THE DETERMINANTS OF FINANCIAL INCLUSION IN THE KHOMAS AND OSHANA REGION, NAMIBIA

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THE DETERMINANTS OF FINANCIAL INCLUSION IN THE KHOMAS AND OSHANA REGION , NAMIBIA

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A Research report submitted to the Faculty of Engineering and the Built Environment, University of the Witwatersrand, in fulfilment of the requirements for the degree of Master of Science in Development Planning.

Johannesburg, 2020

DECLARATION

I Tupa-Omukumo Iyambo declare that this research report is my own unaided work. It is submitted to the Faculty of Engineering and the Built Environment at the University of the Witwatersrand, Johannesburg, in the fulfilment of the requirements for the degree of Masters of Science in Development planning. It has not been submitted before for any degree or examination to any other University

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(Signature of Candidate)

06tth day of July 2020

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ABSTRACT

Financial inclusion for all segments of society is a key factor that helps improve the quality of life experienced by marginalised groups. Financial inclusion entails access to a wide range of affordable and accessible financial products that cater to various socio-economic realities. Financial inclusion is affected by a myriad of factors that are categorised by supply-side and demand-side factors. The supply-side factors focus on the supply of financial services from financial institutions ,these factors fail to grasp the various socio-economic contexts attached to the issue of financial inclusion. The demand-side factors focus on socio-economic factors such as age, education and income when measuring financial inclusion. These factors provide a clearer image of the socio-economic contexts related to financial inclusion. Financial inclusion is a key factor in tackling urban planning issues such as reducing poverty and economic development specifically in developing countries.

Financial inclusion is highlighted in one of the main agendas as a catalyst for inclusive economic growth in the Namibian Financial Sector Strategy. Financial exclusion in Namibia is an issue predominantly experienced by marginalised groups in the country, which encompass low-income groups and individuals in rural areas. The introduction of mobile money initiatives such as the Mobi-pay mobile money scheme has significantly helped reduce the intensity of financial exclusion in Namibia. Although initiatives were launched to curb this issue ,the various socio-economic contexts that exist in all 14 regions of Namibia make it difficult to provide safe and affordable financial products to all segments of society. This research aims at identifying the pertinent factors of financial inclusion guided by theory that focuses on various studies related to financial inclusion. An exploratory case study quantitative research method will be undertaken in this paper, where a binary logistic regression model will make use of the data from the 2017 Namibian Financial Inclusion survey compiled by the Namibian statistics agency.

The results from the financial inclusion model show that the urban/rural dichotomy, income level, education level, ownership of a bank account , savings capability , borrowing money, age and distance from the bank as significant factors in the Khomas region compared to the Oshana region which identified education level and tenure status as significant. The education level is the only common factor shared between the two regions , which highlights that the education level is the most pertinent factor of financial inclusion. The study concludes that the aforementioned factors in both regions are significant and need to be focused on when improving the state of financial inclusion in Namibia , with a particular focus on financial literacy.

Table of Contents

DECLARATION....3

ACKNOWLEDGEMENTS....4

ABSTRACT....Error! Bookmark not defined.

LIST OF FIGURES....8

LIST OF TABLES....9

LIST OF ACRONYMS....10

LIST OF TERMS....11

1. INTRODUCTION....13

1.1. PROBLEM STATEMENT....15

1.2. RATIONALE....Error! Bookmark not defined.

1.3. OBJECTIVES....Error! Bookmark not defined.

1.4. RESEARCH QUESTIONS....Error! Bookmark not defined.

1.5. RESEARCH METHODS....Error! Bookmark not defined.

1.6. LIMITATIONS....Error! Bookmark not defined.

1.7. STRUCTURE OF THE REPORT....Error! Bookmark not defined.

2. UNDERSTANDING FINANCIAL INCLUSION....21

2.1. DEFINING FINANCIAL INCLUSION....21

2.2. FINANCIAL INCLUSION AS A TOOL FOR SUSTAINABLE DEVELOPMENT....23

2.3. MEASURING FINANCIAL INCLUSION....25

2.4. FINANCIAL INCLUSION IN SUB SAHARAN AFRICA....26

2.5. FINANCIAL INCLUSION IN NAMIBIA....28

2.6. FINANCIAL INCLUSION AND DEVELOPMENT....30

2.7. FACTORS OF FINANCIAL INCLUSION....32

2.8. CONCEPTUAL FRAMEWORK....35

3. RESEARCH METHODS....38

3.1 QUANTITATIVE EXPLORATORY CASE STUDY....38

3.1. DATA COLLECTION....39

3.2. CASE STUDY....40

3.3. ETHICS....43

3.4. BINARY LOGISTIC REGRESSION MODEL....44

3.5. MODEL DESCRIPTION....46

3.6. CONCLUSION....49

4. DESCRIPTIVE STATISTICS AND PRELIMINARY FINDINGS....51

4.1. PREPARATION OF DATA....51

4.2. DESCRIPTION OF VARIABLES 52
4.3. DESCRIPTIVE STATISTICS FOR THE KHOMAS AND OSHANA REGION 55
4.4. CONCLUSION 60
5. FINDINGS, ANALYSIS AND DISCUSSION 62
5.1. FINDINGS OF THE BINARY LOGISTIC REGRESSION FINANCIAL INCLUSION MODEL 62
5.2. KHOMAS REGION INDEPENDENT VARIABLE RESULT 65
5.3. OSHANA REGION INDEPENDENT VARIABLE RESULT 68
5.4. DISCUSSION 70
5.5. CONCLUSION 74
6. REFLECTION AND CONCLUSION 76
6.1. SUB-QUESTIONS 76
6.2. RESEARCH QUESTION .... **Error! Bookmark not defined.**
6.3. CONCLUSION 79
7. REFERENCE LIST 82
8. APPENDICES 89
APPENDIX 1: CODING FOR THE TENURE STATUS IN THE 2017 NFIS. 89
APPENDIX 2: CODING FOR THE LEVEL OF EDUCATION IN THE 2017 NFIS. 89
APPENDIX 3: CODING FOR DIFFERENT DISTANCE FROM THE BANK IN THE 2017 NFIS. 89
APPENDIX 4: CODING FOR PERSONAL MONTHLY INCOME IN THE 2017 NFIS. 89
APPENDIX 5: 2017 NFIS QUESTIONNAIRE 90
APPENDIX 6: SCHOOL OF ARCHITECTURE AND PLANNING HUMAN RESEARCH ETHICS CLEARANCE 133

LIST OF FIGURES

Figure1: Map showing the location of the two study areas in Namibia and the main results from the 2017 Namibian Financial inclusion survey (Own construction) ………………………12

