

Project Paper

On

"Factors affecting the intention of UIU students for the usage of mobile banking services"

Submitted To

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Dr. Md. Mohan Uddin

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Subject: Submission of Project Report on “Factors effecting the intention of UIU students for the usage of mobile banking services”.

Dear Sir,

I am very pleasure to submit my project paper based on “Factors effecting the intention of UIU students for the usage of mobile banking services”. I have collected information from UIU students by doing survey based on factors which are effecting UIU students for usage of mobile banking services.

So, I, therefore pray and hope you would be kind enough for accepting my project paper. I am also ready for providing more information regarding this paper.

Sincerely Yours,

Najib Ahsan

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Acknowledgement

Firstly, I would like to express my gratitude to Almighty Allah who gives me mental strength for completion of this project paper. This project paper is prepared based on affecting the intention of UIU students about usage of mobile banking services.

I would like to be thankful to my honorable supervisor also. He has provided many important information for preparing this full project paper. Without his contribution, it could be impossible for me to finish this project paper properly.

I would like to thankful to my all teachers also. Without their contribution not only project but also all other educational activities are impossible for doing by me alone. I always get inspiration & support from them.

Executive Summary

In this report, Chapter 1 is discussed about Economy, Telecommunication, Banking Sectors of Bangladesh, Objectives & Significance of the study. Bangladesh is improving thoroughly in these sectors specially in Banking Sectors. Important thing is mobile banking companies are successful for attracting students customer by providing them benefit of using mobile banking services.

Chapter 2 is discussed about variable measurement. In this part, two types of variables are described which are- Independent & Dependent Variable. In dependent variable, one variable is dependent upon another variable. In independent variable, variables are influenced to dependent variables. Also, process of collecting information from UIU students by taking survey based on usage of mobile banking services is widely described.

Chapter-3 is discussed about findings. In this part, there are two data findings discussed which are- Correlation & Regression Analysis. In correlation analysis, data of independent variables are given with interpretation. In regression analysis, data of regression statistics, anova table, co-efficient, standard error, t-stat, p-value, lower 95% & upper 95% are given with interpretation.

Chapter-4 is discussed about discussion which contains efficiency, importance, technological materials, valuation, practice & achieving milestones by mobile banking services. People are easily compatible with usage of mobile banking services & importance of mobile banking service is increasing day by day.

Chapter-5 is discussed about conclusion & recommendation. In this part, people's reaction about using mobile banking services & future of mobile banking services are described briefly.

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CHAPTER-1: INTRODUCTION

1.1 Background of the study:

Basically, in this report, author is going to discuss about Economy of Bangladesh, Banking Sector of Bangladesh & Telecommunication Sector of Bangladesh. These elements are essential for developing a country like Bangladesh.

1.1.1 Economy of Bangladesh:

Economy of Bangladesh is a free-market based. This is one of fastest growing economy in the world. According to IMF, Bangladesh's economy is second largest growing economy of 2016. Since 2004, GDP growth of Bangladesh stated as 6.5%. It has been running largely based on readymade garments, remittances and domestic agricultural sector.

The country has pursued export-oriented industrialization, with its key export sectors include textiles, shipbuilding fish & seafood, jute and leather goods. It has also developed self-sufficient industries like pharmaceuticals, steel and food processing. Government also promoting "Digital Bangladesh" to develop technological sector which is part of project.

In 2019, Bangladesh's GDP per capital income stated as per IMF data is US \$4992 at Purchasing Power Parity & US \$1888 at nominal.

Overall GDP is \$314.656 billion at nominal & \$831.750 billion at PPP.

In 2018, GDP Rank was 41st at nominal & 30th at PPP. GDP growth in 2016-17 was 7.3%, In 2017-18, it was 7.9%, In 2018-19, it is estimated at 7.3.% & In 2019-20, it will be estimated at 7.4%.

In 2018, GDP Per Capita Rank was 144th at Nominal & 136th at PPP.

In 2018, estimated GDP at different sector was 14.23% in agriculture, 33.66% in industry, 52.11% in services. Estimated CPI was 5.564%.

Estimated poverty line was 7.1% which means 7.1% people living in extreme poverty.

In 2016, according to World Bank, gini coefficient was 32.4 at medium. In 2017, Human Development Index was 0.608 at medium and position was 136th. IHDI was 0.462. In 2018, labor force was 68,371,792.

In 2017, estimated labor force by occupation was 40.6% at agriculture, 20.4% at industry, 39.6% at services. In 2017, estimated unemployment was overall 4.2%. Male was 3.1% & Female was 6.7%.

In 2019, Ease-of-doing-business rank is 176th. In 2018-19, Exports are estimated \$46.87 billion. Exports goods are Textiles, Garments (2nd largest exporter in the world), Leather & Leather Goods, Pharmaceuticals and other Chemical products, Ceramic Products, Bicycles, Jute & Jute Goods, IT, Agricultural Products, Frozen Food (Fish and Seafood).

Main export partners are European Union, United States, Japan, Canada, India, Australia, China, Southeast Asia & Others. 58.2% of goods are exported to EU, 16.3% of goods are exported to US, 3.1% of goods are exported to Japan, 3% of goods exported to Canada, 2.4% of goods exported to India, 1.9% of goods are exported to both China & Australia, 1.6% of goods are exported to Southeast Asia & 11.6% of goods exported to Others.

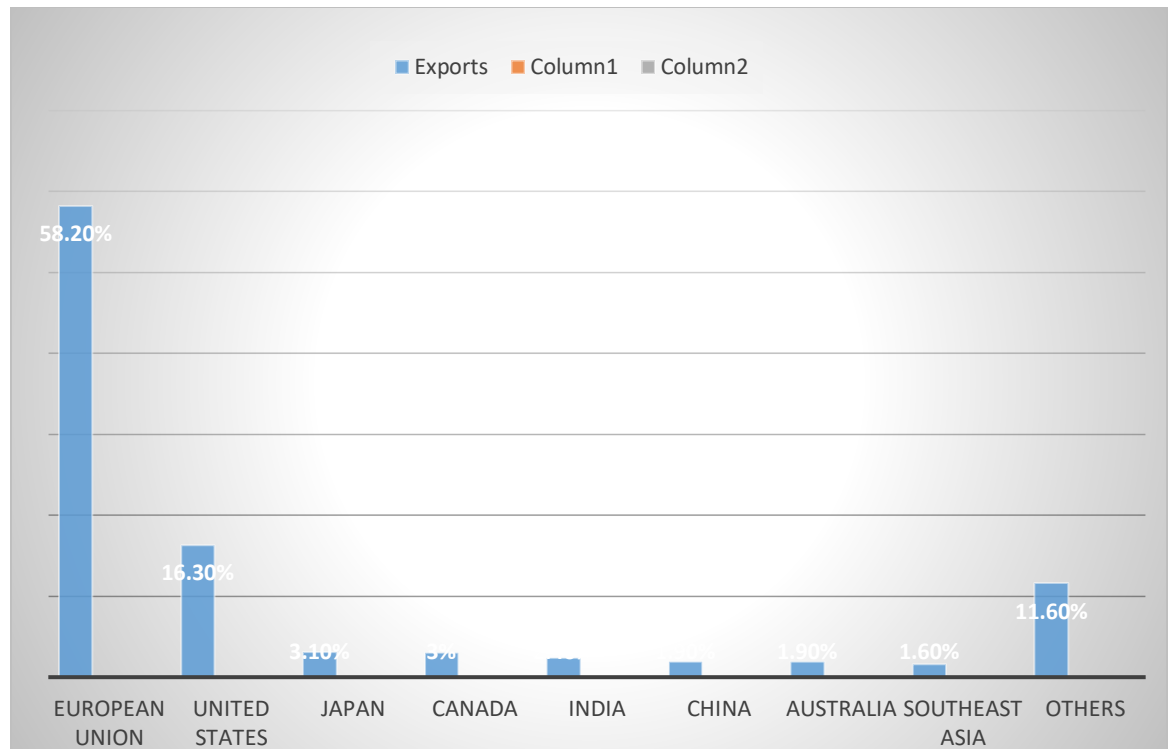


Figure 1.2: Export Statistics of Bangladesh

In 2018, Imports are estimated \$46.02 billion at fiscal year. Imports goods are Textiles and Textile Articles, Machinery and Mechanical Appliances, Electrical Equipment, Mineral Products, Vegetable Products, Metal & metal products, Chemicals & Allied Products, Vehicles & Aircraft.

