economic lives

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	10	3	39	20	48	120
CS	0	0	10	5	65	80
Total	10	3	49	25	113	200

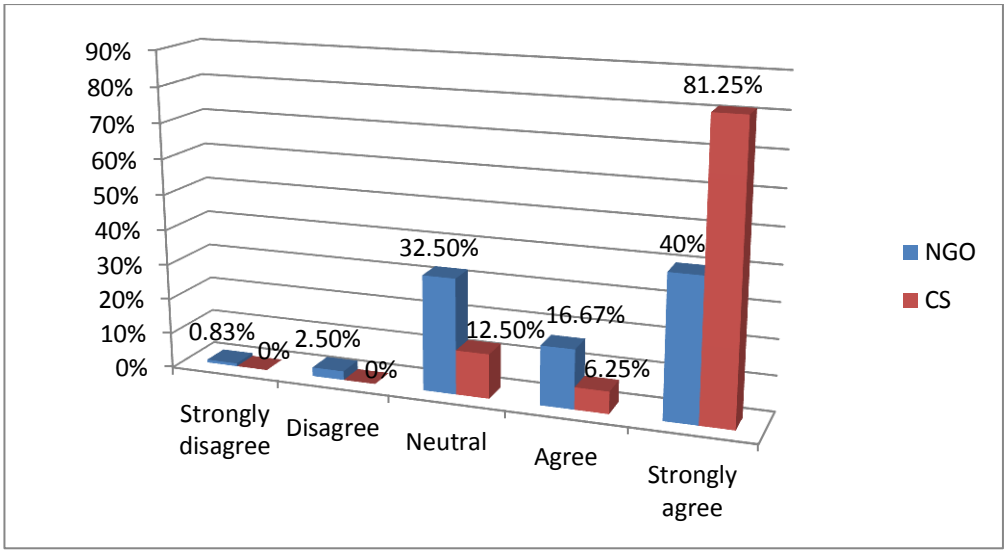

Figure 7: Organizations putting strong impact on member's socio economic lives

The presentation of figure says that almost 81% members of CS strongly believe that it has strong socio-economic impact on member's lives this number is 41% lower in NGO group. The rate respondents remain neutral is quite high in this question 32.5% in NGO members and 12.5% in CS members.

Table 5: Organizations arbitrary activities to the members

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	50	6	14	10	40	120
Cooperative society	75	0	3	1	1	80
Total	125	6	17	11	41	200

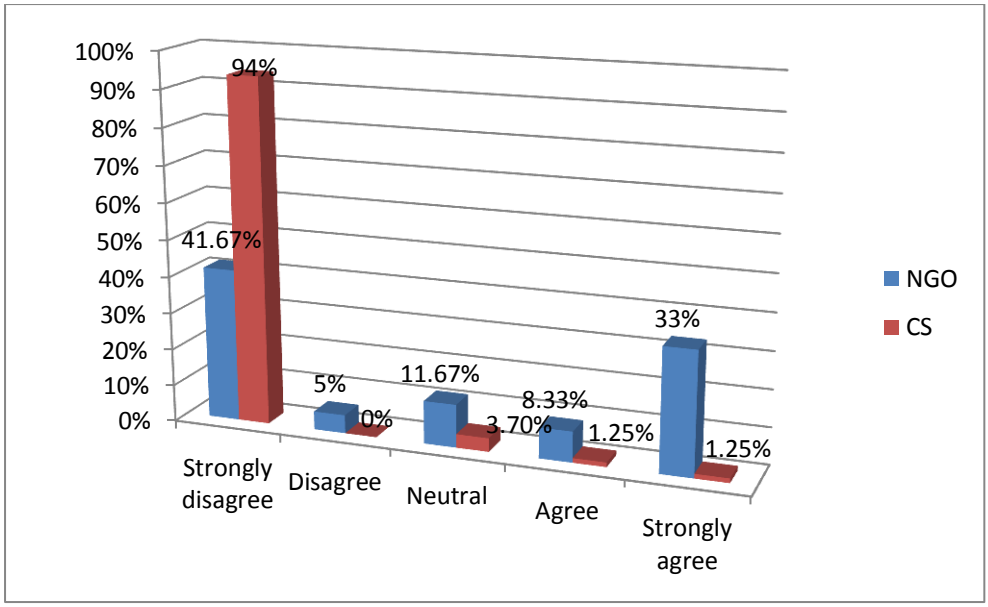

Figure 8: Organizations arbitrary activities to the members

The highest number of the figure 8 is 94% which denotes CS members do not believe in its arbitrary act that is 53% higher than the group of NGO. Again 33% members of NGO strongly believe in its arbitrary.