Figure 2: Map highlighting the number of mobile money account usage in sub-Saharan Africa in 2017(International Finance Corporation, 2018) ….……………………………………..……23

Figure 3: Diagram showing the conceptual framework informed by the literature (Own construction) ……..………………………………………………………………………………………….……31

Figure 4: Image showing the Oshana region, its constituencies and main towns (Own construction) ……………………………………………………………………………………..………………….35

Figure 5: Map showing the Khomas region, its constituencies and main towns (Own construction) ……………………………..…………………………………………..……………………………..37

Figure 6: Map showing the 2011 Namibia Poverty Headcount Rate in each region (National Planning Commission, 2016) ……………………………..…………………………………………………..38

Figure 7: Bar graph showing the different sources of income categorised by gender in the Khomas region (Own construction) ………………………………………………………………………………52

Figure 8: Bar graph showing the different sources of income categorised by gender in the Oshana region (Own construction) …………………………………………………………………..………..52

LIST OF TABLES

Table 1: Table highlighting the benefits of financial inclusion on 12 of the 17 SDG's (Own construction)…………………………………………………………………………………………………….19

Table 2: Showing summary statistics for the Khomas region (Own construction) ………50

Table 3: Showing summary statistics for the Khomas region (Own construction)….……50

Table 4: A cross-tabulation table of the gender and education level of the respondent in the Khomas region (Own construction)……………………………………………………………..51

Table 5: A cross-tabulation table of the gender and education level of the respondent in the Oshana region (Own construction)……………………………………………………………..51

Table 6: Table showing the cross-tabulation of the respondents that own a bank account and their distance to the closest bank in the Khomas region (Own construction)……..53

Table 7: Table showing the cross-tabulation of the respondents that own a bank account and their distance to the closest bank in the Oshana region (Own construction)……….53

Table8: Table showing the omnibus tests of model coefficients for the Khomas region (Own construction)……………………………………………………………………………………………….56

Table9: Table showing the omnibus tests of model coefficients for the Oshana region (Own construction)………………………………………………………………………………………………56

Table 10: Table showing the model summary for the Khomas region (Own construction)……………………………………………………………………………………………………..57

Table 11: Table showing the model summary for the Oshana region (Own construction)…………………………………………………………………………………………………..….57

Table 12: Classification table for the Khomas region (Own construction)……..…………..57

Table 13: Classification table for the Oshana region (Own construction)……..……………58

Table 14: Table showing the variables in the financial inclusion model for the Khomas region (Own construction)…………………………………………………………………………….....59

Table 15: Table showing the variables in the financial inclusion model for the Oshana region (Own construction)………………………….……………………………………………………62

LIST OF ACRONYMS

MTC- Mobile telecommunication limited

FNB – First National Bank

GDP – Gross domestic product

NSA – Namibian Statistics Agency

UN – United Nations

SDG – Sustainable Development goal

OECD - Organisation for Economic Co-operation and Development

ILO – International labour organisation

SPSS – Statistical Package for Social Science

PSU – Primary service units

NAD – Namibian dollars

UNICEF - The United Nations Children's Fund

NFSS – Namibian Financial Sector Strategy

BBA – Basic bank account

NDP- National development plan

DEFINITION OF TERMS

Financial inclusion- financial inclusion can be described as the process of ensuring equal access to financial services and products by all members of the society, including the vulnerable members such as women, youth and low-income groups at an affordable cost.

Financial literacy – Knowledge of financial services as well as financial behaviour

Sub -Saharan Africa – Countries on the African continent that are geographically located south of the Sahara desert

Namibian Inter-censal demographic survey – A sample survey that is taken between the census years of 2011 and the proposed 2012 census, do obtain updated demographic information.

Regression model – A quantitative statistical method that studies and predicts the relationship between independent and dependent variables.

Urbanization – The increase of people moving to cities /towns/ urban areas

Chapter 1

1. INTRODUCTION

IMPORTANCE OF FINANCIAL INCLUSION

Financial inclusion is a defining component of economic and social progress on the global development agenda (Ravi, 2019). Financial inclusion is specifically important in developing countries as it is seen as a vital component in improving low GDP per capita, high Gini-coefficients and low rates of literacy rates (Sarma and Pais, 2011). Urbanisation is a common feature in developing countries which increases the population sizes as well as causing more internal migration to urban centres (Grant ,2010). Within developing countries urbanisation is accompanied by spatial disparities that come as a result of new growth sectors of the economy which rarely include low-income groups (ibid.).

Financial inclusion also plays an important role in development planning as it is a key component in the mitigation of issues faced in planning such as reducing poverty as well as improving local economic activity (Cull, Ehrbeck, and Holle, 2014). The authors highlight how at a macro-level financial inclusion is positively correlated to growth and employment (ibid.). Gwalani and Parkhi (2014) highlight that affordable access to financial services is beneficial to low-income households as it helps them cope with external shocks from unexpected expenses. The latter helps promote inclusive growth and contribute to poverty reduction in low-income areas which in turn complements the economy (ibid.). Khan(2012) highlights that financing mechanisms fail to acknowledge low-income households affordable access to finances and mostly target middle and upper income households. The latter ultimately create difficulties for the low-income groups to secure formal housing finance (ibid.) .

The impending risks associated with urbanization in Sub-Saharan Africa create challenges for countries transitioning from low-income to middle-income countries, due to urban centres not being able to mitigate these risks (Santoro and Santiago, 2018). The changing patterns of urbanisation have affected the environmental, political and most importantly socio-economic conditions of both rural and urban areas (Roberts, 2016). The changing patterns of urbanisation in cities cause pressure on the available resources in urban centres (Dociu and Dunarintu, 2012). This research will highlight the socio-economic factors related to financial inclusion between the Oshana and Khomas regions in Namibia as well as focus on the importance of financial inclusion for local economic development.

