

**syngenta** foundation  
for sustainable  
agriculture



**Ebdaa Bank**  
for Microfinance

# Financial Education Baseline Survey 2020





# Acknowledgement


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A special thank you goes to Ebdaa Bank management and staff who dedicated their time and effort to providing support and necessary information essential to this baseline survey.

We recognize the dedicated contribution of our financial literacy expert **Mr. Ammar Abdulgadir**, Financial Literacy Specialist, Sudan. This report survey and report development was successful because of his leadership and direct field implementation under challenges created by having to carry out survey with most states in Sudan under some degree of lockdown due to covid 19.

Finally we thank project team members for their implementation support, contribution and feedback throughout this baseline survey: **Enock Sing'oei**, Inclusive Insurance Market Development Specialist, Syngenta Foundation, **Jackline Chemtai**, Actuarial Climate Risk Analyst, Syngenta Foundation, **David Muigai**, Head of Actuarial & Program Coordinator, Syngenta Foundation, **Sylvia Michelle Oluoch**, Inclusive Insurance Market Development Assistant, Syngenta Foundation, **Bakri Hago**, Insurance Project Coordinator, Syngenta Foundation - Sudan, **Wycliffe Kiplagat**, Actuarial Climate Risk Analyst Syngenta Foundation and **Ahmed Elfadil Bushra**, IT Director, Ebdaa Bank for Microfinance - Sudan.

Within this group particular appreciation goes to our reviewers **Sylvia Michelle Oluoch** and **Enock Sing'oei**.



With so many development around us, financial inclusivity is more important than ever. Financial literacy gives people the confidence and skills they need to make smart money decisions, which in turn, help improve their lives. The recent COVID-19 pandemic has underscored just how critical basic personal finance skills are in preparing for the unexpected circumstances especially in the agriculture and food security fields. Therefore, financial literacy is a survival skill that everyone needs at current and future time.

**-Dr. Bashar, Project Monitor**

## PARTNER ORGANIZATIONS BIO:

# About Partners

### **SYNGENTA FOUNDATION FOR SUSTAINABLE AGRICULTURE - SFSA**

The Syngenta Foundation for Sustainable Agriculture is a not-for-profit organization that focuses on supporting the productivity of small-scale farmers in developing countries around the world. The mission is to create value for resource-poor small farmers in developing countries through innovation in sustainable agriculture and the activation of value chains

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### **EBDAA BANK-SUDAN**

Ebdaa Bank for microfinance established in 2014, complies with the Sharia' Law and provides financial services to small income-generating entrepreneurs and stimulates micro, small and micro finance culture among the citizens

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### **SWISS CAPACITY BUILDING FACILITY - SCBF**

The Swiss Capacity Building Facility (SCBF) is a public-private development partnership founded in 2011 by leading institutions in financial sector development in Switzerland. Functioning as a technical assistance facility and early grant provider, the SCBF supports partner financial service providers to develop and upscale innovative, client-centered financial products, channels and services in emerging and developing countries. Since inception in 2011, SCBF has funded over 130 projects across 43 countries. SCBF is dedicated to promoting responsible inclusive finance to meet the needs of low-income communities, smallholder farmers and small-scale entrepreneurs to improve their livelihoods and to rise them out of poverty

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### **ARAB GULF PROGRAM FOR DEVELOPMENT - AGFUND**

AGFUND is a non-profit regional development institution, established in 1980 by the initiative of HRM Prince Talal Bin Abdul Aziz Al Saud, with the support of the leaders of the Arab Gulf States that constitute its membership and contribute to its budget.

AGFUND is concerned with the support of sustainable human development efforts targeting the neediest in developing countries, particularly women and children, through support of the efforts strongly affecting the development process, including those aimed at financial inclusion, improving the educational and health standards, supporting poverty combating programs and those which support institutional structures.



# Partner organizations views on conducting the baseline survey in Sudan

## **SWISS CAPACITY BUILDING FACILITY- SCBF**

Financial education empowers people to make informed choices regardless of their financial or societal standing. Amongst low-income clients, it helps to build confidence and financial literacy that, particularly for women, is a crucial stepping stone to an improved quality of life. SCBF is proud to co-fund this financial education initiative that will hopefully lead to greater financial inclusion and better lives over the long-term.”

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## **EBDAA BANK FOR MICROFINANCE - SUDAN**

Financial culture is one of the EbdAA Bank's initiatives, including Spreading awareness among customers and investors, with an aim to develop their financial skills by providing information or advice that enables them to make informed decisions about their financial dealings, which, consequently, reduces their exposure to risks.

Personal financial planning is based on four pivotal centers: planning, borrowing, saving and Investment. EbdAA bank is proud to collaborate with Syngenta Foundation in improving financial inclusion among our customers, especially smallholder farmers in a way that positively impacts the financial future.



# Table of Contents

<b>1. Introduction .....</b>	<b>08</b>
1.1 Assessment objectives .....	08
1.2 Assessment Duration.....	09
1.3 Sample size .....	09
1.4 Geographical coverage .....	09
<b>2. Assessment tools .....</b>	<b>10</b>
2.1 Questionnaire .....	11
2.2 Sample.....	11
2.2.1 Table 1 .....	12
2.3 Challenges.....	12
<b>3. Personal information.....</b>	<b>13</b>
3.1 Gender.....	13
3.2 Age .....	14
3.3 Level of Education .....	15
<b>4. Household information .....</b>	<b>17</b>
4.1 Farm Description .....	17
4.2 Income .....	19
4.3 Family size .....	20
4.4 Perception of the family about its situation .....	21
<b>5. Financial Awareness Literacy.....</b>	<b>22</b>
5.1 Personal Financial Planning .....	23
5.2 Understanding Personal Budgeting .....	24
5.3 Assets converted to cash.....	25
5.4 Record Keeping .....	26
5.5 Role of a loan Guarantor.....	27
5.5.1 Appraisal methods during loan approval.....	28
5.6 Savings for Future needs.....	29
5.7 Comparison in prices during purchase .....	30
5.8 Using spending plan Vs Budgeting .....	31
5.9 Tracking of expenditure and income .....	32
5.10 Unspent Cash before receiving the next income .....	33
5.11 Frequency of reduction of cash-flow before earning next income.....	34
5.12 Experience on reduction of income.....	35
5.13 Repayment of Debts.....	36



5.14 Current debts .....	37
5.15 Friends or acquaintances who suddenly faced financial constraints .....	38
5.16 Savings .....	39
5.17 Knowledge on Interest rates .....	40
5.18 Purchase of financial service in the last five years which didn't meet their expectations.....	41
5.18.1 Service received that didn't meet their expectations.....	42
5.18.2 Action taken after discovering the problem with the financial service .....	42
5.19 Perception on investment .....	43
5.20 Conflict management with financial service providers .....	44
5.21 Knowledge on Simple Interest .....	45
5.21.1 Knowledge on compound interest.....	46
5.21.2 Knowledge on the concept of inflation .....	47
5.21.3 Knowledge on Discount .....	48
5.21.4 Knowledge on Loan Interest .....	49
5.22 Reasons to select a bank to get services.....	50
5.23 Daily revenue management.....	51
5.24 Likelihood of using mobile banking service .....	52
<b>6. Risk Management and Insurance .....</b>	<b>53</b>
6.1 Experience of any distress or shock .....	54
6.1.1 Number, types and frequency of risks.....	55
6.1.2 Consequences of shocks and prevention mechanisms.....	56
6.1.3 Prevention plans in place.....	57
6.2 Prevention of impacts of risk by transferring risk to other organizations.....	58
6.2.1 Knowledge on premium evaluation.....	59
6.3 Subscription to any other insurance policy other than motor vehicle .....	60
6.3.1 Familiarity on insurance terms .....	61
6.3.2 Most likely way to spend a claim pay out .....	62
<b>7. Conclusion on findings, Potential financial education topics and overall recommendations .....</b>	<b>63</b>
7.1 Conclusion on findings.....	64
7.2 Potential financial education topics .....	65
7.3 Recommendations .....	66



# 01 Introduction

## 1.1 Assessment objectives

The baseline assessment comes as the first milestone in the implementation of financial literacy and education project initiated by Arab Gulf Programme for Development, (AGFUND) and Swiss Capacity and Building Facility (SCBF), a joint donor and to be implemented by Syngenta Foundation for Sustainable Agriculture as part of the support planned to be provided to Ebdaa Bank for Microfinance in Sudan.

The main objectives of the assessment were:

1. To draw the current level of financial literacy among the targeted group.
2. To identify the main knowledge skills and practices as required interventions.
3. To help in suggesting a strategy to implement the required intervention with respect to the demographic characteristics of the sample group that will be appear in data analysis.





## **1.2 Assessment Duration:**

June-August 2020

## **1.3 Sample size:**

150 smallholder farmers from the clients of EbdAA Bank, Sudan.

## **1.4 Geographical coverage:**

The assessment covered four states where six EbdAA Microfinance branches are located. These states include: West Kordofan state, North Kordofan state, Blue Nile state and Jazeera state.

In these four states, the smallholder farmers depend on the summer rainy season to plant their crops. Among these states, Jazeera and Blue Nile states have a winter season irrigated from the Blue Nile River.



## 02 Assessment Tools

The survey used two main tools, the first being a questionnaire through which we collected the information from the targeted samples using face to face interviews as a quantitative tool. The second tool (qualitative) to be used, was conducting six Focus Group Discussions in the targeted

areas. One FGD per Ebdaa office branch. Unfortunately, due to the spread of COVID-19, there were measures and restrictions adopted by the Sudan government authorities and in consequence, we were unable to use this tool.

## 2.1 Questionnaire

The questionnaire sought to find out from the selected sample about their financial literacy level through interviews.

The survey interview Questionnaire was divided into five sections. The first section contained questions about the location in details based on the current governance system in Sudan. The question was further divided into sections which required the respondents to provide information about the state, the province, the name of the office of Ebdaa Branch and the village where the respondent is living. The second section contained questions about personal information of the respondent including gender, age, education, main occupation as well as the respondent's name. Both first and second sections were designed to categorize demographic information backgrounds of the respondents.

In section three and four, the assessment focused on the level of knowledge, behaviour, as well as the attitudes of the respondents to specific topics and processes. The questions were divided into topics including: personal planning and budgeting, income, money management, savings, and spending, numeracy, credit, and mobile banking product.

Finally, the fourth section had questions designed to test financial literacy around risk management and insurance issues.

The Questionnaire was designed and reviewed by project team to cover the suggested areas to assess the pre-identified areas in financial literacy for the targeted sample in this assessment.

The survey was conducted during the months of June and July through interviews mainly using telephone conversations due to the difficulties and restrictions raised from Covid-19 protocol issued and adopted by the related authorities in Sudan.

According to the first plan that was prepared before the spread of Covid19, the survey should have been done as face-to-face interviews with the smallholder farmers, but with measures issued by the government as response to

reduce the risk of spreading Covid19 such as Physical-distancing and lock down in all the states where the survey were planned to be conducted, a different approach was adopted to collect the data remotely from the vast majority of the interviewees through mobile phone conversations.

The number of the respondents who were interviewed through mobile voice call were 134 giving a percentage of (89.3%) of whole sample size in the four states where the survey took place.

It is important to note that the data collection process was conducted by 30 loan officers in 6 branches of Ebdaa Banks. These loan officers received remote training about the Questionnaire content as well as how to fill questions and how to tackle each option based on the respondent's views. A total of 6 training sessions were conducted, one for each office, through WhatsApp calls or mobile calls based on the quality of the communication service in the targeted areas.

The data collected were then sent to Khartoum for data entry, processing and analysis through the use of suitable computer programs including Excel and SPSS.

## 2.2 Sample

The sampling of the participants in the survey was drawn by Ebdaa from the states where the Bank deliver loans for smallholder farmers, that is; six branches which are located in the four states. One hundred and fifty smallholder farmers were selected be interviewed at the field level.

The sampling plan was such that it would not be possible to specify the probability that any person would be included in the sample. Hence could be best described as non-probabilistic sampling. The disadvantage was the consequent limitation in the generalizability of research findings. On the other hand, small-scale surveys were commonly known to employ non-probability samples, and these were less complicated to set up. The sampling plan involved using one's judgment to achieve the particular purpose for which each survey was intended and could be called "purposive" sampling.

2.2.1 Table 1.0

Table No (1), Sample distribution by states / branches / gender

Area	Male		Female		Total	
	No	%	No	%	No	%
Alkamlin	17	68%	8	32%	25	100%
Damazin	13	52%	12	48%	25	100%
Alkhewi	14	56%	11	44%	25	100%
Umrwaba	11	44%	14	56%	25	100%
Alrahad	17	68%	8	32%	25	100%
AlNuhood	16	64%	9	36%	25	100%
Total	88	59%	62	41%	150	100%

## 2.3 Challenges

Ahead of the preparation to physically conduct the assessment on the ground by visiting the villages to collect the data, this expectation dramatically changed and the loan officers were forced to collect the information using the mobile phones due to:

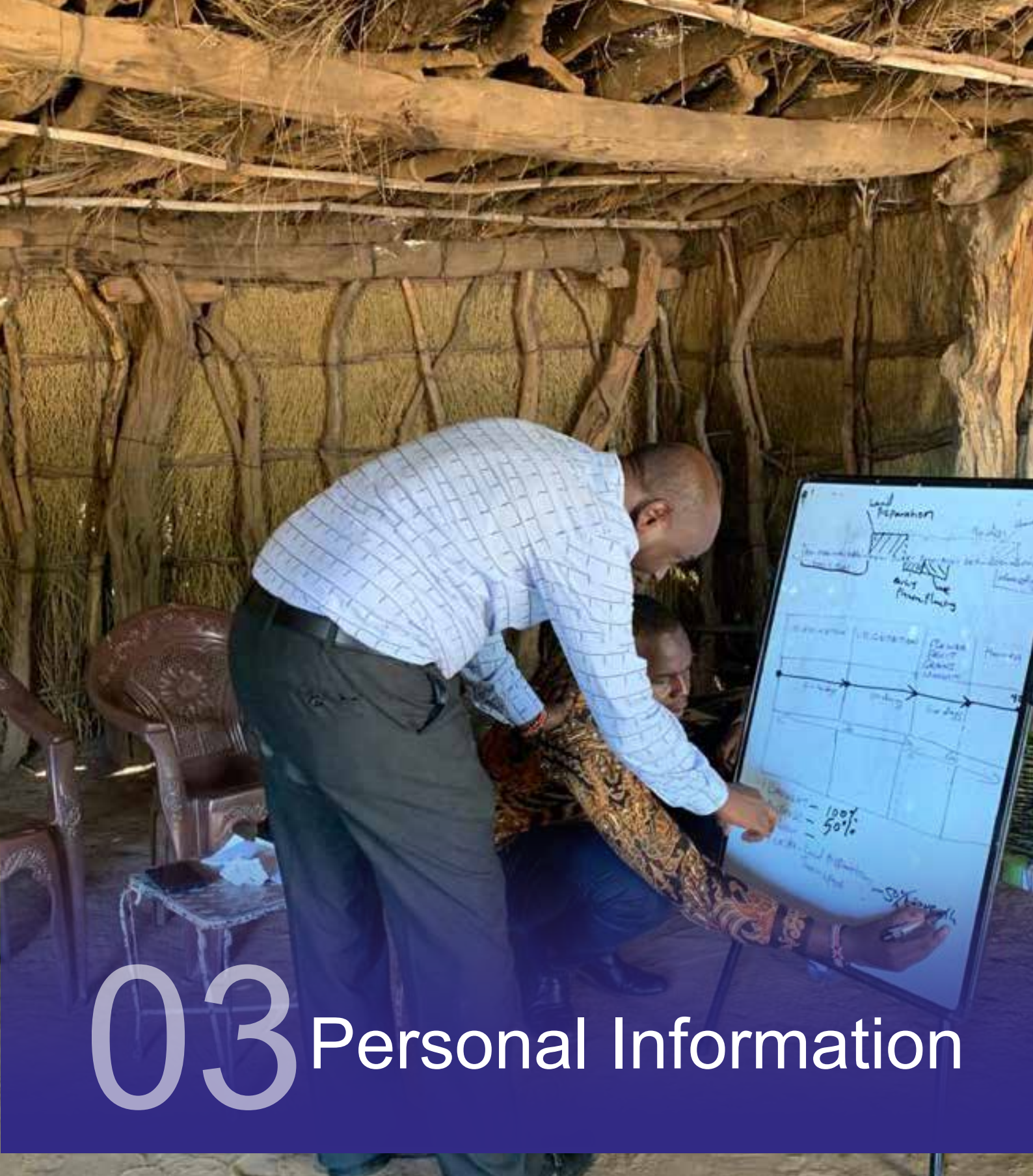
### **Covid19 situation and the government measures to contain the spread:**

By the start of the data collection process, the government had put in place measures in responding to Covid-19 in each state and based on our follow-up, the 4 states were part of the areas that recorded the first cases and the related government authorities issued a series of restrictions including the physical-distancing by banning group gatherings as well as travelling in and out of the states.

With regard to the afore mentioned:

- We were unable to gather the loan officers together to conduct a 2- day training workshop at one location, in consequence, they were trained through the telephone or the net depending on the available and accessible means of communication. This activity consumed a lot more time than planned.
- Another delay experienced was the process of receiving the filled questionnaires from some states due to the challenges on internet connection as well as planning movement across the states.
- We were completely unable to conduct the Planned Focus Group Discussions as a part of the data collection tools as well as part of the assessment report.



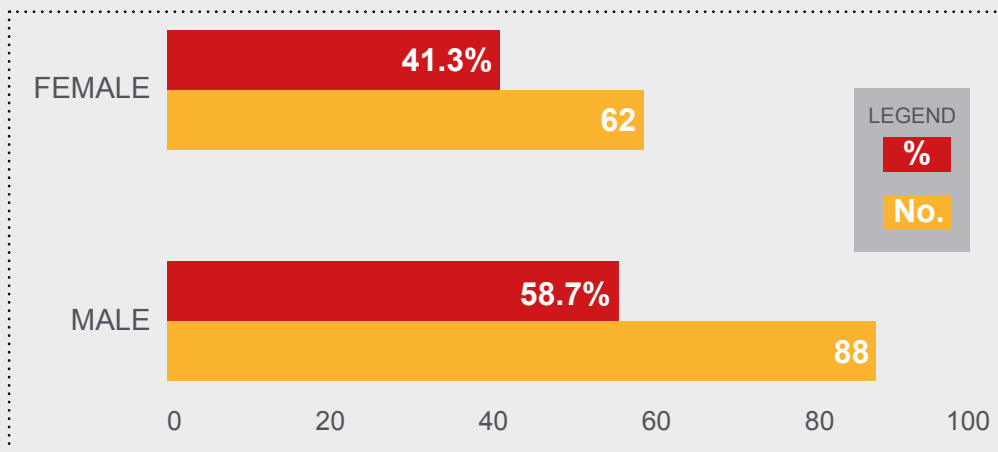


## 03 Personal Information

### 3.1 Gender

The samples taken from the field indicates that the percentage of female is less than that of male respondents. This represents 41.3% (26 females) which is respected value and reflective for women voice (see graph No.1)

**Graph No. (1) Sample size distributed by Gender**



In the overall assessment, the female's percentage was less than male percentage with exception of Umrwaba office, in North Kordofan State. Fourteen out of Twenty-five respondents were female resulting to 56% in this targeted office.

**Table No. (1)**

**Sample distributed by Gender / offices**

Area	Male		Female		Total	
	No	%	No	%	No	%
Alkamlin	17	68%	8	32%	25	100%
Damazin	13	52%	12	48%	25	100%
Alkhewi	14	56%	11	44%	25	100%
Umrwaba	11	44%	14	56%	25	100%
Alrahad	17	68%	8	32%	25	100%
AlNuhood	16	64%	9	36%	25	100%
<b>Total</b>	<b>88</b>	<b>59%</b>	<b>62</b>	<b>41%</b>	<b>150</b>	<b>100%</b>

## 3.2 Age

*Graph No. (2)  
Sample size distributed by age group*

With regards to the assessment methodologies, we divided the age into 5 age groups as closed ended question (see graph No.2)

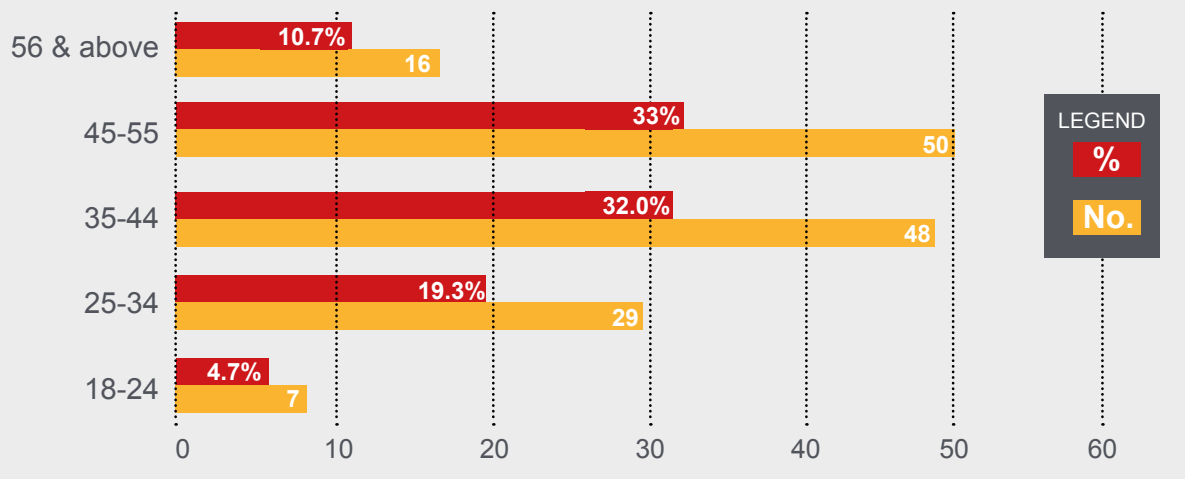


Table No. (2)

## Sample distribution by Age / offices

Branches	18-24		25-34		35-44		45-55		56 & Above		Total	
	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	2	8%	4	16%	8	32%	6	24%	5	20%	25	100%
Damazin	0	0%	4	16%	4	16%	14	56%	3	12%	25	100%
Alkhewi	1	4%	9	36%	12	48%	3	12%	0	0%	25	100%
Umrwaba	3	12%	1	4%	11	44%	8	32%	2	8%	25	100%
Alrahad	1	4%	5	20%	6	24%	9	36%	4	16%	25	100%
AlNuhood	0	0%	6	24%	7	28%	10	40%	2	8%	25	100%
<b>Total</b>	<b>7</b>	<b>5%</b>	<b>29</b>	<b>19%</b>	<b>48</b>	<b>32%</b>	<b>50</b>	<b>33%</b>	<b>16</b>	<b>11%</b>	<b>150</b>	<b>100%</b>

With regard to age group, around 36% of the respondents' ages ranged between 18- 34 years old, while the respondents aged 45 and above represents 44%, the middle age group ranged between 35-44 years old reached a total of 48 respondents this represents around 32% of the sample surveyed.

### 3.3 Level of Education

The survey sought to find out the highest level of education attained by the respondents. The results show that 59% of the respondents have no level of education that is primary or basic education while secondary level represents 33%, and finally university and postgraduate represent 7%.

Graph No. (2) Sample size distributed by age group

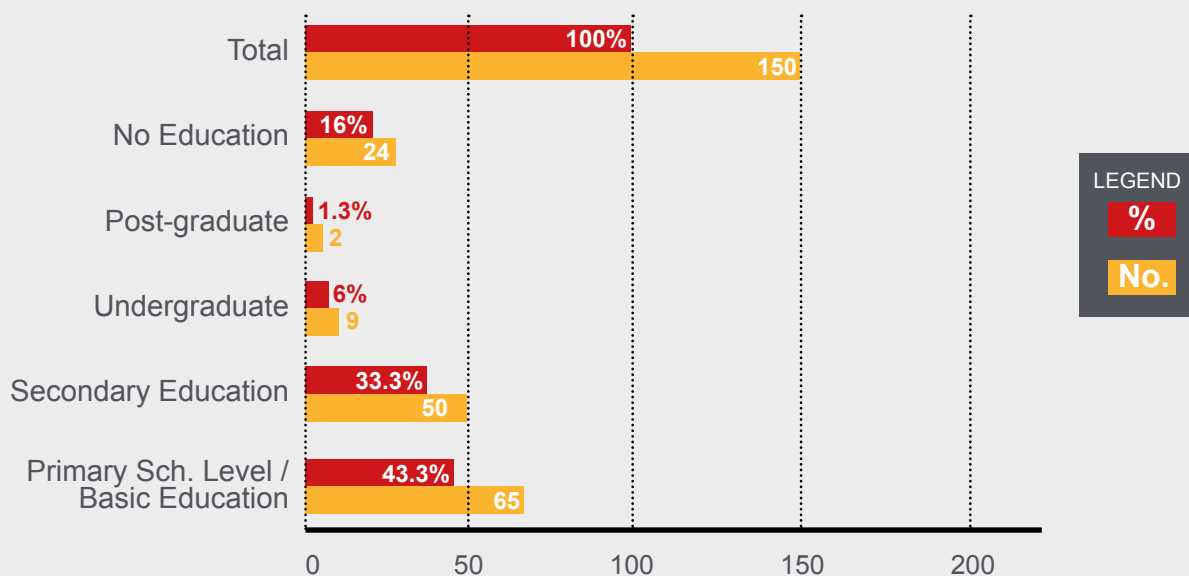




Table No. (3)

## Sample distribution of Highest Level of Education Reached

Area	Primary School Level / Basic Education		Secondary Education		Under Graduate		Post Graduate		No Education		Total	
Alkamlin	No	%	No	%	No	%	No	%	No	%	No	%
Damazin	6	24%	13	52%	5	20%	1	4%	0	0%	25	100%
Alkhewi	14	56%	6	24%	0	0%	0	0%	5	20%	25	100%
Umrwaba	14	56%	10	40%	1	4%	0	0%	0	0%	25	100%
Alrahad	6	24%	10	40%	1	4%	0	0%	8	32%	25	100%
AlNuhood	10	40%	7	28%	0	0%	0	0%	8	32%	25	100%
Total	15	60%	4	16%	2	8%	1	4%	3	12%	25	100%
	65	43%	50	33%	9	6%	2	1%	24	16%	150	100%





## 04 Household information

### 4.1 Farm Description

The results show that the majority of the respondents are from the low economic level. Around 61% of the respondents' farm size did not exceed 15 acres (see graph No. 4 and table No.4)

The answers to this question could be linked and correlated to the answers of income question to compare and make some sort of cross-checks about the outcomes of both questions together.