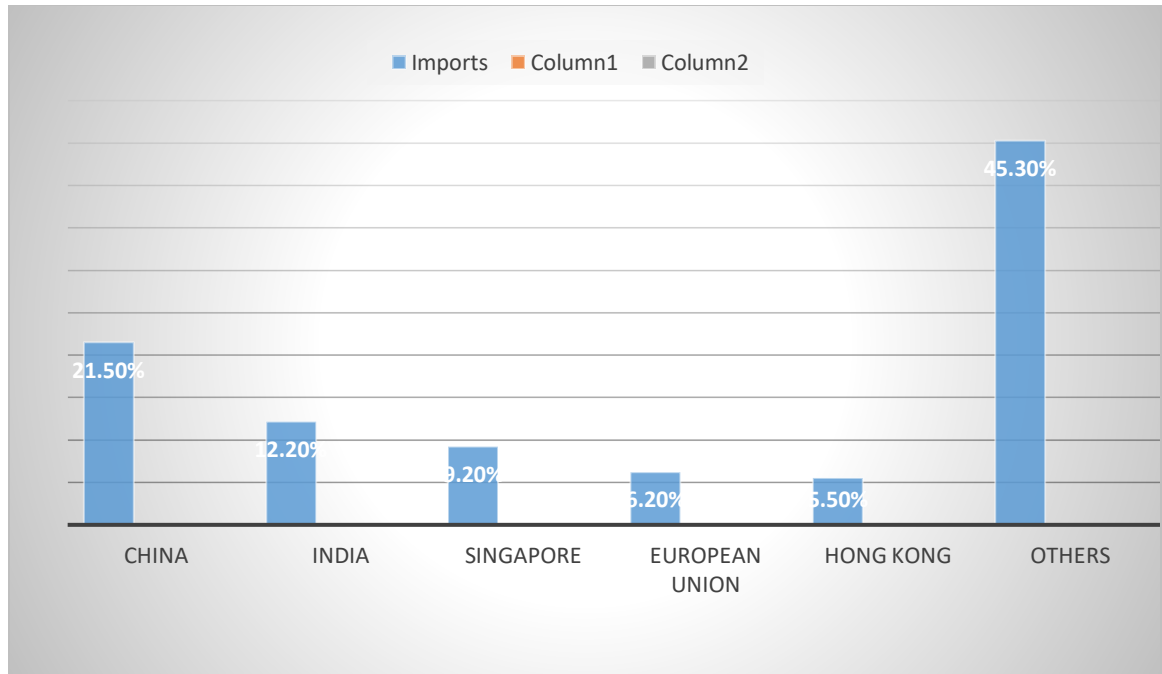


Figure 1.3: Import Statistics of Bangladesh

Main import partners are China, India, Singapore, European Union, Hong Kong and Others. 21.5% of goods are imported from China, 12.2% of goods are imported from India, 9.2% of goods are imported from Singapore, 6.2% of goods are imported from EU, 5.5% of goods are imported from Hong Kong & 45.3% of goods are imported from Others. In 2018, Revenues were \$24.36 billion at fiscal year & In 2018-19, Expenses are \$55.31 billion at fiscal year.

1.1.2 Banking Sector in Bangladesh:

Bangladesh is a developing country with improving banking sector, particularly in terms of the services & customer care provided by the government run banks. In recent times, private banks are trying to simulate banking structures of most developed countries, but this attempt often failed by inexpert or politically motivated government policies execute by central bank of Bangladesh, which is Bangladesh Bank.

Bangladesh has 8 Islamic banks, while several non-Islamic banks provide Islamic banking services along with normal operations. There are also some mobile bankings exists in Bangladesh which provides many mobile banking facilities to customers.

After the liberation of Bangladesh, the twelve Banking companies who were doing business in Bangladesh, were nationalized by the Government of the People's Republic of Bangladesh which are mentioned in following table no.1.4.

Table 1.4: List of Nationalized and Foreign Commercial Bank

Nationalized Bank	Before Independence		
Sonali Bank	National Bank of Pakistan	Bank of Bhawalpur	Premier Bank Limited
Rupali Bank	Muslim Commercial Bank	Australasia Bank Limited	Standard Bank Limited
Agrani Bank	Commerce Bank Limited	Habib Bank Limited	
Janata Bank	United Bank Limited	Union Bank Limited	
Pubali Bank	Eastern Mercantile Bank Limited		
Uttara Bank	Eastern Banking Corporation		

Table 1.5: List of Mobile Banking System of Bangladesh

Service Name	Bank/Service Provider	Inauguration Ceremony	First Operation in market place	Mobile Partners of operation
<i>bKash</i>	<i>Brac Bank Ltd. Bangladesh</i>		July 2011	Grameen Phone (18 January 2012), Banglalink (July 2011)
<i>DBBL Mobile Banking (Rocket)</i>	<i>Dutch Bangla Bank Ltd. Bangladesh</i>	December 2010	May 2011	Banglalink (31 March 2011), CityCell (31 March 2011), Grameen Phone (27 November 2012), Airtel (12 September 2011)
M-cash	Islami Bank			
<i>My Cash</i>	<i>Mercantile Bank Ltd. Bangladesh</i>		February 2012	Grameen Phone (01 December 2013), Banglalink (28 October 2013)

Nagad	Bangladesh Post Office Ltd.			
<i>OK Mobile Banking</i>	<i>One Bank Ltd. Bangladesh</i>		October 2013	Grameen Phone (05 October 2013)
Sure Cash	Rupali bank			
T-cash	Trust Bank Ltd. Bangladesh		1 April 2018	
<i>UCash</i>	<i>United Commercial Bank Ltd. Bangladesh</i>		November 2013	Grameen Phone (20 Jun 2014), Banglalink (March 2014)

1.1.3 *Telecommunication Sector of Bangladesh:*

The liberalization of Bangladesh's Telecommunication started with small steps in 1989 with issuance of license to a private operator for provision of inter alia cellular mobile services competes with BTTB (Bangladesh Telegraph & Telephone Board).

Telecommunication sector in Bangladesh is rapidly emerging.

Bangladesh Telecommunication Regulatory Commission (BTRC) is the regulatory authority of Telecommunication Sector of Bangladesh.

Mobile Code of Bangladesh is +880. There are also some sub codes.

Landmarks of history of Telecommunication sector in Bangladesh are given below:

- 1853: Telegraph branch under Posts and Telegraph Department, British India.
- 1971: Reconstructed as Bangladesh Telegraph and Telephone Department under Ministry of Posts and Telecommunications.
- 1975: Reconstructed as Telegraph and Telephone Board.
- 1979: Reconstructed as Bangladesh Telegraph and Telephone Board (BTTB) with right to issue license for telecom and wireless services.

- 1981: Digital Telex Exchange in Bangladesh.
- 1983: Automatic Digital ITX started in Dhaka.
- 1985: Coinbox Telephone service introduced in Bangladesh by BTTB.
- 1989: GENTEX Telegraph messaging service introduced in Bangladesh.
- 1989: Bangladesh Rural Telecom Authority got license to operate exchanges in 200 upazila.
- 1989: Sheba Telecom got license to operate exchange in 199 upazila.
- 1989: Cellular mobile phone company Pacific Bangladesh Telephone Limited and Bangladesh Telecom got license.
- 1995: Card Telephone service introduced in Bangladesh by BTTB and TSS.
- 1995: Regulatory power of BTTB transferred to Ministry (MoPT).
- 1995: 2nd and 3rd ITX installed in Dhaka.
- 1996 : Grameenphone got cellular mobile Telephone license.
- 1996: Telecom Malaysia International Bangladesh got cellular mobile license.

- 1998: Telecom Policy.
- 2000: Global Telecom Service (GTS) Telex Exchange venture with British Telecom.
- 2001: Telecommunication Act, to establish Bangladesh Telecommunication Regulatory Commission (BTRC).
- 2002: ICT Policy.
- 2004: Teletalk cellular mobile launched.
- 2005: Egypt-based Orascom acquired Sheba Telecom
- 2006: NGN introduced in BTTB.
- 2008: BTTB converted into Bangladesh Telecommunications Company Limited (BTCL) with 100% shares owned by Government. The Submarine Cable Project transformed into Bangladesh Submarine Cable Company Limited (BSCCL).
- 2008: Japanese NTT DoCoMo bought 30 percent stake in Aktel
- 2009: Bharti Airtel acquired 70 percent stake in Warid Telecom
- 2009: Internet Protocol Telephony Service Provider (IPTSP) Operators launched.
- 2010: Aktel rebranded to Robi Axiata Limited
- 2012: 3G mobile service is introduced by state owned Teletalk in October.
- 2013: 3G auction held for private companies.

- 2014: 64 districts covered with 3G by Teletalk, Grameenphone, Banglalink and Robi.
- 2016: Robi and Airtel were merged on November 16, 2016 & Robi set sail as the merged company.
- 2018: 4G auction held for private companies
- 2018: on 19 February 4G mobile service is introduced.

There are 6 mobile phone operators in Bangladesh. Operators are- Airtel, Grameenphone, Banglalink, Robi, Citycell & Teletalk. Numbers of mobile phone subscribers in Bangladesh as of April 2015 was 124.705 million.