Demirguc-Kunt, Klapper, and Singer (2017: 2) state that “Financial inclusion means that adults have access to and can effectively use a range of appropriate financial services. Such services must be provided responsibly and safely to the consumer and sustainably to the provider in a well-regulated environment.” In 2011 the Global Financial Inclusion Index database was launched in 2011 as a manner of looking at financial inclusion across different countries and identifies opportunities to remove barriers that exclude people from financial services (Demirguc-Kunt et al., 2014). It is the first public database for demand-side indicators of financial inclusion, which measures the usage of financial products by individuals (Demirguc-Kunt and Klapper, 2012)

Financial inclusion is a key enabler to economic development in developing counties and is prioritized in their policy agendas (Ulwodi and Muriu, 2017). Lenka and Barik (2018) highlight that there are various benefits that derive from financial inclusion which specifically aim at benefiting marginalized groups. The lack of financial inclusion in rural areas similar to the Oshana region is common as these areas are characterized by low-income groups which face financial constraints due to restricted incomes. The lack of financial inclusion is a common feature on the African continent, mostly due to low-income groups not having sufficient funds to obtain formal accounts and the lack of financial services (Demirgüç-Kunt and Klapper, 2012). Financial inclusion is crucial to ensuring economic development and inclusive growth that does not marginalize the poor in African countries (Oji, 2015). Financial exclusion is considerably higher in rural areas compared to urban areas in Africa (Ravi, 2019)

The consistency of financial exclusion of the marginalised reduces their ability to have access to essential factors that could improve the quality of life experienced, such as formal housing. This ultimately affects the social, economic and sustainable development of cities as well as the planning of cities in a negative way (Lenka and Barik ,2018). Financial inclusion improves the possibilities of consumption within households as well as access to certain opportunities. Considering that financial exclusion is experienced more in rural areas, this affects the planning and regulation of these areas because the marginalised groups are usually excluded from benefiting from services because they do not have the financial means to access. Financial inclusion of these groups helps them become more economically active in their areas, which could lead to the growth of local businesses and possibly help facilitate local economic development initiatives.

1.1. PROBLEM STATEMENT

The lack of financial inclusion is a common feature in developing countries which ultimately leads to the exclusion of low-income groups in terms of development and policy initiative. Ensuring financial inclusion across all income groups is vital for local economic development in rural and urban areas, as well as increasing opportunities for low-income groups to improve the quality of life. Compared to other continents, Africa has low levels of financial inclusion which acts as a barrier to poverty alleviation and contributes to minimal economic growth (Zeil and Wins, 2016). The extensive state at which financial exclusion is experienced in African countries possesses developmental challenges for these developing countries. This is mostly due to financial inclusion being a grassroots issue that hasn't been historically mitigated.

1.2. RATIONALE

The research topic is located in Namibia and will be comparing the financial inclusion of two out of the 13 regions in the country. The comparison will focus on the socio-economic factors that help ensure financial inclusion between the Khomas and Oshana region (Figure1). The Oshana region has the second largest population concentration in Namibia but the region lacks basic infrastructure and services found in urban areas due to its history of oppression during the South African apartheid government regime (Ministry of Regional and Local Government, 2008). The Khomas region which hosts the capital city is known as the main economic and administrative centre of the country which has contributed to the region having the highest urbanisation rate between 2001 and 2011 (Indongo, 2015). Urbanisation causes dynamic demographic changes in rural and urban areas such as the rural depopulation of young people who can enter the workforce (Townsend, 1979). This results in rural areas, mostly being characterised by older age groups who have limited access to employment opportunities and increased financial exclusion of certain age groups.

Kuar (2017) highlights that the urbanisation process leads to the growth of infrastructural facilities which help industrial growth, specifically a high rate of urbanisation is expected to help boost the financial sector and increase the level of financial inclusion experienced.

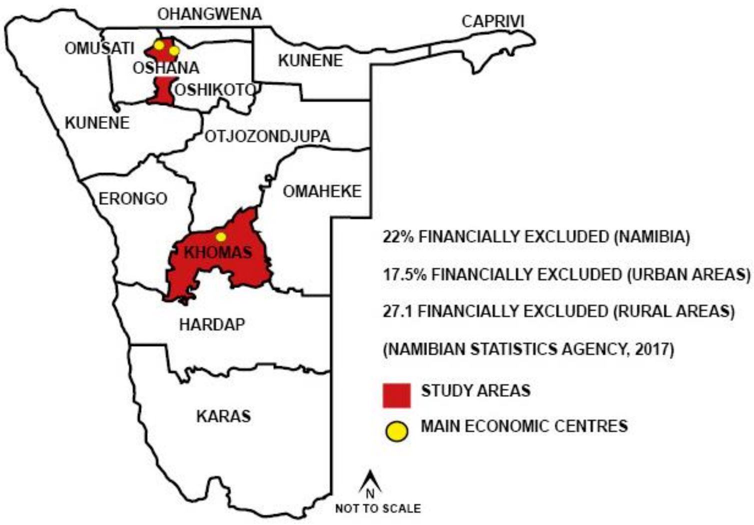

Figure1: Map showing the location of the two study areas in Namibia and the main results from the 2017 Namibian Financial Inclusion Survey (Own construction)

According to the Namibia Statistics Agency (2017;14), "financial inclusion can be described as the process of ensuring equal access to financial services and products by all members of the society, including the vulnerable members such as women, youth and low-income groups at an affordable cost". The Namibian financial inclusion survey of 2017 indicates that the proportion of the population that is financially excluded has reduced from 31% (2011) to 22% in (2017) (Namibian Statistics agency, 2018). Financial exclusion is more pertinent in rural areas compared to urban areas in Namibia, 17.5% of the urban population experiences financial exclusion compared to the larger 27.1% of the rural population (Namibian Statistics agency, 2018). Although the number of financially excluded population has decreased, 68.5% of Namibians face major difficulties in keeping up with financial commitments (ibid.). This indicates that a percentage of the population that is financially included still face issues of possibly becoming financially excluded. Hence, it is important to look at which factors affect financial inclusion in the Khomas and Oshana regions and see the effect of these factors to help identify ways of improving financial inclusion in Namibia.

1.3. OBJECTIVES

· To identify the most pertinent factors of financial inclusion in the Oshana and Khomas **regions**

· To gain an understanding of how financial inclusion is experienced in Namibia

· To identify if there are differences between the socio-economic factors of financial inclusion in urban and rural areas

1.4. RESEARCH QUESTIONS

FROM THE PREVIOUS AIMS AND OBJECTIVES, MY MAIN RESEARCH QUESTION IS:

1. Which socio-economic factors help ensure financial inclusion in the Oshana region in comparison to the Khomas region?

THE SUB-QUESTIONS ARE:

1. In what ways do the socio-economic factors between rural and urban areas differ?

2. What role does financial inclusion play in the growth of SME'S for local economic development ?

3. In what ways can financial inclusion help local economic development in Namibia?

1.5. RESEARCH METHODS

This research aims at identifying the most prominent factors of financial inclusion in the Oshana and Khomas region through an explorative quantitative case study method. The Exploratory case study method investigates phenomena characterized by a lack of detailed preliminary research (Streb, 2012). This research will explore the phenomena of financial inclusion in Namibia against certain factors highlighted by the supporting literature. Placing this phenomenon within a specific case study allows for it to be understood in that particular context and help explore the most important factors of financial inclusion.