Graph No. (4) Description of Farm (Acreage)

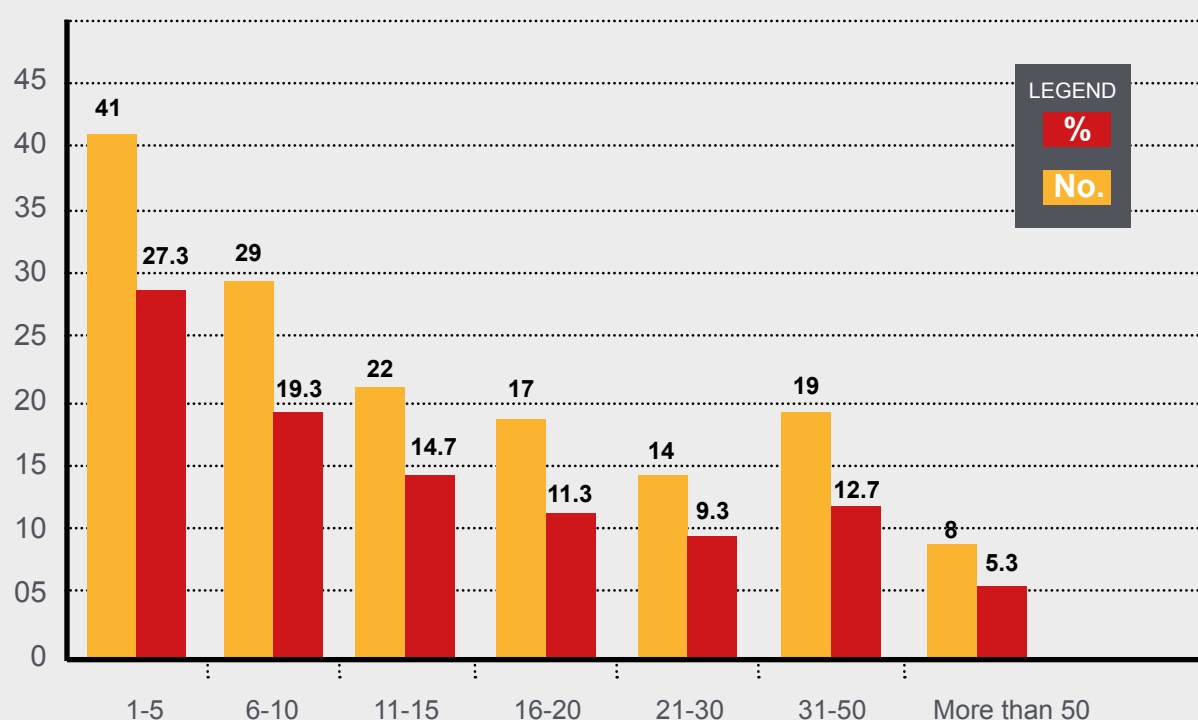


Table No. (4)

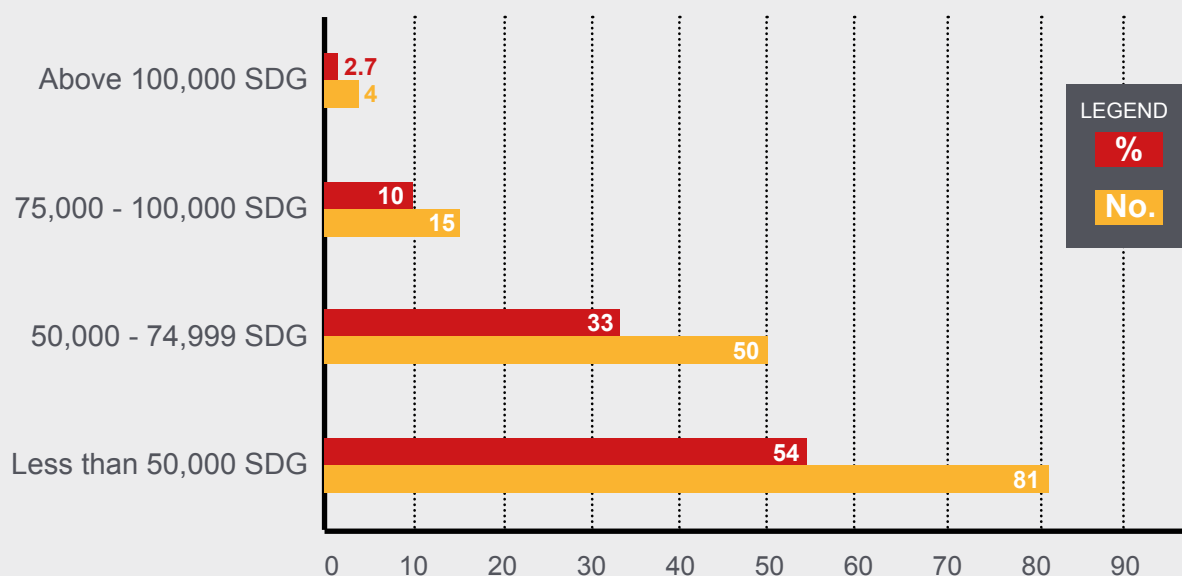
Sample distributed by size Farm (Acreage) / areas

Area	1-5		6-10		11-15		16-20		21-30		31-50		More than 50		Total	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	15	60%	10	40%	0	0%	0	0%	0	0%	0	0%	0	0%	25	100%
Damazin	17	68%	2	8%	2	8%	2	8%	2	8%	0	0%	0	0%	25	100%
Alkhewi	0	0%	0	0%	0	0%	0	0%	4	16%	14	56%	7	28%	25	100%
Umrwaba	5	20%	3	12%	11	44%	4	16%	1	4%	1	4%	0	0%	25	100%
Alrahad	0	0%	7	28%	7	28%	6	24%	3	12%	2	8%	0	0%	25	100%
AlNuhood	4	16%	7	28%	2	8%	5	20%	4	16%	2	8%	1	4%	25	100%
Total	41	27.3	29	19.3	22	14.7	17	11.3	14	9.3	19	12.7	8	5.3	150	100

## 4.2 Income

It is evident that the majority of the target sample have low annual income, around 54% of the respondents' incomes are below 50,000 SDG, while 33% are ranging between 50,000 and less than 75,000 SDG. Graph No.5 gives the general distribution of the respondents by the different income levels and the table No.5, reflects the detailed results with regard to the different geographical areas targeted in the assessments.

**Graph No. (5) sample distributed by levels of annual income**



**Table No. (5)**

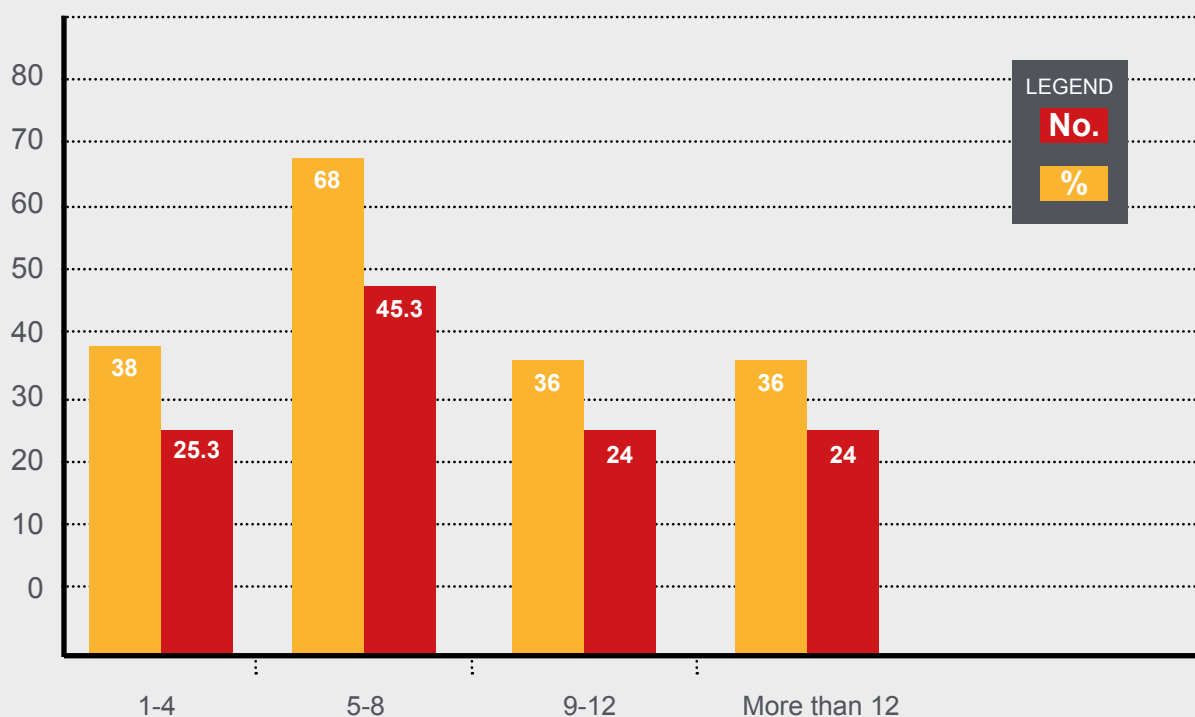
### Sample distributed by levels of income

Area	Less than 50,000 SDG		50,000 - 74,999 SDG		75,000 - 100,000 SDG		Above 100,000 SDG		Total	
	No	%	No	%	No	%	No	%	No	%
Alkamlin	18	72%	2	8%	2	8%	3	12%	25	100%
Damazin	12	48%	11	44%	2	8%	0	0%	25	100%
Alkhewi	6	24%	17	68%	1	4%	1	4%	25	100%
Umrwaba	17	68%	6	24%	2	8%	0	0%	25	100%
Alrahad	16	64%	7	28%	2	8%	0	0%	25	100%
AlNuhood	12	48%	7	28%	6	24%	0	0%	25	100%
<b>Total</b>	<b>81</b>	<b>54%</b>	<b>50</b>	<b>33%</b>	<b>15</b>	<b>10%</b>	<b>4</b>	<b>3%</b>	<b>150</b>	<b>100%</b>

### 4.3 Family size

When we asked the target sample at the time of assessment, how many people live in their household including them and their children, around 45% of the families confirmed the option of 4-8 persons, this is a representation of a medium sized family and not so far from the average size number in Sudan which has about 7 people. Around (29%) of the families in the sample have members between 9 to more than 12 family members which is considered as a high dependency rate. See the graph No. (6) And table No. (6).

**Graph No. (6) Sample distributed by Family size**



**Table No. (6)**

**How many People live in household including personally and children?**

Area	1-4		5-8		9-12		More than 12		Total	
	No	%	No	%	No	%	No	%	No	%
Alkamlin	7	28%	13	52%	5	20%	0	0%	25	100%
Damazin	6	24%	12	48%	6	24%	1	4%	25	100%
Alkhewi	3	12%	13	52%	6	24%	3	12%	25	100%
Umrwaba	9	36%	7	28%	8	32%	1	4%	25	100%
Alrahad	3	12%	13	52%	6	24%	3	12%	25	100%
AlNuhood	10	40%	10	40%	5	20%	0	0%	25	100%
<b>Total</b>	<b>38</b>	<b>25%</b>	<b>68</b>	<b>45%</b>	<b>36</b>	<b>24%</b>	<b>8</b>	<b>5%</b>	<b>150</b>	<b>100%</b>

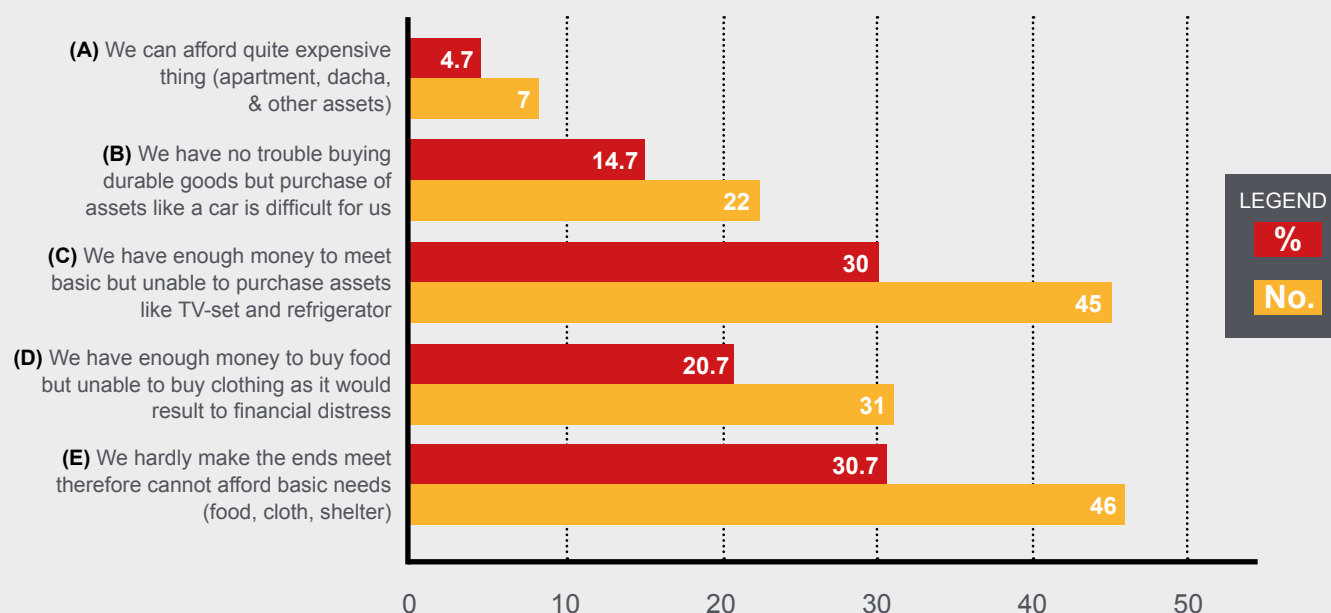


## 4.4 Perception of the family about its situation

In the question about the family perception to its economic situation, we drew 5 gradual options as potential answers, these options were arranged from the worst situation to the best situation and the respondents were required to select an option that best reflects his/her perception about his/her family's situation.

The results of this question show that more than 51% of the respondents see their families in the two lowest situations as per the summary in graph No. 7 and the table No. 7.

**Graph No. (7) Sample distributed by Perception of the family to its situation**



**Table No. (7)**

### Sample distribution by Perception of the family to its situation by areas

Area	Qn. (A)		Qn. (B)		Qn. (C)		Qn. (D)		Qn. (E)		Total	
	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	5	20%	5	20%	10	40%	4	16%	1	4%	25	100%
Damazin	4	16%	1	4%	12	48%	6	24%	2	8%	25	100%
Alkhewi	13	52%	6	24%	4	16%	2	8%	0	0%	25	100%
Umrwaba	4	16%	3	12%	10	40%	7	28%	1	4%	25	100%
Alrahad	15	60%	6	24%	4	16%	0	0%	0	0%	25	100%
AlNuhood	5	20%	9	36%	5	20%	3	12%	3	12%	25	100%
<b>Total</b>	<b>46</b>	<b>31%</b>	<b>30</b>	<b>20%</b>	<b>45</b>	<b>30%</b>	<b>22</b>	<b>15%</b>	<b>7</b>	<b>5%</b>	<b>150</b>	<b>100%</b>



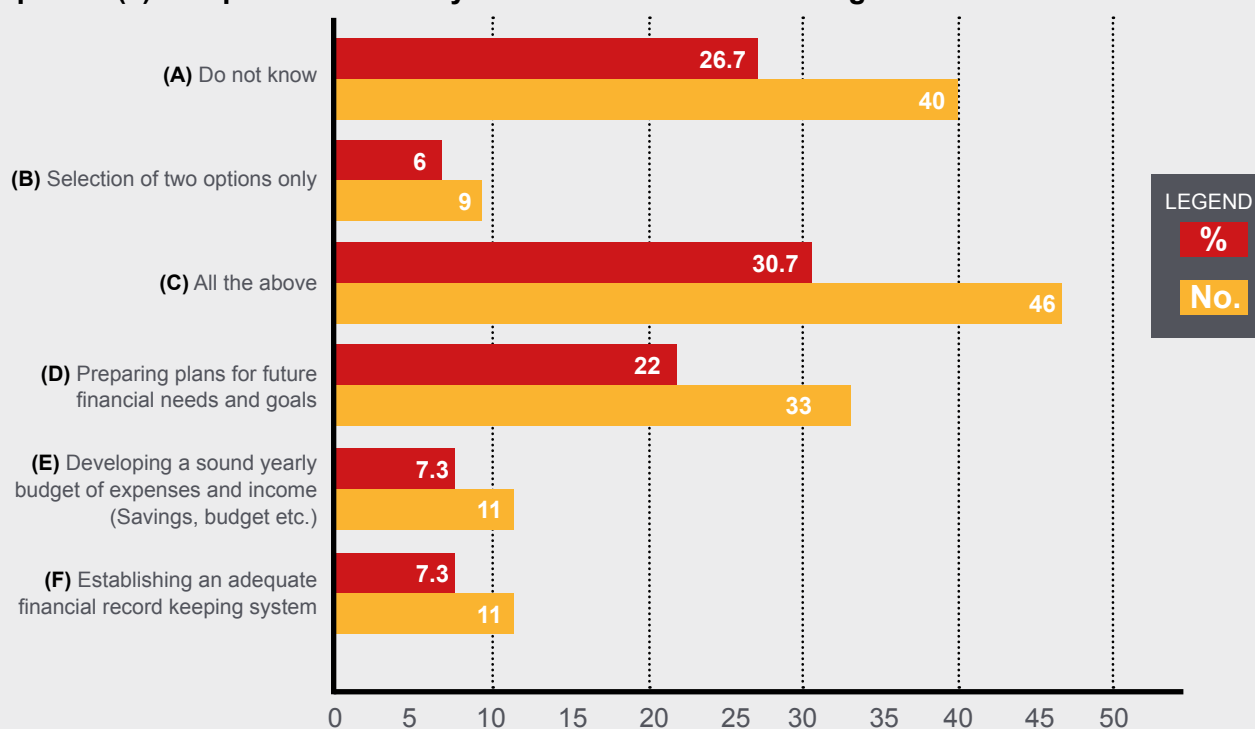
# 05 Financial Awareness Literacy

## 5.1 Personal Financial Planning

The level of knowledge about personal financial planning indicates that 30% of the sample has full knowledge about personal financial planning together with all its components.

About 6% of the sample has partially good knowledge about this concept and its components because this was suggested by two options that the respondents selected while 36% partially have a low level of a knowledge about the concept as they selected responses not related the personal financial planning.

**Graph No. (8) Sample distributed by Personal Financial Planning**



**Table No. (8)**

### Sample distribution by Personal Financial Planning/areas

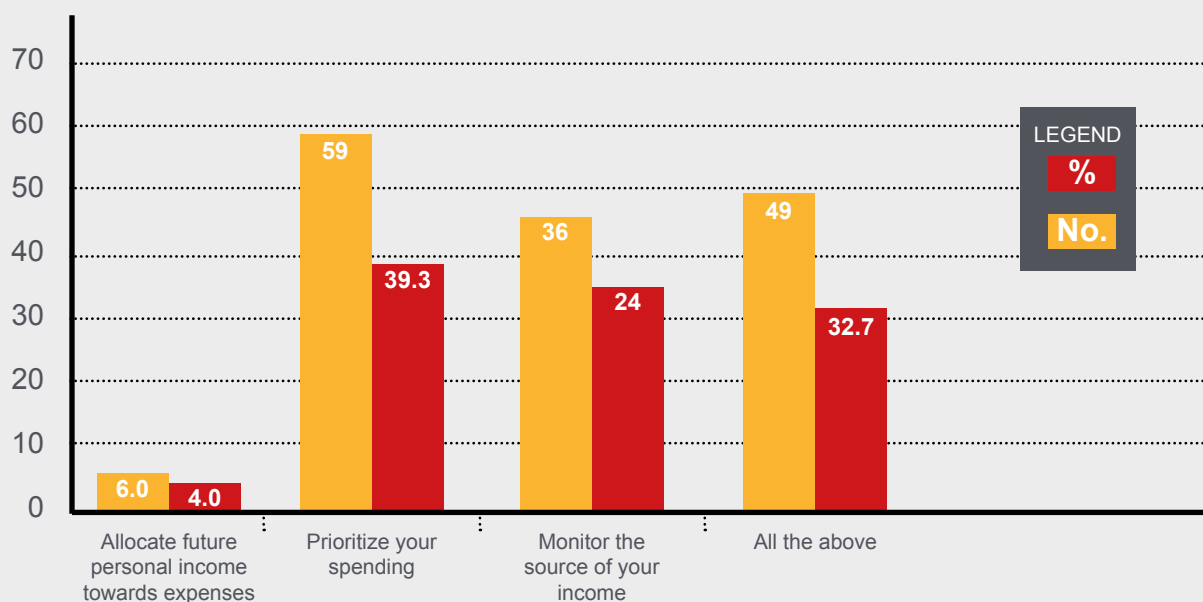
Options	Total		Alkamlin		Damazin		Alkhewi		Umrwaba		Alrahad		AlNuhood	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%
(A)	11	7.3	1	4.0	0	0.0	2	8.0	5	20.0	1	4.0	2	8.0
(B)	11	7.3	4	16.0	1	4.0	0	0.0	1	4.0	1	4.0	4	16.0
(C)	33	22.0	2	8.0	5	20.0	13	52.0	6	24.0	2	8.0	5	20.0
(D)	46	30.7	7	28.0	6	24.0	8	32.0	8	32.0	13	52.0	4	16.0
(E)	9	6.0	3	12.0	0	0.0	1	4.0	2	8.0	0	0.0	3	12.0
(F)	40	26.7	8	32.0	13	52.0	1	4.0	3	12.0	8	32.0	7	28.0
<b>Total</b>	<b>150</b>	<b>100.0</b>	<b>25</b>	<b>100.0</b>	<b>25</b>	<b>100.0</b>	<b>25</b>	<b>100.0</b>	<b>25</b>	<b>100.0</b>	<b>25</b>	<b>100.0</b>	<b>25</b>	<b>100%</b>

## 5.2 Understanding Personal Budgeting

Based on the question about the benefits of personal budget, only 32% selected the best answer from the options provided while the rest of the respondents selected only one of the benefits.

The highest percentage selected the option “prioritize your spending” by 59 respondents from the sample. See graph No.9 and table No. 9

**Graph No. (9) Respondents distributed by understanding of Personal budget**



**Table No. (9)**

### Respondents distributed by understanding of Personal budget

Area	Allocate future personal income towards expenses		Prioritize your spending		Monitor the source of your income		All the above		Total	
	No	%	No	%	No	%	No	%	No	%
Alkamlin	0	0%	3	12%	8	32%	14	56%	25	100%
Damazin	0	0%	11	44%	5	20%	9	36%	25	100%
Alkhewi	0	0%	12	48%	4	16%	9	36%	25	100%
Umrwaba	2	8%	12	48%	8	32%	3	12%	25	100%
Alrahad	0	0%	9	36%	6	24%	10	40%	25	100%
AlNuhood	4	16%	12	48%	5	20%	4	16%	25	100%
<b>Total</b>	<b>6</b>	<b>4.0</b>	<b>59</b>	<b>39.3</b>	<b>36</b>	<b>24</b>	<b>49</b>	<b>32.7</b>	<b>150</b>	<b>100%</b>



### 5.3 Assets converted to cash

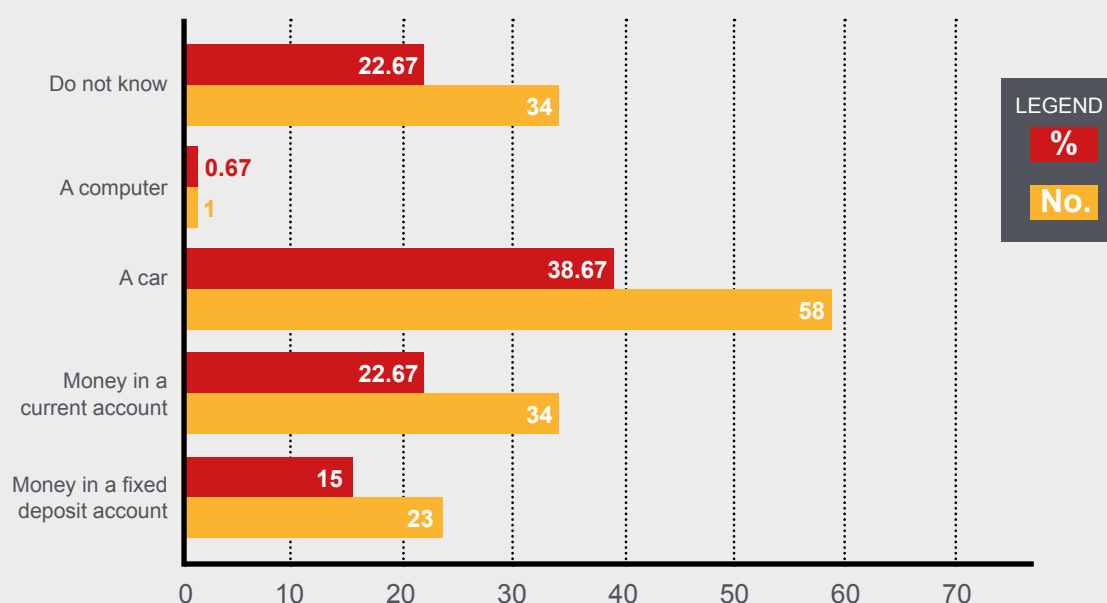
Only 34 of the respondents, representing 22.7% selected the best answers about which option can be turned into cash more easily. For the respondents who “don’t know” were 34 representing 22% of the sample.

Table No. (10)

#### Sample distribution by Perception of the family to its situation by areas

Area	Money in a fixed deposit account		Money in a current account		A car		A computer		Do not know		Total	
	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	1	4%	12	48%	6	24%	0	0%	6	24%	25	100%
Damazin	3	12%	8	32%	5	20%	0	0%	9	36%	25	100%
Alkhewi	3	12%	3	12%	14	56%	0	0%	5	20%	25	100%
Umrwaba	6	24%	2	8%	10	40%	1	4%	6	24%	25	100%
Alrahad	6	24%	2	8%	14	56%	0	0%	3	12%	25	100%
AlNuhood	4	16%	7	28%	9	36%	0	0%	5	20%	25	100%
Total	23		34		58		1		34		150	100%

Graph no. (10) Which of these can be turned into cash more easily?