Table 6: Service providers and beneficiaries lack in mutual trust

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	82	7	16	6	9	120
CS	78		2			80
Total	160	7	18	6	9	200

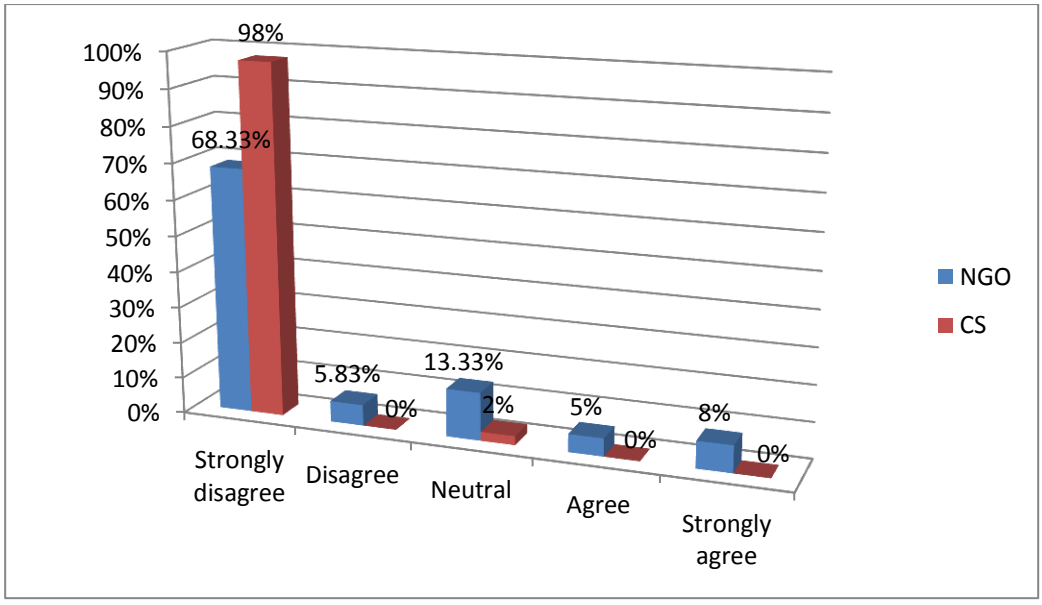

Figure 9: Service providers and beneficiaries lack in mutual trust

Figure 9 shows that almost all members of CS strongly believe there is mutual trust between member and employee the number is 98% which is 20% higher than NGO group. The 13.33% members of NGO remain neutral in question of mutual trust and 2% in NGO.

Table 7: Organizations improving the economic condition of the members

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	48	8	26	6	32	120
CS	18	0	22	2	38	80
Total	66	8	48	8	70	200