Quantitative research is understood as explaining phenomena through the collection of numerical data which is then analysed by statistical methods (Mujis, 2004). This research will create a model that reflects the conceptual framework informed to help understand how financial inclusion is experienced in Namibia. Quantitative methods often make use of data collection as a means of gathering information to support the hypothesis or claim put forward (Creswell, 2003). The data from the 2017 Namibian financial inclusion survey will be used to run the quantitative model informed by the literature. The survey made use of a questionnaire framed at looking at financial inclusion in Namibia with a sample size of 1863 respondents from the 14 regions in Namibia (Namibian Statistics agency, 2018). The data from the 2017 financial inclusion survey is publicly accessible from the Namibian statistics agency website.

1.6. LIMITATIONS

Quantitative methods are seen as cost-effective and are not affected by subjectivity because of the formal and scientific methods used to undertake it but also face certain limitations (Queirós, Faria, and Almeida, 2017). The authors highlight how quantitative methods that make use of survey information such as 2017 NFIS used in this research can provide can face issues of not providing more in-depth analysis of a particular phenomenon due to the lack of direct human interaction which captures behaviour and emotions (ibid.). Another limitation from this study was the minimal number entries captured for 2017 NFIS which was a total of 1863 face interviews to help paint and picture of how financial inclusion is experienced in a country with a population of 2,533,224 in 2018 (https://www.cia.gov/library/publications/the-world-factbook/geos/print_wa.html). The small number of entries for this survey in comparison to the population made it difficult to provide generalisations for the two regions focuses on.

Binary logistic regression in particular also possesses limitation when the sample size is too small as it can cause instability in the model (Berger, 2017). When the data also contains a number outliers with a small sample of data can cause for combinations to sparsely represented, which affects the estimates to and predictive power of the model (ibid.). The latter particularly refers to the difference of significant factors presented in chapter 5 between the regions, due to the Khomas region having more than double the respondents compared to the Oshana region.

1.7. STRUCTURE OF THE REPORT

The first chapter is aimed at introducing financial inclusion by giving a background and context of why the topic is relevant today. The second half of chapter one focuses on highlighting the objectives and putting forward the research question; thus identifying the factors of financial inclusion between the Khomas and Oshana regions. Chapter two focuses on highlighting the importance of looking at financial inclusion in an international and sub-Saharan context, followed by brief look at how financial inclusion is experienced in Namibia. This chapter also looks at the various ways financial inclusion is measured as well as the barriers that contribute to financial exclusion of households. Chapter two concludes with a conceptual framework informed by the factors identified in the literature.

Chapter three is dedicated to outlining the methods that will be used in this paper. This chapter begins with elaborating why the quantitative exploratory case study method is the most appropriate method to answer the research question well as highlighting the statistical model that will be used to get the results for this paper. The fourth chapter begins with outlining how the data was collected, sourced and manipulated as well as the variables used for the model. The second section of chapter four outlines the descriptive statistics of both the Khomas and Oshana to help provide a general socio-economic conditions of the two regions.

Chapter five outlines the findings and gives an analysis of the results given by the multiple regression model highlighted in chapter four. This chapter concludes with a discussion of how the results relate to the literature provided in chapter two. Chapter six gives the recommendations and concluding arguments that answers the research question and sub-questions as well as summarises the main findings of this research.

Chapter 2

2. UNDERSTANDING FINANCIAL INCLUSION

This chapter will focus on the importance of achieving greater financial inclusion across various groups in society. It will also highlight how financial inclusion can be used as a tool to help fulfil the sustainable development goals set by the United Nations (UN). This chapter also attempts to highlight how financial inclusion is measured specifically the various types of data needed for a comprehensive look at how financial inclusion is experienced. The latter is followed by a look at how financial inclusion is experienced in Sub Saharan Africa as well as Namibia. This chapter also elaborates on the important role financial inclusion plays concerning development. Finally, this chapter concludes with supply and demand-side factors of financial inclusion that has informed the conceptual framework used for this research.

2.1. DEFINING FINANCIAL INCLUSION

In the early 1990s, the notion of financial inclusion was limited to definitions that focus on limited access to bank branches for liberalising the financial sector as well as access to mainstream financial services and products (Kodan and Chhikara, 2013). These definitions highlighted the importance of both the supply and demand of financial services but focused little on its relationship to social inclusion (ibid.). Social inclusion encompasses financial inclusion due to financial inclusion contributing to the transformation of financial and socio-economic realities by providing more access to financial products that mobilise savings, reduce exposure to risks and smoothen consumption (Ulwodi and Muriu, 2017). Measures of financial inclusion that depend on the supply-side factors , fail to understand the demand factors such as the individual expenditure and household limitations (ibid.). Jukan and Softic (2016) highlight that the lack of focus on demand-side factors of financial inclusion has contributed to the deepening poverty and economic decline within developing countries. Although the issue is most prominent in developing countries, it is also present in developed countries but mostly affects the unbanked minority who are usually unemployed (Datta and Singh, 2014). Financial institutions play a vital role in promoting financial inclusion in developing countries whereas governments strengthen financial inclusion across various segments of the economy but this is limited to how they motivate and activate market players (ibid.) Financial inclusion is a multifaceted term that identifies the degree of financial inclusion or exclusion and is highly dependent on the availability of financial services for people (Kodan and Chhikara, 2013). It also largely defined by country and socio-economic context of that country.

Kodan and Chhikara (2013) highlight that the degree of financial inclusion within a country is not only beneficial to those included but beneficial to the economic growth of a country. Financial inclusion can be improved when there is enhanced access to the formal financial sector, where access to credit is linked to real asset creation activities for further income generation for low-income groups (Datta and Singh, 2014). Financial inclusion is not only limited to access to banking services but also entails issues of helping low-income groups manage resources in a beneficial manner that improves their financial capabilities (ibid.).

It is important to distinguish between the classifications related to financial inclusion namely the individuals that are financially included and the financially excluded. Adamo (2013) identifies two groups within the financially included classification, those that assume a dynamic part and those that are uninvolved in financial inclusion. The dynamic actors are mostly strategic specialists in the financial sector. Uninvolved actors are defined as groups of low income and low social orientation which ultimately affect their access to financial products (ibid.). Tita and Aziakpono (2017) highlight that individual's voluntary exclude themselves from financial services because of cultural or religious reasons. They also identify individuals and households that are involuntarily excluded from financial services due to barriers such as high banking costs and low incomes (ibid.). According to Khodan and Chhikara (2017) financially excluded individuals are those that are not able to access financial services and products which can result in numerous social and economic benefits. Financial exclusion is not only defined by the lack of physical access caused by the changing topography of financial services but encapsulates various groups in society who do not make use of financial services (Kodan and Chhikara, 2013). Unbanked individuals who intentionally remain unbanked encounter negative long term effects on their livelihoods because of the opportunities of facilitating asset building and creating wealth that comes from having to access of financial services (Allen at el., 2016). Low-income groups are often involuntarily excluded because of the high cost of banking that derives from market failures as well as the lack of necessary documentation (ibid.)