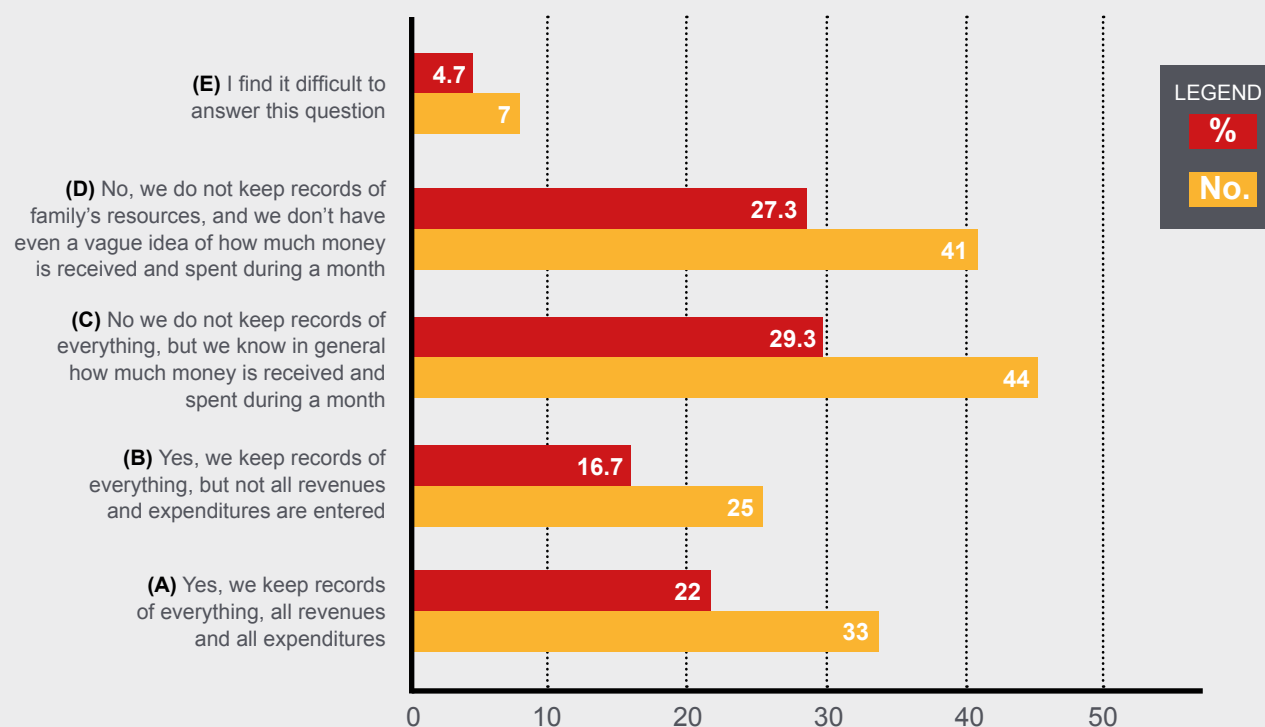
## 5.4 Record Keeping

Related to the practices of keeping records, we found various responses as follows:

About 38% of the respondents said the yes, they keep their records of everything including revenues and expenditure but with different levels of proper keeping of the revenues and expenditure records.

More than 56% of the sample do not practice the keeping of records despite some of them having knowledge about it and its importance while others don't have knowledge about receiving money and spending. It is important to note that 4.7% of the sample could not answer the question.

**Graph. (11) Does your family have a culture of keeping records of income and expenditures? Which option is the No most accurate description of this practice?**



**Table No. (11): Does your family have a culture of keeping records of income and expenditures? Which option is the most accurate description of this practice?**

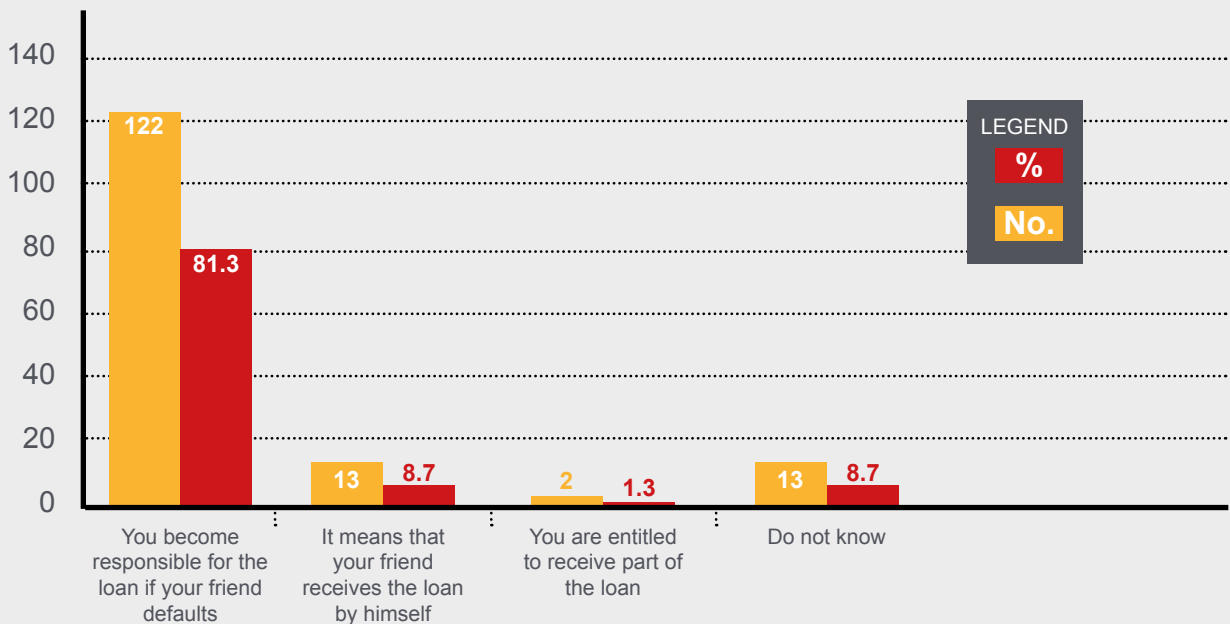
Area	Qn. (A)		Qn. (B)		Qn. (C)		Qn. (D)		Qn. (E)		Total	
	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	8	32%	2	8%	4	16%	7	28%	4	16%	25	100%
Damazin	4	16%	9	36%	8	32%	3	12%	1	4%	25	100%
Alkhewi	9	36%	5	20%	6	24%	4	16%	1	4%	25	100%
Umrwaba	2	8%	2	8%	7	28%	13	52%	1	4%	25	100%
Alrahad	3	12%	1	4%	11	44%	10	40%	0	0%	25	100%
AlNuhood	7	28%	6	24%	8	32%	4	16%	0	0%	25	100%
Total	33	22.0	25	16.7	44	29.3	41	27.3	7	4.7	150	100%

## 5.5 Role of a loan Guarantor

In this question, if you guarantee a loan for a friend, the respondents were expected to select one of the 4 options provided.

More than 81% of the target sample selected the true answers about the role of the guarantor in the lending process; this may be due to the common practices by the respondents.

**Graph No.(12) If you guarantee a loan for a friend**



**Table No. (12)**

### If you guarantee a loan for a friend

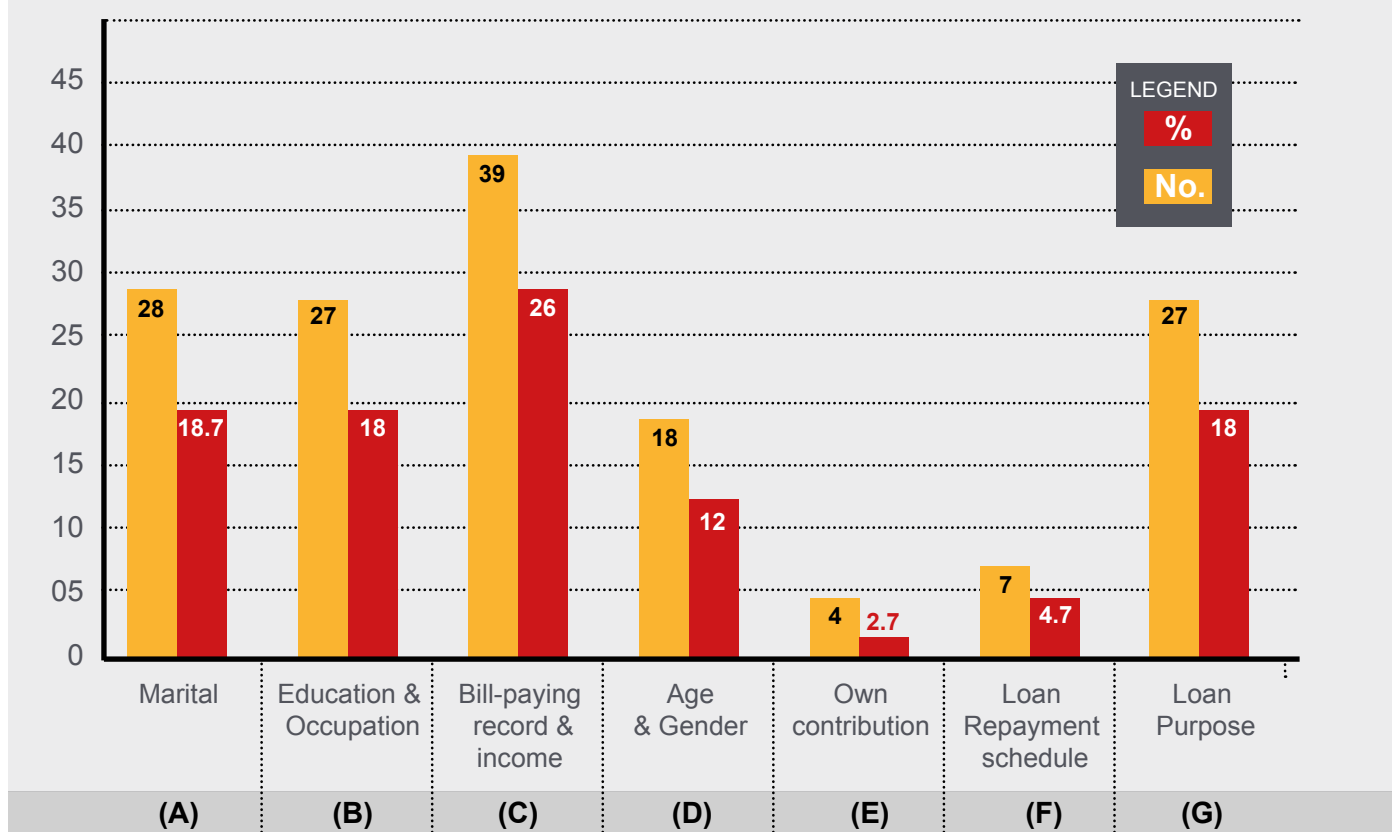
Area	You become responsible for the loan if your friend defaults		It means that your friend receives the loan by himself		You are entitled to receive part of the loan		Do not know		Total	
	No	%	No	%	No	%	No	%	No	%
Alkamlin	21	84%	2	8%	1	4%	1	4%	25	100%
Damazin	20	80%	2	8%	0	0%	3	12%	25	100%
Alkhewi	25	100%	0	0%	0	0%	0	0%	25	100%
Umrwaba	20	80%	2	8%	1	4%	2	8%	25	100%
Alrahad	19	76%	2	8%	0	0%	4	16%	25	100%
AlNuhood	17	68%	5	20%	0	0%	3	12%	25	100%
<b>Total</b>	<b>122</b>	<b>81.3</b>	<b>13</b>	<b>8.7</b>	<b>2</b>	<b>1.3</b>	<b>13</b>	<b>8.7</b>	<b>150</b>	<b>100%</b>

### 5.5.1 Appraisal Methods During Loan Approval

When we asked about the MOST important appraisal factor that a lender uses when deciding whether to approve the loan or not, there were verities among the answers of respondents.

Yes, all these factors are important, but the percentage of the correct answers of the MOST important answers was only 26% as we see in Graph No.13.

**Graph No. (13) The MOST important appraisal method that a lender uses when deciding whether to approve a loan?**



**Table No. (13): What do you think is the MOST important appraisal method that a lender uses when deciding whether to approve a loan?**

Area	Qn. (A)		Qn. (B)		Qn. (C)		Qn. (D)		Qn. (E)		Qn. (F)		Qn. (G)		Total	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	2	8%	0	0%	1	4%	2	8%	0	0%	4	16%	16	64%	25	100%
Damazin	1	4%	3	12%	5	20%	2	8%	0	0%	3	12%	11	44%	25	100%
Alkhewi	2	8%	4	16%	15	60%	4	16%	0	0%	0	0%	0	0%	25	100%
Umrwaba	4	16%	3	12%	9	36%	8	32%	1	4%	0	0%	0	0%	25	100%
Alrahad	15	60%	6	24%	4	16%	0	0%	0	0%	0	0%	0	0%	25	100%
AlNuhood	4	16%	11	44%	5	20%	2	8%	3	12%	0	0%	0	0%	25	100%
<b>Total</b>	<b>28</b>	<b>18.7</b>	<b>27</b>	<b>18.0</b>	<b>39</b>	<b>26.0</b>	<b>18</b>	<b>12.0</b>	<b>4</b>	<b>2.7</b>	<b>7</b>	<b>4.7</b>	<b>27</b>	<b>18.0</b>	<b>150</b>	<b>100%</b>

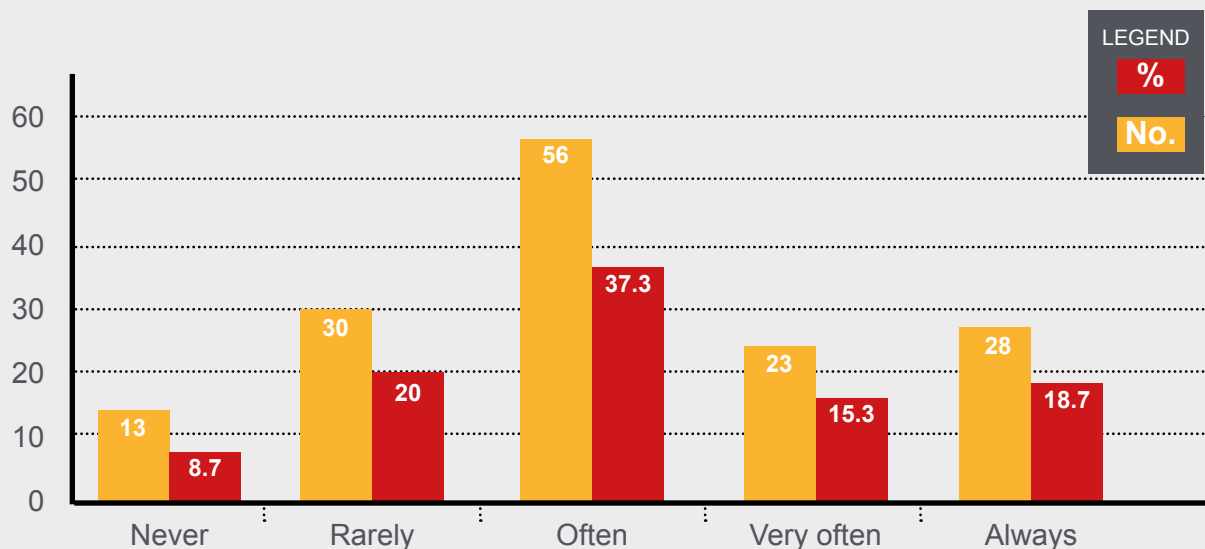


## 5.6 Savings for Future needs

For the regular monthly saving, 34% of the sample are always or very often have regular monthly savings habit, on the other hand, those who never or rarely practice regular monthly saving only reached a percentage of 38.7%.

Therefore, more efforts are needed to encourage this regular periodic saving habit to meet certain future needs.

**Graph No. (14) I regularly set aside money each month for savings and future needs.**



**Table No. (14):**

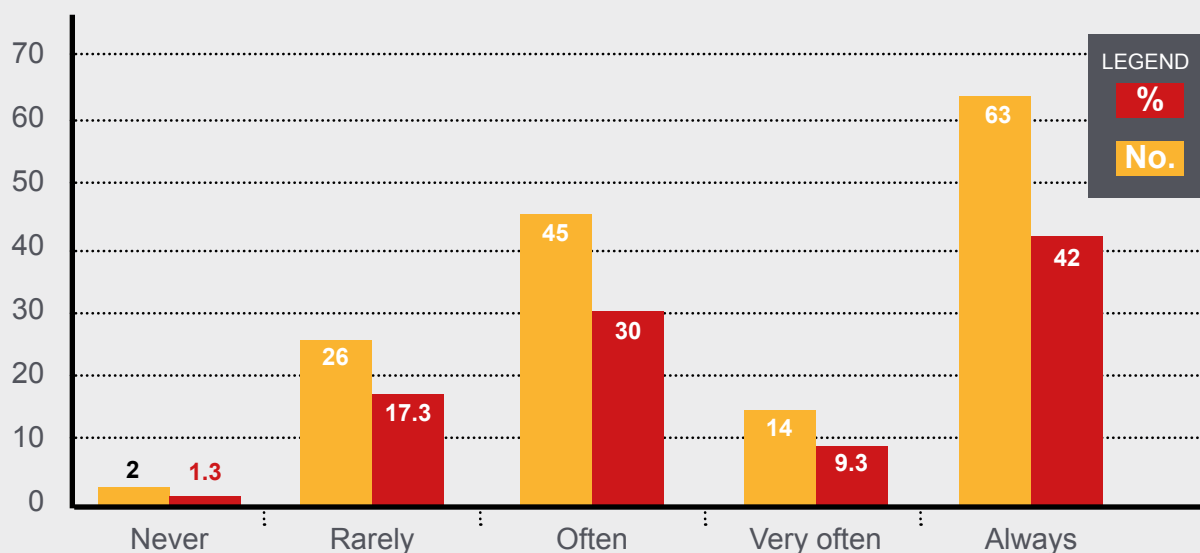
**I regularly set aside money each month for savings and future needs.**

Area	Never		Rarely		Often		Very Often		Always		Total	
	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	4	16%	9	36%	7	28%	0	0%	5	20%	25	100%
Damazin	0	0%	5	20%	7	28%	8	32%	5	20%	25	100%
Alkhewi	2	8%	5	20%	7	28%	4	16%	7	28%	25	100%
Umrwaba	2	8%	3	12%	7	28%	5	20%	8	32%	25	100%
Alrahad	3	12%	3	12%	12	48%	4	16%	3	12%	25	100%
AlNuhood	2	8%	5	20%	16	64%	2	8%	0	0%	25	100%
<b>Total</b>	<b>13</b>	<b>8.7</b>	<b>30</b>	<b>20.0</b>	<b>56</b>	<b>37.3</b>	<b>23</b>	<b>15.3</b>	<b>28</b>	<b>18.7</b>	<b>150</b>	<b>100%</b>

## 5.7 Comparison in prices during purchase

When we asked about making comparison among prices when they purchase items from the market, the results show that around 51% pay high attention to make this comparing process through selecting the two options always and very often, while the percentage of respondents who selected the lower level of attention, (never and rarely) is 18%. The rest of the respondents which represents 30%, chose the middle option, "often" as an answer for them. See graph No. (15) and table No. (15).

**Graph No. (15) I compare prices when shopping for major expenses**



**Table No. (15):**  
**I compare prices when shopping for major expenses**

Area	Never		Rarely		Often		Very Often		Always		Total	
	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	1	4%	5	20%	3	12%	1	4%	15	60%	25	100%
Damazin	0	0%	7	28%	9	36%	3	12%	6	24%	25	100%
Alkhewi	0	0%	0	0%	1	4%	2	8%	22	88%	25	100%
Umrwaba	1	4%	3	12%	7	28%	7	28%	7	28%	25	100%
Alrahad	0	0%	3	12%	10	40%	1	4%	11	44%	25	100%
AlNuhood	0	0%	8	32%	15	60%	0	0%	2	8%	25	100%
<b>Total</b>	<b>2</b>	<b>1.3</b>	<b>26</b>	<b>17.3</b>	<b>45</b>	<b>100</b>	<b>14</b>	<b>9.3</b>	<b>63</b>	<b>42</b>	<b>150</b>	<b>100%</b>

## 5.8 Using spending plan Vs Budgeting

For the question about spending plan or budget, the respondents who ranged between “always and very often” represents 40% while those who selected “never and rarely” represents more than 37%. Based on these results, more interventions are needed to support the beneficiaries.

Graph no. (16) I use spending plan or budget

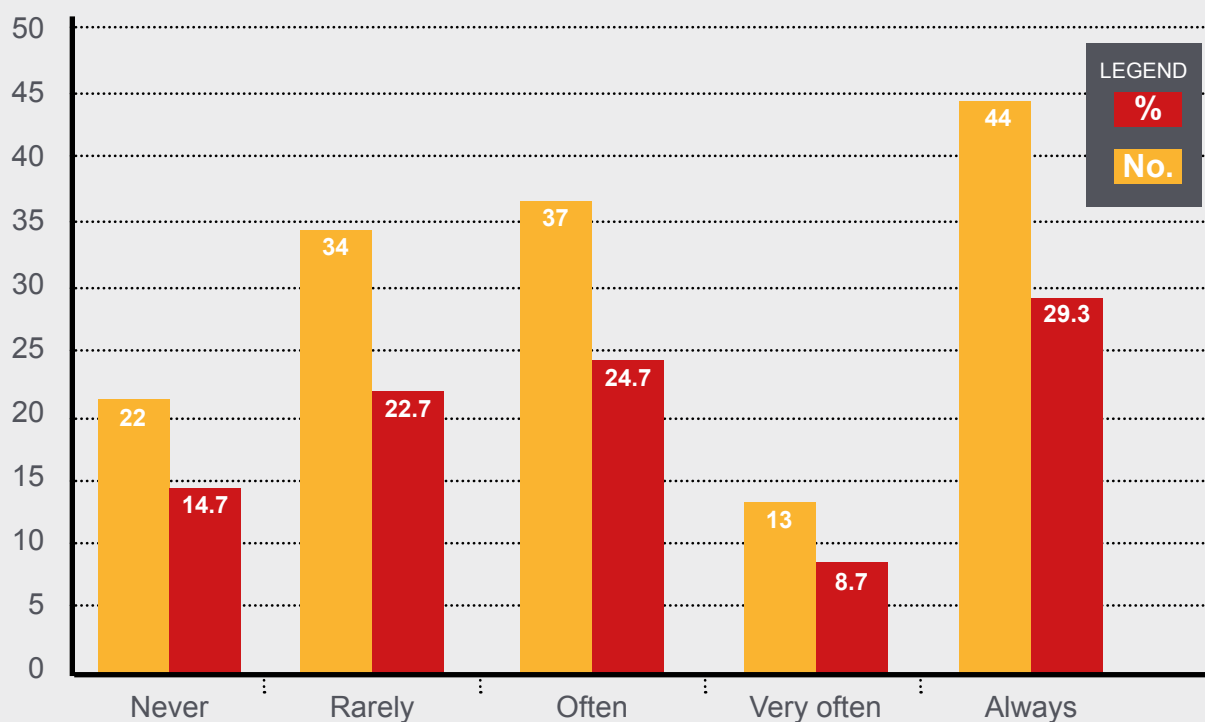


Table No. (16):  
I use spending plan or budget

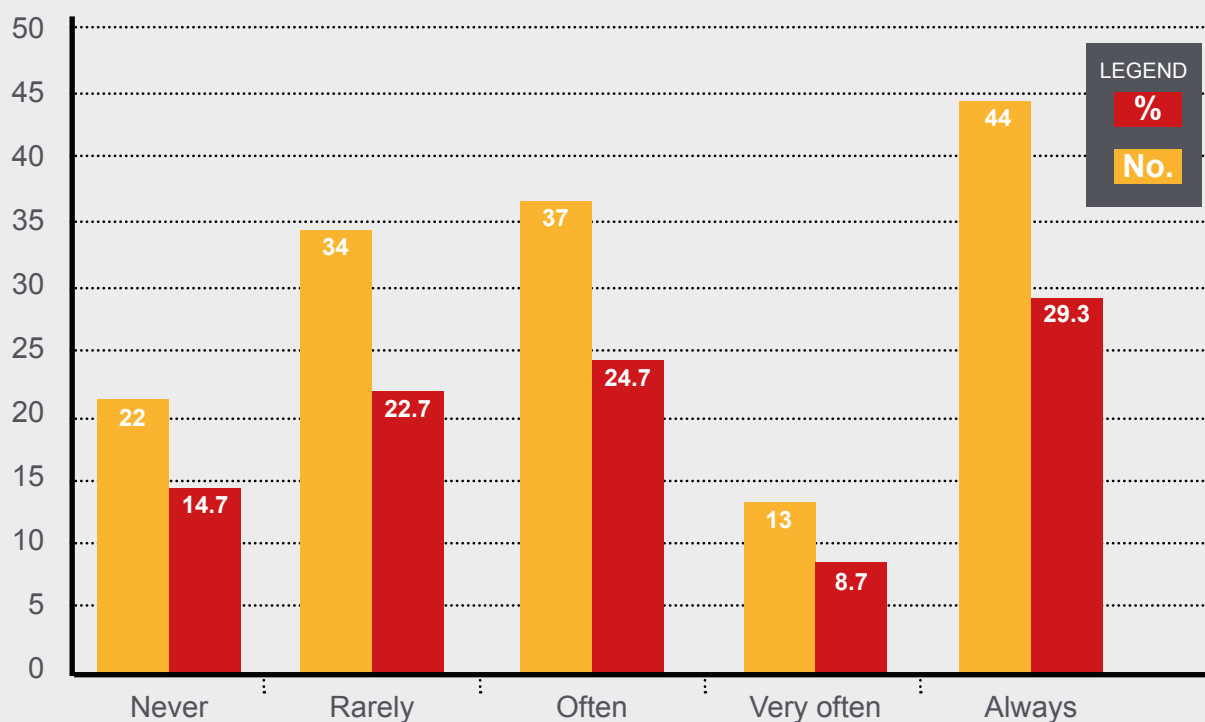
Area	Never		Rarely		Often		Very Often		Always		Total	
	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	8	32%	7	28%	4	16%	4	16%	2	8%	25	100%
Damazin	4	16%	2	8%	9	36%	6	24%	4	16%	25	100%
Alkhewi	1	4%	1	4%	5	20%	8	32%	10	40%	25	100%
Umrwaba	4	16%	5	20%	13	52%	2	8%	1	4%	25	100%
Alrahad	2	8%	4	16%	14	56%	2	8%	3	12%	25	100%
AlNuhood	3	12%	9	36%	13	52%	0	0%	0	0%	25	100%
Total	22	14.7	28	18.7	58	38.7	22	14.7	20	13.3	150	100%

## 5.9 Tracking of expenditure and income

For the habit of keeping track of expenditure and income, around 39% of the respondents are ranging between the two options, “always and very often” which indicates a very good record. On the other hand, more than 37% of the sample selected the lower levels of the options “never and rarely”

This situation also needs reinforcement of awareness for keeping track of the basics and make it a habit.

