



The Evolution and Prospect of Agent Banking in Bangladesh: A Study Based on Bangladesh Banking Sectors

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Abstract

Periodically banking sector is getting changes dynamically in terms of services, product and various operations. Different kinds of services and facilities make revolution in the Banking sector. Internet Banking, Mobile Banking, SMS Banking, Agent banking etc. are the most effective and epoch-making facilities that boost up the banking activities intensely. Agent banking is one of the significant and revolutionary tools that make all time the rural people under a single umbrella of banking service. Agents banking play a vital role in banking sector for economic development urban areas as well as rural areas. The study is based on descriptive research where it focuses on the current growth of agent banking in Bangladesh and the future in the context of the state of agent banking. Secondary data were used as research data in this study, and the quarterly report published by Bangladesh Bank in 2018-2020 was used as a sample. This study used SWOT analysis technique to analyze the strengths, weaknesses, opportunities and threats of the agent banking business. Also, in 2030, Holt's Double Smoothing Exponential methods were used to forecast the number of agents and the number of accounts in an agent banking.

Keywords: Agent Banking, Economic Development, Forecast, SWOT

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