2.2. FINANCIAL INCLUSION AS A TOOL FOR SUSTAINABLE DEVELOPMENT

Financial inclusion is seen as a vital tool to help promote sustainable development in both developed and developing countries. Financial inclusion helps reduce the presence of informal credit providers such as money lenders (Voica, 2017). There isn't a direct SDG that highlights financial inclusion but the access to financial services is a key enabler to achieving the sustainable development goals (Klapper, El-Zoghbi and Hess, 2016). It is important to note that economic growth is aimed at creating a bridge between previously excluded individuals or households and financial service providers. Financial inclusion is a key in fulfilling the sustainable development goals because financial inclusion is seen as being a key driver of social inclusion which is also a driver of the sustainable development goals. A strong financial system can aid sustainable development goals because it enables the exchange of funds between a variety of investors, lenders and borrowers, which ultimately facilitates trade between people (Mainelli and Mills, 2018). The latter refers to how strong financial systems help encourage long term investment, development and economic growth as well as contribute to resiliency to economic shocks (ibid.). The prioritisation of financial inclusion helps create the socio-economic conditions needed to fulfil the SDG and does not take away resources from other SDG priorities goals (Klapper, El-Zoghbi and Hess, 2016). Financial inclusion promotes sustainable development for excluded groups or individuals that have limited access to financial services through microfinance (ibid.). Microfinance exists in many forms such as association's models created from similar religious, political or traditional backgrounds as well as community banking models aided by NGO's (Voice, 2017). Below is a list table that highlights how financial inclusion can be beneficial for 12 of the 17 of the Sustainable development Goals.

Sustainable development goal	Impact of financial inclusion
SDG 1: No poverty	The access to financial services helps previously excluded or marginalised groups make investment and prepare for unexpected expenses (Klapper, El-Zoghbi and Hess, 2016). A strong financial system helps reduce the intensity of income inequality and contributes to poverty eradication (ibid.).
SDG 2: Zero hunger	The access to financial services for farmers allows them to invest more in agriculture and increase harvests which ultimately promotes food security, reducing hunger (Klapper, El-Zoghbi and Hess, 2016). Access to financial services also gives them access to agricultural insurance which could be beneficial for future financial shocks (ibid.).
SDG 3: Good health and well-being	Access to financial services improves the level of health services available to them as well the ability to manage medical expenses (Klapper, El-Zoghbi and Hess, 2016). The latter refers to how extra medical costs are a large contributor to poverty in countries (ibid.).
SDG 4: Quality education	The access financial services allow low-income groups to expand their educational options as well as manage expenses (Klapper, El-Zoghbi and Hess, 2016). The latter also highlights Economic growth and human capital are directly linked, which indicates that academic underperformance negatively affects development (ibid.).
SDG 5: Gender equality	Access to financial services helps women assert their economic power and capabilities, as women have been historically marginalised concerning access to financial independence (Klapper, El-Zoghbi and Hess, 2016). The latter helps promote gender equality and supports women development objectives as well as promoting gender equality (ibid.).
SDG 6: Clean water and sanitation	Access to digital finance allows low-income households to have easier more access to water and sanitation providers because digital channels for billing and metering enables providers to expand access to rural customers (United Nations Secretary-General's Special Advocate for Inclusive Finance for Development (UNSGSA, The Better Than Cash Alliance and the World Bank, 2018)
SDG 7: Affordable and Clean Energy	The access to digital finance allows solar power service providers to offer easier pay as you go methods for solar power which increases their financial viability (United Nations Secretary-General's Special Advocate for Inclusive Finance for Development (UNSGSA, The Better Than Cash Alliance and the World Bank, 2018)
SDG 8: Decent work and economic growth	Financial institutions and services that are more accessible help, low-income households gain a higher return on capital which ultimately increases their income (Klapper, El-Zoghbi and Hess, 2016). The latter points out how financial exclusion hinders economic growth and deepens income inequality (ibid.).
SDG9: Industy, innovation and infrastructure	Easier access to financial services is highly beneficial for micro, medium and small enterprises as it allows them to invest more and expand their services as well giving low-income individuals to partake in entrepreneurial activities (Klapper, El-Zoghbi and Hess, 2016). The growth of enterprises increases employment opportunities in areas (ibid.).
SDG 10: Reduced inequalities	Access to financial services give low-income households more tools to increase their incomes which is highly beneficial for rural households because it connects them to economic opportunities beyond their rural communities (United Nations Secretary-General's Special Advocate for Inclusive Finance for Development (UNSGSA,The Better Than Cash Alliance and the World Bank, 2018)
SDG 11: Sustainable cities and communities	The access to digital financial services helps low-income groups easier methods of payment for public services such as affordable housing and transportation (United Nations Secretary-General's Special Advocate for Inclusive Finance for Development (UNSGSA,The Better Than Cash Alliance and the World Bank, 2018)
SDG 12: Climate change	The access to financial services allows households to have a variety of financial services such as savings, insurance and credit which allows adapting easier with extra expenses related to climate change-related disasters (United Nations Secretary-General's Special Advocate for Inclusive Finance for Development (UNSGSA,The Better Than Cash Alliance and the World Bank, 2018)

Table 1: Table highlighting the benefits of financial inclusion on 12 of the 17 Sustainable development goals (Own construction)

2.3. MEASURING FINANCIAL INCLUSION

It is important to distinguish between the access and use of financial services when measuring financial inclusion because not everyone who does not make use of them is prohibited from using them (Demirguc-Kunt and Klapper, 2013). Measuring financial inclusion was originally based on the supply side data of financial services, from financial service providers and mostly focuses on tracking the use of financial services such which include accounts, loans and policies (Chamboko and Makuvaza, 2018). Data for financial inclusion is categorized into supply and demand-side information. Supply-side data derives from financial service providers and mostly focuses on the available financial services but does give detailed information that explains the accessibility and usage of these services (Alliance for Financial Inclusion, 2013). The use of an account is seen as the entry point of into the financial sector because it allows the transfer of remittances, government payments and wages as well as encourage access to credit and savings (Demirguc-Kunt and Klapper, 2013). Hence they are used as one of the most consistent tools to measure financial inclusion (ibid.). However, it does not look at the variable experiences of financial inclusion across customers (Chamboko and Makuvaza, 2018).