**Graph no. (17) I always keep track of my expenditure and income**



**Table No. (17):**  
**I compare prices when shopping for major expenses**

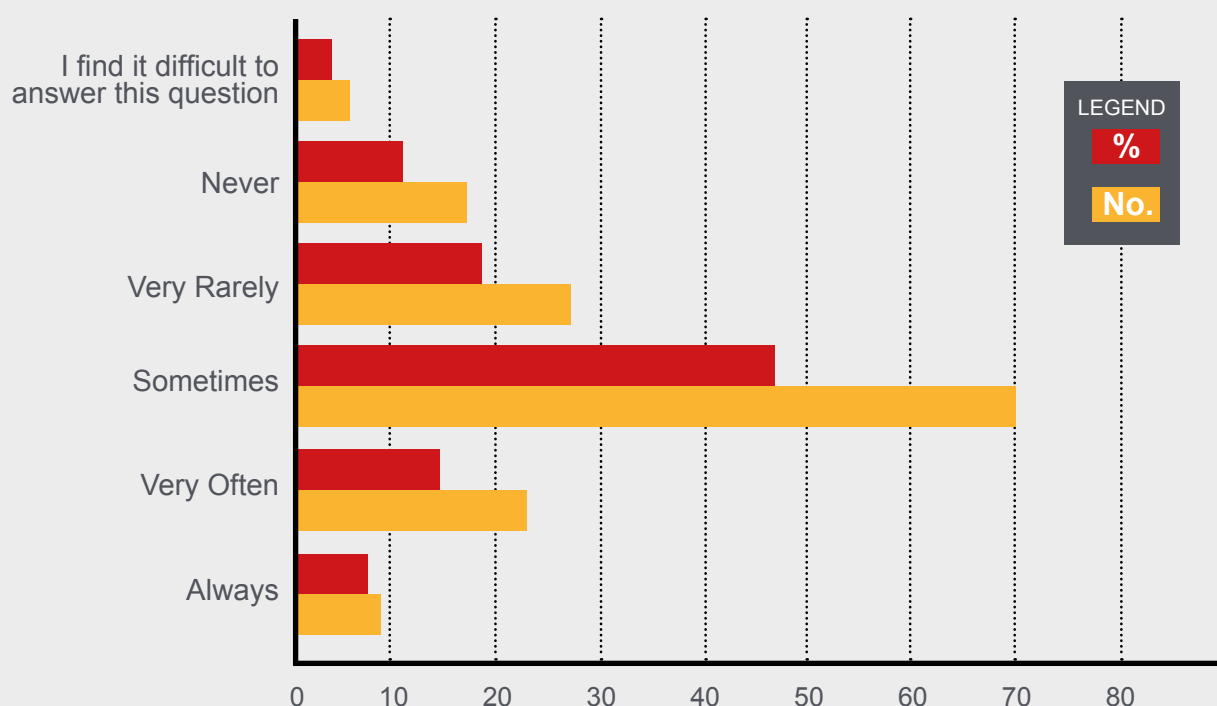
Area	Never		Rarely		Often		Very Often		Always		Total	
	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	7	28%	6	24%	2	8%	0	0%	10	40%	25	100%
Damazin	3	12%	5	20%	6	24%	2	8%	9	36%	25	100%
Alkhewi	5	20%	3	12%	3	12%	4	16%	10	40%	25	100%
Umrwaba	2	8%	4	16%	6	24%	5	20%	8	32%	25	100%
Alrahad	1	4%	7	28%	9	36%	2	8%	6	24%	25	100%
AlNuhood	4	16%	9	36%	11	44%	0	0%	1	4%	25	100%
<b>Total</b>	<b>22</b>	<b>14.7</b>	<b>34</b>	<b>22.7</b>	<b>37</b>	<b>24.7</b>	<b>13</b>	<b>8.7</b>	<b>44</b>	<b>29.3</b>	<b>150</b>	<b>100%</b>



## 5.10 Unspent Cash before receiving the next income

In the table No 19 below, around 29% of the families in the sample indicated that “very rarely or never” they had money unspent from previous earning before receiving the next income or revenue, these types of the families need to strengthen their knowledge and behaviour through changing their attitude towards saving.

**Graph no. (18) How often during the last year you or your family had any money unspent from previous earnings before receiving the next income / revenue**



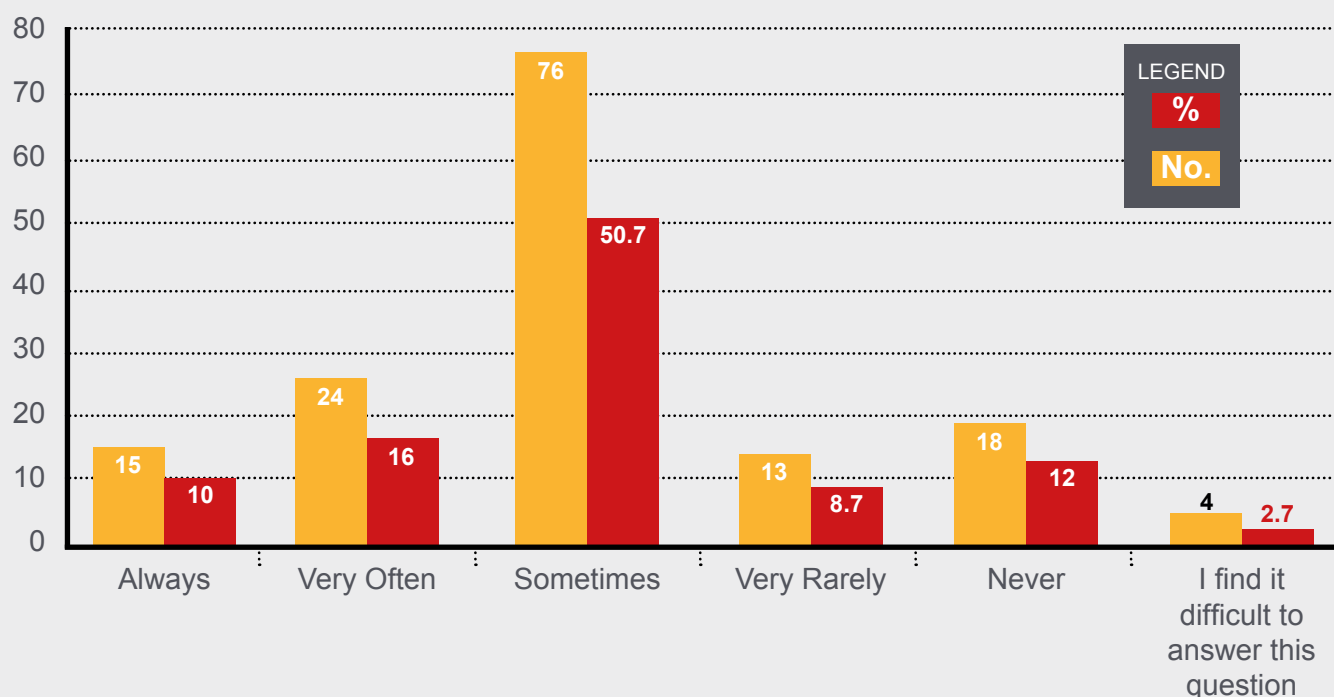
**Table No. (18): How often during the last year you or your family had any money unspent from previous earnings before receiving the next income / revenue**

Area	Always		Very Often		Sometimes		Very Rarely		Never		I find it difficult to answer this Qn.		Total	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	5	20%	4	16%	11	44%	3	12%	2	8%	0	0%	25	100%
Damazin	0	0%	7	28%	8	32%	8	32%	1	4%	1	4%	25	100%
Alkhewi	2	8%	9	36%	6	24%	4	16%	4	16%	0	0%	25	100%
Umrwaba	0	0%	3	12%	14	56%	1	4%	7	28%	0	0%	25	100%
Alrahad	2	8%	0	0%	11	44%	7	28%	2	8%	3	12%	25	100%
AlNuhood	0	0%	0	0%	20	80%	4	16%	1	4%	0	0%	25	100%
<b>Total</b>	<b>9</b>	<b>6.0</b>	<b>23</b>	<b>15.3</b>	<b>70</b>	<b>46.7</b>	<b>27</b>	<b>18.0</b>	<b>17</b>	<b>11.3</b>	<b>4</b>	<b>2.7</b>	<b>150</b>	<b>100%</b>

## 5.11 Frequency of reduction of cash-flow before earning next income

For the question about How often during the last 3 year did you (your family) run out of money from previous earnings before receiving the next income, their response was as follows: 26% selected “always and very often” while around 20% selected “very rarely and often”, Only 2.7% out of the whole sample found it difficult to answer the question. About 50% of the sample selected the option “sometimes” when we asked them about how often during the last 3 years, their family ran out of money from previous earnings before they received another income.

**Graph no. (19) How often during the last 3 year did you (your family) run out of money from previous earnings before the new money arrived?**



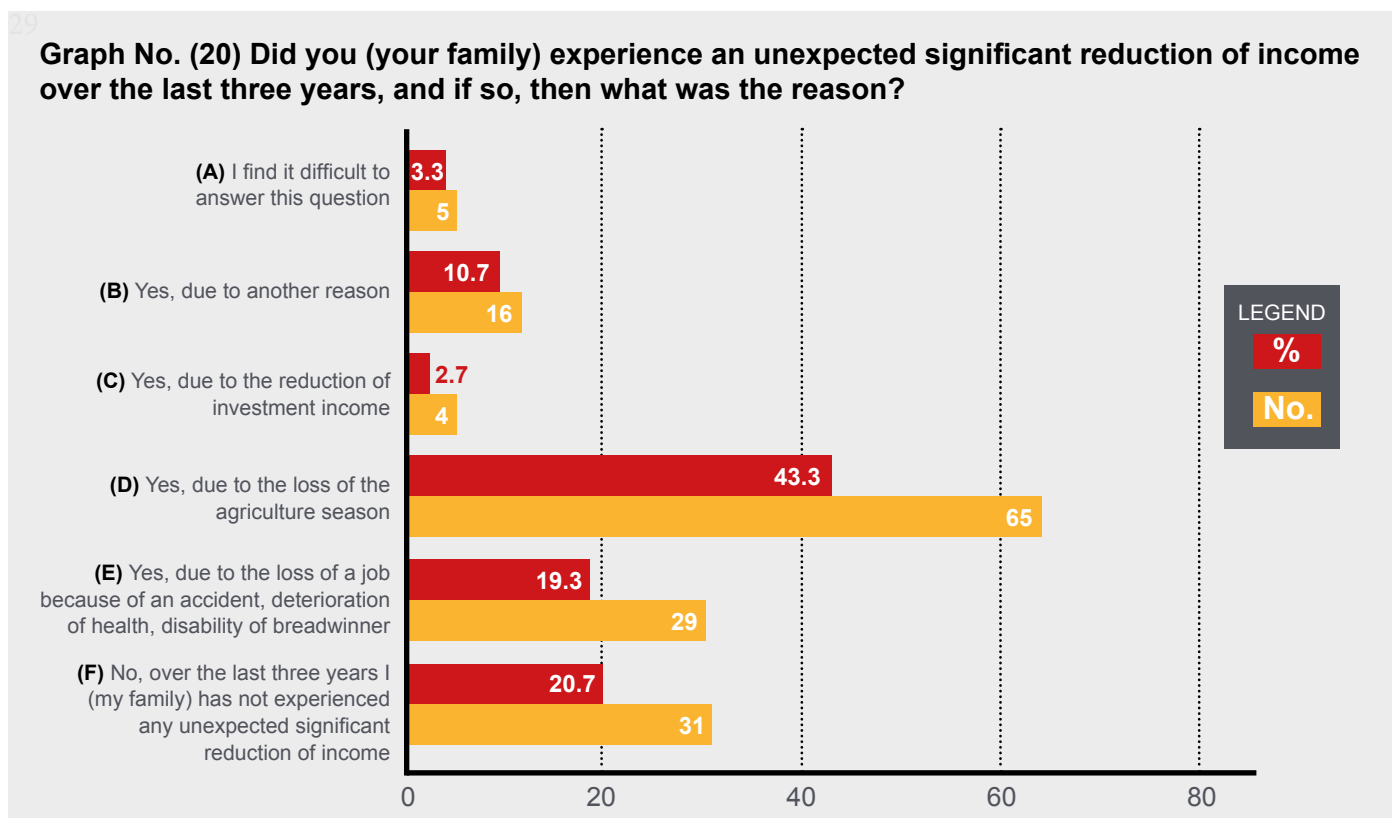
**Table No. (19): How often during the last 3 year did you (your family) run out of money from previous earnings before the new money arrived?**

Area	Always		Very Often		Sometimes		Very Rarely		Never		I find it difficult to answer this Qn.	Total	
	No	%	No	%	No	%	No	%	No	%	No	%	%
Alkamlin	3	12%	4	16%	11	44%	2	8%	5	20%	0	0%	25 100%
Damazin	0	0%	7	28%	11	44%	5	20%	2	8%	0	0%	25 100%
Alkhewi	2	8%	9	36%	8	32%	1	4%	5	20%	0	0%	25 100%
Umrwaba	4	16%	3	12%	12	48%	2	8%	4	16%	0	0%	25 100%
Alrahad	2	8%	1	4%	13	52%	3	12%	2	8%	4	16%	25 84%
AlNuhood	4	16%	0	0%	21	84%	0	0%	0	0%	0	0%	25 100%
<b>Total</b>	<b>15</b>	<b>10.0</b>	<b>24</b>	<b>16.0</b>	<b>76</b>	<b>50.7</b>	<b>13</b>	<b>8.7</b>	<b>18</b>	<b>12.0</b>	<b>4</b>	<b>2.7</b>	<b>150 97.3%</b>

## 5.12 Experience on reduction of income

When we asked the respondents if they or their family experienced an unexpected significant reduction in their income over the last three years, and if so, what was the reason? The results indicate that around 80% of the respondents face such a challenge.

Around 43% of the sample said that they faced a reduction of their income over the last 3 years due to the loss of the agricultural seasons, while 20% of the sample indicated that they did not experience and such a reduction in their income.



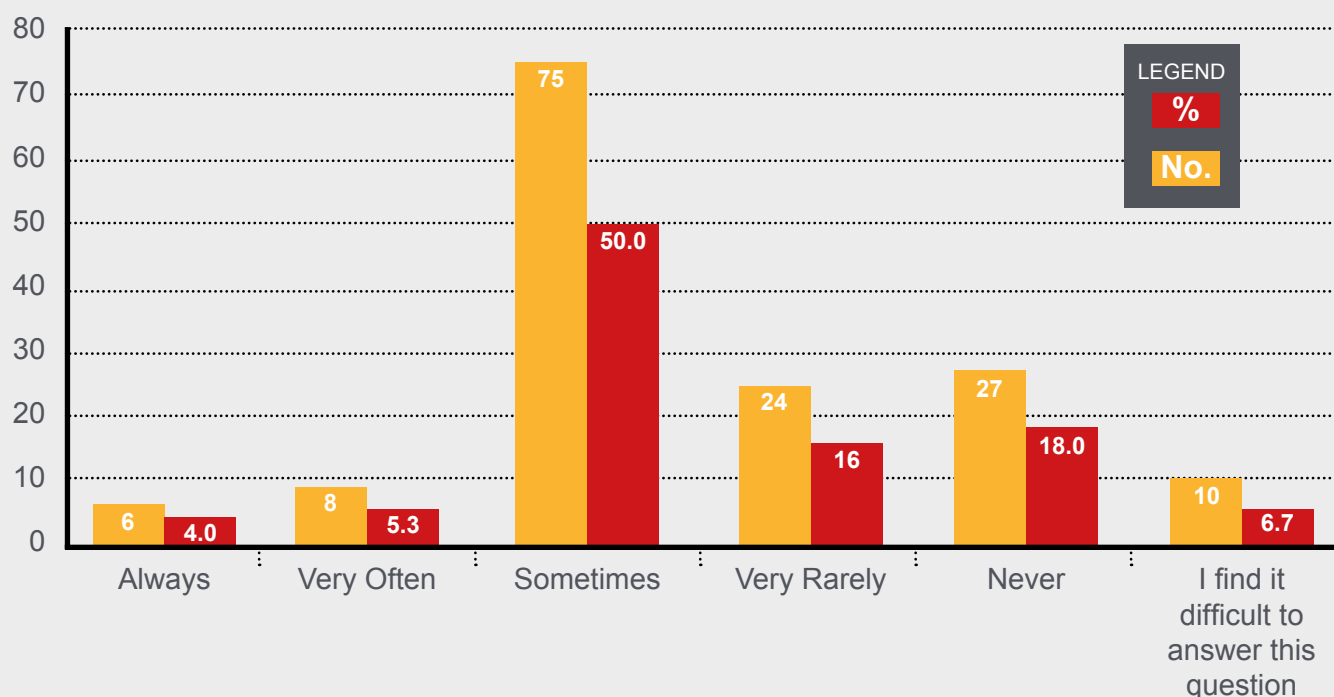
**Table No. (20): Did you (your family) experience an unexpected significant reduction of your income over the last three years, and if so, then what was the reason?**

Area	(A)		(B)		(C)		(D)		(E)		(F)		Total	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	4	16%	2	8%	1	4%	8	32%	0	0%	10	40%	25	100%
Damazin	1	4%	1	4%	2	8%	12	48%	3	12%	6	24%	25	100%
Alkhewi	0	0%	2	8%	1	4%	18	72%	2	8%	2	8%	25	100%
Umrwaba	0	0%	8	32%	0	0%	5	20%	2	8%	10	40%	25	100%
Alrahad	0	0%	3	12%	0	0%	16	64%	3	12%	3	12%	25	100%
AlNuhood	0	0%	0	0%	0	0%	6	24%	19	76%	0	0%	25	100%
<b>Total</b>	<b>5</b>	<b>3.3</b>	<b>16</b>	<b>10.7</b>	<b>4</b>	<b>2.7</b>	<b>65</b>	<b>43.3</b>	<b>29</b>	<b>19.3</b>	<b>31</b>	<b>20.7</b>	<b>150</b>	<b>100%</b>

## 5.13 Repayment of Debts

Half of the respondents, 50% said that they sometimes had to borrow to pay back other debts while 9% always or very often had to borrow to pay debts. Those who selected very rarely or never represents 34%. Only 6.7% find it difficult to answer this question.

**Graph no. (21) How often during the last year you (your family member) had to borrow to pay back your other debts?**



**Table No. (21): How often during the last year you (your family member) had to borrow to pay back your other debts?**

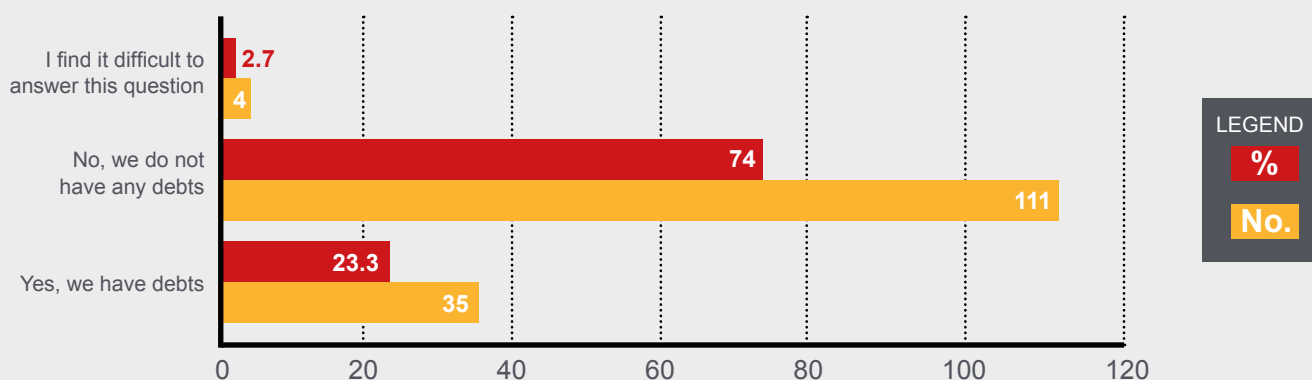
Area	Always		Very Often		Sometimes		Very Rarely		Never		I find it difficult to answer this Qn.	Total	
	No	%	No	%	No	%	No	%	No	%	No	No	%
Alkamlin	2	8%	0	0%	9	36%	4	16%	10	40%	0	25	100%
Damazin	1	4%	1	4%	10	40%	5	20%	7	28%	1	25	96%
Alkhewi	2	8%	5	20%	11	44%	3	12%	4	16%	0	25	100%
Umrwaba	1	4%	2	8%	16	64%	3	12%	2	8%	1	25	96%
Alrahad	0	0%	0	0%	8	32%	9	36%	4	16%	4	25	84%
AlNuhood	0	0%	0	0%	21	84%	0	0%	0	0%	4	25	84%
<b>Total</b>	<b>6</b>		<b>8</b>		<b>75</b>		<b>24</b>		<b>27</b>		<b>10</b>	<b>150</b>	



## 5.14 Current debts

With regards to the question about whether they or their families have debts, 74% currently have no debts while 23% said yes. The rest of the respondents found it difficult to answer.

**Graph No. (22) Would you please say whether you (your family) have (has) any debts now?**



**Table No. (22): Would you please say whether you (your family) have (has) any debts now?**

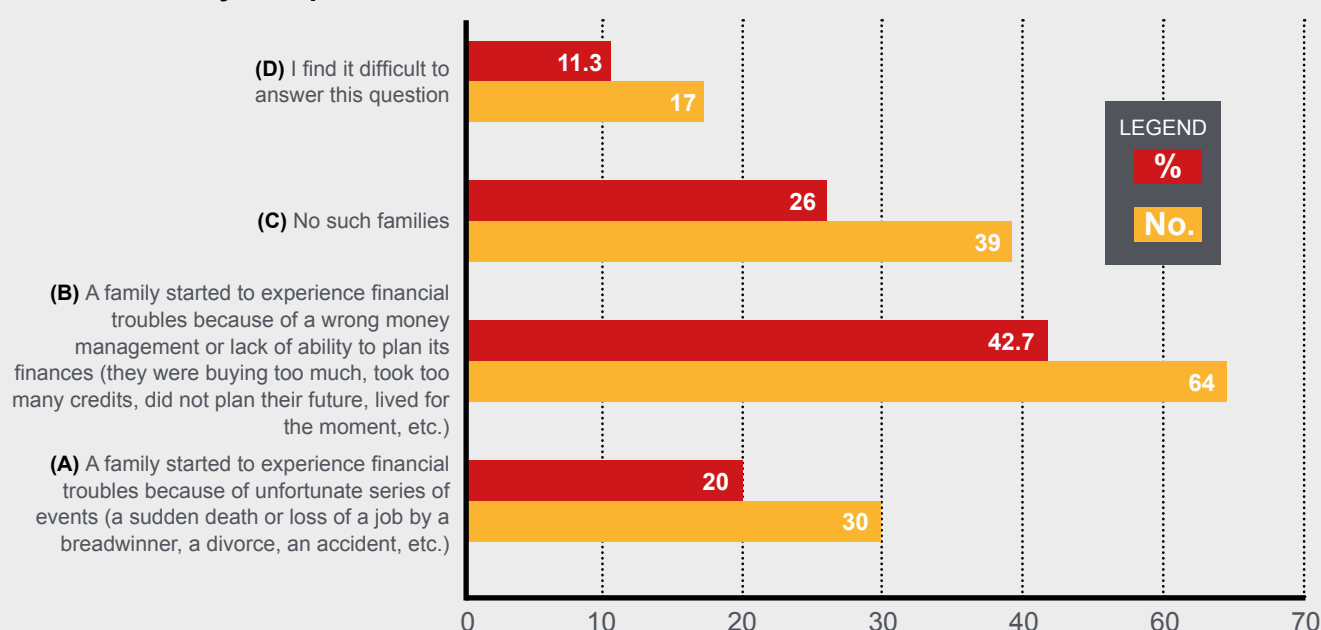
Area	Yes, we have debts		No, we do not have any debts		I find it difficult to answer this question		Total	
	No	%	No	%	No	%	No	%
Alkamlin	7	28%	17	68%	1	4%	25	100%
Damazin	9	36%	15	60%	1	4%	25	100%
Alkhewi	2	8%	23	92%	0	0%	25	100%
Umrwaba	13	52%	10	40%	2	8%	25	100%
Alrahad	4	16%	21	84%	0	0%	25	100%
AlNuhood	0	0%	25	100%	0	0%	25	100%
<b>Total</b>	<b>35</b>	<b>23.3</b>	<b>111</b>	<b>74.0</b>	<b>4</b>	<b>2.7</b>	<b>150</b>	<b>100</b>

## 5.15 Friends or acquaintances who suddenly faced financial constraints

The majority of respondents 42% indicated that according to their observations, in their communities that a family started to experience financial troubles because of wrong money management or lack of ability to plan finances when we asked them about whether their acquaintances or friends who used to be relatively well-off and then suddenly encountered financial problems? If so, then what was the reason their opinion?

Around 26% of the respondents who said that they are not aware of families living around them that were relatively well-off and then suddenly encountered financial constraints.

