

Review Article

Factors Influencing Create Entrepreneurs': An Empirical Evidence from Sonali Bank Limited, Kotbari, Cumilla Region

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Abstract: An entrepreneur is a man or woman who starts or organizes, operates, shifts economic resources, coordinating, controlling of instituting significant changes and assumes the risk of his or her venture as well as receives the financial profits and nonmonetary rewards from the market value of his or her product. In Bangladesh, the entrepreneurs' rate is increasing with the assistance of different loans. Consequently, it is a burning quest for entrepreneurs to get loans in easy ways and conditions. To meet this demand, they need to be supported SME loans by Government and central banks. Moreover, the new entrepreneurs are taking loans from several sources like family members, relatives and different financial and non-financial institutions. This study aims to find out the role of Sonali Bank Limited in creating entrepreneurs: A survey on Kotbari Branch. From in-depth interviews, it was found that getting SME loans with previous business experience, especially for new entrepreneurs, is one of the significant problems. In other interviews, 14 entrepreneurs among 39 entrepreneurs (44% among 100%) who took SME loans from SBL found that entrepreneurs don't get enough SMEs according to their demands and expectations. Findings show that the need for SME loans in developing countries like Bangladesh is increasing with the increasing number of new entrepreneurs. It is advised that the government and central bank improve SME loans by appropriate actions, such as abolishing past company experience criteria for new entrepreneurs, in addition to lowering superfluous formalities and increasing transparency. SME loans can change an economic image of a country cooperating with honest and bona fide entrepreneurs' necessities. In the present economy of our country, the sector is shaking the face of our independent country Bangladesh.

Keywords: Entrepreneurs, SME (Small and Medium Enterprise) Loans.

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1.1 INTRODUCTION

In today's competitive, dynamic business world, "Self-employment" is a crying need for self-identity because only self-employment can change a person's life. Not only this but also it can change the family, society, country and the whole world. This is simple, but the critical question is, "How will a person be self-employed?" The business may be the best option for being Self-employed in today's business world. That means self-employed denotes entrepreneurs. An entrepreneur is a man or woman who starts or organizes, operates, shifts economic resources, coordinating, controlling of instituting significant changes and assumes the risk of his or her venture as well as receives the financial profits and nonmonetary rewards from the market value of his or her product. The question is raised, "What is needed for doing

business?" Two things keep the place a vital role in getting the answer to that question. One is an individual's Willingness, and another is financial Support. Financial Support is needed for materializes the Willingness. Here, Willingness is very much required for doing some unique things. Because of Willingness is a thing a person doesn't get from their family, friends and relatives. It reaches from mind strengths. It is a hard truth that all people can't combine Willingness from the inside. Even by force, Willingness isn't worked and fruitful. On the other hand, financial support is handled by employees, and financial support is something that some individuals receive from family, friends, and others.

Hence, we may say, the combination of Willingness and Financial Support can make a person

Self-employed. Logically, the second question is from where a person gets financial Support? All know financial Support is from our family, friends and relatives for a small portion of the money. However, for a significant amount of money, a person never receives support from their family, friends, and relatives. In this case, the person will get financial Support for materializing the Willingness by Business. At this moment, a country's government and financial institutions can help them by providing money and lending money with less interest for good purposes. A man can do many things by borrowing money from the government and non-government institutions. One is Business. By Business, a person will be an entrepreneur. Only one entrepreneur can create employment opportunities for hundred, thousand and prominent people. As a result, a country's unemployment rate will be decreased, and the economic growth will be enlarged by reducing poverty. This is not stopped in these cases; many social problems will also be solved.

Business, especially Small Medium Enterprise (SME), is necessary for developing and densely populated countries. Bangladesh, a growing and overpopulated country, has also needed SME business. Although the government of Bangladesh takes the initiative to form entrepreneurs by increasing SMEs, some unethical responsible persons and institutions misused this. They don't keep proper roles for creating entrepreneurs by SME loans. As Sonali bank limited is a government institution, it is also trying to develop entrepreneurs. To alleviate poverty is also operated. According to government instructions, Sonali Bank Limited works to increase entrepreneurs through its products. That is SME Loan. For this purpose, this study is performed to know "The role of Sonali Bank Limited for creating Entrepreneurs." It is found in this study that Sonali Bank limited is trying to create entrepreneurs through SME loans for employment. Not only this but also Sonali Bank Limited aims to facilitate the government by alleviating poverty with SME loans.

