**Propose a Research Problem, Aim and Objectives**

With the development of technology, personal data security and privacy is considered as a major challenge for all over the world. Biometrics systems are used to protect data and identity verification [1]. The safety issues of biometric information cannot be compromised. Where the issues have appeared, it may effect on the quality and users reliability. Some published research papers are related to biometric information privacy [2] and few define the critical issues of biometric information security [3]. A good reliability rate can increase biometric system users rather than using passwords or pin codes and poor reliability will reduce users.

Online banking service [4], employee attendance, employee time tracking device and other identity verification systems are frequently used in Bangladesh. The most common methods of verifications fingerprint and face recognition. On 2nd October 2016 Bangladesh government launched the Smart National ID card [5] and started collecting biometric information from the citizens. Recently to digitalize government services, NID verification gateway server is getting under way [6]. As the large possibility of using biometric technology, it is very important to study on the reliability and the trustworthiness of all biometric systems which are used in Bangladesh at users’ point of view.

Most of the biometric systems are integrated with hardware and software. The biometric system market will increase by 15% compound annual growth rate between 2017 and 2023 [7]. The market demand for new biometric systems can be visualized by analyzing adoption, satisfactoriness and reliability reviews.

**Aim:**

The aim is to evaluate which system is more efficient and acceptable to users by exploring the users reliability and satisfactoriness of biometric systems.

**Objectives:**

1. To interpret users reviews about the quality and reliability of biometric systems.

2. To compare different biometric systems based on users aptitude.

3. To study users demand for biometric systems.

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