**Graph no. (23) Please tell us whether your acquaintances or friends who used to be relatively well-off and then suddenly encountered financial problems? If so, then what was the reason in your opinion?**



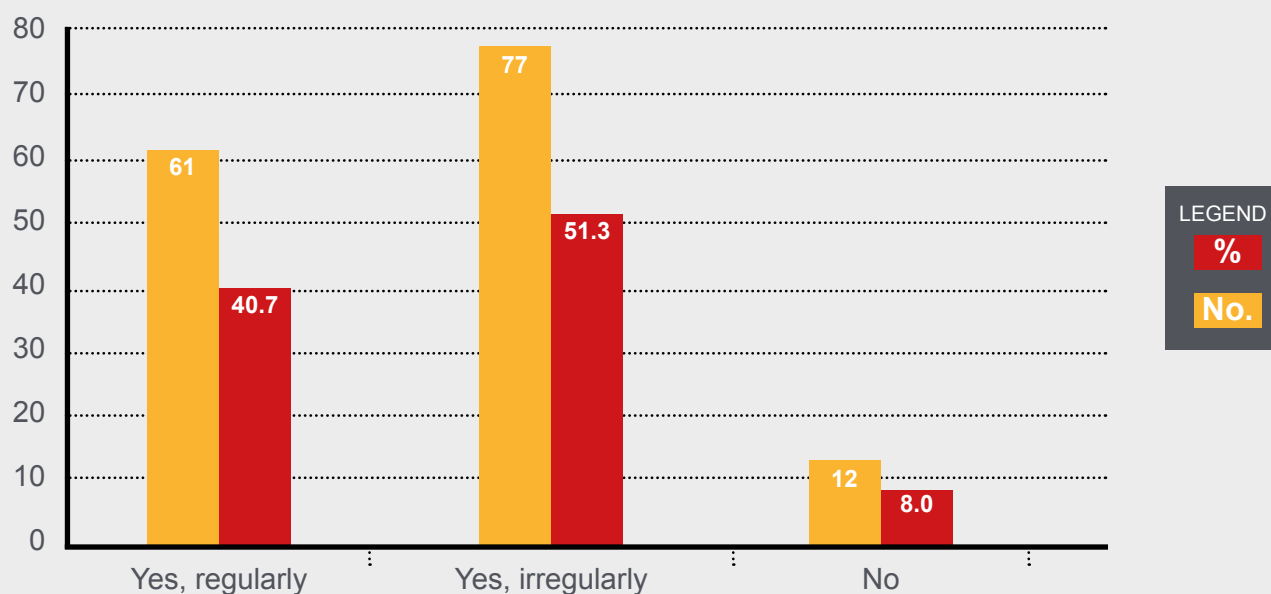
**Table No. (23): Please tell us whether your acquaintances or friends who used to be relatively well-off and then suddenly encountered financial problems? If so, then what was the reason in your opinion?**

Area	(A)		(B)		(C)		(D)		Total	
	No	%	No	%	No	%	No	%	No	%
Alkamlin	9	36%	8	32%	6	24%	2	8%	25	100%
Damazin	4	16%	8	32%	8	32%	5	20%	25	100%
Alkhewi	9	36%	15	60%	0	0%	1	4%	25	100%
Umrwaba	4	16%	11	44%	8	32%	2	8%	25	100%
Alrahad	4	16%	10	40%	8	32%	3	12%	25	100%
AlNuhood	0	0%	12	48%	9	36%	4	16%	25	100%
<b>Total</b>	<b>30</b>		<b>64</b>		<b>39</b>		<b>17</b>		<b>150</b>	<b>100%</b>

## 5.16 Savings

Around 92% of the respondents said that they are practicing savings but only 40% of the whole sample practice savings regularly while the percentage of those who practice savings less frequently, is represented by 51% of the total sample.

**Graph No. (24) Does your household save (keep at home, save with savings group, with bank, or any other forms of savings) any part of the earned income?**



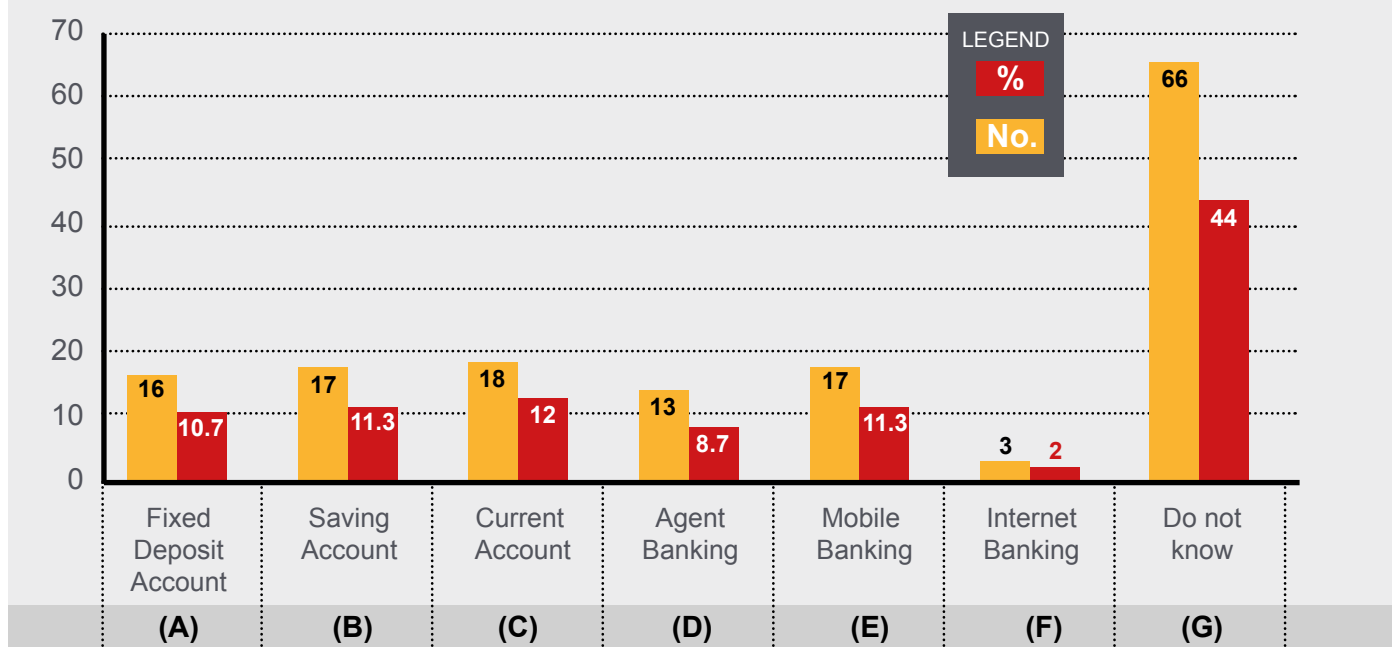
**Table No. (24): Does your household save (keep at home, save with savings group, with bank, or any other forms of savings) any part of the earned income?**

Area	Yes, regularly		Yes, irregularly		No		Total	
	No	%	No	%	No	%	No	%
Alkamlin	12	48%	10	40%	3	12%	25	100%
Damazin	5	20%	18	72%	2	8%	25	100%
Alkhewi	7	28%	16	64%	2	8%	25	100%
Umrwaba	9	36%	15	60%	1	4%	25	100%
Alrahad	3	12%	18	72%	4	16%	25	100%
AlNuhood	25	100%	0	0%	0	0%	25	100%
<b>Total</b>	<b>61</b>		<b>77</b>		<b>12</b>		<b>150</b>	

## 5.17 Knowledge on Interest rates

When we asked about the most charge of interest among physical and digital financial services to check the knowledge of the respondents about the interest as a concept, around 44% of the sample said they “don’t know”.

**Graph No. (25) Which of these physical or digital financial services do you think charge the most interest?**



**Table No. (25): Which of these physical or digital financial services do you think charge the most interest?**

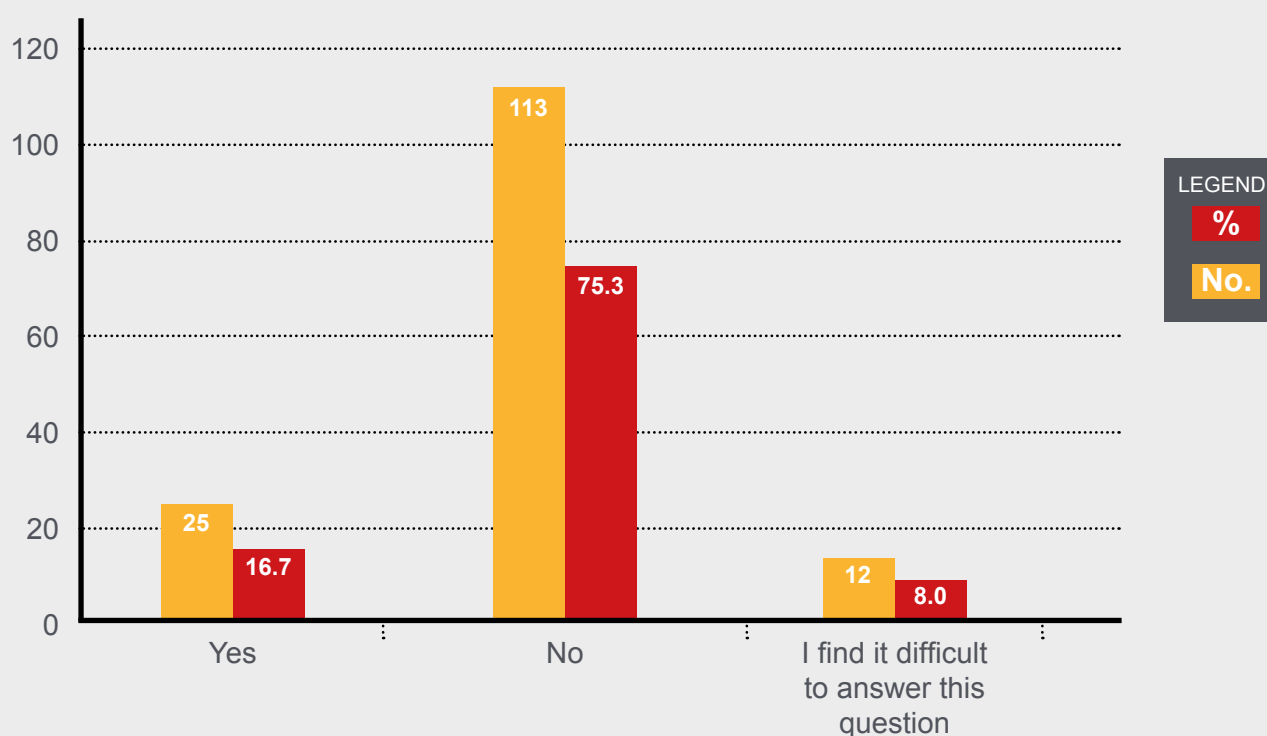
Area	Qn. (A)		Qn. (B)		Qn. (C)		Qn. (D)		Qn. (E)		Qn. (F)		Qn. (G)		Total	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	0	0%	4	16%	7	28%	1	4%	1	4%	0	0%	12	48%	25	100%
Damazin	1	4%	3	12%	2	8%	5	20%	2	8%	2	8%	10	40%	25	100%
Alkhewi	1	4%	5	20%	5	20%	3	12%	3	12%	0	0%	8	32%	25	100%
Umrwaba	2	8%	4	16%	2	8%	3	12%	2	8%	1	4%	11	44%	25	100%
Alrahad	3	12%	1	4%	0	0%	1	4%	3	12%	0	0%	17	68%	25	100%
AlNuhood	9	36%	0	0%	2	8%	0	0%	6	24%	0	0%	8	32%	25	100%
Total	16	10.7	17	11.3	18	12.0	13	8.7	17	11.3	3	2.0	66	44.0	150	100%



## 5.18 Purchase of financial service in the last five years which did not meet their expectations

On the question about purchase of financial services, around 75% of the sample said that they did not happen to buy a financial service during the last five years which they were sorry about later as the service did not meet your expectations and needs which resulted to stopping the use of the service.

**Graph No. (26) Did you happen to buy a financial service during the last five years which you were sorry about later as the service did not meet your expectations and needs which resulted to you stopping the use of the service?**



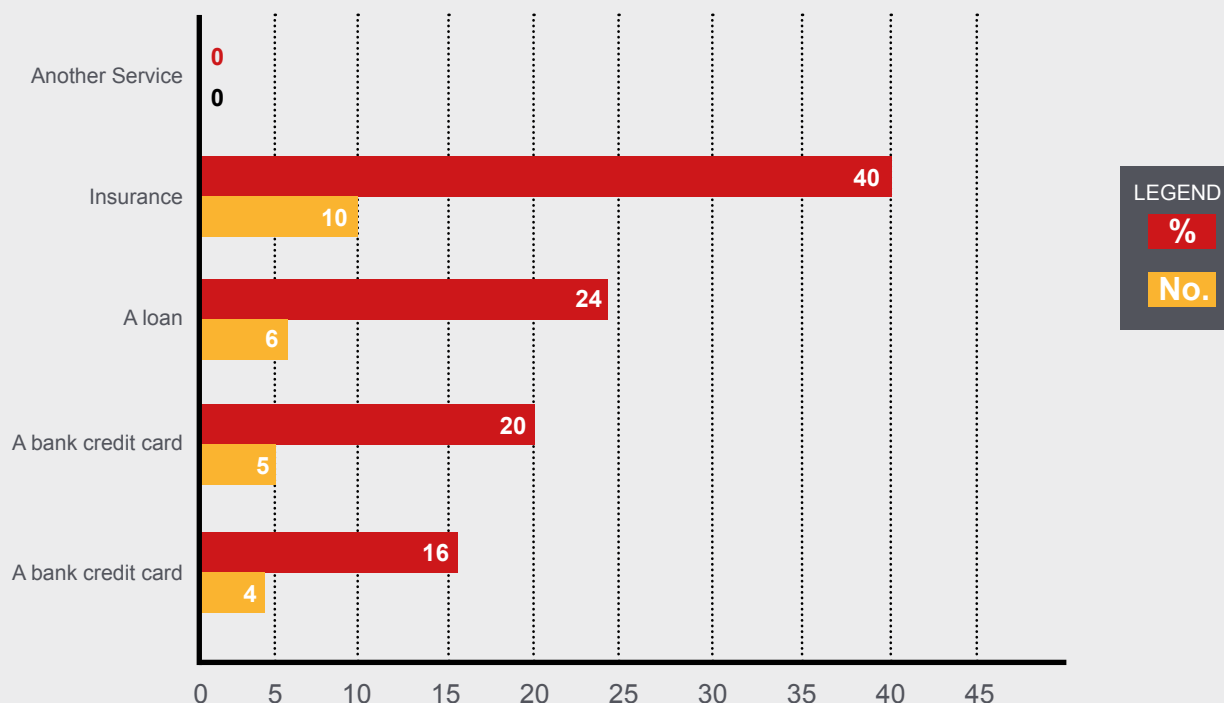
**Table No. (26): Did you happen to buy a financial service during the last five years which you were sorry about later as the service did not meet your expectations and needs which resulted to you stopping the use of the service?**

Area	Yes		No		I find it difficult to answer this question		Total	
	No	%	No	%	No	%	No	%
Alkamlin	5	20%	17	68%	3	12%	25	100%
Damazin	4	16%	20	80%	1	4%	25	100%
Alkhewi	11	44%	14	56%	0	0%	25	100%
Umrwaba	3	12%	16	64%	6	24%	25	100%
Alrahad	2	8%	21	84%	2	8%	25	100%
AlNuhood	0	0%	25	100%	0	0%	25	100%
<b>Total</b>	<b>25</b>		<b>113</b>		<b>12</b>		<b>150</b>	

### 5.18.1 Service received that did not meet their expectations

The follow up question on what kind of service it was that did not meet their expectations, 10 out of 25 respondents said that they were sorry about insurance service that they had received this represents 40%.

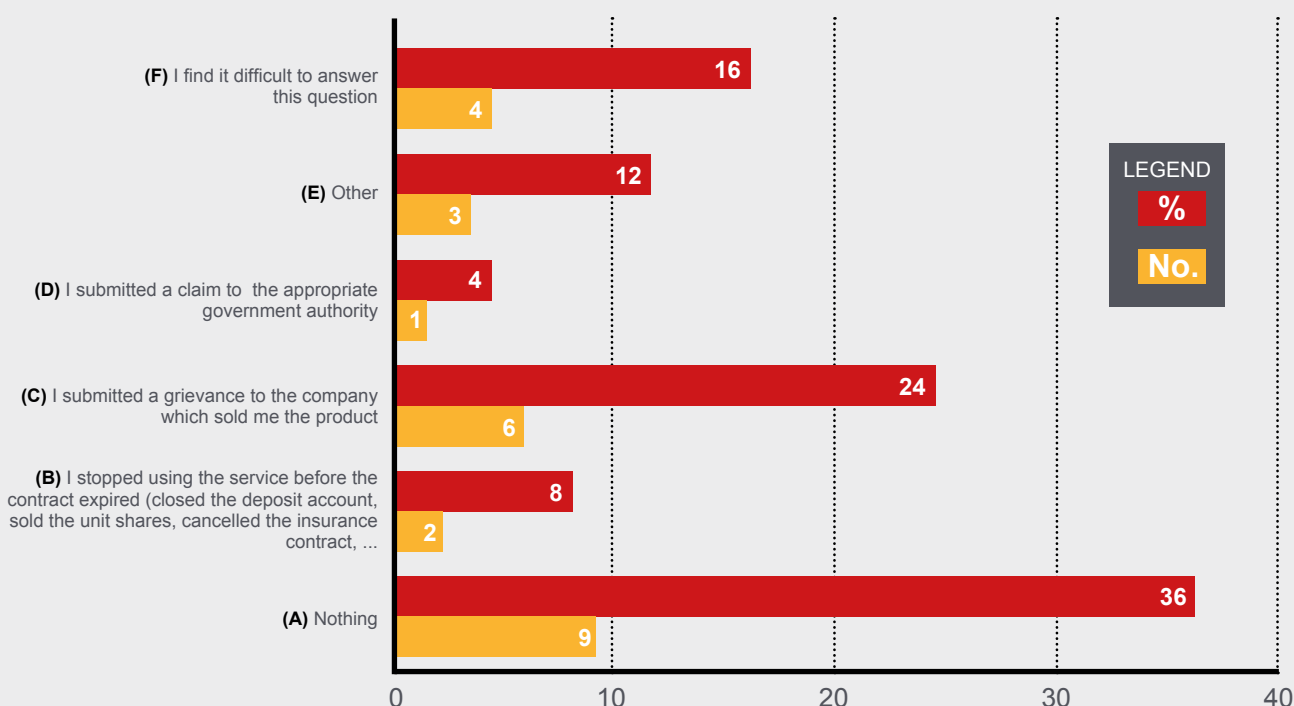
Graph no. (27) What kind of service was it?



### 5.18.2 Action taken after discovering the problem with the financial service

The 25 respondents who previously received a service that did not satisfy them, reacted differently to the unsatisfactory service as seen in graph No 28. 39% of the respondents did nothing, 24% submitted a grievance to the company which sold the product and thirdly, 16% found it difficult to answer.

Graph no. (28) What did you do after you discovered the problem?

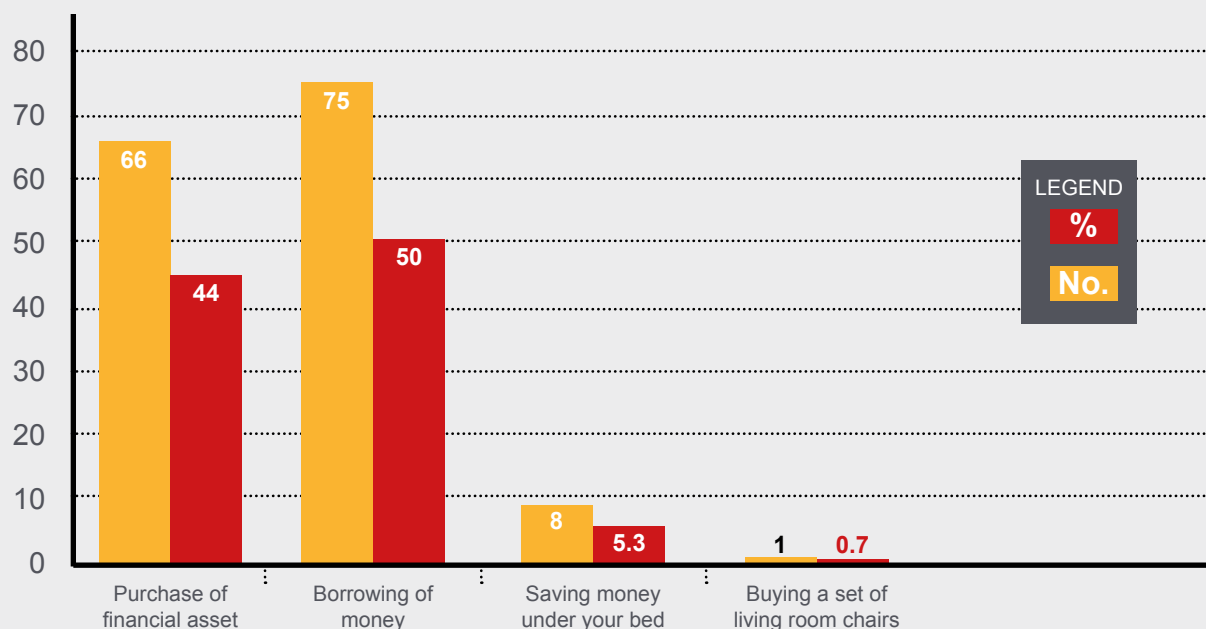


## 5.19 Perception on investment

On the question about their perception on the concept of investment, 50% see it as borrowing of money, while the percentage of respondents who selected the most appropriate answer, “purchase of the financial assets” represents 44%.

The other two options have a cumulative percentage of about 6%

**Graph No. (29) Investment Refers to**



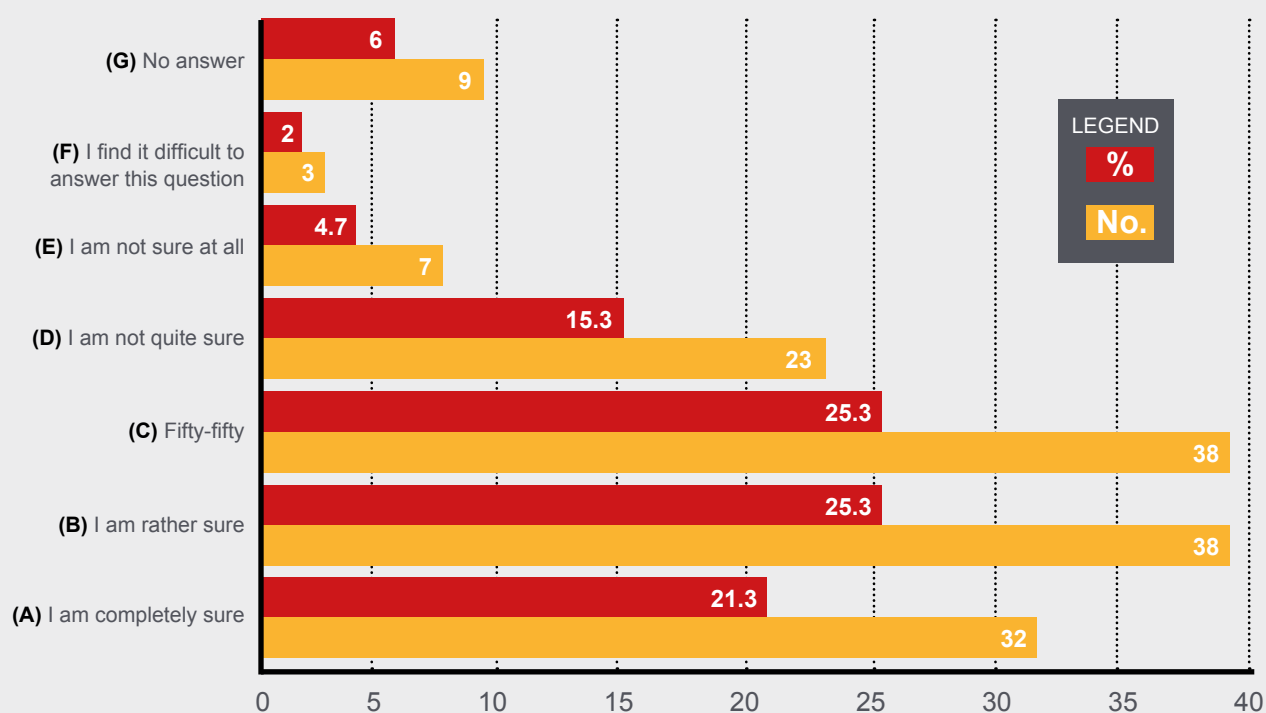
**Table No. (29): Investment Refers to**

Area	Purchase of financial asset		Borrowing of money		Saving money under your bed		Buying a set of living room chairs		Total	
	No	%	No	%	No	%	No	%	No	%
Alkamlin	21	84%	4	16%	0	0%	0	0%	25	100%
Damazin	19	76%	5	20%	1	4%	0	0%	25	100%
Alkhewi	5	20%	20	80%	0	0%	0	0%	25	100%
AlNuhood	3	12%	16	64%	6	24%	0	0%	25	100%
Umrwaba	8	32%	15	60%	1	4%	1	4%	25	100%
Alrahad	10	40%	15	60%	0	0%	0	0%	25	100%
<b>Total</b>	<b>66</b>	<b>44.0</b>	<b>75</b>	<b>50.0</b>	<b>8</b>	<b>5.3</b>	<b>1</b>	<b>0.7</b>	<b>150</b>	

## 5.20 Conflict management with financial service providers

In a question about confidence of the respondents in their business negotiation and conflict management with financial services providers, they showed different levels of self-confidence and the majority is “fifty- fifty, I am rather sure and I am completely sure” with percentage of 72% while less than fifty-fifty “I am not quite sure, I am not at all sure, I find difficult to answer and no answer” represents 28%.