On 25 February 2008 Bangladesh Telecommunication Regulatory Commission provided licenses for two interconnection exchanges, three international gateways and one international internet gateway. After then on 12 April 2012 BTRC provided licenses for twenty-one interconnection exchanges, twenty-two international gateways & thirty international internet gateway.

There are some radio broadcast stations in Bangladesh which are- AM 12, FM 12, shortwave 2, community radio 1, internet radios. In 1997, users of radio were 6.15 million. Government owned Betar-Radio Bangladesh operates from Dhaka and other local districts. Recently, private fm radio channels are most popular.

They provide entertainment and trying to attract radio listeners with their several segments like- news, sports, music etc. Operating private radio channels are- Dhaka FM 90.4FM, Radio Today 89.6FM, Radio Foorti 88.0FM, Radio Amar 88.4FM, ABC Radio 89.2FM, Peoples Radio 91.6FM.

Internet is most popular for communication system of Bangladesh.

First connectivity with Internet in Bangladesh was at 1996.

After few years, growth rate of internet users has been rapidly increasing. Internet country code of Bangladesh is .bd. Since 2005, more than 180 Internet Service Providers have been providing internet services & facilities to internet users in Bangladesh.

These ISP's are regulated by BTRC.

There are 6 satellite stations also in Bangladesh. Talimabad & Betbunia are two of them. Some info states that now satellite stations reach onto 7. Bangladesh has sent first satellite Bangabandhu-1 into space at May 11, 2018.

1.2 *Objectives of the study:*

The objective of this report is to identify the factors influencing the intention of UIU students for the usage of mobile banking services.

1.3 *Significance of the study:*

Significance to prepare this report are: the findings of this report will help the decision makers of both of these sectors particularly if they want to attract more student customer & the findings of this report also contribute to the knowledge related to mobile financial services in Bangladesh.

CHAPTER-2: RESEARCH METHODOLOGY

2.1 Variable Measurement:

This is to say that variables are also defined by operational & conceptual definitions. Measurement is the assignment of numerals to objects or events according to rules. There are two types of measurement of variables in the following below:

2.1.1 Dependent Variable:

If one variable depends upon or is a consequence of the other variable, it is termed as a dependent variable. In this study, Y1 & Y2 are used to indicate the dependent variables.

Here, Y1 indicates level of agreement with the following statements which is question no.16 and statements of this questions are- If mobile banking was more fun/enjoyable, I probably use it more often, if using mobile banking would give me points, rewards, and prizes (like lower transaction cost, reward points, cash back), I probably use it more often & if mobile banking was more fun/enjoyable, I probably advise others to use it.

Y2 indicates level of agreement with the following statements which is question no.18 and statement of this questions are- I intend to continue using mobile banking in the future, I will always try to use mobile banking in my daily life & I plan to continue to use mobile banking frequently.

2.1.2 Independent Variable:

Variables which are influenced to dependent variable are termed as independent variable. In Excel, PE_5, EE_7, SI_8, FC_10, HM_11, PV_13, HB_15 & BR_19 are independent variables.

PE_5 indicates level of agreement with the following statements in question no. 5: I find mobile banking services useful in my daily life, using mobile banking services increases my productivity, using mobile banking services helps me accomplish things more quickly & using mobile banking services increases my chances of achieving things that are important to me.

EE_7 indicates level of agreement with the following statements in question no.7: Learning how to use mobile banking services is easy for me, my interaction with mobile banking services is clear & understandable, I find mobile banking services easy to use, it is easy for me to become skillful at using mobile banking services.

SI_8 indicates level of agreement with the following statements in question no.8: People who are important to me think that I should use mobile banking services, people who influence my behavior think that I should use mobile banking services, mobile banking services use is a status symbol in my environment.

FC_10 indicates level of agreement with the following statements in question no.10: I have the resources necessary to use mobile banking services, I have the knowledge necessary to use mobile banking services, mobile banking is compatible with other technologies I use & I can get help from others when I have difficulties using mobile banking services.

HM_11 indicates level of agreement with the following statements in question no.11: using mobile banking services is fun, using mobile banking services is enjoyable & using mobile banking services is entertaining.

PV_13 indicates level of agreement with the following statements in question no.13: Mobile banking services are reasonably priced, mobile banking services are reasonably priced compared with other banking channels, mobile banking services are a good value for the money & at the current price, mobile banking services provide a good value.

HB_15 indicates level of agreement with the following statements in question no.15: The use of mobile banking services has become a habit for me, I am addicted to using mobile banking services, I must use mobile banking services & using mobile banking has become natural to me.

BR_19 indicates level of agreement with the following statements in question no.19: The mobile banking service I use is well known, the mobile banking service I use is the leading service in my country, the mobile banking service I use is reputable & the mobile banking service I use is easily recognizable.

2.2 Questionnaire:

The data related to each variable are collected using a questionnaire which is given appropriately. This survey was full about some contents like age, mobile banking experience, gender, actual frequency of use of mobile banking services, major area of study, level of study, being university student or not, area of higher secondary education, access to computing device, religion & ten level of agreements with the following statements. Author started to survey based on “Usage of Mobile Banking Services” in UIU Campus. The questionnaire is attached in Appendix 1.

2.3 Sample:

There are more than 6000 Undergraduate & graduate students running in UIU Campus. Out of them 100 students are considered in the sample of this study based on convenience.

2.4 Collection of Data:

Data of Survey about usage of mobile banking services has collected in different steps. Soft copy of anonymous survey questionnaire printed out to get hard copy which was copied for 100 respondents. After that, author numbered these survey copies from number 1 to number 100.

Author went to some students to collect data of survey about usage of mobile banking services. They also became co-operative with me to fill up these survey copies by providing information or data based on usage of mobile banking services in Bangladesh. Most of the time author take survey on students at Afternoon.

Author also went at evening at UIU campus to some MBA students for taking survey based on this. It takes 20 days to collect data of 100 copies of survey from UIU students. After taking survey from students of UIU campus, author started to check if there would any information wrong or misguided.

2.5 ***Data Preparation:***

Author correct them and started to arrange orderly these copies of survey and tied with ribbon. After working for collection of data, data of survey about usage of mobile banking services were started to prepare.

Data of indicating level of agreement with the given statements were found out by average. Others data were found out from students in UIU campus. All of these data were copied in MS Excel.

Then, values of correlation were found out between variable Y1 and other variables which are PE_5, EE_7, SI_8, FC_10, HM_11, PV_13, HB_15 & BR_19. Also, values of correlation were found out between variable Y2 and these variables.

2.6 ***Data analysis:***

Data analysis is the process of applying systematically statistical and/or logical techniques to describe & illustrate, condense & recap, & evaluate data. There are two types of data analyzed described in below:

2.6.1 Data of Correlation Analysis:

Correlation Analysis is a method of statistical evaluation used to study the strength of a relationship between two numerically measured, continuous variables.

For this study, the correlation analysis has been done by using “CORREL” function into excel software.

2.6.2 Data of Regression Analysis:

Regression Analysis is a powerful statistical method that allows to examine the relationship between two or more variables of interest.

For this study, the regression analysis has been done by using “regression” function into excel software.

CHAPTER-3: FINDINGS

3.1 Findings:

Findings are facts that have been found, especially by academics studying something. There are two types of data findings are given below.

3.1.1 Correlation Analysis:

Correlation analysis is a method of statistical evaluation used to study the strength of a relationship between two, numerically measured, continuous variables.

Values of Correlations are found out by CORREL function between values of dependent variable Y1 which indicates level of agreements in question no.16 and Y2 which indicates level of agreement in question no.18 and each of all values of independent variables respectively PE_5, EE_7, SI_8, FC_10, HM_11, PV_13, HB_15 and BR_19 which indicates their level of agreements with given statements respectively in question no.5, question no.7, question no. 8, question no.10, question no.11, question no. 13, question no.15 & question no.19.

Data of Correlation with Y1(GI) & Correlation with Y2(BI) are given below in following table:

Table 3.1: Correlation with Y1(GI)

	<i>Correlations</i>
<i>PE_5</i>	0.37533781
<i>EE_7</i>	0.558029843
<i>SI_8</i>	0.327786507
<i>FC_10</i>	0.548532218
<i>HM_11</i>	0.295614371
<i>PV_13</i>	0.502913277
<i>HB_15</i>	0.480200197
<i>BR_19</i>	0.482881174

Table 3.2: Correlation with Y2(BI)

	<i>Correlations</i>
<i>PE_5</i>	0.492558131
<i>EE_7</i>	0.536160698
<i>SI_8</i>	0.483669413
<i>FC_10</i>	0.675555555
<i>HM_11</i>	0.29765575
<i>PV_13</i>	0.597406895
<i>HB_15</i>	0.514304405
<i>BR_19</i>	0.630274769

Correlation refers to a technique that is used to measure the relationship between dependent and independent variables.

