

# Factors Influencing Commercial Banks in Developing Entrepreneurship of SMEs in Bangladesh: A Case Study on BASIC Bank Ltd.

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## Abstract

*The current study has investigated the factors influencing commercial banks in developing entrepreneurship of SMEs in Bangladesh. The study collected opinions from 50 executives of BASIC Bank on 5 point Likert Scale such as 5- strongly agree, 4-agree, 3-uncertain, 2-disagree and 1-strongly disagree, in order to identify the factors that influence the BASIC Bank in developing entrepreneurship in SME. The findings of the study revealed a number of factors like Service Responsiveness Factor, Fund Delivery Factor, Employment of family members and creation of new jobs Factor, Financial management skills and group identity Factor, Independent and keeping thyself busy Factor, Fund availability Factor and the like.*

## INTRODUCTION

Entrepreneurship development refers to the process of enhancing entrepreneurial skills and knowledge through structured training and institution building programs. Entrepreneurship development aims to enlarge the base of entrepreneurs in order to hasten the pace at which new ventures are created. This accelerates employment generation and economic development.

The movement of entrepreneurship promotion and development in the past few decades have gone a long way in SME. Both government and various industrial promotion and support institutions are making considerable efforts to facilitate the process of emergence of new entrepreneurs for setting up enterprises in small scale sector. These efforts involved making attractive schemes for availability of finance and various other assistances including technical know-how, training, sales, purchases, etc.

## RELATED LITERATURE REVIEW

The performance and growth of any enterprise, regardless of its size are affected

by the factors prevailing in and around the business. Nature and kinds of factors may vary from country to country or even region to region, period to period within the same country depending on the pattern of management, external support of financing, entrepreneurship, technical manpower, resources, technology, government policy, structure of the economy etc. BASIC Bank Ltd, established in 1988 and extends finances and other support services to small and micro enterprises with a view to develop entrepreneurship in SME. Bank finance intends to manufacturing, trading, service, working capital, machine purchase which ultimately increases income, assets, security confidence in future of the enterprises. The ultimate outcomes of entrepreneurship development comprises self-employments, employment generation, better standard of living and the like (Khanom, 2010).The importance of the small and micro enterprises has been a much addressed issue in the existing literature that encompasses the areas such as the impact of SMEs on the macroeconomic indicators i.e., poverty

(**Beck, D-kunintt and Levine,2005**), problems of financing small enterprises in the rural areas of Bangladesh (**Hossain and Uddin, 2006**), government's role in SME development (**Welter,2001**), competitiveness of the small and medium enterprises (**Man,Lau and Chan, 2002, Fink, 1998**) and the like. These literature has significant contribution on the supply side issues of the small and micro enterprises

An enormous number of factors have been identified from the previous literature to measure their intensity in the promotion and development of small entrepreneurship in Bangladesh. (The sample bank, BASIC Bank limited considers many factors while extending finance to SME Many authors and researchers have presented the influencing factors in different ways by identifying a set of elements that constitutes of the environment of entrepreneurship development in SME. **Khatun and Rahman (2012)** identified the factors affecting the small and medium enterprises financing from the formal sector. They identified the factors viz., relationship banking, quality of services, convenient locations, processing and consultancy fee and the like as the contributing factors considered by financial institutions. **Afrin et.al (2008)** applied the factor analysis to identify the entrepreneurship development related factors. The study found out that financial management skills and group identity of the rural women entrepreneurship in Bangladesh.

**Naumes (1978)**, states that the factors like external support for financing, technology, management and productive capacity are largely responsible for the success of many new ventures. **Vesper and Album (1979)**, emphasized the several factors viz.) the presence of local market conditions, technical manpower