All policymaking and development concerns in the country seem to be centred on reducing poverty. As a result, it is recognized on a global scale as a successful method for reducing poverty on the one hand and creating job possibilities on the other. Sonali Bank Limited began operating in microcredit in 2003 through a fully-fledged microcredit section in its head office as part of a commitment to fostering entrepreneurship and decreasing poverty in urban, semi-urban, and rural areas. 32 projects and programs are now being managed under the direction and management of this Division. Among all other programs, the Bank-NGO Linkage Program, the Credit for Urban Women Micro-Enterprise Development (CUMED) in Dhaka City, the Goat and Lamb Rearing Project, the Fruit, Herbal, Medicinal and Nursery Project, the Micro-Enterprise Program "Unmesh" in Moulavibazar District, the

MSFSCIP in Kurigram District, the Loan for Disabled Persons, etc., deserve special mention for directing financial resources Together with Swanirvar Bangladesh, BRDB, and ADB, Sonali Bank Limited has made significant financial contributions to the nation's many Upazillas. The Rural Livelihood Program has reached 152 Upazillas (RLP). Additionally, this Division has given taka 179.09 crores to 68 NGOs through its well-liked Bank-NGO Linkage Programme, whose recovery rate is 100%. Disable Loan Program has been implemented specifically for the disabled population to include them in the microcredit facilities. Additionally, two loan programs were launched in 2004 under the names and styles "Rural Small Farming Loans Scheme" and "Rural Small Business Loan" to provide rural residents with work prospects and a source of income. Although SMEs in Bangladesh has grown significantly in recent years, their inability to secure funding severely restricts this growth. Not the government, but financial institutions are to blame for these problems. Because of the large number of young people who are unemployed in Bangladesh compared to the demand for jobs for those young people, the authorities of our nation should take the necessary actions to ensure the SME loan service for beginning businesses. As a result, they are a burden on their family, community, and nation. As a result, in contrast to other nations, our economy is not robust. Therefore, young unemployed Bangladeshis should get involved in business to maintain their position in the market. Given the situation, the government ought to offer more financial assistance with fewer restrictions and interest rates. After that, poverty will be lessened and the unemployment rate will drop. As a result, the government's wish will come true. Finally, Bangladesh will no longer be a hungry and impoverished nation thanks to efforts to foster entrepreneurship and reduce poverty. Following government directives, Sonali Bank Limited promotes entrepreneurship through its goods. The SME Loan is that. This study is being conducted to learn "The function of Sonali Bank Limited for producing Entrepreneurs" for that reason. This study discovered Sonali Bank Limited is attempting to foster entrepreneurship by providing SME loans for jobs. Additionally, Sonali Bank Limited's goal is to assist the government by reducing poverty through SME loans. The nation's development challenges and policy design have seemed to centre on reducing poverty. As a result, it is recognized on a global scale as a successful method for reducing poverty on the one hand and creating job possibilities on the other. As part of its mission to foster entrepreneurship and reduce poverty in urban, semi-urban, and rural regions, Sonali Bank Limited began operating in the microcredit sector in 2003 with the establishment of a fully dedicated microcredit section in its head office. 32 projects and programs are now being managed under the direction and management of this Division. Among all other programs, the Bank-NGO Linkage Program, the Credit for Urban Women Micro Enterprise Development (CUMED) in Dhaka City, the

Goat and Lamb Rearing Project, the Fruit, Herbal, Medicinal and Nursery Project, the Micro-Enterprise Program "Unmesh" in the Moulavibazar district, the MSFSCIP in the Kurigram district, the Loan for Disabled Persons, etc., deserve special mention for directing financial resources into the Together with Swanirvar Bangladesh, BRDB, and ADB, Sonali Bank Limited has been contributing sizable investible capital into the nation's many Upazillas. The Rural Livelihood Program has reached 152 Upazillas (RLP). Additionally, this Division has given taka 179.09 crores to 68 NGOs through its well-liked Bank-NGO Linkage Programme, whose recovery rate is 100%. Disable Loan Program has been designed specifically for the disabled population to include them in the microcredit opportunities.

Furthermore, two loan programs known as the "Rural Small Farming Loans Scheme" and the "Rural Small Business Loan" program were created in 2004 to generate revenue for rural residents and open up employment opportunities. Even though SMEs in Bangladesh has grown significantly in recent years, their inability to secure funding adversely hinders their growth. The government does not cause these problems; financial entities do. Therefore, the government of our nation should take the necessary action to guarantee the SME loan service for new business owners. When compared to the demand for jobs among young people, Bangladesh has a large number of unemployed youths. They are a financial burden on their family, society, and nation. Therefore, in comparison to other nations, our economy is not strong. Therefore, young unemployed Bangladeshis should get involved in business to maintain their position in the economy. Given the situation, the government should offer more financial assistance with fewer restrictions and fees. After that, poverty will be lessened and the unemployment rate will drop. As a result, the aspiration of the government will come true. Finally, hunger and poverty will be eradicated from Bangladesh.