Here, correlating with dependent variable Y1 which is GI, value of correlations of independent variables PE_5= 0.37533781, EE_7= 0.558029843, SI_8= 0.327786507, FC_10= 0.548532218, PV_13= 0.502913277, HB_15= 0.480200197 & BR_19= 0.482881174 respectively indicate also moderate positive linear relationship via fuzzy-firm linear rule. HM_11= 0.295614371 indicates also weak positive linear relationship.

On the other hand, correlating with dependent variable Y2 which is BI , value of correlations of independent variables PE_5= 0.492558131, EE_7=0.536160698, SI_8=0.483669413, FC_10= 0.675555555, PV_13=0.597406895, HB_15=0.514304405 & BR_19= 0.630274769 respectively indicate moderate positive linear relationship via fuzzy-firm linear rule. Correlation of HM_11= 0.29765575 indicates a weak positive linear relationship via shaky linear rule.

3.1.2 Regression Analysis for Y1:

Values of Regression analysis are defined by Regression function between values of dependent variable Y1 which indicates level of agreement mentioned by following statements in question no.16 and independent variables.

Independent variables are PE_5, EE_7, SI_8, FC_10, HM_11, PV_13, HB_15 and BR_19 which indicate their level of agreement with the following statements respectively in question no.5, question no.7, question no.8, question no.10, question no.11, question no.13, question no.15 & question no.19.

Table 3.1.2: Analysis of Linear Regression with GI

Regression with Y1

<i>Regression Statistics</i>	
Multiple R	0.788106145
R Square	0.621111296
Adjusted R Square	0.587802399
Standard Error	0.746455174
Observations	100

ANOVA					
	<i>df</i>	<i>SS</i>	<i>MS</i>	<i>F</i>	<i>Significance F</i>
Regression	8	83.12020926	10.39003	18.64701	2.95609E-16
Residual	91	50.70477474	0.557195		
Total	99	133.824984			

	<i>Coefficients</i>	<i>Standard Error</i>	<i>t Stat</i>	<i>P-value</i>	<i>Lower 95%</i>	<i>Upper 95%</i>
Intercept	0.519644454	0.409093571	1.270234	0.20724	-0.292969669	1.332258577
PE_5	-0.013001516	0.080113168	-0.16229	0.871438	-0.172136483	0.146133451
EE_7	-0.033470385	0.096573901	-0.34658	0.729709	-0.225302576	0.158361806
SI_8	0.140343269	0.075648842	1.855194	0.066806	-0.009923863	0.2906104
FC_10	0.225766739	0.115844033	1.948885	0.054389	-0.0043432	0.455876679
HM_11	-0.081613994	0.064272957	-1.2698	0.207392	-0.209284327	0.046056339
PV_13	0.185405088	0.08742842	2.12065	0.036671	0.011739272	0.359070904
HB_15	0.247615505	0.082455485	3.00302	0.003451	0.083827814	0.411403196
BR_19	0.314851868	0.088315416	3.565084	0.000582	0.139424143	0.490279592

3.1.2.1 *Regression Statistics:*

Here, Multiple R=0.788106145 indicates that there are 78.810% positive relationship in linear regression analysis.

R Square=0.621111296 indicates that a model explains 62.111129% of the variation in the response variable around its mean.

Adjusted R Square=0.587802399 indicates that the model explains 58.7802399% of the variability of the respond data around its mean.

Standard Error=0.746455174 indicates that all sample means will be within 74.6455174% of population mean.

Observations=100 means using 100 observations of the response variable.

3.1.2.2 *Anova Table:*

In Regression, Degree of Freedom=8 indicates that there is 8th number which is free to vary.

In Residual, Degree of Freedom= 91 indicates highest number is 91 which has more power to reject false null hypothesis to find significant result.

Total value is 99 which indicates values must sum to 99 based on equation for the mean.

In Regression, Sum of Square (SS)=83.12020926 indicates that 83.12020926 of variation are spread between each individual value and mean.

In Residual, Sum of Square(SS)= 50.7047747 indicates that a model is tight fit in 50.70477474 points to the data.

Total Sum of Square=133.824984 indicates that there is 133.824984 of variation in dependent variable.

In Regression, Mean Square (MS)=10.39003 indicates that estimate value 10.39003 is used to determine whether model is significant.

In Residual, Mean Square=0.557195 indicates that difference between variation and regression line points is 0. 557195.

F=18.64701 indicates that F statistic of at least 18.64701 is needed to reject the null hypothesis at an alpha level.

Significance F= 2.95609E-16 indicates that there are 2.95609E-16 probabilities that all the coefficients in regression output are actually zero.

3.1.2.3 Co-efficient:

Here, Coefficient of Intercept=0.519644454 indicates that 0.519644454 is the expected value of coefficient.

Coefficient PE_5= -0.013001516 indicates for every unit increasing independent variable as well as decreasing dependent variable, other variables will be constant at -0.013001516.

Same as, EE_7= -0.033470385 and HM_11= -0.081613994 both indicate for every unit increasing independent variable as well as decreasing dependent variable, other variables will be constant at -0.033470385 & 0.081613994.

Coefficient SI_8= 0.140343269 indicates for every unit increasing in independent variable, dependent variable will change by the amount of coefficient 0.140343269.

Same goes to other coefficients as FC_10= 0.225766739, PV_13= 0.185405088, HB_15=0.247615505 & BR_19= 0.314851868 indicate for every unit increasing in independent variables, dependent variables will change by the number of coefficients which are 0.225766739, 0.185405088, 0.247615505 and 0.314851868.

3.1.2.4 *Standard Error:*

Here, Standard Error of Intercept=0.409093571 indicates that estimated intercept 0.409093571 is statistically significant from specified value.

Standard Error of PE_5= 0.080113168, EE_7= 0.096573901, SI_8= 0.075648842, FC_10= 0.115844033, HM_11= 0.06427, PV_13= 0.08742842, HB_15= 0.082455485 & BR_19= 0.08831 indicate that these values are low standard error and all sample mean within 8.0113168%, 9.6573901%, 7.5648842%, 11.5844033%, 6.4272957%, 8.742842%, 8.2455485% & 8.8315416%.

3.1.2.5 *t-stat:*

Here, t -stat of intercept= 1.270234 indicates that sample result is 1.270234 which is greater than zero and not equal to null hypothesis.

t-stat of PE_5= -0.16229, EE_7= -0.34658 & HM_11= -1.2698 indicate that regression coefficient is less than hypothesized value if t-values are -0.16229, -0.34658 and -1.2698.

t- stat of SI_8= 1.855194, FC_10= 1.948885, PV_13= 2.12065, HB_15= 3.00302 and BR_19=3.565084 indicate that sample mean is larger than hypothesized mean if t-values are 1.855194, 1.948885, 2.12065, 3.00302 and 3.565084.

3.1.2.6 *P-value:*

Here, Intercept of P-value= 0.20724 indicates that 20.724% is expected P-value of dependent variable when all independent variables are zero.

P value of PE_5=0.871438, EE_7=0.729709 and HM_11=0.207392 indicate that there are respectively 87.1438%, 72.9709% and 20.7392% of sufficient weak evidence in samples against null hypothesis, so rejecting null hypothesis will be failed.

SI_8=0.066806 indicates that there are 6.6806% of evidence in sample to conclude that a non-zero correlation exists.

FC_10= 0.054389 indicates there are 5.4389% of strong evidence against the null hypothesis.

Same goes to other P values as PV_13=0.036671 that indicates there are 3.6671% of strong evidence to reject the null hypothesis.

HB_15=0.003451 indicates that HB_15 is statistically significant because there are 0.3451% of strong evidence to reject null hypothesis.

Also, BR_19=0.000582 indicates that BR_19 is statistically significant because there are 0.0582% of strong evidence against rejecting null hypothesis.

3.1.2.7 ***Lower 95%:***

Here, Intercept of Lower 95%= -0.292969669 indicates that lower confidence interval 0.292969669 is constant and negative and it is smaller than alpha level which is 0.05.

SI_8= -0.009923863, FC_10= -0.0043432 & HM_11= -0.209284327 indicate lower confidence interval of 0.172136483, 0.225302576, 0.009923863, 0.0043432 & 0.209284327 are negative and smaller than 0.05. In these cases, actual means are negative and sample is large.

In Lower 95%, PV_13= 0.011739272, HB_15=0.083827814 & BR_19=0.139424143 indicate that lower confidence interval of 0.011739272, 0.083827814 and 0.139424143 contain population means.

3.1.2.8 ***Upper 95%:***

Here, Intercept of Upper 95%= 1.332258577 indicates that upper confidence interval is 1.332258577 and is greater than alpha level which is 0.05.