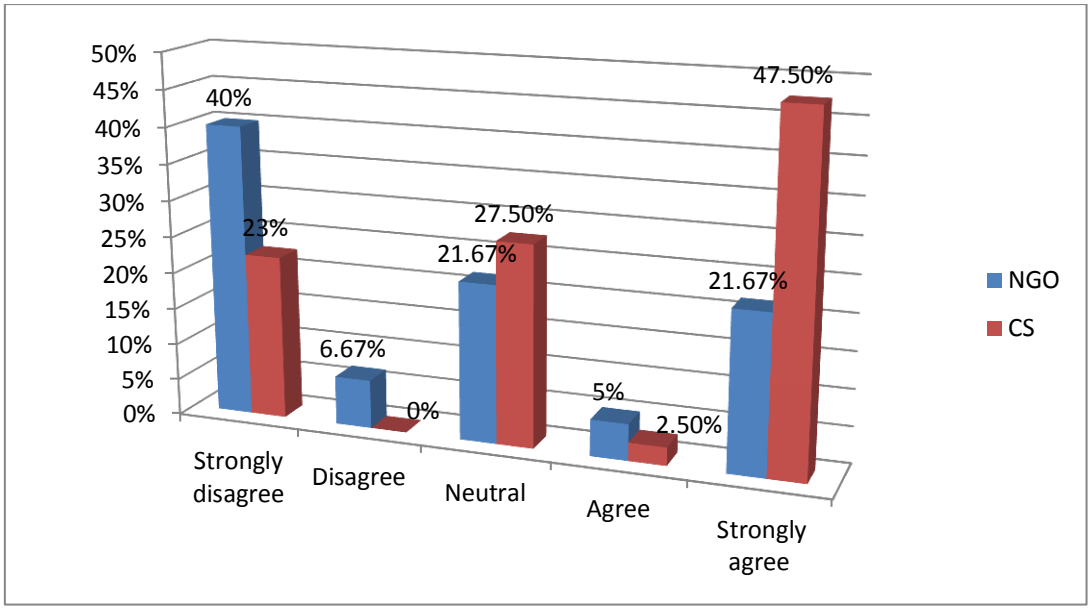

Figure 10: Organizations improving the economic condition of the members

Figure 10 represents that 47.5% people of CS has strong believe that their economic condition is improve after joining as a member this number is 21.76% in NGO. The 40% member of NGO strongly opposes this 17% less people of CS had same thought.

Table 8: Respondents view on establishing more NGO or CS

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	9	2	28	15	66	120
CS	1	1	25	1	57	80
Total	10	3	53	16	123	200

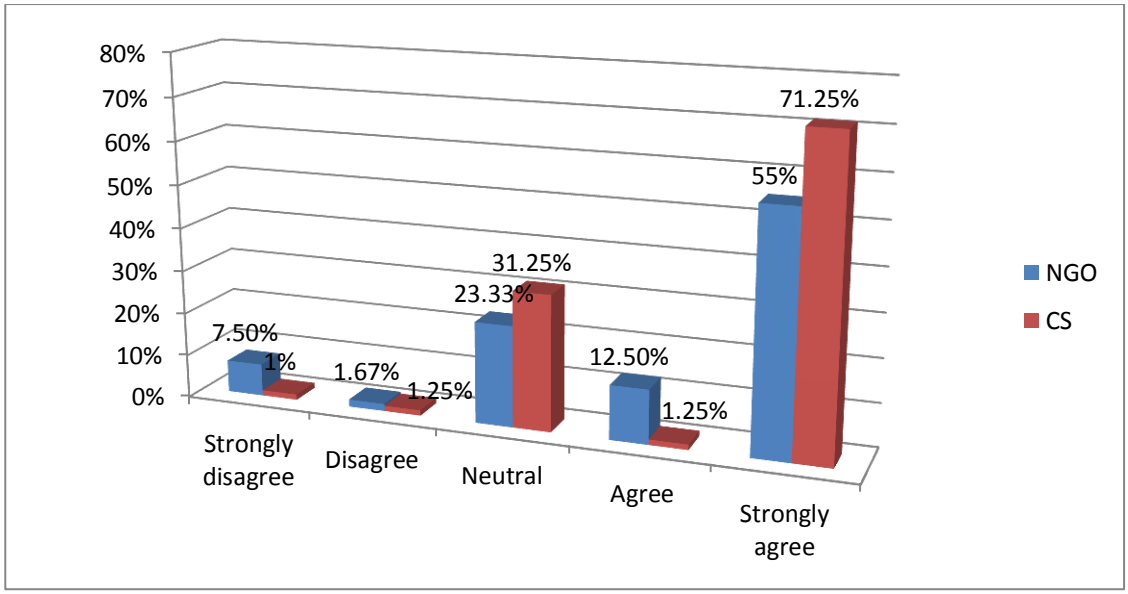

Figure 11: Respondents view on establishing more NGO or CS

In figure 11 it is clearly shown that 71.25% respondents of CS strongly agree that there is need of more CS 6.25% less respondents of NGO think so. The 31.25% of CS members and 23.33% NGO members remain neutral in question of establishment of more such kind organization.

Table 9: Organizations providing better treatment to members and employee

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	22	2	15	16	65	120
CS	17	0	7	1	55	80
Total	39	2	22	17	120	200