resources, universities with doctoral programmes and affiliated research laboratories of major companies and Government, sources of venture capital and favorable Government policies largely govern the decision of entrepreneurs in setting up a projects. Besides the above listed factors, there are various factors seriously affecting the entrepreneurship development in a country like Bangladesh. Some of these factors are political stability, corruption, red tapism, bribery, smuggling, extortion, terrorism and law order situation. **Jahur and Azad (2004)**, in their article mentioned that factors affecting the growth of SME's are of two kinds. Internal factors consist of entrepreneurial managers qualifications in terms of education, fundamental or basic and vocational training and experience, their attitude to the growth, management style and decision making, skilled human resources, planning and controlling system, financial environment etc. and that the external factors include buyer's perceptions-existing and potential extracts, policy of financial institutions, in respect of loan sanction and disbursement, interest and recovery of loan, government policy and measures in respect of taxation, tariff/VAT and duties, liberalization of import and export, sectoral trends complexity and uncertainty in markets, social, political, technical, cultural infrastructural and legal environment. **Boating and Abdulrahman (2013)**, in their article examines the factors influencing the extension of bank credit to micro small sized enterprises based on a sample of 572 in Ghana and Nigeria. The results indicate that size of the firm, age of the firm, ownership type and relationship banking have a positive bearing on a decision to extend credit to small firms in West Africa. **Chittithaworn, et al. (2011)**, in their article investigated eight factors that influence the SMEs business success. These factors are: SMEs characteristics, management and know-how, products and

services, Customer and Market, the way of doing business and co-operation, resources and finance, Strategy, and external environment. **Riyanti (2013)**, in his article examined the related factors that affect the SME growth significantly. The study by applying Structural Equation Model, identified the entrepreneur characteristics factor like age, experience, and education and some innovative behavior like traits, personality, adversity significantly affect the growth of SME. **Rachmania, et.al., (2012)**, in their article entitled "Influencing Factors of Entrepreneurial Development in Indonesia", examined the motivational factors of SME entrepreneurs. The study found out 10 motive based attributes which were, high income, personal and family life flexibility, to control own time, family security, independence, and the like. **Khan et. al., (2005)**, investigated the various micro and macro factors that are responsible for growth and development of entrepreneurship in Small sale business in Bangladesh. The study found out that the background factors like strong education and training facilities, desire to achieve, accept responsibility, hard works and risk orientation of the entrepreneurs have bearing on the growth of small business. In addition to this, the study also revealed the socio- economic factors such as uniform commercial law and limited regulations, corruptions, encouragement and support for society and family, good banking with available credit, social integration, social status, meaningful democracy and available technology and strong telecommunication and distribution networks re also important for creating entrepreneurs.

**Habib, et.al., (2005)**, in their article, investigated factors that affect women entrepreneurship in India. These are earning money or attractive source of income, enjoying better life, availability of

loans , favorable government policy, influence of success stories, personal satisfaction , desire to utilize own skill and talents , unfavorable present working environment, self-employment and employment of others , assurance of career and family security, fulfillment of creative urge of the borrows, experience in family business, self-confidence, unable to find suitable job, encouragement and advice of the family member , economic necessity, self-dependent, self-interest, inner feeling to do something, or to make difference, contribution to economic growth of the locality, do something for social development gain family and social status , gain technical and business knowledge and the like.

### OBJECTIVE OF THE STUDY

The main objective of the study is to critically investigate the factors influencing the BASIC Bank Ltd. for developing entrepreneurship of SMEs in Bangladesh.

### METHODOLOGY OF THE STUDY

Both primary and secondary data have been used in the study. For the purpose of the present study, the researcher has collected opinions of 50 executives of BASIC Bank on 5 point Likert Scale such as 5- strongly agree, 4-agree, 3-uncertain, 2-disagree and 1-strongly disagree, in order to identify the factors that influence the BASIC Bank in developing entrepreneurship in SME. The data thus collected has been tabulated first. Then the data have been analysed by sophisticated multivariate technique- Varimax Rotated Factor Analysis or Principal Component Method. The purpose of factor analysis is mainly two folds: data reduction and substantive interpretation. In the present study, Principal Components Varimax Rotated Method' of factor analysis has been used in order to identify the factors influencing of BASIC bank for developing entrepreneurship in SME.

Principal Component factor explains more variance than the loadings obtained from any method of factoring. In order to define the group membership, an algorithm may be used to uncover a structure purely on the basis of correlation structure of the input variables. Then the number of principal components to be retained in the study has been decided on the basis of Kaiser's Criterion (1958) of Eigen value  $\geq 1$ . Principal Components having higher reliability co-efficient are more reliable in the sense that the corresponding factors would be replicable in other similar kind of studies. Then communalities, symbolized by  $h^2$  - are then worked out which show how much of each variable is accounted for by the underlying factors taken together. Then factor scores have been generated on the basis of weighted average of Principal Factor Loadings and average of respective variables included in to the concerned group. Ranking of each factor has been made on the basis of scores derived.