The focus on the demand side of financial inclusion derives from the emphasis of policies that cater to financial inclusion and the emphasis on making markets work for the poor (Chamboko and Makuvaza, 2018). The 2002 Finscope survey which was piloted in South Africa by the FinMark Trust was the first survey to focus on the demand side of financial inclusion (ibid.). The demand-side factors of financial inclusion focus more on individual surveys that attempt to understand why people are being excluded and the degree of inclusiveness of financial services (Camara and Tuesta, 2017). Data from the demand side focus on identifying levels of inclusion such as the Finscope surveys which has informed the Namibian financial inclusion survey of Namibia of 2017 that will be used in this paper. Data from the demand side helps identify how many people have access to a bank account, other regulated financial services as well as individuals that are excluded from the use of financial products (Alliance for Financial Inclusion, 2013). The focus on demand-side factors of financial inclusion gave rise to the tracking of informal financial services as well as the role community structures and informal sectors play in the financial inclusion of low-income groups (Chamboko and Makuvaza, 2018). Camara and Tuesta (2017) emphasise the demand-side information is vital for assessing the usage and barriers dimensions to determine the degree of financial inclusion. The development of how financial inclusion is measured has been compliant with the data available at the time but has broadened the measuring of financial inclusion by also focusing on its quality and impact from incorporating demand-side factors (ibid.).

2.4. FINANCIAL INCLUSION IN SUB SAHARAN AFRICA

Sub-Saharan Africa has gone through robust economic growth which has mostly benefited the wealthy minority and has ultimately contributed to the intensification of income inequality due to financial exclusion (Tita and Aziakpono, 2017). Empirical knowledge regarding financial inclusion in Sub-Saharan Africa has gained minimal attention, due to most studies focusing on microfinance programmes of households (ibid.). Financial development helps reduce the risks of economic downturn and uneven financial inclusion in developing countries in sub-Saharan Africa (Papadavid, 2016). A contributing factor of this disparity derives from developing countries premature financial deepening of particular services due to the increase of market sizes instead of focusing it on better access to financial services (ibid.). Although in the past few decades, Africa has seen growth in financial inclusion, 80% of adults in Sub-Saharan Africa remain unserved by financial services compared to the 8% in Organisation for Economic Co-operation and Development (OECD) countries (Asuming, Osei-Agyei and Ibahim, 2018). The latter is supported by the global FINDEX database highlighting that account penetration has increased from 24% in 2011 to 34% in 2014 which was the result of an increase in the use of mobile money accounts (ibid.). Financial systems are still considered to be inclusive even with the relaxed barriers of foreign banks and technological innovations that make financial services more accessible across various income groups (ibid.).

The access of financial services in Sub-Saharan Africa has been significantly improved with the help of new technology such as mobile money, has provided methods of services and payment products to those previously excluded (Demirgüç-Kunt and Klapper, 2013). The growth of access and making use mobile money services has increased much faster rate compared to the growth of adults opening banking accounts (figure 2) with Namibia having a high percentage of mobile money accounts with financial service providers (Alliance for Financial Inclusion, 2013). More specifically, the increased integration of unbanked individuals into mainstream financial systems where mobile money transfers, payments, savings and credit through the third party-agents, have intensified the presence of marginalized groups in financial systems. (Oumaa, Odongob and Were, 2017). Although the latter has provided more affordable and reliable ways of gaining access to financial services, the extent of access is still predominantly defined by socio-economic and geographic factors in these states (ibid.). This is mostly seen by men having better access to financial services as well as the socio-economic conditions that differ between rural and urban areas in sub-Saharan Africa. The latter highlights the important role population density has on financial development and financial inclusion (Evans, 2015).

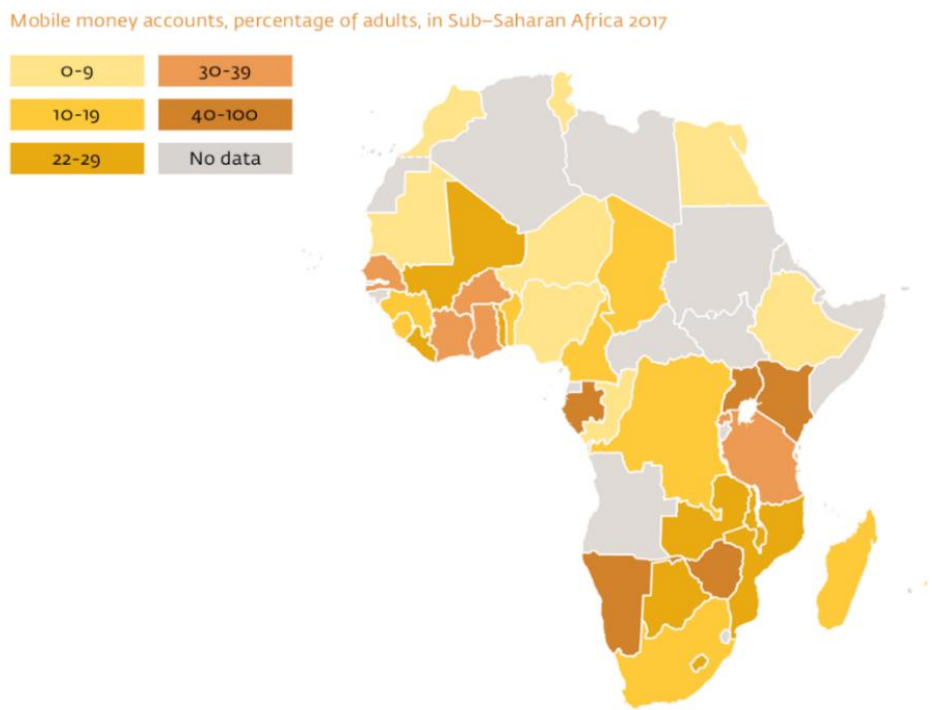

Figure 2: Map highlighting the number of mobile money account usage in Sub-Saharan Africa in 2017 (International Finance Corporation, 2018)

Financial inclusion in Africa has become pivotal in development policy due to it being a catalyst for reducing poverty and promoting sustainable economic growth. Financial systems that are inclusive help low-income groups save and borrow which makes it easier for them to invest in assets, education and entrepreneurial activities (Oumaa, Odongob and

Were, 2017). Financial institutions in Sub-Saharan Africa have to design policies that target the youth as well as women, due to them being vulnerable groups when it comes to financial exclusion (Asuming, Osei-Agyei and Ibrahim, 2019).