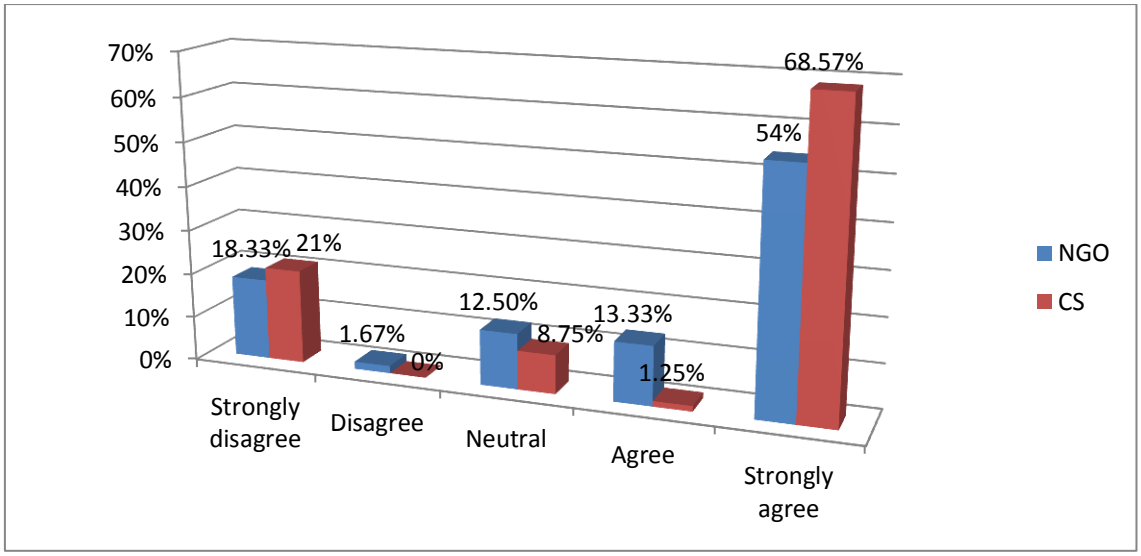

Figure 12: Organizations providing better treatment to members and employee

According to figure 12, 54% members of NGO strongly agreed that it provides better treatment to employee and member and this rate is 14% higher in CS group. The rate of disagreement very less in NGO it is 18.33% and in CS 21%.

Table 10: Participants view on a having familiarity with their shorts of Organizations

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	26	1	14	7	72	120
CS	60	0	10	2	8	80
Total	86	1	24	9	80	200

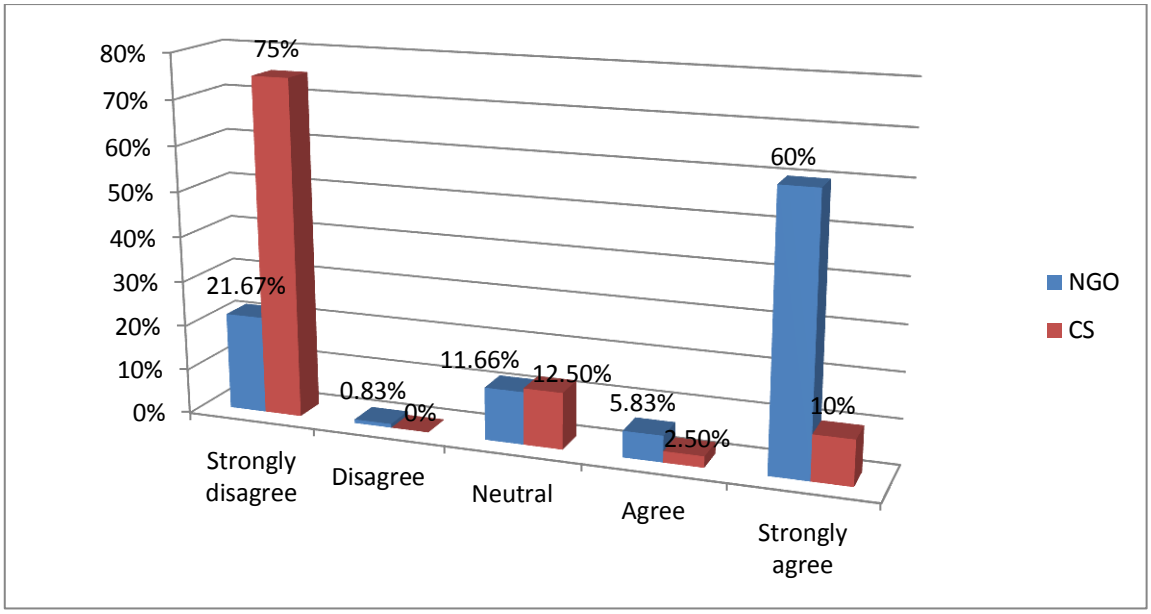

Figure 13: Participants view on a having familiarity with their shorts of Organizations

Figure 13 shows that only 10% people of CS know about other CS which rate is 6 times lower than NGO. Again the highest figure of the chart 75% reflects, people strongly disagree that they have knowledge about other NGO.