Upper 95% of PE_5= 0.146133451, EE_7=0.158361806, SI_8=0.2906104, FC_10= 0.455876679, PV_13= 0.359070904, HB_15=0.411403196 & BR_19= 0.490279592 indicate that all upper confidence intervals are greater than alpha level which is 0.05 & HM_11=0.046056339 indicates upper confidence interval of 0.046056339 is lower than alpha level 0.05. In this case, 5% of interval would not contain the population mean.

3.1.3 Regression Analysis for Y2:

Values of regression analysis are defined between Y2 which indicates level of agreement mentioned by following statements in question no.18 and independent variables.

Independent variables are PE_5, EE_7, SI_8, FC_10, HM_11, PV_13, HB_15 and BR_19 which indicate their level of agreement with the following statements respectively in question no.5, question no.7, question no.8, question no.10, question no.11, question no.13, question no.15 & question no.19.

Table 3.1.3: Analysis of Linear Regression with BI

Regression with Y2

<i>Regression Statistics</i>	
Multiple R	0.665581874
R Square	0.442999231
Adjusted R Square	0.39403213
Standard Error	0.870490723
Observations	100

<i>ANOVA</i>				
	<i>df</i>	<i>SS</i>	<i>MS</i>	<i>F</i>
Regression	8	54.842452	6.855306499	9.046874849
Residual	91	68.955623	0.757754099	
Total	99	123.798075		

	<i>Coefficients</i>	<i>Standard Error</i>	<i>t Stat</i>	<i>P-value</i>	<i>Lower 95%</i>	<i>Upper 95%</i>
Intercept	1.528950278	0.477071056	3.204869082	0.001863949	0.581307231	2.476593325
PE_5	-0.045023463	0.093425261	-0.48191959	0.631020103	-0.23060127	0.140554341
EE_7	0.196569674	0.11262121	1.745405451	0.084289736	-0.02713852	0.420277874
SI_8	-0.03714872	0.088219115	-0.42109604	0.674677866	-0.21238516	0.138087715
FC_10	0.12410523	0.135093384	0.918662531	0.360700714	-0.14424118	0.392451642
HM_11	-0.002309164	0.074952944	-0.03080818	0.975489987	-0.15119398	0.146575651
PV_13	0.144169287	0.10195606	1.414033527	0.160764209	-0.0583539	0.346692475
HB_15	0.22786288	0.096156791	2.369701366	0.019915019	0.036859226	0.418866533
BR_19	0.18891457	0.102990445	1.834292213	0.069878595	-0.0156633	0.393492437

3.1.3.1 Regression Statistics:

Here, Multiple R= 0.665581874 indicates that there are 66.558% positive relationship in linear regression analysis.

R Square= 0.442999231 indicates that a model explains 44.299% of the variation in the response variable around its mean.

Adjusted R Square=0.39403213 indicates that the model explains 39.403213% of the variability of the respond data around its mean.

Standard Error= 0.870490723 indicates that all sample means will be within 87.0490723% of population mean.

Observations= 100 means using 100 observations of the response variables.

3.1.3.2 Anova Table:

In Regression, Degree of Freedom=8 indicates that there is 8th number which is free to vary.

In Residual, Degree of Freedom=91 indicates highest number is 91 which has more power to reject false null hypothesis and to find significant result.

Total value is 99 which indicates values must sum to 99 based on equation for the mean.

In Regression, Sum of Square (SS)= 54.842452 indicates that 54.842452 of variation are spread between each individual value and mean.

In Residual, Sum of Square (SS)= 68.955623 indicates that a model is tight fit in 68.955623 points to the data.

Total Sum of Square=123.798075 indicates that there is 123.798075 of variation in dependent variable.

In Regression, Mean Square (MS)= 6.8553065 indicates that estimated value 6.8553065 is used to determine whether model is less significant.

In Residual, Mean Square= 0.7577541 indicates that difference between variation and regression line points is 0.7577541.

F= 9.046874849 indicates that F statistic of at least 9.046874849 is needed to reject the null hypothesis at an alpha level.

Significance F= 4.60282E-09 indicates that there are 4.60282E-09 probabilities that all the coefficients in regression output are actually zero.

3.1.3.3 Co-efficient:

Here, Coefficient of Intercept= 1.52895 indicates that 1.52895 is the expected value of coefficient.

Coefficient PE_5= -0.045023463, SI_8= -0.03714872, HM_11= -0.002309164 respectively indicate for every unit increasing independent variable as well as decreasing dependent variable, other

variables will be constant at -0.045023463, -0.03714872 & -0.0023091. EE_7= 0.196569674, FC_10= 0.12410523, PV_13= 0.144169287, HB_15= 0.22786288 & BR_19= 0.18891457 respectively indicate for every unit increasing independent variable as well as increasing dependent variable, other variables will be constant at 0.196569674, 0.12410523, 0.144169287, 0.22786288 & 0.18891457.

3.1.3.4 ***Standard Error:***

Here, Standard Error of Intercept= 0.477071056 indicates that estimated intercept 0.477071056 is statistically significant from specified value.

Standard Error of PE_5=0.093425261, EE_7=0.11262121, SI_8= 0.088219115, FC_10= 0.135093384, HM_11= 0.074952944, PV_13= 0.10195606, HB_15= 0.096156791 & BR_19= 0.102990445 respectively indicate these values are low standard error & all sample mean within 9.3425261%, 11.262121%, 8.8219115%, 13.5093384%, 7.4952944%, 10.195606%, 9.6156791% & 10.2990445%.

3.1.3.5 ***t-stat:***

Here, t-stat of intercept= 3.204869082 indicates that sample result is 3.204869082 which is greater than zero and not equal to null hypothesis.

t-stat of PE_5= -0.481919588 , SI_8= -0.421096041 & HM_11= -0.030808178 respectively indicate that regression coefficient is less than hypothesized value if t-values are -0.481919588, -0.421096041 & -0.030808178 and t-stat of EE_7= 1.745405451, FC_10= 0.918662531, PV_13= 1.414033527, HB_15= 2.369701366

& BR_19=1.834292213 respectively all indicate that sample mean is larger than hypothesized mean if t-values are 1.745405451, 0.918662531, 1.414033527, 2.369701366 & 1.834292213.

3.1.3.6 *P-value:*

Here, Intercept of P-value= 0.001863949 indicates that 0.1863949% is expected P-value of dependent variable when all independent variables are zero.

P value of PE_5=0.631020103, SI_8= 0.674677866, FC_10=0.360700714, HM_11=0.975489987, PV_13= 0.160764209 respectively indicate that there are respectively 63.1020103%, 67.4677866%, 36.0700714, 97.5489987% & 16.0764209% sufficient weak evidence in samples against null hypothesis, so rejecting null hypothesis will be failed.

EE_7=0.084289736 indicates that there are 8.4289736% of evidence in sample to conclude that a non-zero correlation exists.

HB_15= 0.019915019 indicates there are 1.9915019% fewest strong evidence against the null hypothesis.

Also, BR_19= 0.069878595 indicates that BR_19 is statistically significant because there are 6.9878595% few strong evidences against rejecting null hypothesis.

3.1.3.7 **Lower 95%:**

Here, Intercept of Lower 95%= 0.58130723 indicates that lower confidence interval 0.58130723 is constant, positive and greater than alpha level which is 0.05.

In Lower 95%, PE_5= -0.2306013, EE_7= -0.0271385, SI_8= -0.2123852, FC_10= -0.1442412, HM_11= -0.151194, PV_13= -0.0583539 & BR_19= -0.0156633 respectively indicate lower confidence interval of 0.2306013, 0.0271385, 0.2123852, 0.1442412, 0.151194, 0.0583539 & 0.0156633 are negative. In these case, actual means are negative and sample is large.

In Lower 95%, HB_15= 0.03685923 indicate that lower confidence interval of 0.03685923 contain population mean.

3.1.3.8 **Upper 95%:**

Here, Intercept of Upper 95%= 2.476593325 indicates that upper confidence interval is 2.476593325 and is greater than alpha level which is 0.05.

Upper 95% of PE_5=0.140554341, EE_7=0.420277874, SI_8= 0.138087715, FC_10=0.392451642, HM_11= 0.146575651, PV_13=0.346692475, HB_15= 0.418866533 & BR_19=0.393492437 respectively indicate that all upper confidence intervals are greater than alpha level which is 0.05. In this case, 5% of interval would not contain the population mean.