**Graph no. (30) If a conflict with a financial organization (bank, insurance company or the like) arises regarding the provision of financial services to you, how sure are you in the quick and just resolution of the dispute?**



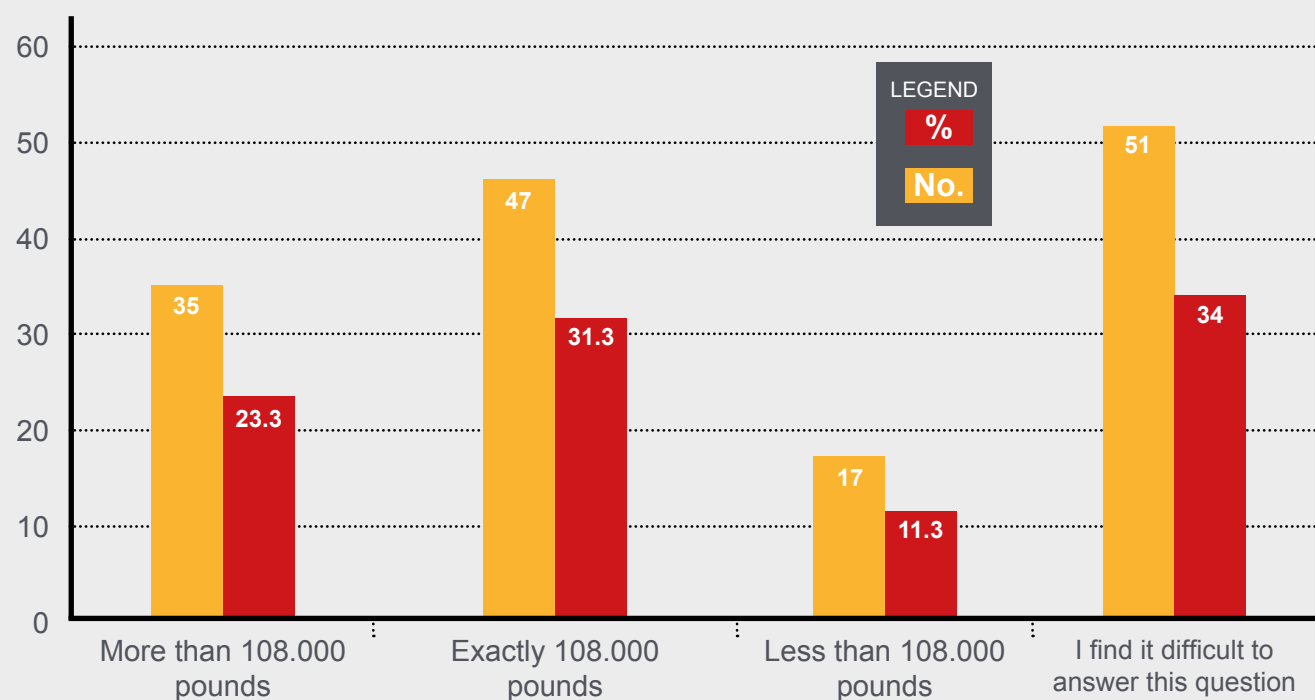
**Table No. (30): If a conflict with a financial organization (bank, insurance company or the like) arises regarding the provision of financial services to you, how sure are you in the quick and just resolution of the dispute?**

Area	Qn. (A)		Qn. (B)		Qn. (C)		Qn. (D)		Qn. (E)		Qn. (F)		Qn. (G)		Total	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	10	40%	4	16%	7	28%	0	0%	0	0%	0	0%	4	16%	25	100%
Damazin	6	24%	6	24%	0	0%	6	24%	3	12%	3	12%	1	4%	25	100%
Alkhewi	4	16%	15	60%	4	16%	1	4%	1	4%	0	0%	0	0%	25	100%
AlNuhood	0	0%	4	16%	7	28%	13	52%	1	4%	0	0%	0	0%	25	100%
Umrwaba	2	8%	5	20%	13	52%	3	12%	2	8%	0	0%	0	0%	25	100%
Alrahad	10	40%	4	16%	7	28%	0	0%	0	0%	0	0%	4	16%	25	100%
<b>Total</b>	<b>32</b>	<b>21.3</b>	<b>38</b>	<b>25.3</b>	<b>38</b>	<b>25.3</b>	<b>23</b>	<b>15.3</b>	<b>7</b>	<b>4.7</b>	<b>3</b>	<b>2.0</b>	<b>9</b>	<b>6.0</b>	<b>150</b>	<b>100%</b>

## 5.21 Knowledge on Simple Interest

In a simple calculation through a question to calculate the amount from a percentage of deposit interest, 34% of the respondents said that they find it difficult to answers while the percentage of who got the correct answer is only around 31%.

**Graph No. (31) Assume that you deposited 100.000 pounds in a bank a count for 2 years at 8% interest rate. How much money will you have in your account in 2 year if you do not withdraw from or add to this account any money?**



**Table No. (31): Assume that you deposited 100.000 pounds in a bank a count for 2 years at 8% interest rate. How much money will you have in your account in 2 year if you do not withdraw from or add to this account any money?**

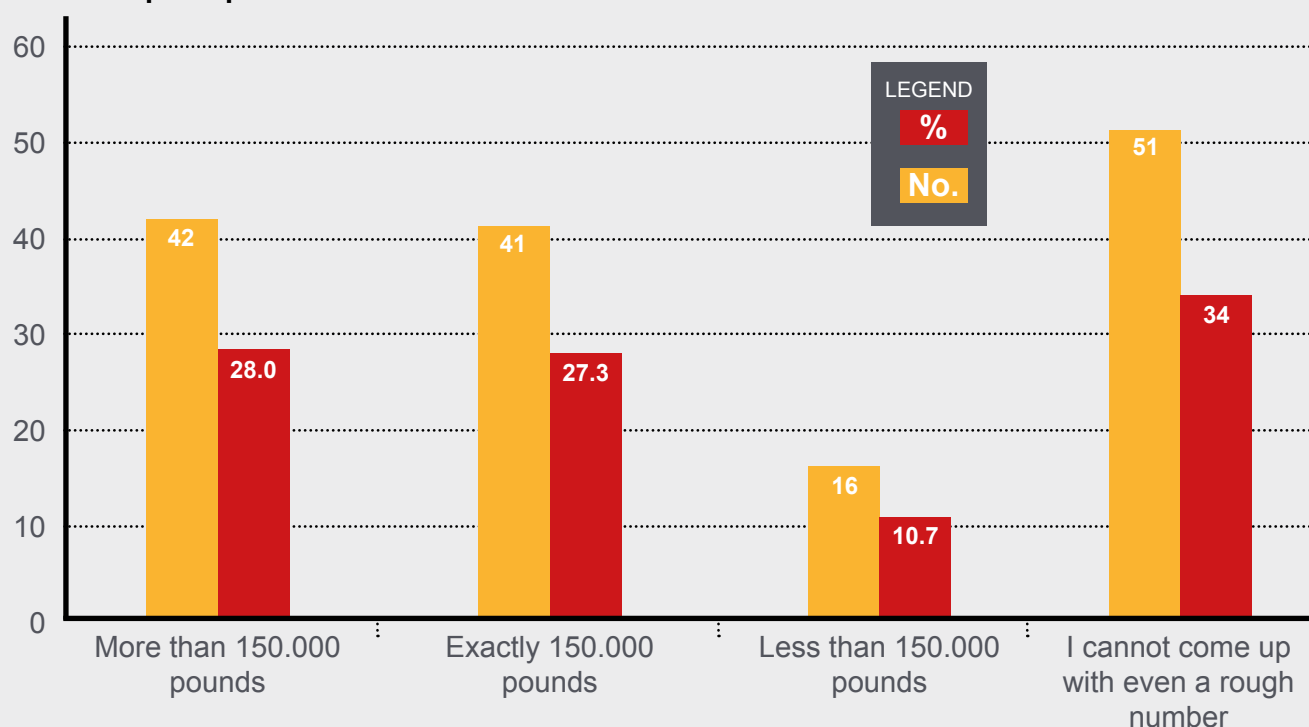
Area	More than 108.000 pounds		Exactly 108.000 pounds		Less than 108.000 pounds		I find it difficult to answer this question		Total	
	No	%	No	%	No	%	No	%	No	%
Alkamlin	9	36%	11	44%	1	4%	4	16%	25	100%
Damazin	5	20%	10	40%	2	8%	8	32%	25	100%
Alkhewi	12	48%	9	36%	1	4%	3	12%	25	100%
AlNuhood	5	20%	11	44%	9	36%	0	0%	25	100%
Umrwaba	3	12%	4	16%	3	12%	15	60%	25	100%
Alrahad	1	4%	2	8%	1	4%	21	84%	25	100%
Total	35	23.3	47	31.3	17	11.3	51	34.0	150	100



### 5.21.1 Knowledge on compound interest

Another question to calculate the amount from a percentage of deposit interest, 34% of the respondents said that they found it difficult to answer while the percentage of who got the correct answer is only around 28%.

**Graph No. (32) Assume that you deposited 100.000 pounds in a bank a count for 5 years at 10% interest rate. The interest will be earned at the end of each year and will be added to the principal. How much money will you have in your account in 5 year if you do not withdraw either the principal or the interest?**



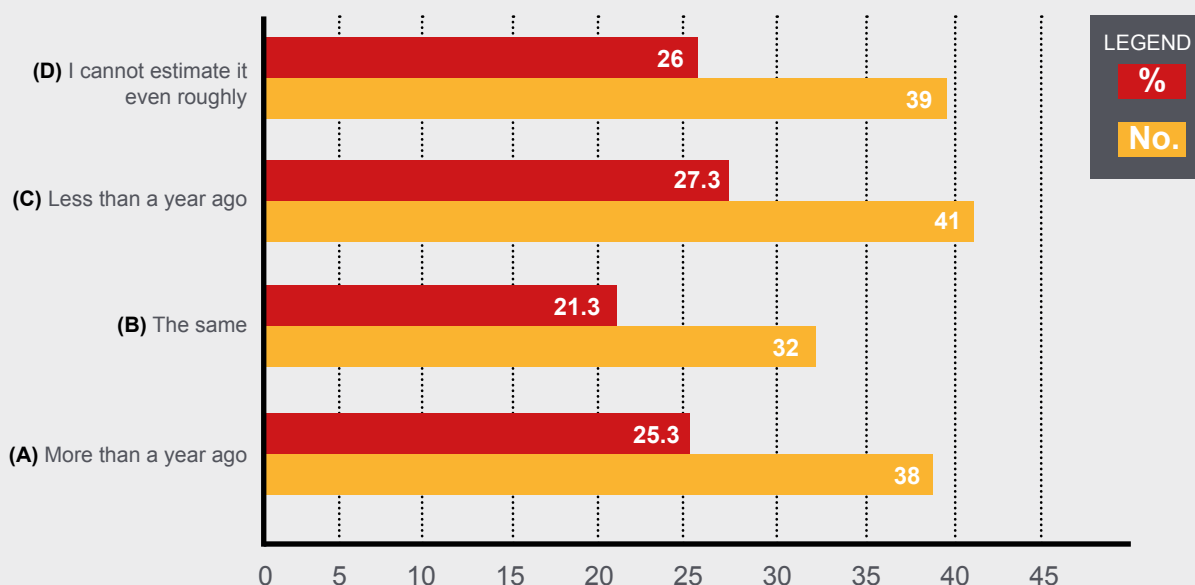
**Table No. (32): Assume that you deposited 100.000 pounds in a bank a count for 5 years at 10% interest rate. The interest will be earned at the end of each year and will be added to the principal. How much money will you have in your account in 5 year if you do not withdraw either the principal or the interest?**

Area	More than 150.000 pounds		Exactly 150.000 pounds		Less than 150.000 pounds		I cannot come up with even a rough number		Total	
	No	%	No	%	No	%	No	%	No	%
Alkamlin	7	28%	10	40%	4	16%	4	16%	25	100%
Damazin	6	24%	9	36%	2	8%	8	32%	25	100%
Alkhewi	14	56%	7	28%	0	0%	4	16%	25	100%
AlNuhood	10	40%	5	20%	7	28%	3	12%	25	100%
Umrwaba	3	12%	7	28%	1	4%	14	56%	25	100%
Alrahad	2	8%	3	12%	2	8%	18	72%	25	100%
<b>Total</b>	<b>42</b>	<b>28.0</b>	<b>41</b>	<b>27.3</b>	<b>16</b>	<b>10.7</b>	<b>51</b>	<b>34.0</b>	<b>150</b>	<b>100</b>

## 5.21.2 Knowledge on the concept of inflation

In a question about the inflation concept and its impact on the real value of money, more than (38%) said they cannot estimate it even roughly, while around (27%) give the true answer

**Graph no. (33)** Imagine, that you deposited the money in a bank account at 8% interest rate, while the annual inflation rate was 10%. Do you think the money from your account can buy more or less, or the same amount of goods and services on average now as a year ago?



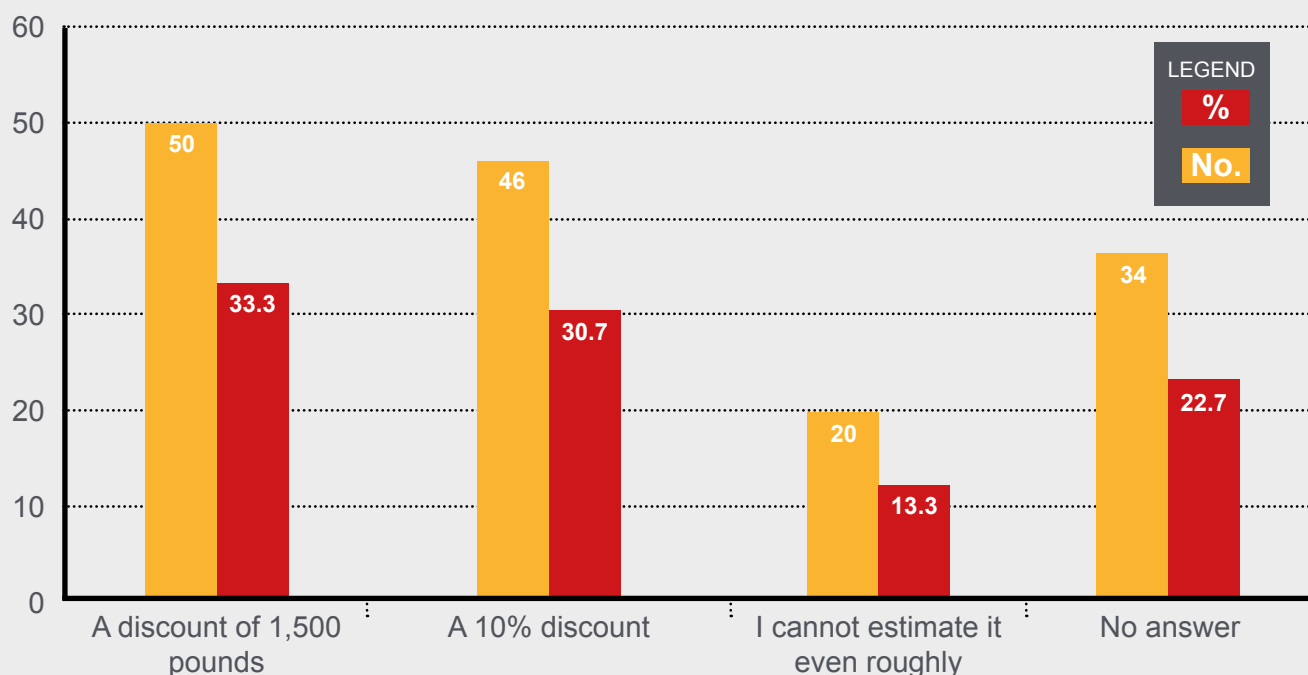
**Table No. (33):** Imagine, that you deposited the money in a bank account at 8% interest rate, while the annual inflation rate was 10%. Do you think the money from your account can buy more or less, or the same amount of goods and services on average now as a year ago?

Area	More than a year ago		The same		Less than a year ago		I cannot estimate it even roughly		Total	
	No	%	No	%	No	%	No	%	No	%
Alkamlin	5	20%	3	12%	13	52%	4	16%	25	100%
Damazin	3	12%	3	12%	4	16%	15	60%	25	100%
Alkhewi	16	64%	3	12%	1	4%	5	20%	25	100%
AlNuhood	10	40%	7	28%	5	20%	3	12%	25	100%
Umrwaba	0	0%	10	40%	5	20%	10	40%	25	100%
Alrahad	4	16%	6	24%	13	52%	2	8%	25	100%
<b>Total</b>	<b>38</b>	<b>25.3</b>	<b>32</b>	<b>21.3</b>	<b>41</b>	<b>27.3</b>	<b>39</b>	<b>26.0</b>	<b>150</b>	

### 5.21.3 Knowledge on Discount

In a question to use the calculation, both number and percentage, to select among two options of discount. About 38% of the respondents said that they can't estimate even roughly and others selected the option of "No answer" while those who selected the true answer represent 33%

**Graph No. (34)** Assume that you saw a TV-set of the same model on sales in two different shops. The initial retail price of it was 10.000 pounds. One shop offered a discount of 1.500 pounds, while the other one offered a 10% discount. Which one is a better margin - a discount of 1,500 pounds or 10%?



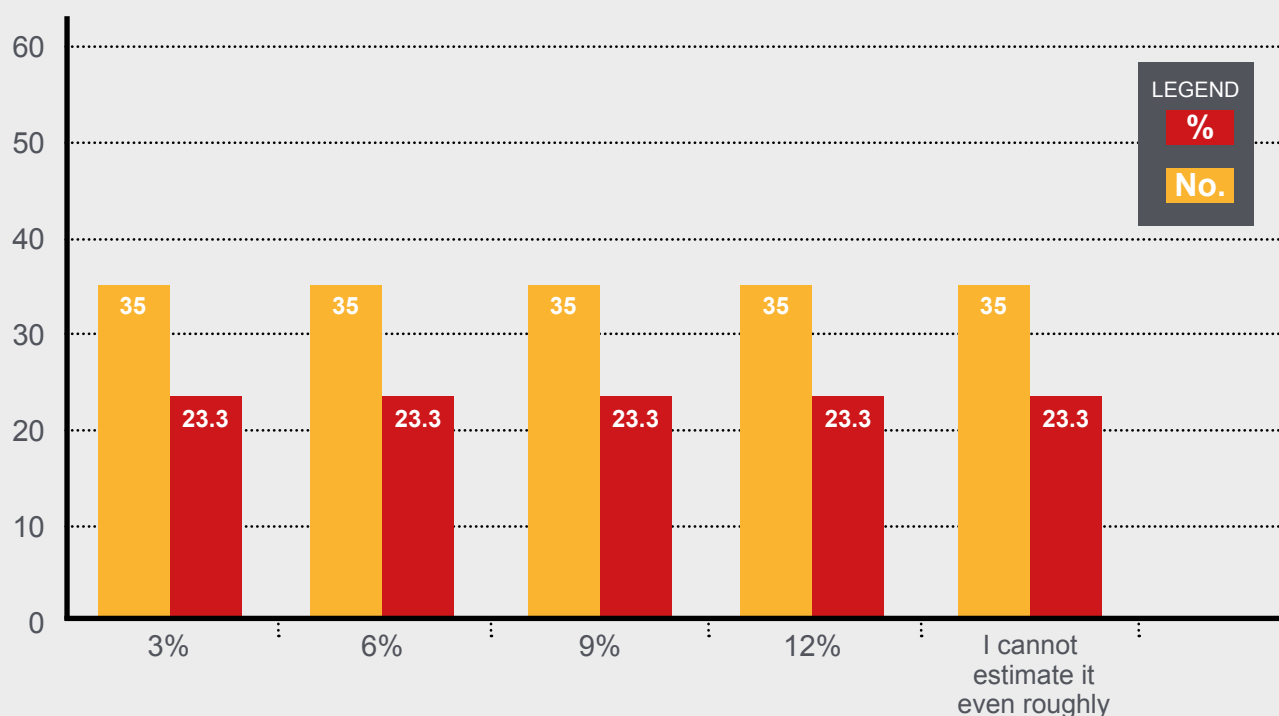
**Table No. (34):** Assume that you saw a TV-set of the same model on sales in two different shops. The initial retail price of it was 10.000 pounds. One shop offered a discount of 1.500 pounds, while the other one offered a 10% discount. Which one is a better margin -a discount of 1,500 pounds or 10%?

Area	A discount of 1,500 pounds		A 10% discount		I cannot estimate it even roughly		No answer		Total	
	No	%	No	%	No	%	No	%	No	%
Alkamlin	16	64%	6	24%	2	8%	1	4%	25	100%
Damazin	13	52%	1	4%	5	20%	6	24%	25	100%
Alkhewi	8	32%	14	56%	3	12%	0	0%	25	100%
AlNuhood	9	36%	13	52%	1	4%	2	8%	25	100%
Umrwaba	2	8%	6	24%	7	28%	10	40%	25	100%
Alrahad	2	8%	6	24%	2	8%	15	60%	25	100%
<b>Total</b>	<b>50</b>	<b>33.3</b>	<b>46</b>	<b>30.7</b>	<b>20</b>	<b>13.3</b>	<b>34</b>	<b>22.7</b>	<b>150</b>	<b>100</b>

## 5.21.4 Knowledge on Loan Interest

In a question to calculate the percentage of annual loan interest based on given numbers showed as a case in the question, around 33% got the true answer, while 32% could not roughly estimate the answer, the rest of the sample picked the wrong choice and are represented by 35%

**Graph No. (31)** Assume that you took a bank credit of 10.000 pounds to be paid back during a year in equal monthly payments. The credit charge is 600 pounds. Give a rough estimate of the annual interest rate on your credit.



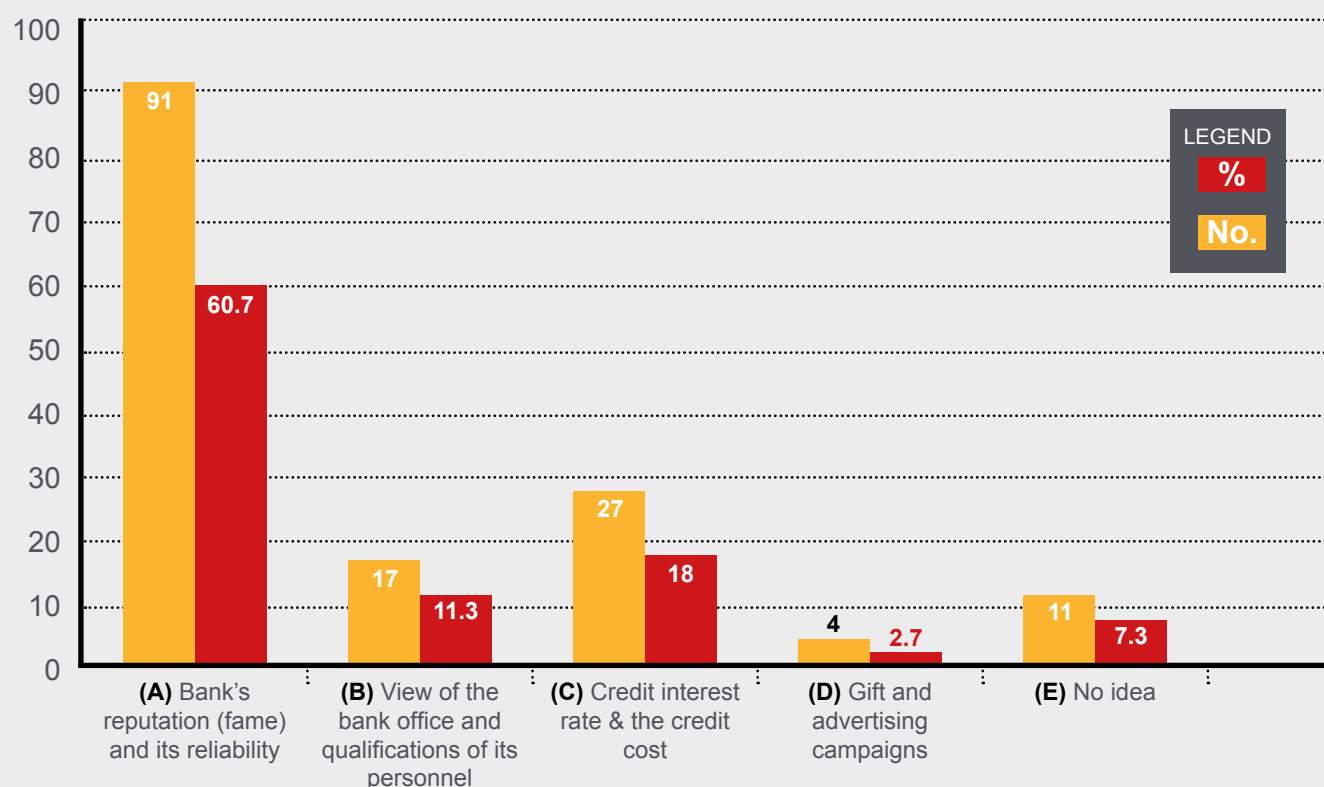
**Table No. (35):** Assume that you took a bank credit of 10.000 pounds to be paid back during a year in equal monthly payments. The credit charge is 600 pounds. Give a rough estimate of the annual interest rate on your credit.