2.0 LITERATURE REVIEW

Many academics have different perspectives on how to develop entrepreneurs. Someone claimed that SMEs may support aspiring entrepreneurs through their small enterprises. Welsh and White (1981) referred to SMEs as "tiny big businesses," whereas D'amboise and Muldowney (1988) described them as "gazelles" and "fuzzy form" businesses. On the other side, SME businesses are also necessary for a nation to have a robust economy since they increase employment possibilities and lower levels of poverty. Rural industrial growth and adequate technologies are needed to eliminate poverty. Based on this, Ittner and Larcker (2001) stated that appropriate technology should be developed to support rural small companies in their paper "Poverty Alleviation via Rural Industrialization" (RSI). Because of this, it takes money, experience, and a solid familial foundation to run a business.

The essential attributes of entrepreneurs, according to Berna (2001), are capital, business experience, technical know-how, and family history. These elements alone encourage the expansion of entrepreneurship. Numerous aspects that affect the growth and success of an organization have been found by studies. The depth of "human capital" or "intellectual power" is a vital component that positively affects an organization's growth (McGrath and King, 1996; Rogerson, 2001a). The success of SMEs will be offered once all the variables are guaranteed. Additionally, since the market growth of the SME sector often grows at a rate similar to that of the macroeconomy as a whole, SMEs will typically also encounter difficulties in times of economic downturn (LeCornu *et al.*, 2003). Many business owners go to the bank for financial assistance. The choosing of a bank by SME customers was the subject of very few studies. In his thesis, Ntlhane KE (2004) described how risk management principles might be applied to smaller businesses. In his research, K.T. Ramakrishna (2005) cited the state's financial support in the form of direct credit orders, the state aid to industries act, non-technical grants in the form of outside assistance, and credit from the State Financial Corporation, the State Bank of India, and other commercial banks. Depending on the size of the business, financial services are offered. SMEs are primarily defined as small businesses with a centralized management system, a simple organizational structure, low labour specialization, informal information systems, and an informal approach to strategy, according to Laforet S. and Tann J. (2006). A study for financial support by commercial banks is discovered after two years. Did Rwigema and Venter's (2006) study base its findings on the factors that consumers used to choose their banks in three different economic and cultural contexts? They polled college students in Ghana, Taiwan, and the United States. They discovered no differences between Taiwan and the USA in the important criteria used to choose banks. The importance of SMEs' participation and contributions is thus demonstrated. According to Beckett (2010), small-scale industries (SSI) have made numerous major contributions to the economic growth of the nation. Because it requires less capital and has a higher labour absorption rate than other industries, the SSI sector has made a substantial contribution to job creation and rural industrialization. This industry is perfectly placed to capitalize on the strengths of the conventional knowledge, capital, and marketing strategies. Therefore, the significance of small business is a worldwide phenomenon that affects both developed and developing nations. The government is looking to small and medium-sized businesses and entrepreneurs in both developed and developing nations as a way of economic development and a real means of fixing problems. It also makes a considerable difference in the use of local resources and the mobilization of home savings. It serves as a foundation for the creation of relevant

technology and offers real employment opportunities for skilled, unskilled, and semi-skilled employees. Numerous educated and less educated young men and women from schools, colleges, polytechnics, and universities have been allowed to engage in profitable self-employment.

Mead and Liedholm (2011) highlighted that, on the contrary, the importance of small and medium-sized firms (SMEs) is acknowledged throughout the world for their distinctive contribution to economic development. Both developed and developing nations are aware of the critical role SMEs and entrepreneurs play in a nation's industrial growth. Therefore, it should come as no surprise that political strategists have frequently believed that SMEs might act as the "seed" of an economic recovery. While the observance of thresholds on the average number of employees is required, an SME can select whether to observe the point on turnover in a year or the one on total assets. Both requirements need not be met; one can be met without losing the designation of an SME. According to Musara Mazanai and Olawale Fatoki (2011), SMEs are crucial to the economic development of every country, especially those in developing nations. New SMEs are a key factor in the nation's sustainable economic growth. Many academics concur with this assertion, and according to Haung and Brown (2010), small and medium-sized businesses have long been seen as the drivers of economic growth and advocates for equitable development. The sector's potential for employment at cheap capital cost is a key benefit. Compared to large businesses, the SME sector has a substantially higher labour intensity.