Table 11: respondents view on need of more government patronizations

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	14	14	44	8	40	120
CS	1	0	32	0	47	80
Total	15	14	76	8	87	200

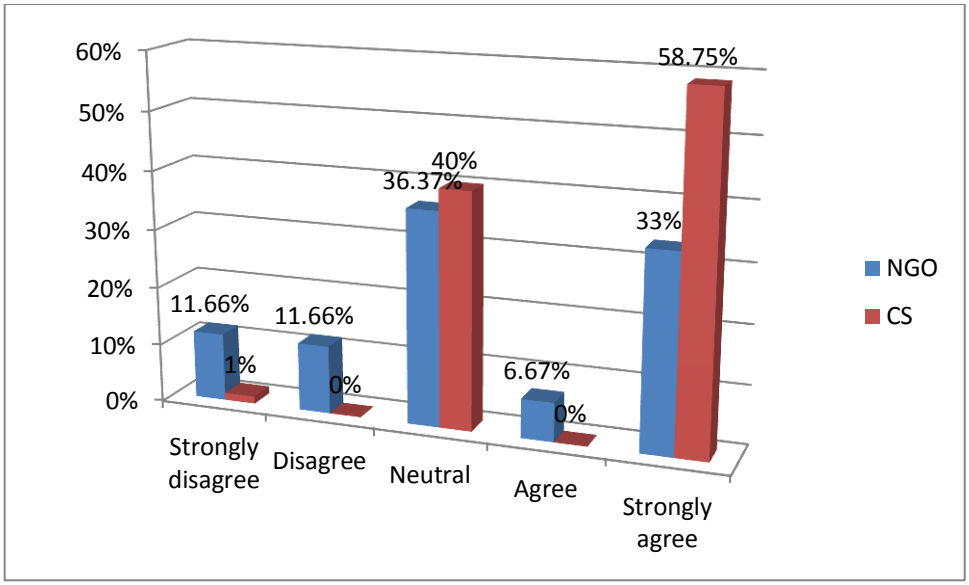

Figure 14: respondents view on need of more government patronizations

Figure 14 exhibits that 58.75% respondents of CS feels that their organization does not get adequate patronization, 33% members of NGO had the same believe. The 36.37% members of NGO remain neutral in question of need for more government patronizations and 40% in NGO.

Table 12: Organizations imposing act to loan

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	7	0	10	0	103	120
CS	62	0	4	0	14	80
Total	69	0	14	0	117	200

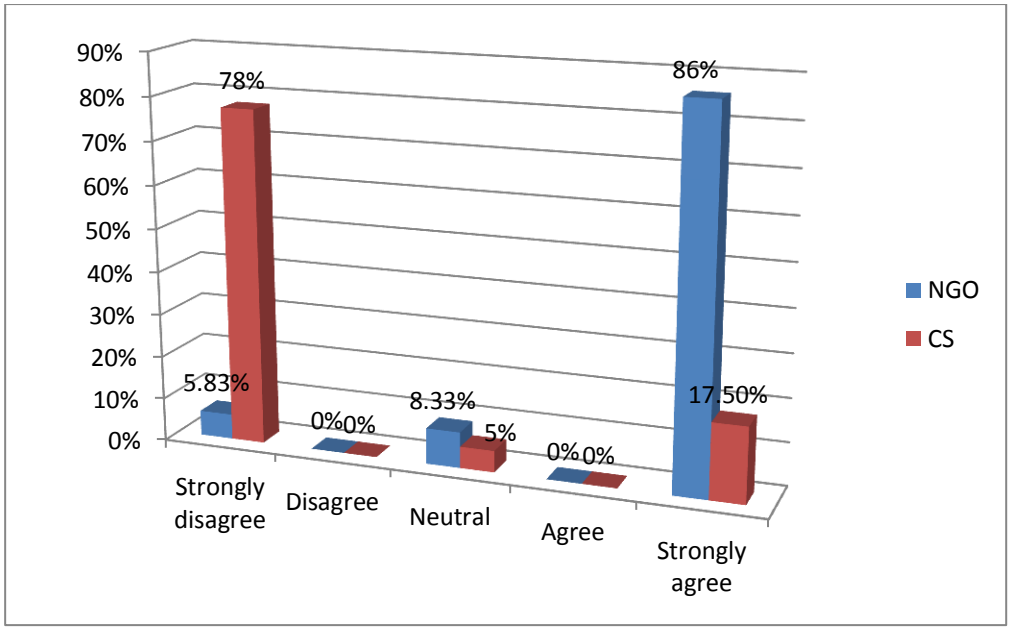

Figure 15: Organizations imposing act to loan

Figure 15 represents that 86% members of NGO strongly agree they get pressure for getting loan; the rate is very trivial in CS 17.5%. The 78% respondents of CS strongly oppose that there is pressure on them for loan.