The study has identified the variables under taken for the study as most important, important and least important on the basis of mean score. In this section, the study has figured out characteristics of factors influencing the BASIC bank for developing entrepreneurship in SME in the form of mean, Standard deviation and co-efficient of variation. The study has grouped the factors with a mean score of 4 and above as most important factor, factors with mean score of 3 and above as important factors and factors with mean score with less than 3 is least important factor.

#### **ANALYSIS OF FACTORS INFLUENCING OF BASIC BANK LTD. IN ENTREPRENEURSHIP DEVELOPMENT.**

The factors under study have been subject to analysis of iso-order correlation matrix, identification of principal factor

techniques and rotated factor matrix. Finally ranking of factors have been made on the basis of factor scores derived from regression techniques. On the basis of extensive review of literatures and analysis of contents of factors influencing the entrepreneurship development in SME, researcher has identified following factors that affect the entrepreneurship development in SME which are tabulated in table-1. In this context it is to be mentioned that so far our knowledge, no study has been made exclusively and extensively on the factors influencing of BASIC Bank in entrepreneurship development in SMEs.

It is evident forty-four variables have been found influencing the BASIC Bank in entrepreneurship development. These are Increased family relationships and cohesiveness, Development of financial management skills, Getting adult education, Developing awareness of health and women's right, Inadequacy of family supplement income, Family support is required, Attractive source of income, Network and work environment, Training, Doing something independently, Career and family security, Quality of Service, convenient location of the Bank, Availability of other support services, spontaneity of loan delivery (time amount), Customer relationship management, Secured transaction system, Interest Rate, Repayment Process, Processing and consultancy fee, Realized self and collective identity, Creative urge, Self-interest and self-dependent, Competent to take and use loan, Getting educated, Ability to accumulate family fund, Alleviation of gender discrepancies, Scope to utilize own skills and talents, Can employ others, image of the bank, public relation and media information, chapter than other source of financing, relaxation of collateral requirement and low service charge and advanced technology, similarity and correctness of information, scope for future

fund availability, bank paper work enterprise of banks, staff in solving problems, Self-independent, Family peace, Gaining social prestige, Can keep myself busy, Scope for future fund availability, Transaction acceleration and the like. Table 1 below shows the variables vis-a-vis weighted mean score in order of magnitude of influence.

### **Data have been derived from using SPSS version 17.**

It is evident from table-2 that among the 44 identified factors Increased family relationships and cohesiveness, Development of financial management skills, Getting adult education, Developing awareness of health and women's right, Inadequacy of family supplement income, Family support is required, Attractive source of income, Network and work environment, Training, Doing something independently, Career and family security, Quality of Service, convenient location of the Bank, Availability of other support services, spontaneity of loan delivery (time amount), Customer relationship management, Secured transaction system, Interest Rate, Repayment Process, Processing and consultancy fees the more significant factors in entrepreneurship development.

It has also identified in the study that 15 other factors, as significant on the same basis. These are Realized self and collective identity, Creative urge, Self-interest and self-dependent, Competent to take and use loan, getting educated, Ability to accumulate family fund, Alleviation of gender discrepancies, Scope to utilize own skills and talents, can employ others, image of the bank, public relation and media information, chapter than other source of financing, relaxation of collateral requirement and low service charge and advanced technology.

The study has identified nine factors as less significant which are similarity and correctness of information, scope for future fund availability, bank paper work enterprise of banks, staff in solving problems, Self-independent, Family peace, Gaining social prestige, Can keep myself busy, Scope for future fund availability, Transaction acceleration and the like. These findings reflect the scenarios of factors influencing the BASIC bank for entrepreneurship development in SME.

It has been observed from the table that, most important group is found most consistent with respect to lowest variability in opinions, important group is found consistent with respect to variability of opinions (Average CV=27.72%), And least important group is found least consistent with respect to highest CV of 59.06% in opinions. These have substantiated grouping of factors variable on the basis of mean.

### **PRINCIPAL COMPONENT ANALYSIS**

The correlation matrix of all 44 variables has been further subject to principal component analysis. The Eigen values, the percentage to total variance and cumulative % variance have been shown in the following table-3. This shows that variables under study have constituted ten groups/factors which have been discussed in the following paragraphs.