CHAPTER-4: DISCUSSION

The findings of the data analysis are summarized in Table 4.1 & 4.2:

Table 4.1: Summary of findings with Y1 (GI)

Y1	Variables	Correlation Results	Regression Result (P value $\leq$ 0.10)
	PE_5	+	No Significant Related
	EE_7	+	No Significant Related
	SI_8	+	+
	FC_10	+	+
	HM_11	+	No Significant Related
	PV_13	+	+
	HB_15	+	+
	BR_19	+	+

Table 4.2: Summary of findings with Y2 (BI)

Y2	Variables	Correlation Results	Regression Result (P value $\leq$ 0.10)
	PE_5	+	No Significant Related
	EE_7	+	+
	SI_8	+	No Significant Related
	FC_10	+	No Significant Related
	HM_11	+	No Significant Related
	PV_13	+	No Significant Related
	HB_15	+	+
	BR_19	+	+

4.1.1 Efficiency of using mobile banking services:

In Table 4.1.2 we see that, regression result of EE_7 is positive which is summarized with Y2 that means learning about how to use mobile banking services is becoming very easy for user, user's interaction with mobile banking services is becoming clearer and understandable, finding mobile banking services are easier to use for user & it is easier for user to become very skillful at using mobile banking services.

4.1.2 Importance of using mobile banking services:

In Table 4.1.1 we see that, regression result of SI_8 is positive which is summarized with Y1 that means people who are important think more that user should use mobile banking services, people influence more to user so that he uses mobile banking services & using mobile banking services become status symbol in environment.

4.1.3 Technological materials for using mobile banking services:

In Table 4.1.1 we see that, regression result of FC_10 is positive which is summarized with Y1 that means user have more resources which are more necessary to use mobile banking services, user have more knowledge which are more necessary to use mobile banking services, mobile banking is more compatible with other technologies that user uses & user can get more help from others when user have difficulties using mobile banking services.

4.1.4 *Valuation for evaluate mobile banking services:*

In Table 4.1.1 we see that, regression result of PV_13 is positive which is summarized with Y1 that states mobile banking services are cheaper priced, mobile banking services are cheaper priced compared with other banking channels, mobile banking services are a better value for the money & at the current price, mobile banking services provide a better value.

4.1.5 *Practice for using mobile banking services:*

In Table 4.1.1 & 4.1.2 we see that, regression results of HB_15 is positive in both cases which is summarized with both Y1 & Y2.

Here, Y1 is mentioned as GI. In GI, HB_15 is positive that states the use of mobile banking services has become much addiction for user, user is much addicted to using mobile banking services, user must use mobile banking services more & using mobile banking has become very natural to user.

Y2 is mentioned as BI. In BI, HB_15 is also positive that means the use of mobile banking services has become popular for user, user is used to using mobile banking services, user must use mobile banking services daily & using mobile banking has become passion to user.

4.1.6 Milestones achieving by mobile banking services:

In Table 4.1.1 & 4.1.2 we see that, regression results of BR_19 is positive in both cases which is summarized with both Y1 & Y2.

Here, Y1 is mentioned as GI. In GI, BR_19 is positive that means the mobile banking service user uses is very well known, the mobile banking service user uses is bigger leading service in user's country, the mobile banking service user uses is much reputable & the mobile banking service user uses is much easily recognizable.

Y2 is mentioned as BI. In BI, BR_19 is positive that means the mobile banking service user uses is much famous, the mobile banking service user uses is the greatest leading service in user's country, the mobile banking service user uses is widely reputable & the mobile banking service user uses is easily recognizable as open eye.

CHAPTER-5: CONCLUSION & RECOMMENDATION

5.1 Conclusion: Finally, it can be said that people are getting more benefit by using mobile banking services. In future, mobile banking services will become highly renowned & reputable services in Bangladesh.

5.2 Recommendation: Mobile banking services are highly recommended for policy makers, organizations which provide mobile banking services to customers like people & students. These organizations create marketing plan based on usage of mobile banking services to attract customers.

Appendix-1:

Usage of mobile banking services- Anonymous survey

This anonymous survey is part of an academic study on the usage of mobile banking services in Bangladesh. Your valuable responses will be used entirely for the knowledge development purpose and your personal information (if any) will never be revealed to any other person or organization.

*** Required**

1. Your age *

Mark only one oval.

- ☐ 20 or below
- ☐ Between 21 and 25
- ☐ Between 26 and 30
- ☐ Over 30

2. Your mobile banking experience *

Mark only one oval.

- ☐ Less than 6 months
- ☐ 6 months to less than 1 year
- ☐ 1 year to less than 2 years
- ☐ 2 years to less than 4 years
- ☐ 4 years to less than 7 years
- ☐ 7 years to less than 12 years
- ☐ More than 12 years

**3. Your gender * Mark
only one oval.**

- ☐ Female
- ☐ Male

4. What is your actual frequency of use of mobile banking services? (UB) *

Mark only one oval.

- ☐ Have not used yet
☐ Once in a year
☐ Once in six months
☐ Once in three months
☐ Once in a month
☐ Once in a week
☐ Once in 4-5 days
☐ Once in 2-3 days
☐ Almost every day
☐ Every day
☐ Several times a day

5. Please indicate your level of agreement with the following statements (PE) *

Mark only one oval per row.

	Strongly Disagree	Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat agree	Agree	Strongly Agree
I find mobile banking services useful in my daily life.	☐	☐	☐	☐	☐	☐	☐
Using mobile banking services increases my productivity.	☐	☐	☐	☐	☐	☐	☐
Using mobile banking services helps me accomplish things more quickly.	☐	☐	☐	☐	☐	☐	☐
Using mobile banking services increases my chances of achieving things that are important to me.	☐	☐	☐	☐	☐	☐	☐

6. Your major area of study *

Mark only one oval.

- ☐ Human Resource Management
☐ Marketing
☐ Accounting
☐ Finance
☐ Haven't decided yet

7. Please indicate your level of agreement with the following statements (EE) *

Mark only one oval per row.

	Strongly Disagree	Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat agree	Agree	Strongly Agree
Learning how to use mobile banking services is easy for me.	☐	☐	☐	☐	☐	☐	☐
My interaction with mobile banking services is clear and understandable.	☐	☐	☐	☐	☐	☐	☐
I find mobile banking services easy to use.	☐	☐	☐	☐	☐	☐	☐
Learning financial analysis procedure with YouTube increases my understanding of how to conduct financial analysis.	☐	☐	☐	☐	☐	☐	☐
It is easy for me to become skillful at using mobile banking services.	☐	☐	☐	☐	☐	☐	☐

8. Please indicate your level of agreement with the following statements (SI) *

Mark only one oval per row.

	Strongly Disagree	Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat agree	Agree	Strongly Agree
People who are important to me think that I should use mobile banking services.	☐	☐	☐	☐	☐	☐	☐
People who influence my behavior think that I should use mobile banking services.	☐	☐	☐	☐	☐	☐	☐
Mobile banking services use is a status symbol in my environment.	☐	☐	☐	☐	☐	☐	☐

9. Your level of study *

Mark only one oval.

- ☐ MBA Year 1
- ☐ MBA Year 2
- ☐ MBA Year 3
- ☐ BBA Year 1
- ☐ BBA Year 2
- ☐ BBA Year 3
- ☐ BBA Year 4
- ☐ BBA Year 5

10. Please indicate your level of agreement with the following statements (FC) *

Mark only one oval per row.

	Strongly Disagree	Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat agree	Agree	Strongly Agree
I have the resources necessary to use mobile banking services.	☐	☐	☐	☐	☐	☐	☐
I have the knowledge necessary to use mobile banking services.	☐	☐	☐	☐	☐	☐	☐
Mobile banking is compatible with other technologies I use.	☐	☐	☐	☐	☐	☐	☐
I can get help from others when I have difficulties using mobile banking services.	☐	☐	☐	☐	☐	☐	☐

11. Please indicate your level of agreement with the following statements (HM) *

Mark only one oval per row.

	Strongly Disagree	Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat agree	Agree	Strongly Agree
Using mobile banking services is fun.	☐	☐	☐	☐	☐	☐	☐
Using mobile banking services is enjoyable.	☐	☐	☐	☐	☐	☐	☐
Using mobile banking services is entertaining.	☐	☐	☐	☐	☐	☐	☐

12. Are you a university student? *

Mark only one oval.

☐ Yes

☐ No

13. Please indicate your level of agreement with the following statements (PV) *

Mark only one oval per row.

	Strongly Disagree	Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat agree	Agree	Strongly Agree
Mobile banking services are reasonably priced.	☐	☐	☐	☐	☐	☐	☐
Mobile banking services are reasonably priced compared with other banking channels.	☐	☐	☐	☐	☐	☐	☐
Mobile banking services are a good value for the money.	☐	☐	☐	☐	☐	☐	☐
At the current price, mobile banking services provide a good value.	☐	☐	☐	☐	☐	☐	☐

14. Your area of higher secondary (HSC) education. *

Mark only one oval.

☐ Science

☐ Commerce

☐ Arts/humanities

☐ Alim

☐ Vocational

☐ Other

15. Please indicate your level of agreement with the following statements (HB) *

Mark only one oval per row.