Table 13: The feelings of members in terms of safety and security

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	12	1	16	0	91	120
CS	0	0	3	0	77	80
Total	12	1	19	0	168	200

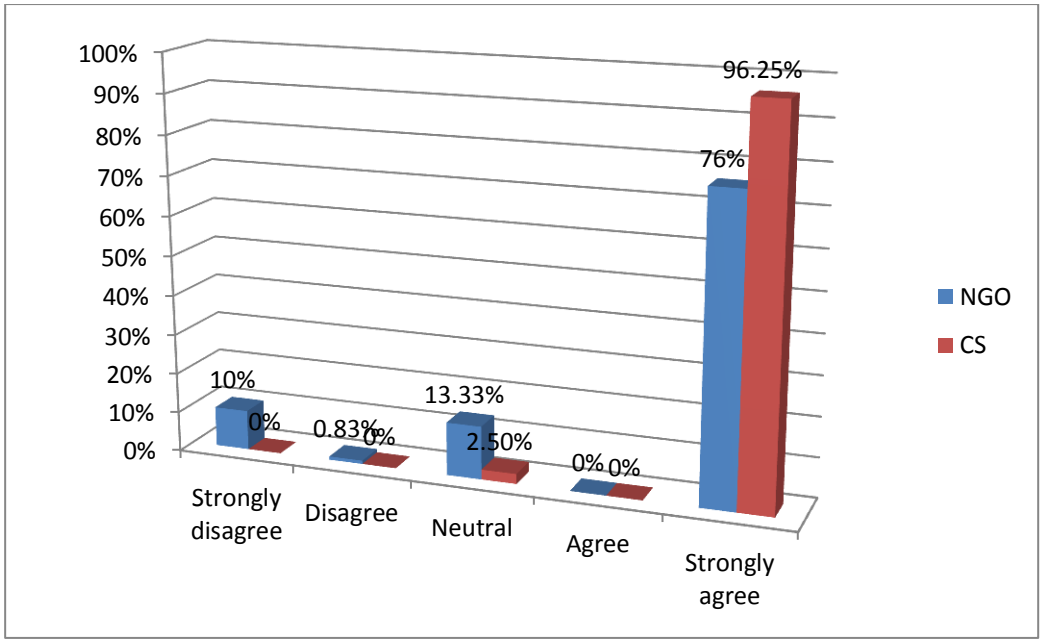

Figure 16: The feelings of members in terms of safety and security

Figure 16 exhibits in terms of safety and security CS is superior to NGO. The 96.25% CS members has strong believe on it terms of safety and security of their fund same this believe can found among 76% members of NGO which is 20% lower than CS.

Table 14: Organizations being cruel while failing to repay installment

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	44	5	28	25	18	120
CS	70	0	6	4	0	80
Total	114	5	34	29	18	200