The table- 3 shows that the Eigen value, percentage of variance and cumulative percentage of variance of the factors influencing BASIC bank in entrepreneurship development in SMEs in Bangladesh. The first factor Financial Management Skill and Group Identity shows the variance explained is 13.11 percent and others are 12.28 percent, 11.23 percent, 10.11 percent, 9.23 percent, 8.29 percent, 7.28 percent, 6.23 percent, 5.98 percent and 4.28 percent respectively. The result of the factor analysis shows that

these 10 factors collectively produce 88.02 percent variance in the data set. The total variance explained by each of the factor with initial Eigen values is presented in the appendix section.

### ANALYSIS OF FACTORS

**Factor-1** explains 13.11 percent of total variations existing in the variable set. This includes variables  $X_1$ ,  $X_6$ ,  $X_7$ ,  $X_{18}$ , and  $X_{15}$ . This factor has significant factor loading on these variables which formed a major cluster. This factor belongs to increased family relationships and cohesiveness, development of financial management skills, realized self and collective identity, getting adult education, developing awareness of health and women's right. So it provides a basis for conceptualization of a dimension which may be identified as financial management skill and group identity factor.

**Factor-2** explains 12.28 percent of the total variations existing in the variables set. This includes variables  $X_{17}$ ,  $X_{19}$ ,  $X_4$ ,  $X_5$ ,  $X_8$ ,  $X_{21}$  and  $X_{25}$ . This factor has significant factor loading on these variables which have formed a major cluster. This factor belongs to creative urge, self-interest and self-dependent, inadequacy of family supplement income, family support is required, attractive source of fund, competent to take and use loan, getting educated and the like. So it provides a basis for conceptualization of a dimension which may be creative urge.

**Factor-3** explains 11.23 percent of total variation existing in the variable set. This includes self dependent ( $X_{36}$ ), family peace ( $X_{34}$ ), gaining social prestige( $X_9$ ), ability to accumulate family fund ( $X_{10}$ ), alleviation of gender discrepancies( $X_{11}$ ) and the like. This factor has provided a basis for conceptualization of a dimension

which may be identified as family fund and women involvement factor.

**Factor-4** explains 10.11 percent of the total variation existing in the variable set. This includes network and work environment( $X_{22}$ ), training ( $X_{20}$ ), scope to utilize own skills and talents( $X_{24}$ ), can employ others ( $X_{23}$ )and the like. So this factor has provided a basis for conceptualization of a dimension, which may be identified as employment of family members and creation of new jobs factor.

**Factor-5** explains 9.23 percent of the total variations existing in the variable set. This includes  $X_{28}$ ,  $X_{29}$  and  $X_{30}$ . This factor has also significant factor loading ranging from moderate to high on these variables which formed a significant important cluster. This factor is concerned with doing something independently, can keep myself busy, career and family security and the like. So this factor has provided a basis for conceptualization of a dimension which may be identified as independent and keeping thyself busy.

**Factor-6** explains 8.29 percent of the total variations existing in the variable set. This includes variables  $X_{35}$ ,  $X_{30}$ ,  $X_{31}$ ,  $X_{37}$ ,  $X_{32}$  and  $X_{38}$ . This factor has significant factor loading on these variables which have formed a major cluster. This factor belongs to quality of service of bank, availability of other support service from the bank, image of the bank, similarity and correctness of information, expertise of banks in solving problems, convenient location of the bank and the like. So, it provides a basis for conceptualization of a dimension which may be identified as service delivery factor.

**Factor-7** explains 7.28 percent of the total variation existing in the variable set. This includes  $X_{39}$ ,  $X_{42}$ ,  $X_{41}$ ,  $X_{40}$ ,  $X_{33}$  and  $X_{43}$ . This factor has also significant factor loading ranging from moderate to high on

these variables which formed second important cluster. This factor is concerned with spontaneity of loan delivery (time, amount), customer relationship management, processing and consultancy fee, secured transaction systems, public relation and media information and transaction acceleration. So this factor has provided a basis for conceptualizations of a dimension, which may be identified as service responsiveness factor (SRF).