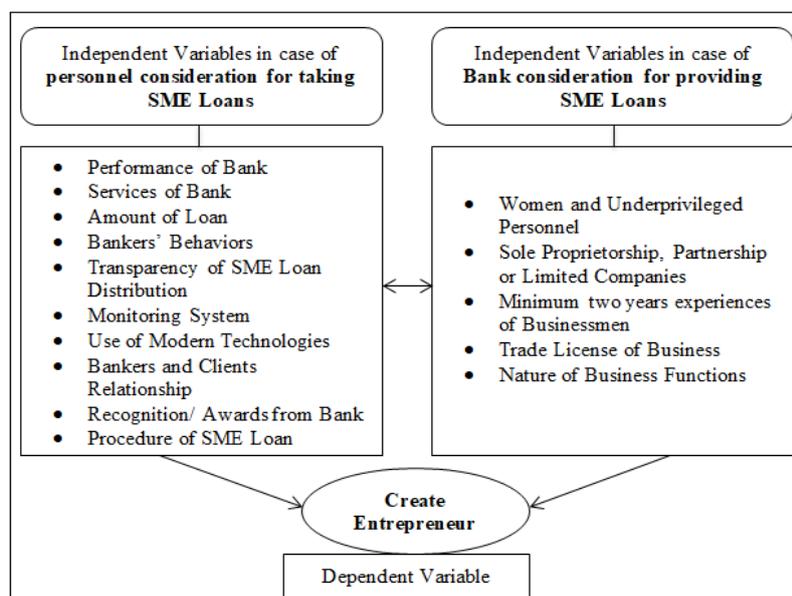
Small and medium-sized businesses have a well-established role in the advancement of society and the economy. The industry is a breeding ground for entrepreneurship, frequently propelled by individual imagination and ingenuity. Only by focusing on the aforementioned factors can "the Success" of a business be guaranteed. Chuthamas Chittithaworn (2011) stated that "Business success is usually the outcome of the style of doing business and teamwork" as a result of his study. Collaboration between companies, consultation, performance evaluation, and adaptability may be crucial to a company's success. The findings indicate that the success of the SME's business was significantly influenced by the client, market, resources, and finances. The crucial strategic component of a successful firm is innovative products, quality, cost, reliability, and services. Achieving an appropriate balance between product quality and costs is crucial since the new product adds value for the customer. Friedrich (2012), on the other hand, demonstrates that small and medium-sized business has been recognized as the key to the economy's growth. Working capital management has an impact on profitability, investment portfolio, and liquidity. These three elements have a significant impact on whether a business succeeds or

fails. Therefore, effective working capital management has a positive impact on these important variables and, as a result, helps the business expand and succeed. Above all, every endeavour requires caution. Minimizing risk is quite impressive in the business world. In their study on this subject, Rao & Goldsby (2009) underlined that the elimination and mitigation of identified dangers, which comprise a risk, depends on the identification and evaluation of existing and possible threats. A business that has been around for a while needs management. SME owner-managers are quite educated about their businesses, yet they frequently struggle to recognize all the risk factors that affect their operations. In light of StPierre and Bahri's (2012) research, risk management is a major concern for all SMEs, particularly for those that are sensitive to business risk (risk within and surrounding a firm that could negatively affect such a business) and competitiveness. In response, Zaman and Islam (2011) created some guidelines for mitigating the risks and problems associated with loans. Given that SMEs are less likely to fight back against SCRs than large corporations, quantitative evidence suggests that SMEs should take the risk management strategy more seriously. Last but not least, it must be acknowledged that SME owner-managers should consider the following four steps in their risk management process: developing the SME's risk strategy, figuring out the SME's risk appetite, identifying and assessing risk, and prioritizing and managing risks. According to Beckett (2010), small-scale industries (SSI) can make a significant contribution to the nation's economic growth. The SSI sector has significantly contributed to job creation and rural industrialization because of its lower capital intensive and high labour absorption nature. This industry is perfectly placed to capitalize on the strengths of the conventional knowledge, capital, and marketing strategies. Therefore, the significance of small business is a worldwide phenomenon that affects both developed and developing nations. The government is looking to small and medium-sized businesses and entrepreneurs in both developed and developing nations as a way of economic development and a real means of fixing problems. It also makes a considerable difference in the use of local resources and the mobilization of home savings. It serves as a foundation for the creation of relevant technology and offers real employment opportunities for skilled, unskilled, and semi-skilled labourers. Many young men and women both educated and less educated, who have graduated from schools, colleges, polytechnics, and universities have been able to find gainful employment through it. In contrast, Mead and Liedholm (2011) highlighted that the importance of small and medium-sized businesses (SMEs) is acknowledged on a global scale for their distinctive contribution to economic growth. Both industrialized and developing nations are aware of the crucial role that SMEs and entrepreneurs play in a nation's industrial growth. Therefore, it should come as no surprise that political strategists have