Financial inclusion is particularly important for rural areas in developing countries as it is seen as a key driver for improving and growing rural finances (International Labour Organisation, 2016). Rural finances can be defined as the provision of finances used to expand the available economic activities for households at different income levels (ibid.). The presence of accessible financial services in rural areas is essential for individuals' protective purposes such as mitigating risk exposure and on a more holistic scale, the presence of these services help with asset building and maintaining or improving current infrastructure. In their study of financial inclusion in rural Marathwada, Babar and Bhise (2016) highlighted that a large factor of financial exclusion in rural areas is largely due to the low levels of education, minimal assets within households and specifically the lack of knowledge about the available financial inclusion. The geographic location, small populations and lack of infrastructure in these areas contribute to the high transaction costs of financial institution which ultimately limit the who has access to financial services of these areas (International Labour Organisation, 2016).

2.5. FINANCIAL INCLUSION IN NAMIBIA

The topic of financial inclusion in Namibia is an emerging topic, due to minorities in the population still not able to access and maintain financial services (Matongela, 2014). It is also important to note that financial inclusion for low-income earners in rural areas of Namibia has increased with particular reference to bank account penetration increasing from 51% in 2011 to 54% in 2014. (World Bank Group, 2016). The Growth of financial inclusion in Namibia has been largely influenced by the increase in the use of transactional and saving products that provide low-cost alternatives to the unbanked, such as the Nampost smartcard (ibid.) The Nampost smartcard scheme has experienced growth, seeing an increase in its customer base from 180 000 in 2006 to 400 000 customers in 2012 (Kachingwe and Berthaud, 2013). Although there has been an increase in financial inclusion, the large size of the country and small population limits the extent to which financial services are available for all income groups (ibid.). Another contributing factor to the lack of financial inclusion is the high prices of the available financial products as well as the limited information regarding financial data.

The financial system in Namibia is well developed compared to other countries in Southern Africa and is mostly dominated by non-banking financial institutions (World Bank Group, 2016). The financial sector in Namibia is highly concentrated and lacks competition which has made it undesirable because they negatively affect the mobilisation of savings and resource channelling across various socio-economic groups (Haiyambo, 2016). The latter relates to how banks have limited outreach in rural areas of the country and therefore exclude certain segments of society from their services (ibid.). The main barriers to gaining access to financial services are the fears of not being able to pay back loans, not needing a loan and existing debt (Ibid.). The lack of financial inclusion in the country is predominantly in rural areas, due to the fact that a majority of the Namibian population are sparsely located around Namibia (World Bank Group, 2016).

Commercial banks in Namibia are mostly located in urban areas due to their profitability, security, access to human capital and availability of infrastructure and buildings compared to the more rural regions such as the Oshana region. Low access to financial services in Namibia also derives from the lack of collateral from previously disadvantaged groups and SME’s to gain access to credit which has ultimately reflected in the demand for financial services (Haiyambo, 2016). The variability of prices and unaffordable financial services in Namibia have created difficulties for low-income groups to gain access to them which highlights that financial provision is mostly designed for the middle and upper-income classes in the county (World Bank Group, 2016). Haiyambo (2016) highlights that Namibia's land tenure system is a contributing factor to the lack of financial inclusion specifically leasehold holders because they cannot use the land or the buildings built on it as collateral for loans. Microfinance activities were aimed at giving credit to micro-entrepreneurs and small businesses as a method of decreasing income inequality caused by the discriminatory policies from the apartheid system (ibid.). These microfinance projects were mainly aimed at certain groups of society such as female entrepreneurs in the Oshakati informal market found in the Oshana region. The use of Microfinance activities in Namibia derives from increasing the access of financial services for those living in small towns or rural areas after the country gained independence in 1990. Although efforts have been made by Private equity firms and micro-lenders to provide easier access to finances for lower-income groups and SME's, the small loans with high interest rates and a lack of collateral are limiting factors (World Bank Group, 2016).

The growth and support of Small and Medium enterprises play a big role in improving local economic development (Ayandibu and Houghton, 2017). SME's are seen engines of economic growth as well as being critical in poverty reduction because they generate and provide more labour-intensive production in developing countries (ibid). Financial inclusion of SME's is vital as it helps economic diversification and mitigates growth challenges for developing countries (International Monetary Fund, 2019). The aforementioned particularly highlights how financial inclusion of SME'S ultimately trickles down to the financial inclusion of individuals in the long run as it allows marginalised groups to have easier access to finances to establish and operate SME's (ibid.). SME's in Namibia particularly play an important role in economic development specifically with employment, employing at least 160000 people in Namibia, but most SME's face challenges where finance for start-ups is a major impediment (Ogbokor and Elson, 2012). According to the World Bank Group (2016), a large obstacle for SMME's and small firms in Namibia is the lack of access to finance forcing them to look for capital from informal lenders, relatives and friends. The latter refers to how access to finance or credit in Namibia is predominantly designed for wealthier and middle-class consumers where barriers to marginalised groups are associated with the lack of knowledge to generate business plans for bank loans, poor credit history and a lack of collateral (World Bank Group, 2016).

2.6. FINANCIAL INCLUSION AND DEVELOPMENT

Financial inclusion is a key enabler for development that governments make use of, for key policies (Arun and Kamath, 2015). Financial inclusion initiatives aim at attracting the unbanked population into a formal financial system due to the realization that the limited access to financial services has dampened economic growth and alleviated poverty in developing countries (Naeime and Gaysset, 2018). The latter also refers to how the lack of financial inclusion has decreased the number of entrepreneurial activities of low-income individuals which have a significant impact on the GDP/capita of a country (ibid.). The promotion of local savings in financial inclusion is essential as it helps increase productive investments in local businesses (Le, Chuc and Hesary, 2019). The most significant effect of the access to financial services of low-income groups in Sub-Saharan Africa will most likely come through the indirect labour market channel (Tita and Aziakpono, 2017). The latter specifically highlights how indirect labour market channels would contribute to reducing income inequalities but is highly dependent on whether you are looking at the labour market at a local, regional or national scale as well as the intensity of the labour market (ibid.). The larger the scale the more individuals have access to financial services which entails wider financial access that promote increased competition between financial intermediaries (ibid.). Completion of the aforementioned ultimately leads to the reduction of intermediation costs involved in financial services (ibid.). A strong financial sector improves the investment climate because of its easy access to credit, which motivates low-income groups to make use of bank accounts for future earnings (Datta and Singh, 2016).