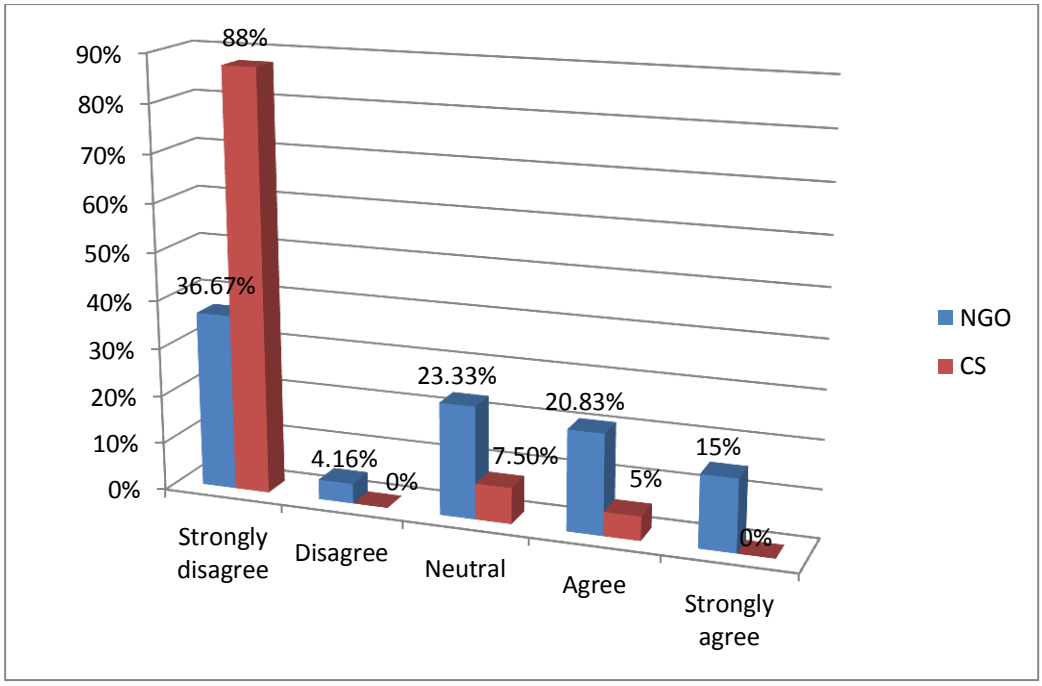

Figure 17: Organizations being cruel while failing to repay installment

Figure 17 displays that the members of CS do not have to face cruelty of employee while they fail to repay installment as 88% of them strongly disagree with that statement same kind of member is only 36.67% found among NGO.

Table 15: Level of member's satisfaction

Organization types	Strongly disagree	Disagree	Neutral	Strongly agree	Agree	Total
NGO	1	21	10	38	50	120
CS			3	3	74	80
Total	1	21	13	41	124	200

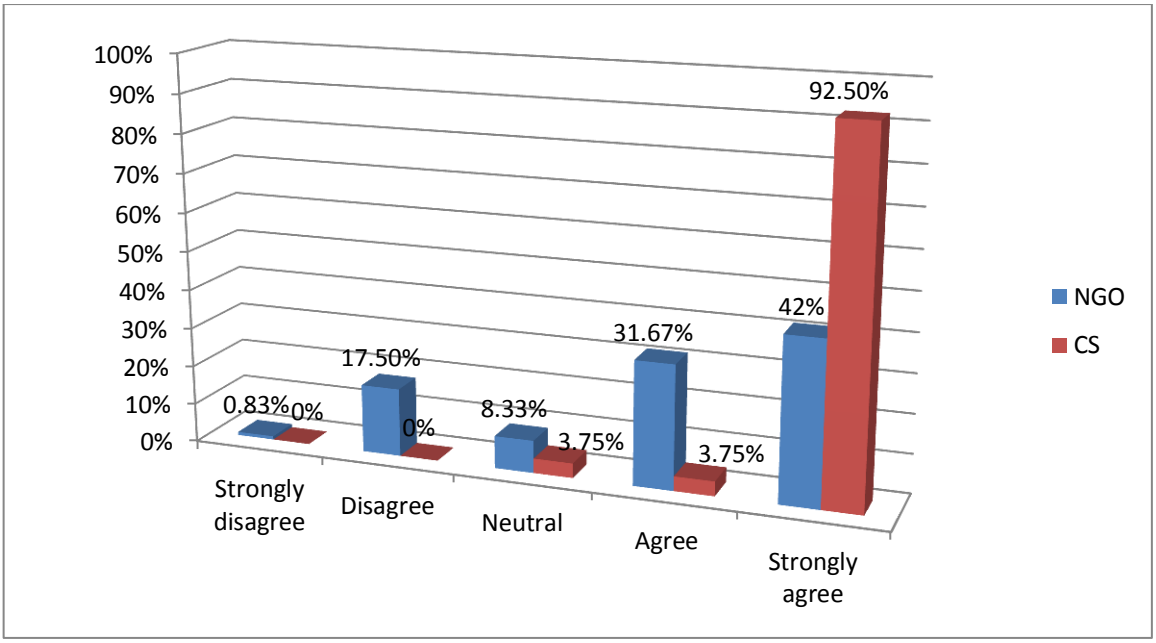

Figure 18: Level of member's satisfaction

Figure 18 represent that most of the CS member (92.50%) are strongly satisfied compare to NGO members; in case of NGO 17.50% members are dissatisfied. Percentage of strongly dissatisfied and dissatisfied member in CS is 0. But number of satisfied member is more in NGO (31.67%).