**Factor-8** explains 6.23 percent of the total variation existing in the variable set. This includes  $X_2$  and  $X_{12}$ . This factor has significant factor loading ranging from moderate to high on these variables which formed third important cluster. This factor is concerned with cheaper than other source of financing and scope for future fund availability and also provides a basis for conceptualization of dimension which may be identified as fund availability factor (FAF)

**Factor-9** explains 5.98 percent of the total variation existing in the variable set. This includes  $X_{13}$ ,  $X_{14}$ ,  $X_{16}$  and  $X_{44}$ . This factor has significant factor loading ranging from moderate to high on these variables which formed third important cluster. This factor is concerned with interest rate, repayment process, relaxation of collateral requirement, Advanced technology and also provides a basis for conceptualization of a dimension, which may be identified as fund delivery factor.

**Factor-10**, explains 4.28 percent of the total variations existing in the variable set. This includes  $X_{27}$  and  $X_{26}$ . This factor includes bank paperwork or bureaucracy and low service charge and also provides a basis for conceptualization of a dimension which may be identified as implicit cost factor.

## RANKING OF FACTOR

Finally, the ranking obtained on the basis of factor wise average score are shown in the following table:

***Weighted Score = (Factor loading × Weighted mean) ÷ No. of Variables in each factor.***

The service Responsiveness factor includes spontaneity of loan delivery (time and amount) customer relationship management, processing and consultancy fee, secured transaction systems, public relation and media information, and transaction acceleration. The fund delivery factor includes interest rate, repayment process, relaxation of the collateral requirement, advanced technology that have been identified as the most important variable. The employment of family members and creation of new jobs factor includes employment network and work environment, training, scope to utilize own skills and talents can employ others and the like. The financial management skill and group identity factor includes increased family relationships and cohesiveness, development of financial management skills, realized self and collective identity, getting adult education, developing awareness of health and women's right. The independent and keeping thyself busy factor includes increased family relationships and cohesiveness, development of financial management skills, realized self and collective identity, getting adult education, developing awareness of health and women's right. The fund availability factor includes cheaper than other source of financing, scope for future fund availability. The creative urge factor includes creative urge, self-interest and self-dependent, inadequacy of family supplement income, family support is required, attractive source of fund, competent to take and use loan, getting educated. The service Delivery

factor includes quality of service of bank, convenient locations of the bank, image of the bank, availability of other support services, similarity and correctness of information, expertise of banks staff in solving problems. The implicit cost factor includes bank paper work or Bureaucracy and low service charge. The family fund and women development factor includes self-dependent, family peace, gaining social prestige, ability to accumulate family fund and alleviation of gender discrepancies.

### **SUMMARY OF THE FINDINGS**

The study is of empirical and theoretical ones. The identification of the influencing factors of BASIC Bank for developing entrepreneurship in SME is based on the opinion survey of the selected respondents.

The study has identified the factors under ten broad categories and the followings are the top six important factors that influence entrepreneurship development in SME.

Service Responsiveness Factor.  
Fund Delivery Factor  
Employment of family members and creation of new jobs  
Factor  
Financial management skills and group identity  
Factor  
Independent and keeping thyself busy  
Factor  
Fund availability Factor.

Of the service Responsiveness factor, spontaneity of loan delivery (time and amount) customer relationship management, processing and consultancy fee, secured transaction systems, public relation and media information, and transaction acceleration have been observed the most significant ones. Of the fund delivery factor, interest rate, repayment process relaxation of the collateral requirement, advanced technology has been identified as the most important variable. Of the employment of

family members and creation of new jobs employment network and work environment, training, scope to utilize own skills and talents, can employ others have been identified as the most important ones. Of the financial management skill and group identity, increased family relationships and cohesiveness, development of financial management skills, realized self and collective identity, getting adult education, developing awareness of health and women's right have been observed as the most important ones. Of the independent and keeping thyself busy factor, increased family relationships and cohesiveness, development of financial management skills, realized self and collective identity, getting adult education, developing awareness of health and women's right have been observed as most significant ones. Of the fund availability factor, cheaper than other source of financing and scope for future fund availability have been observed as the most important variable. The experience from the parent's family of the borrowers and the option limit may also lead to the rural women borrowers to be entrepreneurial.