frequently believed that SMEs might act as the "seed" of an economic recovery. While compliance with standards of the average number of employees is required, an SME has the option of adhering to the threshold of annual turnover or the threshold of total assets. One of the requirements can be met without losing the SME designation; it is not necessary to meet both of them. Olawale Fatoki and Musara Mazanai following (2011), Small and medium-sized businesses (SMEs) are crucial to every country's economic growth, but they are especially important in developing nations. Startup SMEs are a major force behind the nation's sustainable economic growth. Many academics concur with this assertion, according to Haung and Brown (2010), who also claimed that small and medium-sized businesses have traditionally been seen as the catalyst for both equitable development and economic progress. The sector's employment potential at minimal capital cost is by far its greatest benefit. Compared to large businesses, the SME sector has a substantially higher labour intensity. Small and medium-sized businesses have a well-established role in the nation's economic and social growth. The industry is a breeding ground for entrepreneurship, frequently propelled by individual imagination and ingenuity. Only by addressing the aforementioned problems can corporate success be guaranteed. Chuthamas Chittithaworn (2011) stated that "Business success is usually the outcome of the style of doing business and teamwork" as a result of his study. Cooperation between firms, consultation, performance evaluation, and adaptability may all be crucial to a company's success. The outcomes demonstrate that customers, the market, resources, and finance all contributed significantly to the success of SMEs. The main strategic factors in corporate success are innovative products, quality, cost, dependability, and services. Achieving an appropriate balance between product quality and costs is crucial since innovative products offer value for the client. In contrast, Friedrich

(2012) makes the case that the small and medium-sized business sector has been recognized as the engine driving economic expansion. Working capital management has an impact on profitability, investment portfolio, and liquidity. These three elements collectively determine whether a corporation succeeds or fails. Therefore, effective working capital management has a positive impact on these important variables and helps the business develop and succeed. Above all, exercise caution when performing any work. In the business sectors, it is highly impressive for reducing risk. Regarding these issues, Rao and Goldsby's study (2009) underlined that risk management, which involves the discovery, assessment, elimination, and/or mitigation of recognized hazards, is crucial for long-term corporate success. Owner managers of SMEs are quite educated about their businesses, yet they frequently struggle to recognize all the risk factors that affect their operations. As a result, St. Pierre and Bahri (2012) For all SMEs, risk management is a top priority, particularly for those who are sensitive to business risk (the risk that could negatively affect a business) and competition. In response, Zaman and Islam (2011) created some guidelines for mitigating the risks and problems associated with loans. Whereas large businesses are more likely to resist SCRs, SMEs are less likely to, which numerically suggested that SMEs need to consider the risk management strategy more seriously than large firms. Finally, it must be acknowledged that, following Watt (2007), SME owner-managers should consider the following four steps in their risk management process: developing the SME's risk strategy, identifying the SME's risk appetite, identifying and assessing risk, and prioritizing and managing risks.

3.0 RESEARCH MODEL



4.0 METHODOLOGY OF THE STUDY

The methodologies of the study are as follows:

4.1 Population: All the Entrepreneurs (47 entrepreneurs) who take SME loans from Sonali Bank Limited, Kotbari Branch.

4.2 Sample Size: Self-employed people and business owners who obtained SME loans from the Kotbari branch were surveyed for the study.

4.3 Sample Unit: Self-employed people and business owners who obtained SME loans from the Kotbari branch were surveyed for the study.

4.4 Sampling Method: “Yamane method” has been used for determining sample size”

4.5 Sampling Technique: In this study, the results are analyzed by using statistical software Statistical Package for Social Science (SPSS) version 25, MS Excel 2010 and percentage analysis on a five-point Likert Scale.

4.6 Research Design: A research design is simply a plan for study in collection and analysis the data. The report is exploratory and descriptive in nature. This report is going to describe the role of Sonali Bank Limited (SBL) for creating entrepreneurs. Therefore, the study is found that, Sonali Bank Limited keeps place a vital role for creating Entrepreneurs by *SME loans*. Hence it is a descriptive in nature but it suggests some important points to in the services of Sonali Bank Limited in case of creating entrepreneurs by SME loans so it is exploratory in nature too.

4.7 Designing the Questionnaire

As the main objective of the study is known “The Role of Sonali Bank Ltd. for Creating Entrepreneurs: A Study on Kotbari Branch.” The questionnaire is organized into three sections, including Section 01, Section 02 and Section 03, written below.