	Strongly Disagree	Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat agree	Agree	Strongly Agree
The use of mobile banking services has become a habit for me.	☐	☐	☐	☐	☐	☐	☐
I am addicted to using mobile banking services.	☐	☐	☐	☐	☐	☐	☐
I must use mobile banking services.	☐	☐	☐	☐	☐	☐	☐
Using mobile banking has become natural to me.	☐	☐	☐	☐	☐	☐	☐

16. Please indicate your level of agreement with the following statements (GI) *

Mark only one oval per row.

	Strongly Disagree	Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat agree	Agree	Strongly Agree
If mobile banking was more fun/enjoyable, I probably use it more often.	☐	☐	☐	☐	☐	☐	☐
If using mobile banking would give me points, rewards, and prizes (like lower transaction cost, reward points, cash back), I probably use it more often.	☐	☐	☐	☐	☐	☐	☐
If mobile banking was more fun/enjoyable, I probably advise others to use it.	☐	☐	☐	☐	☐	☐	☐

17. Your access to computing device. *

Mark only one oval.

- ☐ Both own laptop and own desktop computer
- ☐ Only own laptop computer
- ☐ Only own desktop computer
- ☐ Only shared laptop/desktop computer within family
- ☐ Only university computer lab
- ☐ Only computers in cyber cafe
- ☐ Only tablet computer
- ☐ Only smartphone

18. Please indicate your level of agreement with the following statements (BI) *

Mark only one oval per row.

	Strongly Disagree	Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat agree	Agree	Strongly Agree
I intend to continue using mobile banking in the future.	☐	☐	☐	☐	☐	☐	☐
I will always try to use mobile banking in my daily life.	☐	☐	☐	☐	☐	☐	☐
I plan to continue to use mobile banking frequently.	☐	☐	☐	☐	☐	☐	☐

19. Please indicate your level of agreement with the following statements (BR) *

Mark only one oval per row.

	Strongly Disagree	Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat agree	Agree	Strongly Agree
The mobile banking service I use is well known.	☐	☐	☐	☐	☐	☐	☐
The mobile banking service I use is the leading service in my country.	☐	☐	☐	☐	☐	☐	☐
The mobile banking service I use is reputable.	☐	☐	☐	☐	☐	☐	☐
The mobile banking service I use is easily recognizable.	☐	☐	☐	☐	☐	☐	☐

20. Your religion *

Mark only one oval.

- ☐ Islam
- ☐ Other or I prefer not to answer

Appendix-2:

Table: Data of Independent & Dependent Variable

Y1	PE_5	EE_7	SI_8	FC_10	HM_11	PV_13	HB_15	BR_19
5	4	4.5	5.33	4.25	5.33	3.5	5.25	6.25
5	5.25	5.75	4	5.25	6.33	4.5	4.5	5.25
5	2.75	5.5	4.33	4.75	6.66	4.25	4	5.5
3	4	3.75	2.66	4.75	4	3.25	6	6.5
5.66	4.25	4.5	3.33	5.25	4.66	4.75	4.75	4.25
5	4.25	4.25	4.66	4	3.33	4.5	3.75	4.5
5	4.5	4.25	5.33	4.5	5	3.25	3.5	4
5	5.25	4.5	5.33	4.75	6.33	4.5	6	3.5
5	4.25	4.5	4.66	4.5	6	4.25	5	5
5.33	3.5	3	5.66	4.75	4	5.5	5	5.5
4.66	4	5.5	5.33	4	5.33	5.5	6	3.5
2.33	5.25	2.5	3.33	3	5.33	2.5	2.75	2.25
6.33	5.25	3.25	6.33	4.25	5.33	5.5	5.25	4
5	3.5	5.75	4.33	4.75	3.66	4.75	5.25	4
5	4	4.75	4	4.25	5	2.75	5	5
5.66	5.25	4.25	5.33	4.5	4.33	4.5	5	4.25
5	5.25	4	2.66	3.75	6.66	4	6	5.5
4.66	3	4.5	3.66	4.5	3.33	4.5	6	4.75
4.66	5	4.5	4	3.25	3	3.5	4.5	6
5.66	4.25	4.75	4	4.5	4	3.25	5.25	5.5
5.66	5	2.75	3	5.75	6.33	3.5	2.5	5.25
5.66	4	4.5	6.66	4	3	5.5	5.5	4
5.33	5	5.25	6.33	3	5.33	3.5	5.25	4.25
5.66	6.25	5	6.33	6	4	4.5	4.5	5.5
5.33	2.5	4.5	5	4	4.66	5.25	4.5	5.25
5.33	4.25	3.25	5	4.25	3.33	4.25	5	5.5
4	4.75	3.5	3.66	3.75	4.66	3.5	4.5	5
5	2.75	4	4	5.5	6	2.5	4.75	5
6	4	4.5	6.33	4.25	5.66	4	4.75	5.75
6	4	4.75	5.33	3.5	6	4	5	4
5.66	3.5	4.5	2.66	4.5	3.66	3	4.5	5.25
4.66	2.5	3.75	4.33	4.25	4.66	5	4.75	5.25
5	4	5	5	3.75	4	2.75	6	4.5
5.66	2.25	4.75	4	4	5	4.5	5.5	5
5.66	4.5	4	5.33	5.25	3.66	4.75	5.5	5.5
5	5	3.75	3.66	3.75	4.66	4	5	5
4	5	4.75	4.66	4.75	5.66	4.5	5.25	5.5
5.33	4	3.25	3.66	4.25	6.33	3	5.5	5.75

4	4.5	4	3.66	3.5	4	4	2.25	3.75
4.33	5	6	5.33	4.25	3	3.5	5.25	4.75
5.66	3.75	5.25	2.33	4.5	3	6	5.75	4.75
5.66	5	5	3.66	4.25	6.33	4	4.25	5.25
6.33	1.5	1.5	2.66	2.5	1	2.75	5.25	5.5
6	5	5.25	5	5.5	5.66	4.25	5.25	6.75
6	5.5	5.5	6.33	5	5.33	5.5	5.25	3
5.33	4.5	5.25	3.66	5.25	5	3.5	6	4.5
5	4.5	5	5.66	5.25	4.33	6.25	5.25	5.5
5.33	6	5.5	5.33	4.75	3	3.75	5	5.5
6	5.5	6	2	6	2.66	5.5	4	6
6.66	6.5	6.25	4.33	6.5	5.33	6	6.75	6.5
7	4	3.75	7	5.5	7	6.75	4	6
7	6.25	5.5	6	7	6	2.5	5.5	7
4.66	6	3.75	4	6.25	7	5.5	2	5.75
6	5.5	4.25	4.66	5.5	3	5.25	4.75	6
5.66	4.5	4	3.66	5.5	1.66	4.5	4	6.25
4	4.25	6	3.66	5.5	2.66	5.5	4	4.75
3	1.75	2	3	3	2.66	2	3.25	4.25
2.66	2	1.75	2	2.75	3	1.75	3.25	3
3	2.75	2.5	3	2.25	2	2.25	2.75	3
2.66	2.25	2.75	2.66	2.5	3	2.75	3.5	3.5
3	2	2.25	3	2.5	2.66	2.25	3.25	3.5
3.66	1.75	1.75	2	1.75	3	2.5	2.5	5
4.33	1	1.5	3	2.5	3	2	3.25	4
3	3	2.25	3	2.5	3	2.25	3.25	3.5
3	2	2	2	2	2	2	3	3.5
6.33	6.25	6.5	7	6.75	7	6.5	6.5	6.75
6	6.25	6.75	6.33	7	6	7	4	6
6	6.75	4.5	6	5.75	4.66	5.75	4.5	5.75
3.33	2.75	3	2.33	3.25	3	2.25	3.5	4
3.66	2.25	3.5	2.66	2.5	3	2.5	4.5	5.25
4.33	4.75	2.75	4.33	3	2.66	1.75	3.5	4.75
5.33	1.75	2.75	3.66	3.5	2.66	2.25	3.75	3.5
4.33	4.5	3.25	2	2.75	3	3.25	3.5	4.25
4	4.25	2.5	3	2.75	1.66	2.75	3.5	3.25
3.33	3.25	4	3.66	2.5	4	2.75	4.75	2
4.66	2	2.5	2.66	3.5	3.66	3.25	3.25	3.25
5	3.25	2.75	2.66	2.75	2	2	4.75	3.75
4.33	1.75	3.5	2.66	2.5	3.66	3	4	4
4.33	2.75	4.5	2.66	2	4	3.5	3.75	3.75
4.66	2.75	3.75	2	3.75	3.66	2	4.75	4.75
3.33	2.5	4.25	4	4	4.66	2.25	6	2
4.66	4	3.5	3.33	4.5	3	3.25	3.75	5.5
4.33	5.25	3.25	4	4.5	4.33	4.25	4.5	4.5
2.33	2.75	2.75	4.66	3.5	5	2.5	2.75	3.5
4	2.25	3.75	4.66	3	6	2.5	5	4.25
4	4	2.75	2.66	3.75	2.66	2.25	4.5	4.25