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**Table: 1**

**The variables influencing the BASIC Bank Ltd for entrepreneurship development based on Mean-Weighted scores**

<b>Variable</b>	<b>Mean weighted scores</b>
<b>Most Important Factors</b>	
X <sub>1</sub>	4.10
X <sub>3</sub>	4.43
X <sub>7</sub>	4.20
X <sub>18</sub>	4.23
X <sub>19</sub>	4.29
X <sub>4</sub>	4.10
X <sub>5</sub>	4.32
X <sub>11</sub>	4.19
X <sub>22</sub>	4.28
X <sub>23</sub>	4.29
X <sub>29</sub>	4.18
X <sub>35</sub>	4.00
X <sub>38</sub>	4.10
X <sub>30</sub>	4.033
X <sub>39</sub>	4.267
X <sub>42</sub>	4.266
X <sub>40</sub>	4.166
X <sub>13</sub>	4.367
X <sub>14</sub>	4.133
X <sub>14</sub>	4.26
<b>Important Factors</b>	
X <sub>6</sub>	3.13
X <sub>15</sub>	3.13
X <sub>17</sub>	3.23
X <sub>8</sub>	3.19
X <sub>21</sub>	3.23
X <sub>9</sub>	3.93
X <sub>10</sub>	3.45
X <sub>20</sub>	3.93
X <sub>24</sub>	3.13
X <sub>31</sub>	3.40
X <sub>33</sub>	3.667
X <sub>2</sub>	3.40
X <sub>16</sub>	3.903
X <sub>26</sub>	3.967
X <sub>44</sub>	3.67
<b>Least Important Factors</b>	
X <sub>37</sub>	2.933
X <sub>25</sub>	2.18
X <sub>36</sub>	2.39
X <sub>34</sub>	2.32
X <sub>28</sub>	2.19
X <sub>12</sub>	2.966
X <sub>27</sub>	2.93
X <sub>32</sub>	2.866
X <sub>43</sub>	2.135

**Notes:1. Data have been compiled by the researcher.**

Table: 3

## Factors influencing of BASIC Bank for Entrepreneurship development in SME

Factor	Name of Factor	Rotation sum of Squared Loading		
		Eigen values	% of variance	Cumulative % Variance
1.	Financial Management Skill and Group Identity (FMSGI)	5.13	13.11	13.11
2.	Creative Urge and Self Interest (CUSI)	4.32	12.28	25.39
3.	Family Fund and Women Involvement (FFWI)	3.13	11.23	36.62
4.	Employment of Family Members and Creation of New Job (EFMCNJ)	2.54	10.11	46.73
5.	Independence and Keeping Thyself Busy (IKTB)	2.43	9.23	55.96
6.	Service Delivery factor (SDP)	2.424	8.29	64.25
7.	Service Responsiveness factor (SRF)	1.917	7.28	71.53
8.	Fund Availability Factor (FAF)	1.723	6.23	77.76
9.	Fund Delivery Factor (FDF)	1.495	5.98	83.74
10.	Implicit Cost Factor (ICF)	1.4366	4.28	88.02

Extraction Method: Principal Component Analysis.

Note: Data have been compiled by the researcher.

Table-4: Factor-1: Financial management skill and group identity

	Name of the variables	Factor Loading
X <sub>1</sub>	Increased family relationships and cohesiveness	.762
X <sub>6</sub>	Development of financial management skill	.678
X <sub>7</sub>	Realized self and collective identity	.531
X <sub>18</sub>	Getting adult education	.511
X <sub>15</sub>	Developing awareness of health and women's right	.501
	Variance accounted for	13.11

Note: Data have been compiled by the researcher.

Table-5: Factor-2: Creative Urge and self interest

	Name of the variables	Factor Loading
X <sub>17</sub>	Creative urge	.893
X <sub>19</sub>	Self-interest and self-dependent	.810
X <sub>4</sub>	Inadequacy of family supplement income	.792
X <sub>5</sub>	Family support is required	.692
X <sub>8</sub>	Attractive source of income	.532
X <sub>21</sub>	Competent to take and use loan	.511
X <sub>25</sub>	Getting educated	.508
	Variance Accounted for	12.28

Note: Data have been compiled by the researcher.

**Table-6: Factor-3: Family fund and women involvement**

	Name of the variables	Factor Loading
X <sub>36</sub>	Self-Dependent	.789
X <sub>34</sub>	Family peace	.721
X <sub>9</sub>	Gaining social prestige	.683
X <sub>10</sub>	Ability to accumulate family fund	.672
X <sub>11</sub>	Alleviation of gender discrepancies	.531
	Variance accounted for	11.23

Note: Data have been compiled by the researcher.