- The first section of the questionnaire is designed with a view to sought information from entrepreneurs regarding the entrepreneurs name, age, sex, marital status, education, occupation, business experience, major use of the SME loans, different types and sectors of business and waiting period between loan application and sanction.
- The second section of the questionnaire is designed for SME loans, taken from Sonali bank limited at

Kotbari branch by entrepreneurs, to rate the relative importance of fifteen (15) variables in relation to role of SBL for creating entrepreneurs and one dependent variable is SME loans. Whereas twelve (12) independent variables such as bank performances, bank services, bank reputation, amount of loan, bankers’ behaviors, transparency regarding the SME loan distribution, monitoring system, use of modern technologies, relationships between Bankers and clients, feeling of personal accomplishment, awards from bank, procedure of SME loan disbursement are selected from 15 variables.

- The third section of the questionnaire is required for banks to rate the relative importance of seventeen (17) variables regarding SME loans and the prospect of entrepreneurs about the SME loans and one dependent variable is Sonali Bank Limited. Ten (10) independent variables like as providing standard amount of SME loan, reducing application procedures and time, elimination of corruption, lessening political influence, eradicating nepotism, increasing the use of modern technology throughout all branches, developing the banking culture and systems, ensuring the transparency concerning providing SME loans, impose standard and less time period for receiving the loan, selected from 17 variables.

All of these set of questionnaires section is designed based on a close end and Likert Scale which has five scales, namely, Highly Disagree (01), Disagree (02), Neutral (03), Agree (04), and Highly Agree (05).

4.8 Data Collection

Data is collected from primary and secondary sources. Primary sources are surveyed through questionnaires, face-to-face conversations with the entrepreneur, principal officers and the senior principal officers and the relevant file study provided by the concerned officers. On the other hand, secondary sources are the annual report of Sonali Bank Limited publications of Bangladesh bank, newspapers, books, different articles on the bank and the prospectus of Sonali Bank Limited.

5.0 Scenario of SME Loans Providing to Different Types of Entrepreneurs (Result & Discussion)

5.1 Descriptive Statistics

Table 1: Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic
Performances of Bank	39	1.00	5.00	3.2308	1.26619	1.603
Services of Bank	39	1.00	5.00	3.8974	1.44723	2.094
Amount of Loan	39	1.00	5.00	2.2051	1.37992	1.904
Bankers Behavior	39	1.00	5.00	4.0256	1.34726	1.815

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic
Transparency of Loan Disbursement	39	1.00	5.00	1.9487	1.39451	1.945
Monitoring System	39	2.00	5.00	4.3333	.89834	.807
Uses of Modern Technologies	39	1.00	4.00	2.2564	.63734	.406
Bankers and Clients Relationship	39	1.00	5.00	3.8462	1.13644	1.291
Recognition or Awards from Bank	39	1.00	5.00	3.8718	1.23926	1.536
Procedure of SME loan disbursement	39	1.00	5.00	2.9744	1.45976	2.131
Satisfaction Level with the Overall Activities of SBL	39	1.00	5.00	3.3333	1.38285	1.912
Valid N (list wise)	39					

As illustrated in Table 1, it is revealed that the majority of the respondents have agreed with the Monitoring System (Mean= 4.3333 & Std. deviation = .89834), which is the fundamental factor which impacts on to be entrepreneurs because a proper monitoring system can ensure the business progress as well as proper allocation of money in business functions. The second noteworthy factor is bankers’ behaviour (Mean= 4.0256 & Std. deviation = 1.34726) which affects individuals and makes them entrepreneurs. Correspondingly, Services of Bank (Mean = 3.8974 &

Std. deviation = 1.44723), Recognition or Awards from Bank (Mean= 3.8718 & Std. deviation = 1.23926), Bankers and Clients Relationship (Mean= 3.8462 & Std. deviation = 1.13644) are key factors, which influences individuals to be an entrepreneur. All the above factors, indeed, have a significant impact on personnel to be entrepreneurs. All are also important factors for banks to create entrepreneurs.

5.2 Reliability Statistics

Table 2: Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.973	.977	11

Checking for internal dependability of the constructs, reliability analysis is measured via Cronbach’s coefficient alpha. All constructs, if the Cronbach’s Alpha values exceeded the criterion of 7.00, have no problem in reliabilities (Hair, Rolph, Barry & William, 2010). As illustrated in table 2, the reliability of all variables is measured by Cronbach alpha. In that

study, the Cronbach alpha is .973 with ten items showing excellent reliable results. Accordingly, the survey instrument is dedicated to measuring all factors consistently and free from random error.