5	2.25	4	2	3.5	3.33	3.75	3	4
3.33	5	3	4.66	3.25	2.66	2	3.5	4
3.66	2	3	3.33	1.75	2.66	3.25	3.75	4
4.33	3.75	3	2.33	3	2	2.25	5	2.25
3	2	2.5	3.33	1.75	3.33	2.25	2.75	3
2	2.5	1.25	3.33	2.5	3.33	2.25	3.25	3
4.66	4	5.5	4	4	4.33	3	6	4.25
4.66	5.5	4	3.33	6.25	5	3	5.5	5.5
2.33	2.5	2.75	1.33	3.25	2.33	1.75	4.75	3
6.66	6.5	2.25	3.33	5.5	2.66	3	7	5.25
6.66	2.25	4.5	3.66	4.75	3.66	4	6	6.75
5	4.25	3.25	5	3.75	2.66	2.25	2.75	5.5
6.66	5	3.75	2	5.5	1.66	4	4.75	6.25
3	3.5	3.25	2.33	2.75	5	3.75	2.75	5

Y2	PE_5	EE_7	SI_8	FC_10	HM_11	PV_13	HB_15	BR_19
5.33	4	4.5	5.33	4.25	5.33	3.5	5.25	6.25
5.66	5.25	5.75	4	5.25	6.33	4.5	4.5	5.25
5	2.75	5.5	4.33	4.75	6.66	4.25	4	5.5
5.66	4	3.75	2.66	4.75	4	3.25	6	6.5
5	4.25	4.5	3.33	5.25	4.66	4.75	4.75	4.25
6	4.25	4.25	4.66	4	3.33	4.5	3.75	4.5
4	4.5	4.25	5.33	4.5	5	3.25	3.5	4
5.66	5.25	4.5	5.33	4.75	6.33	4.5	6	3.5
5.66	4.25	4.5	4.66	4.5	6	4.25	5	5
5.33	3.5	3	5.66	4.75	4	5.5	5	5.5
5.66	4	5.5	5.33	4	5.33	5.5	6	3.5
3	5.25	2.5	3.33	3	5.33	2.5	2.75	2.25
5.33	5.25	3.25	6.33	4.25	5.33	5.5	5.25	4
6.66	3.5	5.75	4.33	4.75	3.66	4.75	5.25	4
5	4	4.75	4	4.25	5	2.75	5	5
4.66	5.25	4.25	5.33	4.5	4.33	4.5	5	4.25
5	5.25	4	2.66	3.75	6.66	4	6	5.5
5.66	3	4.5	3.66	4.5	3.33	4.5	6	4.75
5.66	5	4.5	4	3.25	3	3.5	4.5	6
4.66	4.25	4.75	4	4.5	4	3.25	5.25	5.5
3	5	2.75	3	5.75	6.33	3.5	2.5	5.25
6	4	4.5	6.66	4	3	5.5	5.5	4
5.66	5	5.25	6.33	3	5.33	3.5	5.25	4.25
6	6.25	5	6.33	6	4	4.5	4.5	5.5
4.33	2.5	4.5	5	4	4.66	5.25	4.5	5.25
2.66	4.25	3.25	5	4.25	3.33	4.25	5	5.5
4	4.75	3.5	3.66	3.75	4.66	3.5	4.5	5
6	2.75	4	4	5.5	6	2.5	4.75	5

6	4	4.5	6.33	4.25	5.66	4	4.75	5.75
5	4	4.75	5.33	3.5	6	4	5	4
5	3.5	4.5	2.66	4.5	3.66	3	4.5	5.25
5	2.5	3.75	4.33	4.25	4.66	5	4.75	5.25
4.66	4	5	5	3.75	4	2.75	6	4.5
5.33	2.25	4.75	4	4	5	4.5	5.5	5
5.33	4.5	4	5.33	5.25	3.66	4.75	5.5	5.5
4	5	3.75	3.66	3.75	4.66	4	5	5
5	5	4.75	4.66	4.75	5.66	4.5	5.25	5.5
6	4	3.25	3.66	4.25	6.33	3	5.5	5.75
5.66	4.5	4	3.66	3.5	4	4	2.25	3.75
5	5	6	5.33	4.25	3	3.5	5.25	4.75
5.66	3.75	5.25	2.33	4.5	3	6	5.75	4.75
6	5	5	3.66	4.25	6.33	4	4.25	5.25
6.66	1.5	1.5	2.66	2.5	1	2.75	5.25	5.5
6.66	5	5.25	5	5.5	5.66	4.25	5.25	6.75
5.33	5.5	5.5	6.33	5	5.33	5.5	5.25	3
4.66	4.5	5.25	3.66	5.25	5	3.5	6	4.5
4.66	4.5	5	5.66	5.25	4.33	6.25	5.25	5.5
5	6	5.5	5.33	4.75	3	3.75	5	5.5
6	5.5	6	2	6	2.66	5.5	4	6
6.66	6.5	6.25	4.33	6.5	5.33	6	6.75	6.5
4	4	3.75	7	5.5	7	6.75	4	6
7	6.25	5.5	6	7	6	2.5	5.5	7
6.66	6	3.75	4	6.25	7	5.5	2	5.75
6	5.5	4.25	4.66	5.5	3	5.25	4.75	6
6	4.5	4	3.66	5.5	1.66	4.5	4	6.25
6	4.25	6	3.66	5.5	2.66	5.5	4	4.75
3	1.75	2	3	3	2.66	2	3.25	4.25
2.33	2	1.75	2	2.75	3	1.75	3.25	3
3	2.75	2.5	3	2.25	2	2.25	2.75	3
3.33	2.25	2.75	2.66	2.5	3	2.75	3.5	3.5
3	2	2.25	3	2.5	2.66	2.25	3.25	3.5
3.66	1.75	1.75	2	1.75	3	2.5	2.5	5
4.66	1	1.5	3	2.5	3	2	3.25	4
4.33	3	2.25	3	2.5	3	2.25	3.25	3.5
3	2	2	2	2	2	2	3	3.5
6.33	6.25	6.5	7	6.75	7	6.5	6.5	6.75
6.33	6.25	6.75	6.33	7	6	7	4	6
5.66	6.75	4.5	6	5.75	4.66	5.75	4.5	5.75
4.33	2.75	3	2.33	3.25	3	2.25	3.5	4
4.33	2.25	3.5	2.66	2.5	3	2.5	4.5	5.25
2.66	4.75	2.75	4.33	3	2.66	1.75	3.5	4.75
4.66	1.75	2.75	3.66	3.5	2.66	2.25	3.75	3.5
4.66	4.5	3.25	2	2.75	3	3.25	3.5	4.25
4.66	4.25	2.5	3	2.75	1.66	2.75	3.5	3.25
4	3.25	4	3.66	2.5	4	2.75	4.75	2
4.33	2	2.5	2.66	3.5	3.66	3.25	3.25	3.25

3.66	3.25	2.75	2.66	2.75	2	2	4.75	3.75
4.33	1.75	3.5	2.66	2.5	3.66	3	4	4
4	2.75	4.5	2.66	2	4	3.5	3.75	3.75
4	2.75	3.75	2	3.75	3.66	2	4.75	4.75
3.66	2.5	4.25	4	4	4.66	2.25	6	2
6.33	4	3.5	3.33	4.5	3	3.25	3.75	5.5
5	5.25	3.25	4	4.5	4.33	4.25	4.5	4.5
4.33	2.75	2.75	4.66	3.5	5	2.5	2.75	3.5
6	2.25	3.75	4.66	3	6	2.5	5	4.25
3	4	2.75	2.66	3.75	2.66	2.25	4.5	4.25
4.66	2.25	4	2	3.5	3.33	3.75	3	4
4	5	3	4.66	3.25	2.66	2	3.5	4
4.33	2	3	3.33	1.75	2.66	3.25	3.75	4
4.33	3.75	3	2.33	3	2	2.25	5	2.25
5.33	2	2.5	3.33	1.75	3.33	2.25	2.75	3
3.33	2.5	1.25	3.33	2.5	3.33	2.25	3.25	3
5.66	4	5.5	4	4	4.33	3	6	4.25
4.66	5.5	4	3.33	6.25	5	3	5.5	5.5
5.66	2.5	2.75	1.33	3.25	2.33	1.75	4.75	3
7	6.5	2.25	3.33	5.5	2.66	3	7	5.25
6.66	2.25	4.5	3.66	4.75	3.66	4	6	6.75
2.66	4.25	3.25	5	3.75	2.66	2.25	2.75	5.5
4.33	5	3.75	2	5.5	1.66	4	4.75	6.25
5	3.5	3.25	2.33	2.75	5	3.75	2.75	5