**Table -7: Factor-4: Employment of family members and creation of new job**

	Name of the variables	Factor Loading
X <sub>22</sub>	Network and work environment	.811
X <sub>20</sub>	Training	.732
X <sub>24</sub>	Scope to utilize own skills and talents	.613
X <sub>23</sub>	Can employ others	.533
	Variance Accounted for	10.11

Note: Data have been compiled by the researcher.

**Table-8: Factor-5: Independent and keeping thyself busy**

	Name of the variables	Factor Loading
X <sub>28</sub>	Doing something independently	.863
X <sub>29</sub>	Can keep myself busy	.713
X <sub>30</sub>	Career and family security	.629
	Variance Accounted for	9.23

Note: Data have been compiled by the researcher.

**Table-9: Factor-6: Service Delivery Factor (SDF)**

	Name of the variables	Factor Loading
X <sub>35</sub>	Quality of service of bank	.800
X <sub>30</sub>	Availability of other support service from the bank	.716
X <sub>31</sub>	Image of the bank	.670
X <sub>37</sub>	Similarity and correctness of information	.668
X <sub>32</sub>	Expertise of bank's staff in solving problems	.521
X <sub>38</sub>	Convenient location of the bank	.510
	Variance Accounted for	8.29

Note: Data have been compiled by the researcher.

*Table-10: Factor-7: Service Responsiveness Factor*

	Name of the variables	
X <sub>39</sub>	Spontaneity of loan delivery (time and amount)	.801
X <sub>42</sub>	Customer relationship management	.767
X <sub>41</sub>	Processing and consultancy fee	.682
X <sub>40</sub>	Secured transaction systems	.648
X <sub>33</sub>	Public Relation and Media information	.539
X <sub>43</sub>	Transaction acceleration	.513
	Variance Accounted for	7.28

Note: Data have been compiled by the researcher.

*Table-11: Factor-8 Fund Availability factor*

	Name of the Variable	Factor loading
X <sub>2</sub>	Cheaper than other source of financing	.801
X <sub>12</sub>	Scope for future fund availability	.785
	Variance Accounted for	6.23

Note: Data have been compiled by the researcher.

*Table-12: Factor-9: Fund Delivery Factor*

	Name of the Variable	Factor loading
X <sub>13</sub>	Interest rate	.667
X <sub>14</sub>	Repayment Process	.587
X <sub>16</sub>	Relaxation of Collateral Requirement	.513
X <sub>44</sub>	Advanced technology	.483
	Variance Accounted for	5.98

Note: Data have been compiled by the researcher.

*Table-13: Factor -10: Implicit cost factor*

	Name of the Variable	Factor loading
X <sub>27</sub>	Bank paperwork or Bureaucracy	.857
X <sub>26</sub>	Low service charge	.474
	Variance Accounted for	4.28

Note: Data have been compiled by the researcher.

**Table-14: Factor Ranking**

<b>S.N</b>	<b>Factor</b>	<b>Weighted Score</b>	<b>Ranking</b>
<b>1</b>	<b>Service Responsiveness Factor</b>	<b>2.67</b>	<b>I</b>
<b>2</b>	<b>Fund Delivery Factor</b>	<b>2.66</b>	<b>II</b>
<b>3</b>	<b>Employment of family members and creation of new jobs</b>	<b>2.65</b>	<b>III</b>
<b>4</b>	<b>Financial Management Skill and Group Identity</b>	<b>2.64</b>	<b>IV</b>
<b>5</b>	<b>Independent and keeping thyself busy</b>	<b>2.63</b>	<b>V</b>
<b>6</b>	<b>Fund Availability Factor</b>	<b>2.52</b>	<b>VI</b>
<b>7</b>	<b>Creative urge</b>	<b>2.51</b>	<b>VII</b>
<b>8</b>	<b>Service Delivery Factor</b>	<b>2.37</b>	<b>VIII</b>
<b>9</b>	<b>Implicit Cost Factor</b>	<b>2.18</b>	<b>IX</b>
<b>10</b>	<b>Family Fund and Women Involvement</b>	<b>1.90</b>	<b>X</b>

*Note: i) Data have been compiled by researcher.*