Area	3%		6%		6%		12%		I cannot estimate it even roughly		Total	
	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	3	12%	10	40%	4	16%	3	12%	5	20%	25	100%
Damazin	1	4%	2	8%	2	8%	4	16%	16	64%	25	100%
Alkhewi	1	4%	22	88%	1	4%	1	4%	0	0%	25	100%
AlNuhood	3	12%	13	52%	5	20%	2	8%	2	8%	25	100%
Umrwaba	1	4%	1	4%	3	12%	11	44%	9	36%	25	100%
Alrahad	0	0%	2	8%	4	16%	3	12%	16	64%	25	100%
<b>Total</b>	<b>9</b>	<b>6.0</b>	<b>50</b>	<b>33.3</b>	<b>19</b>	<b>12.7</b>	<b>24</b>	<b>16.0</b>	<b>48</b>	<b>32.0</b>	<b>150</b>	<b>100</b>

## 5.22 Reasons to select a bank to get services

About 60.7% of the respondents see that the bank's reputation is key as primary attention when one has to compare between banks to choose where to take credit from, while the option of considering a bank's credit interest rate and the credit cost is represented by 18%

**Graph No. (36) What do you think deserves primary attention when one has to compare between the banks to choose the one where to take credit from?**



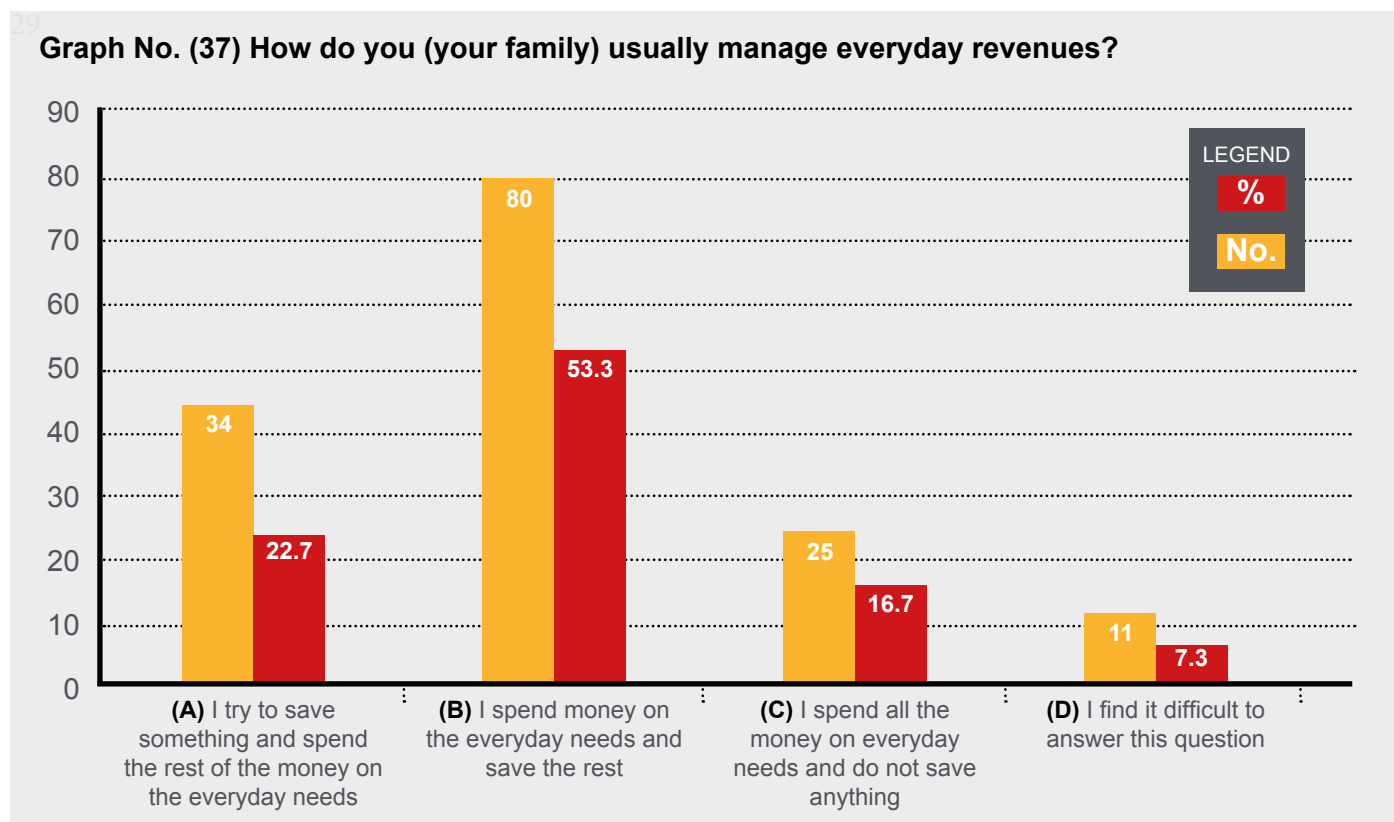
**Table No. (36): What do you think deserves primary attention when one has to compare between the banks to choose the one where to take credit from?**

Area	Qn. (A)		Qn. (B)		Qn. (C)		Qn. (D)		Qn. (E)		Total	
	No	%	No	%	No	%	No	%	No	%	No	%
Alkamlin	9	36%	6	24%	9	36%	0	0%	1	4%	25	100%
Damazin	16	64%	1	4%	4	16%	2	8%	2	8%	25	100%
Alkhewi	12	48%	5	20%	7	28%	1	4%	0	0%	25	100%
AlNuhood	17	68%	3	12%	1	4%	0	0%	4	16%	25	100%
Umrwaba	15	60%	1	4%	4	16%	1	4%	4	16%	25	100%
Alrahad	22	88%	1	4%	2	8%	0	0%	0	0%	25	100%
<b>Total</b>	<b>91</b>	<b>60.7</b>	<b>17</b>	<b>11.3</b>	<b>27</b>	<b>18.0</b>	<b>4</b>	<b>2.7</b>	<b>11</b>	<b>7.3</b>	<b>150</b>	<b>100%</b>



## 5.23 Daily revenue management

For managing everyday revenue, more than 51% of the respondents preferred to spend money on every day needs and save the rest.



**Table No. (37): How do you (your family) usually manage everyday revenues?**

Area	I try to save something and spend the rest of the money on the everyday needs		I spend money on the everyday needs and save the rest		I spend all the money on everyday needs and do not save anything		I find it difficult to answer this question		Total	
	No	%	No	%	No	%	No	%	No	%
Alkamlin	5	20%	15	60%	3	12%	2	8%	25	100%
Damazin	5	20%	14	56%	4	16%	2	8%	25	100%
Alkhewi	11	44%	9	36%	5	20%	0	0%	25	100%
AlNuhood	4	16%	11	44%	7	28%	3	12%	25	100%
Umrwaba	5	20%	14	56%	4	16%	2	8%	25	100%
Alrahad	4	16%	17	68%	2	8%	2	8%	25	100%
<b>Total</b>	<b>34</b>	<b>22.7</b>	<b>80</b>	<b>53.3</b>	<b>25</b>	<b>16.7</b>	<b>11</b>	<b>7.3</b>	<b>150</b>	<b>100</b>

## 5.24 Likelihood of using mobile banking service

For the attitude towards using mobile banking services, around 70% selected the option of likely to use it. While 22% said we do not know.

Graph No. (38) How likely are you to use Mobile banking services?

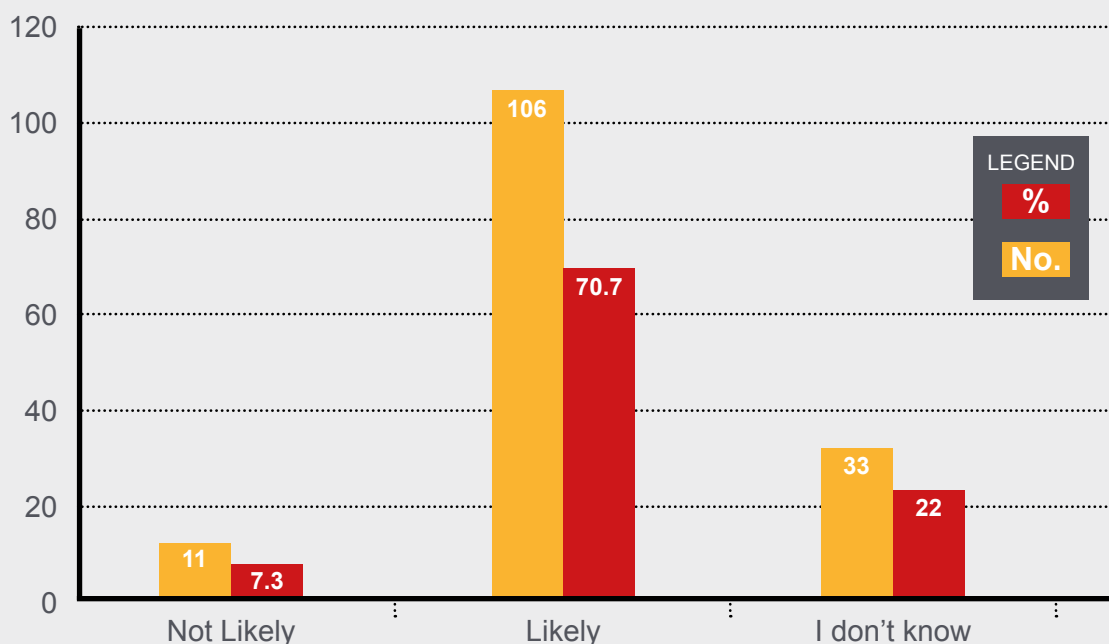


Table No. (38): How likely are you to use Mobile banking services?

Area	Not Likely		Likely		I don't know		Total	
	No	%	No	%	No	%	No	%
Alkamlin	1	4%	17	68%	7	28%	25	100%
Damazin	3	12%	15	60%	7	28%	25	100%
Alkhewi	1	4%	22	88%	2	8%	25	100%
AlNuhood	6	24%	17	68%	2	8%	25	100%
Umrwaba	0	0%	17	68%	8	32%	25	100%
Alrahad	0	0%	18	72%	7	28%	25	100%
<b>Total</b>	<b>11</b>	<b>7.3</b>	<b>106</b>	<b>70.7</b>	<b>33</b>	<b>22</b>	<b>150</b>	



# 06 Risk Management and Insurance



## 6.1 Experience of any distress or shock

In our question to the target group if they faced any shocks before the majority said that they had experienced a shock or disaster during their life.

Around (85) of the respondents said yes with a parentage of (56%) of the total sample.

Graph No. (39) Have you ever experienced any distress/shock?

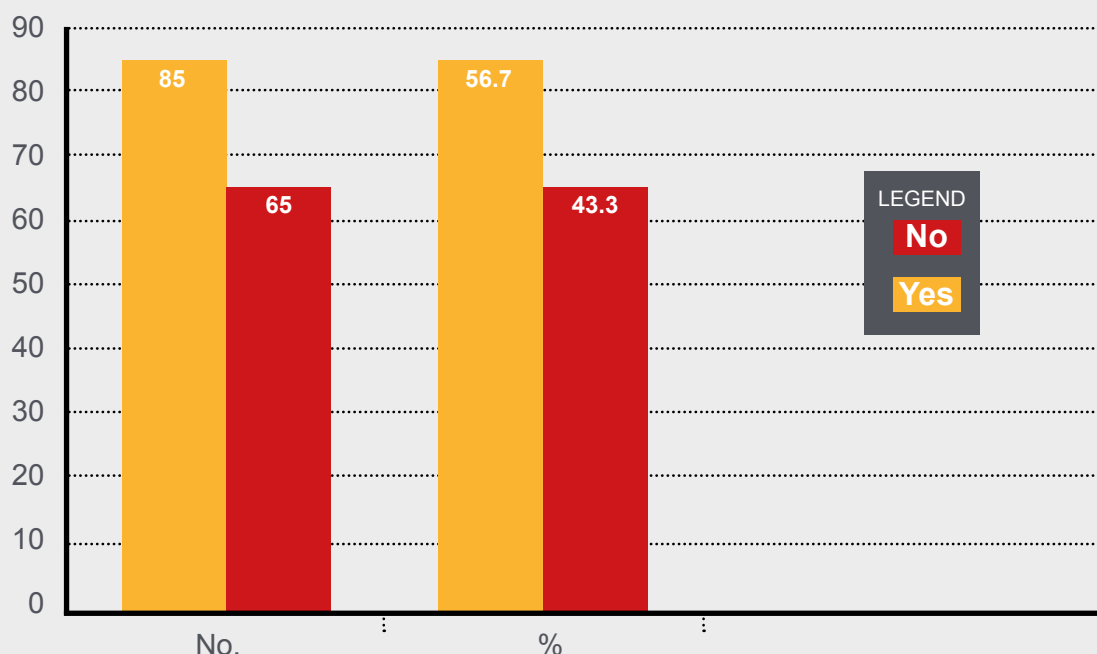


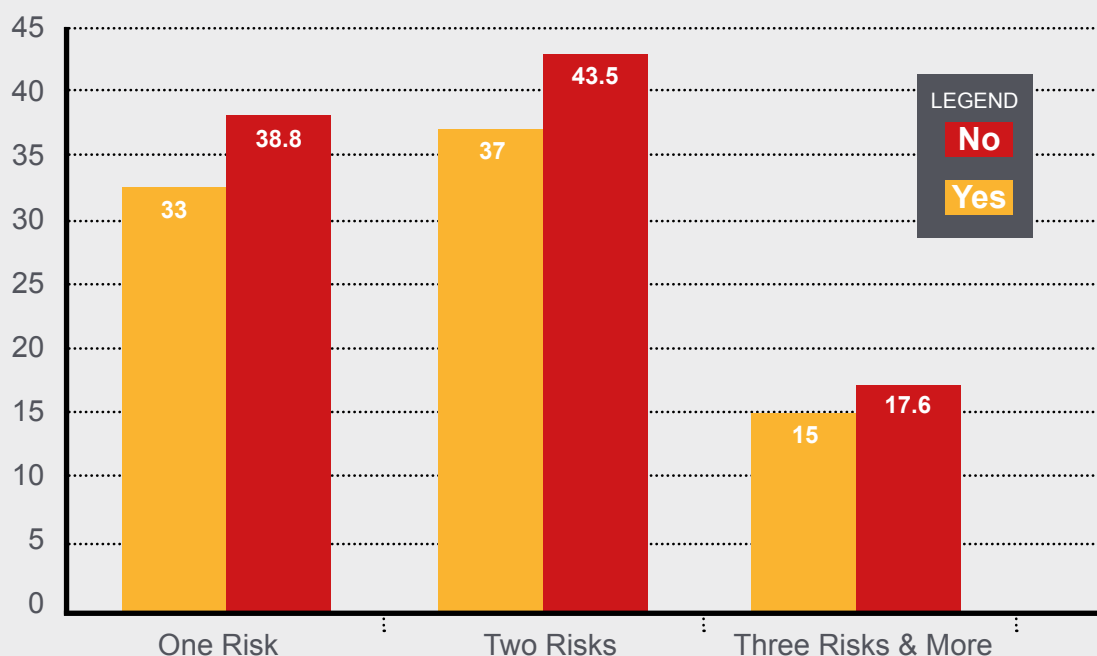
Table No. (39): Have you ever experienced any distress / shock?

Area	Yes		No		Total	
	No	%	No	%	No	%
Alkamlin	11	44%	14	56%	25	100%
Damazin	19	76%	6	24%	25	100%
Alkhewi	16	64%	9	36%	25	100%
AlNuhood	13	52%	12	48%	25	100%
Umrwaba	16	64%	9	36%	25	100%
Alrahad	10	40%	15	60%	25	100%
Total	85	56.7	65	43.3	150	

### 6.1.1 Number, types and frequency of risks

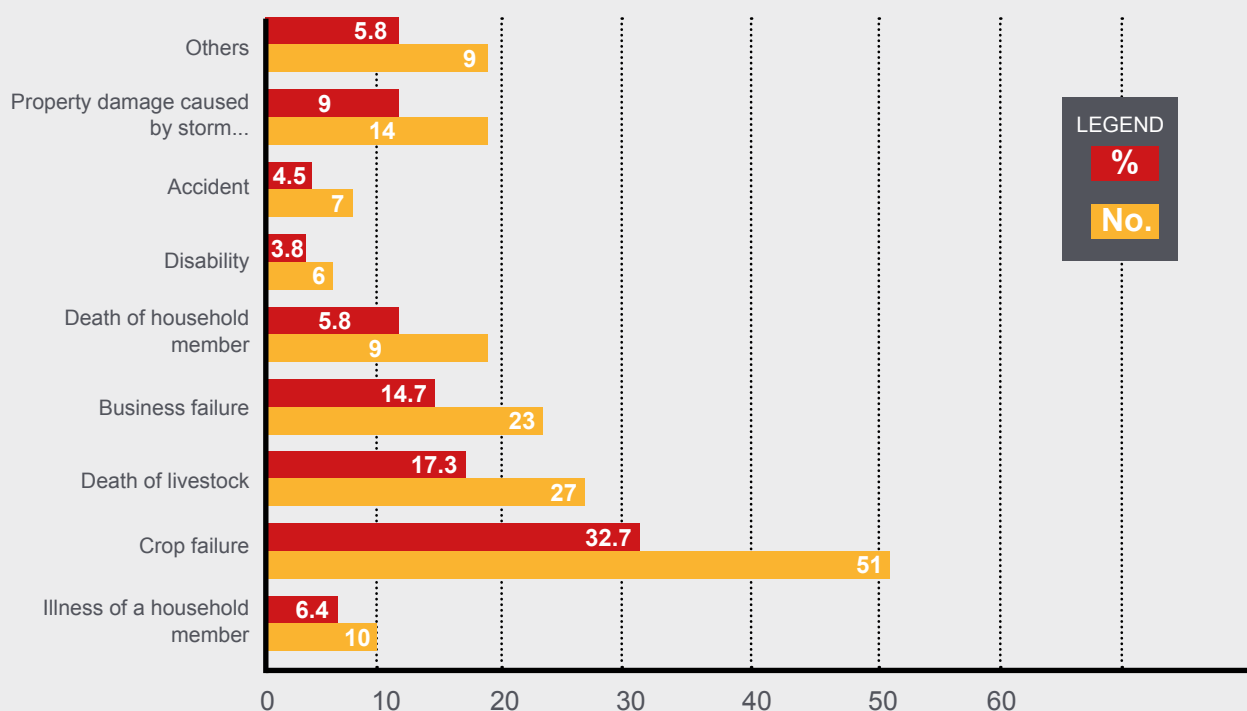
For the respondents who said that they have experienced shocks during the last 3 years, 38.8% of them have faced three risks while 43.5% have faced an average of two risks. For the respondents who faced a risk only one time during the last 3 years their number reached 15 out of the total number 85 from the sample who faced risk or more with percentage of 17.6%.

**Graph No. (40) Types of risks – number of risks**



For the same question we see in graph No 40, we can see the most frequent risks during the last 3 years and it is also evident that the risk of crop failure represents around 32%, then the death of livestock with a parentage around 17% and thirdly the business failure with a percentage of 14%, it clear that the most frequent risks are related directly to the business scope

**Graph No. (41) Types and frequency of risks**

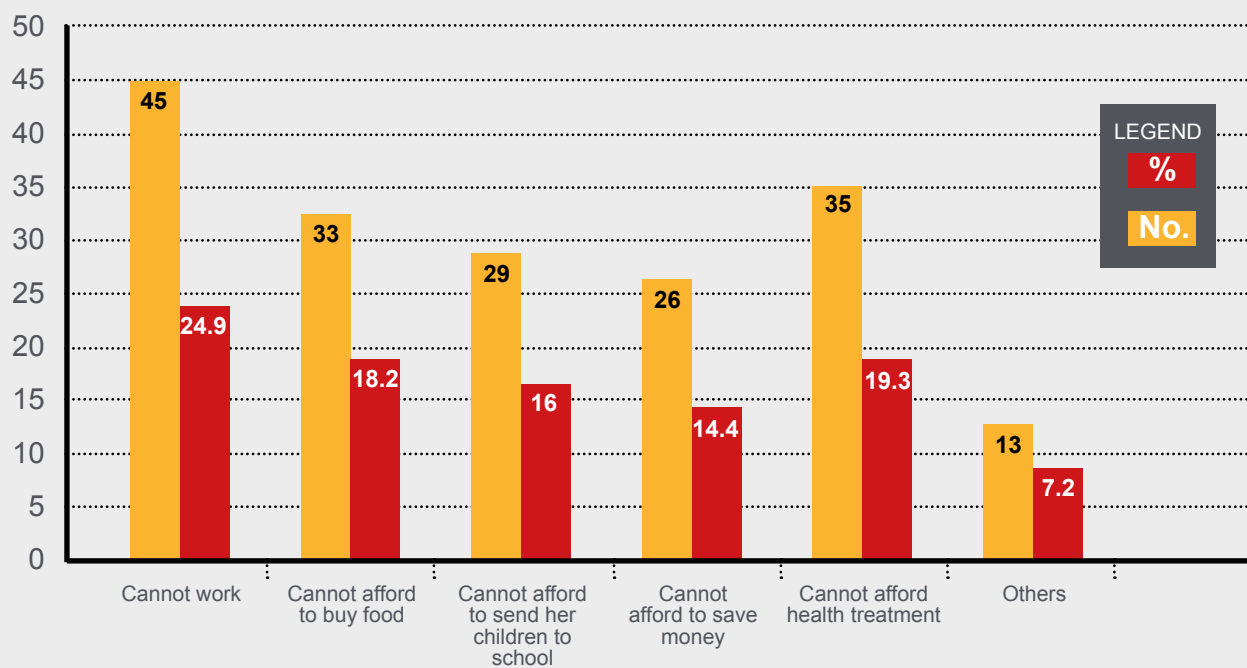




### 6.1.2 Consequences of shocks and prevention mechanisms

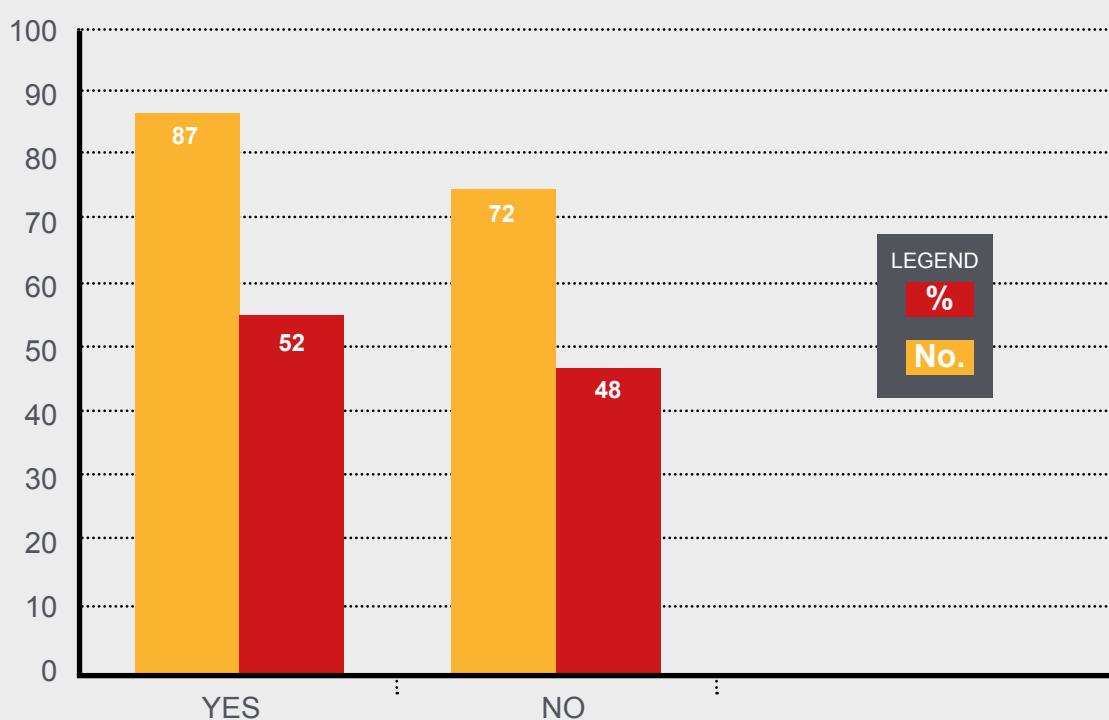
For the question about the consequences of these shocks on the household, it appears that different negative impacts have been experienced on the household level leading to negative impacts such as members not being able to work and this is represented by 24.9%, being unable to afford health treatments 19.3%. These, beside other negative impacts on different aspects of the lives of the respondents who faced shocks during the last 3 years.

**Graph No. (42) consequences of these shocks on the household**



With regard to a question to respondents if they have any mechanism to respond when a shock happens, about 52% of them said that they have mechanism to cope or to respond.

**Graph No. (43) Do you have any shock prevention mechanism**



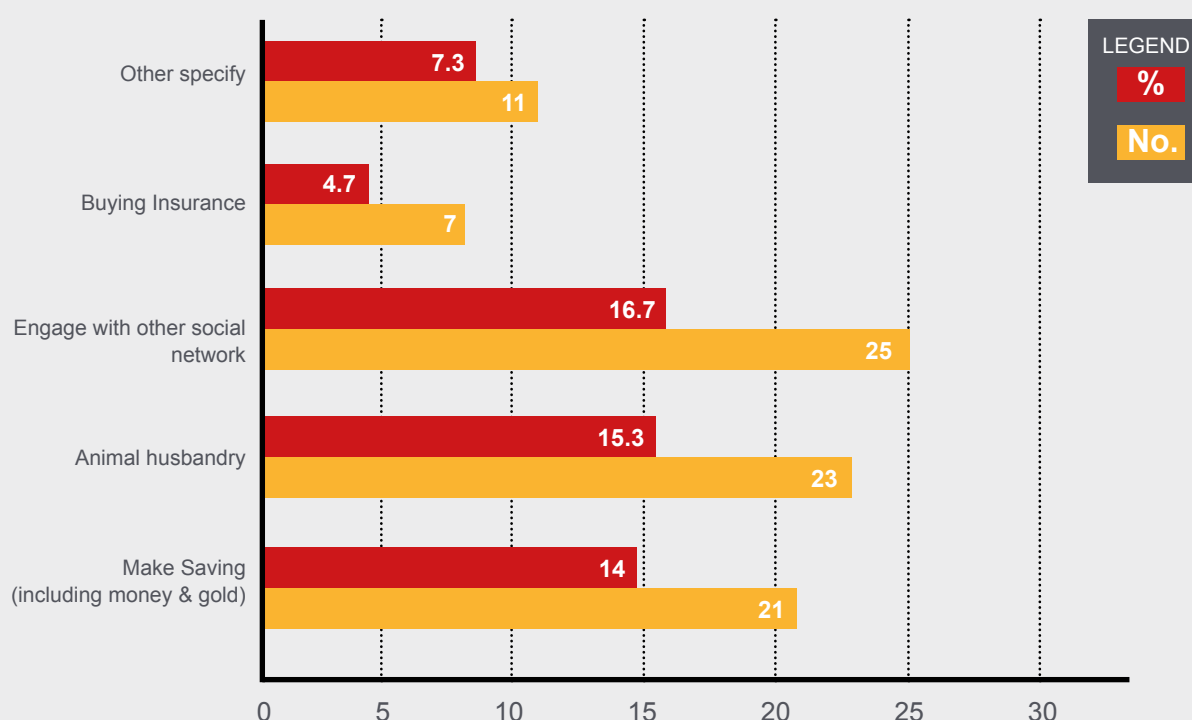
**Table No. (43): Do you have any shock prevention mechanism?**

Area	Yes		No		Total	
	No	%	No	%	No	%
Alkamlin	16	64%	9	36%	25	100%
Damazin	19	76%	6	24%	25	100%
Alkhewi	9	36%	16	64%	25	100%
AlNuhood	17	68%	8	32%	25	100%
Umrwaba	9	36%	16	64%	25	100%
Alrahad	8	32%	17	68%	25	100%
<b>Total</b>	<b>78</b>	<b>52.0</b>	<b>72</b>	<b>48.0</b>	<b>150</b>	

### 6.1.3 Prevention plans in place

For the question about the prevention plan that they have, they selected different options as showed as in the Graph No 43.