5.3 Correlations Analysis

Table 3: Correlations Analysis

Pearson Correlations Analysis											
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
(1)	1										
(2)	.904**	1									
(3)	.770**	.656**	1								
(4)	.891**	.960**	.634**	1							
(5)	.648**	.532**	.936**	.505**	1						
(6)	.879**	.897**	.644**	.928**	.518**	1					
(7)	.642**	.543**	.866**	.544**	.874**	.582**	1				
(8)	.867**	.918**	.742**	.914**	.642**	.876**	.710**	1			
(9)	.858**	.917**	.693**	.948**	.605**	.890**	.642**	.957**	1		
(10)	.914**	.883**	.839**	.883**	.723**	.850**	.658**	.822**	.827**	1	
(11)	.962**	.899**	.846**	.885**	.746**	.883**	.707**	.888**	.870**	.930**	1
**. Correlation is significant at the 0.01 level (2-tailed).											
*. Correlation is significant at the 0.05 level (2-tailed).											

- (1) Performance of Bank
- (2) Services of Bank
- (3) Amount of Loans
- (4) Bankers Behavior
- (5) Transparency of Loan Disbursement
- (6) Monitoring System

- (7) Uses of Modern Technologies
- (8) Bankers and Clients Relationship
- (9) Recognition or Awards from Bank
- (10) Procedure of SME loan disbursement
- (11) Satisfaction Level with the Overall Activities of SBL

Using Pearson correlation analysis, the inter-relationships among the ten variables, namely, performances of the bank, services of the bank, amount of loan, bankers behaviour, transparency of loan disbursement, monitoring system, use of modern technologies, bankers and clients relationship, recognition or awards from the bank, the procedure of SME loan disbursement, are examined. The average score of the multi-items for a construct is calculated, and the score is used in correlation analysis. The results

show that there are positive relationships with all the variables. The correlation is vital when the value is $r = 0.50$ to 1.0 or $r = -0.50$ to -1.0 (Lind et al., 2010). Results in **Table 3** demonstrated that all variables are correlated together at the 0.01 level using the correlation test, and the values range from $r = 0.962$ to $r = 0.930$. Therefore, there is no multi-collinearity problem in the study.

5.4 Model Summary

Table 4: Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.985 ^a	.971	.961	.27342
a. Predictors: (Constant), The procedure of SME loan disbursement, Uses of Modern Technologies, Recognition or Awards from the Bank, Transparency of Loan Disbursement, Monitoring System, Performances of the Bank, Services of the Bank, Amount of Loan, Bankers and Clients Relationship, Bankers Behavior				
b. Dependent Variable: Satisfaction Level with the Overall Activities of SBL which lead to be entrepreneurs.				

As illustrated in Table 3, the correlation coefficient value (R) is equal to 0.985, which recommends that there is a solid positive relationship between the performances of the bank, services of the bank, amount of loan, bankers' behavior, transparency of loan disbursement, monitoring system, use of modern technologies, bankers and clients relationship, recognition or awards from the bank, the procedure of

SME loan disbursement. 97.1% (R-square values of .971) variation in respondents' satisfaction accounted due to factors. The adjusted r^2 is .961, signifying that the ten factors can significantly account for 96.1% variance in the case of creating entrepreneurs.

5.5 ANOVA

Table 5: ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	70.573	10	7.057	94.404	.000 ^b
	Residual	2.093	28	.075		
	Total	72.667	38			

As illustrated in Table 5, multiple regression analysis is performed to scrutinize the relationship among influential factors (the performances of the bank, services of the bank, amount of loan, bankers' behavior, transparency of loan disbursement, monitoring system, uses of modern technologies, bankers and clients relationship, recognition or awards from the bank, the procedure of SME loan disbursement) for creating

entrepreneurs. Ten factors are proposed, and results are computed. The F- value is 94.404 with a significant level of 0.000 which is less than 0.01 with 10 and 28 degrees of freedom, and it assures model fitness for regression analysis.

5.6 Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.327	.331		-.989	.331
	Performances of Bank	.554	.108	.507	5.151	.000
	Services of Bank	.098	.139	.103	.706	.486
	Amount of Loan	.260	.146	.260	1.784	.085
	Bankers Behavior	.298	.222	.290	1.341	.191
	Transparency of Loan Disbursement	.256	.113	.258	2.266	.031
	Monitoring System	.285	.144	.185	1.976	.058
	Uses of Modern Technologies	-.337	.182	-.155	-1.848	.075
	Bankers and Clients Relationship	.077	.190	.063	.404	.690
	Recognition or Awards from Bank	-.251	.185	-.225	-1.359	.185
	Procedure of SME loan disbursement	-.195	.152	-.206	-1.283	.210

The results, according to the statistical analysis, indicate that the performances of the bank, services of the bank, amount of loan, bankers behavior, transparency of loan disbursement, monitoring system, uses of modern technologies, bankers and clients relationship, recognition or awards from the bank, the procedure of SME loan disbursement have an impact on personnel and banks to be and to create entrepreneurs and also there is a significant relationship among all of them. In that table, the study only concentrates on the Standardized Coefficients (Beta).