CHAPTER 5

Findings and Suggestions

5.1. Findings

NGO prefer women members, it seems that they have lower faith in men. The cause may, they believe women would use the fund properly and the number of defaults will be lower. Most of the members are housewives the cause may housewives find it easy to save their very lower amount there and it would allow her to lend without collateral.

The maximum number of CS members who had no previous knowledge about CS reasons may be the lack of promotional activists undertaken by this kind of organization. Almost all the members believe that CS is a promised organization as they are keeping their promises. They also deem that CS is playing a vital role in embittering their condition and putting a strong impact on their socio-economic condition. Liberal terms and conditions and the personal relationship of CS staff with the members may be a significant catalyzer behind such beliefs of CS members. NGO sometimes forces Hindu women to say the name of their husbands, force Muslim women to open their hijab and show their faces. This may be the reason why members believe NGO do arbitrary as these kinds of activists are against cultural and religious practice.

The maximum number of CS members view is more CS should be established. The reason might they always hear the name of a different kind of NGO available in their location and they have experienced the positive sides of CS which have a great impact on their financial condition. Respondents believe more patronization is required for CS. They think so as if it would provide them with more facilities. The less furnished and structured design of CS may responsible for this kind of belief.

NGO forces members for the loan but CS does not do so. There might be some reasons like;

- CS has less capital compared to NGO
- CS emphasized savings
- Its objective is not only to make a profit
- d. Members are considered a partner of CS

Although NGO is established and renowned entities but more trust and faith of members in terms of Safety and security is found among the members of CS. Some obscure NGO deceives their members in different places of Bangladesh but CS as an entity of their locality this kind of chances is lower they may believe.

In case of failure to repay loan, many NGOs ablate the asset of their members. Although renowned NGOs never do so members may always remain in fear of such kind of cruelty.

Dissatisfied member is very difficult to find in CS. The reasons may:

- liberal terms and conditions
- assuming members as part of entity
- easy access of members to CS activities
- mature and educated members
- The personal relationship of employees with members.

5.2. Suggestions

A person wanted to be a member of NGO or CS should collect detailed information about the organization and analyze that information to choose a rebounded and reliable one to protect their fund from a deceiver. If CS pays attention to its promotional activists, the area of its service would be widened. NGOs should pay more attention to the want of its member. Regulatory bodies concerning NGOs and CS should regulate them in a way that they can create positive socio-economic development and save members' from being deluded.

CHAPTER 6

Conclusion, policy implications and future work

6.1. Conclusion

NGO and CS are being involved in building and furnishing the economic structure of Bangladesh. Their humanitarian and developing activities are focused on rural areas. By their years' endeavor, they have managed to change the socio-economic scenario by enabling individuals to afford a standard lifestyle. Such kind of socio-economic transformation was not possible for the government alone. So, the significance of both NGO and CS is beyond the explanation.

This study attempts to analyze them comparatively to find out their appeal and acceptance to the common mess. NGO attempts to act more professionally than the CS. But this attempt make them less sympathized with its members. Sometimes members even feared their decorum and it makes their provided services less fruitful for the members.

CS act with sympathy which makes them able to create a personal relationship with members. Like the NGO, CS cannot take a loan from any bank, yet they have to borrow from the Lombard at very high interest as they always feel fund crises. At that, they cannot deliver their members timely and budget consciously. Crises of the fund are also the reason for their lack of promotional activists which have made them obscure to common people.

It can also be seen that government has partial support to the NGO. It is known that a country needs multidimensional development projects so if the government only pays its attention to NGO the actual development may not be accomplished. Thus the government must pay attention to the CS'.

An effective regulatory body is very essential to regulate the activities of NGO (like Bangladesh Bank regulates the activities of other commercial banks). If any NGO pays attention to the expectations of members it could provide its service more relentlessly to the common mass.

6.2. Policy implications

This study would be useful to carry out the actual purpose of NGOs and CS'. Any CS or NGO authority can use this to improve their level of performance and it will help them understand which changes make them more robust in socio-economic conditions. By paying attention they will easily understand how they will satisfy their members'. It will help CS and NGO authorities to realize what kind of regulation will be more appropriate for them.

6.3. Future work

The study only compares NGOs and CS' based on members' perception and the number of NGOs and CS' members' responses taken was very trivial. There is a huge scope to compare them based on employees' perception of wage rate, living standard, the working environment of all the NGOs and CS' operating in developing countries like Bangladesh. The members' perception and the employee's perception can also be compared.

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