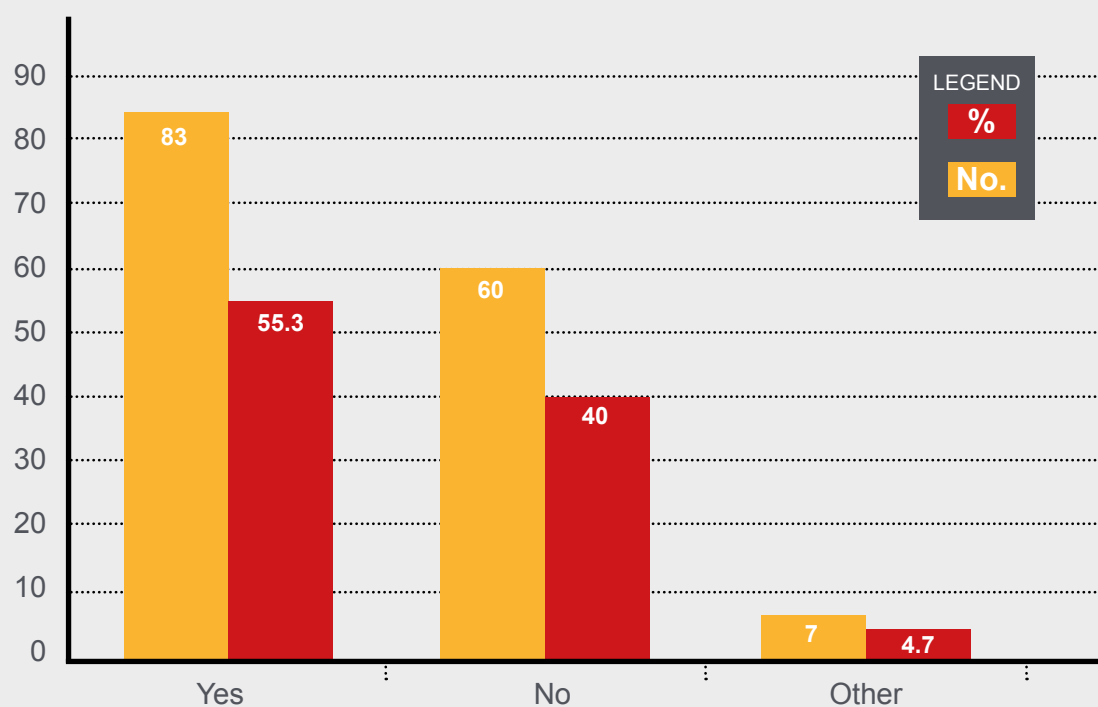
It is important to note that only 4.7% of the respondents consider buying insurance as risk management prevention. This means that the rest of the respondents depend on other means including but not limited to social networks represented by 16%, making savings especially the informal way is represented by 14% and animal husbandry represents 15%.

**Graph No. (44) The prevention plan that they have**

## 6.2 Prevention of impacts of risk by transferring risk to other organizations

It is clear that the majority of the sample like to prevent their shocks by transferring it to other organization. Around 55% would consider transferring risk to another organization, but on the other hand, we see the number and percentage of respondents whose response was No, is also high at 40%.

**Graph No. (45) Would you like to prevent your shock by transferring it to other organizations?**



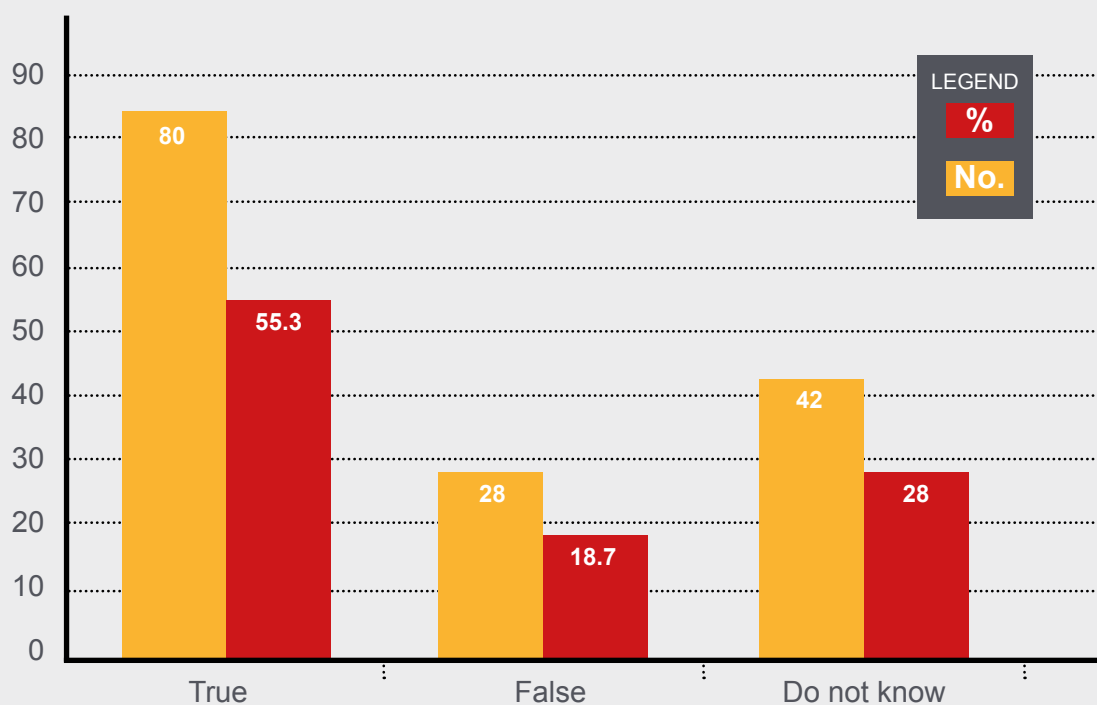
**Table No. (45): Would you like to prevent your shock by transferring it to other organizations?**

Area	Yes		No		Other Specify		Total	
	No	%	No	%	No	%	No	%
Alkamlin	11	44%	14	56%	0	0%	25	100%
Damazin	17	68%	7	28%	1	4%	25	100%
Alkhewi	13	52%	10	40%	2	8%	25	100%
AlNuhood	16	64%	6	24%	3	12%	25	100%
Umrwaba	12	48%	13	52%	0	0%	25	100%
Alrahad	14	56%	10	40%	1	4%	25	100%
<b>Total</b>	<b>83</b>	<b>55.3</b>	<b>60</b>	<b>40.0</b>	<b>7</b>	<b>4.7</b>	<b>150</b>	

## 6.2.1 Knowledge on premium evaluation

In order to assess the knowledge of the respondents about how to evaluate the Premium, we asked whether a home made of wood would be more expensive to insure than a comparable brick structure, for the responses who said true represents 53%, for those who said False, represents 18% and those whose response was “do not know”, represents 28%.

**Graph No. (46) A home made of wood will be more expensive to insure than a comparable brick structure.**



**Table No. (46): A home made of wood will be more expensive to insure than a comparable brick structure**

Area	True		False		Do not know		Total	
	No	%	No	%	No	%	No	%
Alkamlin	10	40%	5	20%	10	40%	25	100%
Damazin	11	44%	5	20%	9	36%	25	100%
Alkhewi	7	28%	7	28%	11	44%	25	100%
AlNuhood	18	72%	2	8%	5	20%	25	100%
Umrwaba	11	44%	9	36%	5	20%	25	100%
Alrahad	23	92%	0	0%	2	8%	25	100%

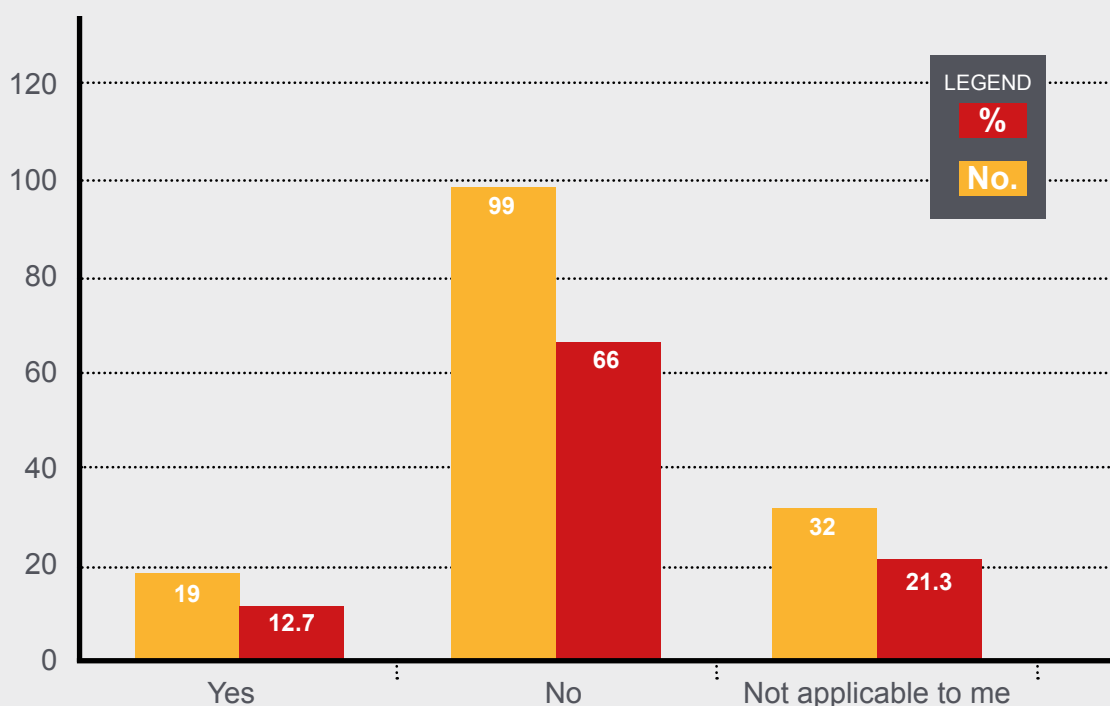
### 6.3 Subscription to any other insurance policy other than motor vehicle

For the number who own other forms of insurance policies were only 19 persons out of the total number the respondents with a percentage of 12.7%. The number of respondents who do not have any other form of insurance is represented by 99%.

**Table No. (47): Do you have any form of insurance policy other than motor?**

Area	Yes		No		Not Applicable to me		Total	
	No	%	No	%	No	%	No	%
Alkamlin	1	4%	17	68%	7	28%	25	100%
Damazin	8	32%	8	32%	9	36%	25	100%
Alkhewi	1	4%	23	92%	1	4%	25	100%
AlNuhood	5	20%	15	60%	5	20%	25	100%
Umrwaba	1	4%	18	72%	6	24%	25	100%
Alrahad	3	12%	18	72%	4	16%	25	100%
<b>Total</b>	<b>19</b>		<b>99</b>		<b>32</b>		<b>150</b>	
<b>Total</b>	<b>80</b>		<b>28</b>		<b>42</b>		<b>150</b>	

**Graph No. (47) Do you have any form of insurance policy other than motor?**

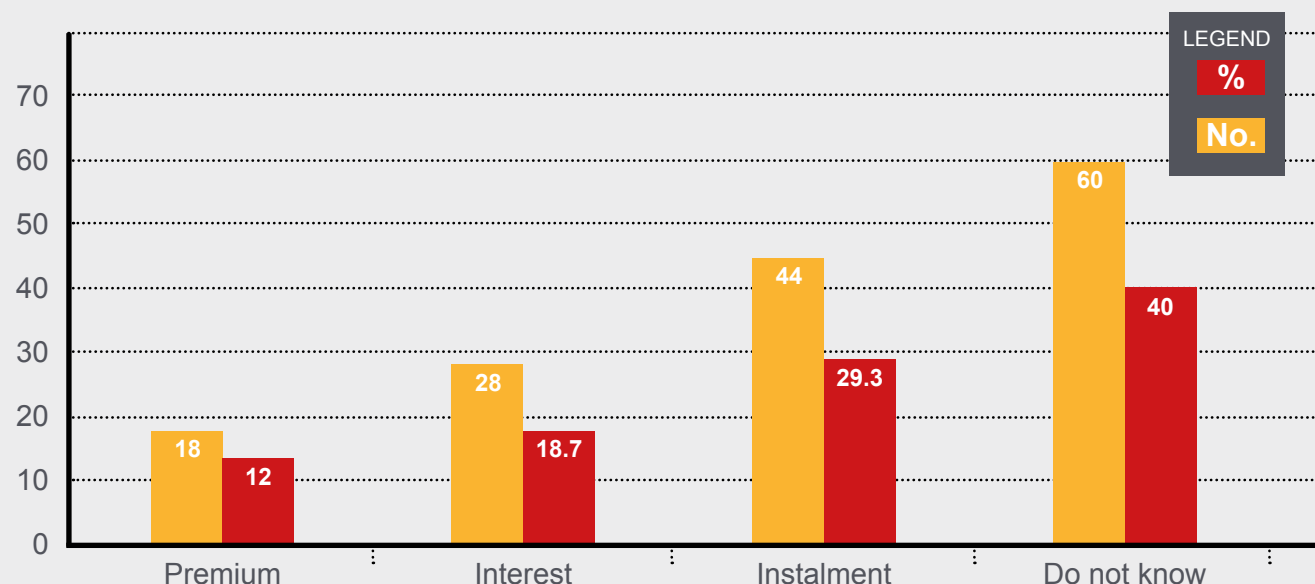




### 6.3.1 Familiarity on insurance terms

We asked about some terms of insurance to know about the level of knowledge. We found that only 12% of the respondents have a background about the concept of a premium while 40% of the sample were unfamiliar with it.

**Graph No. (48) What is the name of the amount paid periodically to the insurer by the insured for covering their risk?**



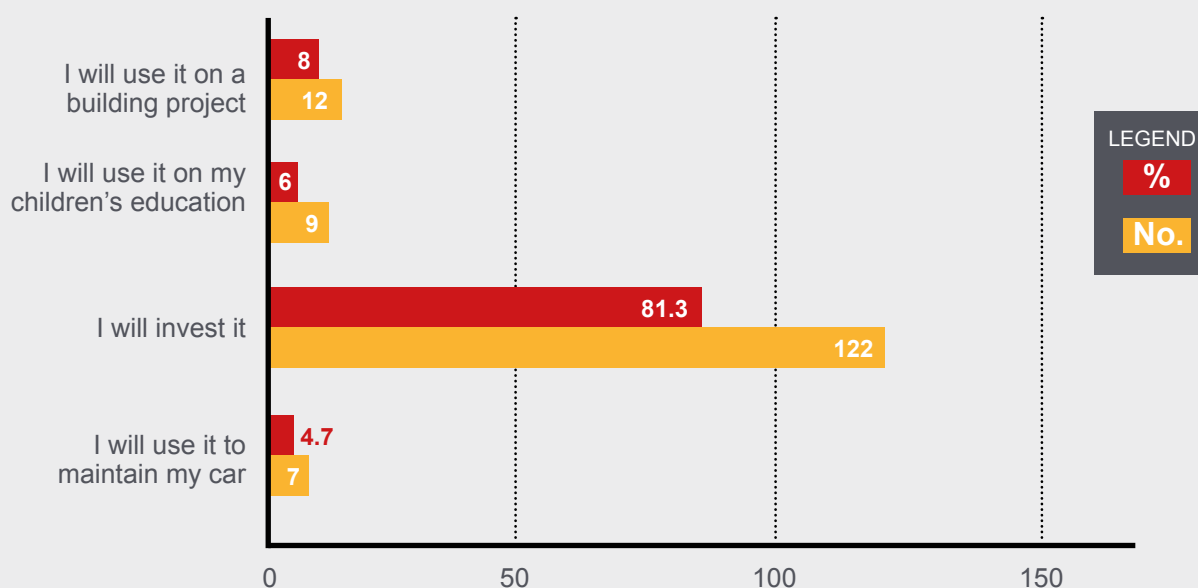
**Table No. (48): What is the name of the amount paid periodically to the insurer by the insured for covering their risk?**

Area	Premium		Interest		Instalment		Do not know		Total	
	No	%	No	%	No	%	No	%	No	%
Alkamlin	2	8%	2	8%	4	16%	17	68%	25	100%
Damazin	9	36%	2	8%	3	12%	11	44%	25	100%
Alkhewi	0	0%	5	20%	17	68%	3	12%	25	100%
AlNuhood	1	4%	6	24%	14	56%	4	16%	25	100%
Umrwaba	3	12%	7	28%	3	12%	12	48%	25	100%
Alrahad	3	12%	6	24%	3	12%	13	52%	25	100%
<b>Total</b>	<b>18</b>		<b>28</b>		<b>44</b>		<b>60</b>		<b>150</b>	

### 6.3.2 Most likely way to spend a claim pay out

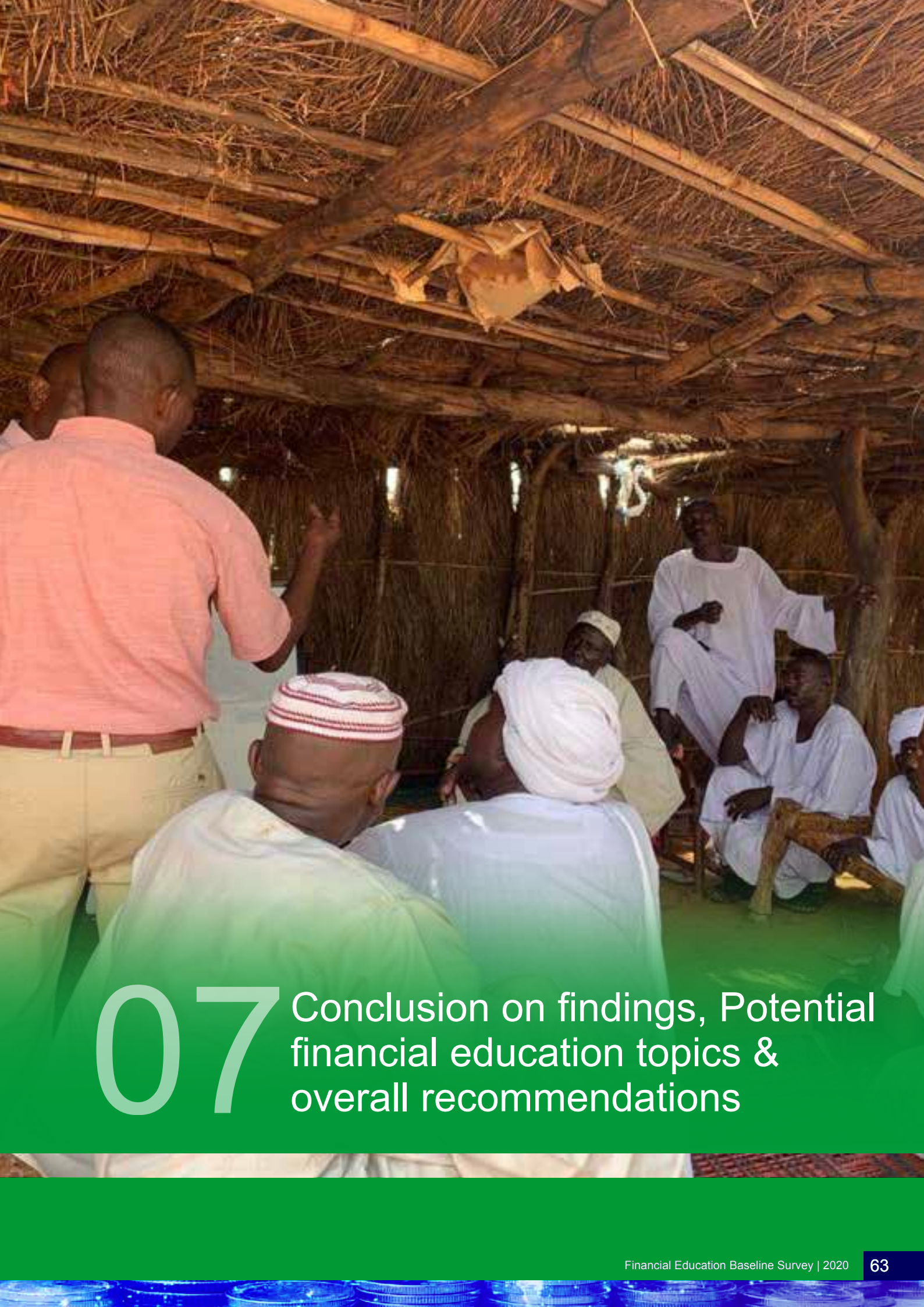
When we asked about how they are likely to spend an insurance claim of 10,000 pounds, the huge amount of the sample said they will use it in the investment.

**Graph No. (49) How will you spend if you receive an insurance claim of 10,000 pounds?**



**Table No. (49): How will you spend if you receive a insurance claim of 10,000 pounds?**

Area	I will use it to maintain my car		I will invest it		I will use it on my children's education		I will use it on a building project		Total	
	No	%	No	%	No	%	No	%	No	%
Alkamlin	3	12%	20	80%	0	0%	2	8%	25	100%
Damazin	1	4%	20	80%	3	12%	1	4%	25	100%
Alkhewi	2	8%	21	84%	1	4%	1	4%	25	100%
AlNuhood	1	4%	18	72%	1	4%	5	20%	25	100%
Umrwaba	0	0%	20	80%	4	16%	1	4%	25	100%
Alrahad	0	0%	23	92%	0	0%	2	8%	25	100%
<b>Total</b>	<b>7</b>		<b>122</b>		<b>9</b>		<b>12</b>		<b>150</b>	



# 07 Conclusion on findings, Potential financial education topics & overall recommendations



## 7.1 Conclusion on findings

Most participants understand the need to track their savings but declare not usually knowing how much money they have available for daily spending. When unexpected expenses do arise, that participants are unable to cover them, they declared turning to friends or family for support. Despite the participants being clients of financial institutions, they are mainly focusing on taking loans elsewhere.

From the survey, transactions are mainly cash-based with very limited use of electronic systems.

The results show that participants mostly save money at home as they feel this is the most secure method allowing them to get access to their cash at any moment without constraints. Purchases are typically paid for exclusively in cash, exacerbating the perceived absence of need for products that constrain spending freedom.

The prevalent financial behaviour of participants is often reactive, responding to immediate problems and needs with little time to consider options, trade-offs, and longer-term consequences.

When participants do decide to make savings they mostly prefer going to their relatives or friends to do so.

The majority of the participants have not tried applying for an insurance product at an insurance institution because they lack enough information/knowledge as well as not understanding how to go about application process. In a few cases from the participants who had an experience with insurance, they had a bad perception about their insurance which starts to create a negative attitude about the future willingness to apply for an insurance product.

However, it is important to note that majority of the participants wish to transfer their risk to an

insurance institution which is a great opportunity. Spending, Money Management and Budgeting:- for most participants, money is spent as it comes in with only very few of them being able to set money aside, yet most of them have a clear idea of what they need to spend money on. Spending is typically decided a few weeks in advance, even though most participants live from “cash flow to cash flow”.

Nevertheless, some participants understand the need to put a portion of their income aside for unexpected expenses and even try to set aside some money. Participants with a farm declared using the money received for food and agricultural purposes while others use it to pay school fees.

Some participants who have saved in the past indicate that they keep the saved money at home. The money is usually saved to hire agricultural workers during peak seasons.

It is therefore of prime importance for the training module to take into account this fraction of the population and give enough information on basic financial concepts such as the reason for saving, and using accounts instead of keeping money at home, as well as more advanced ones such as creating and following a budget.

Participants also said that they borrow money mainly to cover basic needs (food and children school fees) and usually borrow more money than their earnings. Money borrowed from friends or relatives, however, does not usually accumulate interest; at most gifts in kind are traditional additions to reimbursements. They therefore often try to borrow from friends to increase their business and benefit from advantageous terms.

Many participants mentioned they would be interested in learning more about day-to-day money management as well as formal saving and borrowing products. Participants also revealed that they learned about managing money informally through personal experiences and through their family, friends and peers rather than through formal education. While most recognize the negative consequences of poor money management and the importance of financial literacy, they tend to see “financial education” as something that is inaccessible to them.

## 7.2 Potential financial education topics

Based on the findings of assessment report the table below indicate the main topics suggested

	Objectives	Profile / characteristics of target group	Observations during FGs or KI or other basis – on attitudes, behaviour or capabilities	Rationale	Potential Topics
<b>Level one</b>	To effectively manage their financial resources and build assets which can help them to reduce their vulnerability	Female member of extremely poor households, with the most knowledge or responsibility for household spending and in decisions related to vulnerability.	The large majority were women heads of their family and mainly illiterate. They work in agriculture and use their savings to grow their business	Participants are banked with low schooling and literacy and do not understand the advantages of dealing with banks. Beneficiaries do not understand the need or the way to set financial goals or manage their money on a daily basis as focus group participants have mentioned they do not plan or budget household expenses, the results shown have mentioned their saving habits are close to in-existent Beneficiaries often need to borrow money but lack the tools and knowledge to do so adequately.	<p>Keeping track of expenses and money saved and how to keep and use records on money matters</p> <p>Budgeting and managing money on a weekly basis, prioritizing spending.</p> <p>Managing cash flow to meet day-to-day needs</p> <p>How to manage debt and credit and how to build trust in a community and a sound reputation to be able to receive a loan when needed,</p> <p>Options for saving mechanisms and strategies and how to evaluate them Preparing for unexpected (and expected) expenses and how to normalize fluctuating income.</p>
	Increase awareness and understanding of mobile money /e-payments and potential ways it can address money management needs	Participants considered vary in age with the youngest having 20 years and going up to 65 years old. They have a low level or no education at all and are illiterate. Most of them have an occupation though very few are able to develop it; their level of income is generally quite low with many living off monies received from the cash transfers or from their families.		As part of the mobile money sensitization campaign, offer a complete guide to Mobile Money including its use for sending, receiving money, The under-banked do not understand the need for or advantages of saving Many under-banked people do not own a mobile phone.	<p>The importance of mobile banking</p> <p>Tie in the services offered by mobile money to financially sound behaviours such as keeping money aside, prioritizing spending, keeping track of expenses</p> <p>Ways in which it can be used to manage and store money and potential benefits</p> <p>How to keep transactions safe, e.g. safeguarding PIN code</p> <p>Explain a mobile money account should only be shared with great caution, and suggest where low cost phones can be found.</p>
	Increase the awareness and practices to have insurance				<p>What is the risk?</p> <p>Types of the risk</p> <p>Insurance concept and procedures.</p>



## 7.3 Recommendations

With regard to the analysis and the main findings of the assessment we can recommend the following:

1. Adopt suitable approaches, techniques and tools which transfers the knowledge to the targeted group with clear regard to their modest socio-economic characteristics especially their low level of education.
2. Observe during the implementation, the variations among the different geographical locations and the other elements based on the results that has been reflected in detail inside the assessment report.
3. Assess/select the most appropriate time-frame from the clients (small farmers) point of view at the delivery time of activities (e.g. harvesting session)
4. Facilitate the engagement of the of potential stakeholders from the early stage of implementation (especially stakeholders at the Locality and community level)

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# Financial Education Baseline Survey 2020