Findings

The new entrepreneurs don't get SME loan. Because of the previous experience which is one of the criteria for getting SME loan. So, inexperience proprietors are not encouraged to gain the SME loans. It is the major finding for Banks SME Loans. Secondly, the entrepreneurs don't get enough SME loan according to their demand. The study finds out unnecessary formalities are instructed by maximum branches of SBL which is another finding. The next one is most of the bona-fide SME entrepreneurs do not get loans. On the other hand, many of the borrowers who are getting loans are not real SMEs. Apart from SME loan interest rate is not satisfactory to the entrepreneurs and customer; it is higher interest rate to the new entrepreneurs and customer. Most remarkable finding is "Traders, house builders and car owners are also getting SME loans." The study finds out and entrepreneurs shared SME loan processing system is lengthy process for the entrepreneurs and customers. SME loan disbursement policy is not flexible for the SME entrepreneur of SBL too. Most prominent findings are found out from this research that Bangladesh Banks (BBs) rules and regulations are not strictly followed by Sonali Bank for providing SME loan. Like: BB's instructions, 20 percent of all bank loans must go to SMEs. But maximum Banks don't obey this. Banks show their other loans as SMEs to meet the target set by the Bangladesh Bank and also enjoy benefits that come with lending to SMEs. Last but not meant the least that the puzzling scenario about SME loans came to the fore at a discussion at the premises of SME Foundation, a government institute for the sector's development, to announce the seven-day SME fair at the Bangabandhu International Conference Centre that "Cash credit, car loan and home loan have all been included in the SME loans and traders are also getting SME loans."

CONCLUSION

Sonali Bank is the largest bank as well as the largest employer in both the public and private sectors in Bangladesh. The Banks play a vital role in the socio-economic development through the development of industrial sectors by providing all the conventional banking services and some specialized financing activities to the economy. Not only had this, but the new wing of Sonali Bank Limited SME Loan Sector also introduced it in case of

creating "Entrepreneurs". Even it is proved that "SME industries contribute 52-55% of GDP". But in terms of GDP, SBL's SME loan contribution is not remarkable. So it is high time for SBL to claim itself as a praiseworthy bank by solving its drawbacks and findings with proper actions and ethical responsibilities. Nevertheless, it is observed that banks' popularity is increasing daily, which leads to increased competition as well. The public banks offer almost the same products and services and nearly the same operating system. So, it is high time for Sonali Bank Limited to give more importance to SME loan Sectors for creating entrepreneurs. Because only this sector can radically increase its reputation and familiarity in every urban and rural area of Bangladesh and the whole world, it will be observed that the unemployment problem will be decreased, and poverty will be alleviated. After that, the dream of our government will be the truth, and Bangladesh will be a role model in the world's banking sector.

RECOMMENDATIONS

The entrepreneurs should get an SME loan without interest for the first two or three years and have no previous business experience. Still, they are strongly willing to be an entrepreneur with unique business ideas. After two or three years, SBL can put on interest after observing the advancement of the entrepreneurs' business. As a result, the reputation of SBL will be higher. Not only this, but also the unemployed young will be more inspired to do business rather doing the job. Finally, they will be entrepreneurs and will create employment for other people. After, unnecessary formalities should be minimized in case of providing SME loans. On the other hand, this is necessary to ensure getting an SME loan for most of the bonafide SME entrepreneurs by Sonali Bank Limited. SBL should choose the proprietor carefully while giving the SME loan. Importantly the rules and regulations of Bangladesh Bank should be adequately obeyed by Sonali Bank for providing SME loans. It is needed to ensure proper disbursement of SME loans because "Banks have disbursed thousands of crores of taka as SME loans every year, but the SME entrepreneurs say only a few of them got loans from the banks." Another suggestion is that SBL can reduce the mortgage so that small entrepreneurs can take a loan. Remarkably, SME loan amounts should be more for honest and bonafide entrepreneurs. Most importantly, ethical business practices and a sense of responsibility to all stakeholders should be increased in case of providing SME Loans. Significantly, SMEs loan policy must be flexible for entrepreneurs, especially, the new entrepreneurs. Above all, the central bank and the government should take the initiatives that the targeted amount goes to the SME entrepreneurs.

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