Higher levels of financial inclusion contribute to the growth and stability of financial systems in developing countries, which is highly beneficial because it helps make these countries more resilient in periods of crisis (Lopez and Winkler, 2017). Increased financial inclusion expands the proportion of economic activities that rely on interest rates for financial sustainability, which could improve the effectiveness of monetary policy (Le, Chuc and Hesary, 2019). When looking at financial inclusion at a macro level, it attracts more participation of a variety of segments of the economy and most importantly bringing in the financially excluded individuals in the mainstream of financial services. Naeime and Gaysset (2018) highlight that it is important to note, that uncoordinated financial integration across various segments of the economy contributes to financial instability. They also highlight that although research on financial inclusion states that it does improve the per capita GDP, there has been little proof that it actually benefits the poor (Naeime and Gaysset, 2018). Although banking sectors with higher levels of inclusion are more stable the process of promoting more inclusivity could lead to policy issues of maintaining sustainable levels of credit growth in countries (Lopez and Winkler, 2019).

2.7. FACTORS OF FINANCIAL INCLUSION

The barriers to financial inclusion derive from both the demand and supply factors but the demand side factors have a more profound effect due to the various socio-economic context that exist within society (Ramakrishna and Trivedi, 2018). The supply side factors encompass the distance from branches and transaction costs while the demand side factors focus on socio-economic characteristics such as age, income and literacy (ibid). This section will focus on highlighting the various demand and supply-side factors of financial inclusion as identified by theory.

Supply-side factors

The available infrastructure and services that differentiate between areas being rural or urban affect people's saving behaviour because of the accessibility of financial institutions (Tambunlertchai, 2018). The author highlights that living in urban areas that have more efficient public transport systems contributes to financial inclusion which indicates the accessibility of bank branches and ultimately affects their savings behaviour (ibid.). Financial institutions are seen as both a barrier and an aid to financial exclusion as they represent the supply side of financial inclusion (Zeil and Wins, 2016). Countries that feature high-quality financial institutions often have high costs of opening a bank account which makes it difficult for low-income groups to access their services. The ability for household and individual to have access and maintain a bank account is viewed as a stepping stone in ensuring financial inclusion (Nandru et al, 2016). Uddin, Chowdhury and Islam (2017) looked at the determinants of financial inclusion in Bangladesh that identified the size of financial institutions and banks as a factor of financial inclusion. Larger financial institutions are able to reach a larger and more diverse set of people which is highly beneficial for developing countries financial infrastructure is weak (ibid.).

Transaction costs that involve opening and maintaining a bank account is also seen as a barrier to financial inclusion of low-income groups (Mohamed, Muturi and Samantar, 2017). The authors found that lower transactions costs have a positive impact on financial inclusion for the unbanked population in Garowe, Puntland Somalia (ibid.). In a study looking at the factors of financial inclusion in Zimbabwe Abel, Mutandwa and Le Roux (2018) found that documentation needed to open a bank account has a negative relationship with financial inclusion. Most individuals in rural areas do not have the required documents such as proof of residence which makes it harder for them to open an account (Ibid). Their study also concluded that access to the internet has a positive impact on the financial inclusion of individuals as internet connection reduces travelling costs of going to branches (Ibid.).

Technological innovations such as mobile money services are seen as factors of financial inclusion as it allows easier access to financial services for the unbanked as well as it helping improve poor infrastructure of conventional banking (Lotto, 2018). Innovation from new companies, offer more efficient ways of making use of financial services across all spectrums of society ultimately making it easier to access financial services (Kabakova and Plaksenkov, 2018). Ramakrishna and Trivedi (2018) in their study focusing on the demand side factors of financial inclusion highlight that advancements in banking technology from banks and financial service providers are seen to have little financial inclusion because of how non-inclusive the access to these innovations are.

Demand-side factors

Financial inclusion cannot be generalized because it is experienced in different contexts with various socio-economic factors. The income of a household or individual is one of the most defining factors that ensure financial inclusion (Clamara, et al, 2014). Globally the issue of financial exclusion is not commonly experienced in countries that are categorized by high-income economies (Zeil and Wins, 2016). According to Zeil and Wins (2016), it is important to note that the level of income is largely defined by other social factors such as age. Households and individuals that are located either in rural areas or remote parts of town are subject to financial exclusion which ultimately affects their livelihoods (Clamara, et al, 2014). Osei-Assibey (2009) highlights how the income of the respondents in urban areas positively affects the access to financial services but not in rural areas ,in his study looking at the factors that drive the use of basic financial services in Ghana. He highlights that irregular incomes and as well as income disparities in rural areas reduce the income-driven demand for financial services in these areas (ibid.). Connolly (2014), highlights that income is not always a clear determinant of financial inclusion in his study looking at financial exclusion in Australia. The study found that a large number of the part time and full time employees that were getting a monthly income were classified to be financially excluded, which could be a result of financial services in Australia not being catered to fit the needs of the identified employed individuals (ibid.). Peña, Hoyo and Tuesta (2014) also highlight that income is an important attribute for taking part in the formal financial sector but is not always the case especially when the income derives from the informal market or the income is unstable and scarce. Tita and Aziakpono (2017) state that increased financial access and income inequality have an indirect effect on each other depending on the labour market. The aforementioned indirect relationship indicates that with increased financial access, the effect of income inequality would spread across a larger population especially when the financial sector is exclusive to higher income groups (ibid.). The latter highlights how the reduction of income inequality when it comes to access to financial services is dependent on the distribution of entrepreneurial ability, wealth and the productivity of labour and capital.

Clamara et al., (2014) identifies the level of education as one of the main socio-economic factors that define how financial inclusion is experienced. Clamara, et al (2014) also identified a strong link between financial inclusion and education level within a household in their study looking at financial inclusion in Peru (Ulwodi and Muriu, 2017). The level of education within a household implies the access of information within that household. The low levels of education concerning financial inclusion according to Atkinson and Messy (2012) often refer to the level of financial literacy or education. The presence of financial education helps facilitate and encourage access to appropriate financial products and services (Atkinson and Messy, 2012). Sahoo and Gomkale (2015) focused on financial inclusion factors in Gujarat where the education level of the respondents did not have a significant effect on financial inclusion which indicates that access to formal education does not directly mean financial literacy. The authors highlight how the aforementioned statement also indicates that even though the provision of financial inclusion infrastructure such as banks , the infrastructure becomes irrelevant due to the lack of awareness.

Kodan and Chhikara (2014) highlight socio-economic factors that help ensure financial inclusion such as age and location. Age can act as a barrier for financial inclusion because financial service providers often cater to middle-aged economically active individuals and exclude the younger and older age groups. This is mostly due to the younger and older age groups being characterised as being more economically inactive (ibid.). Clamara, et al,(2014) highlights that age does have an effect on financial inclusion but not more significant than income levels because it is often related to documentation needed to open a bank account and that varies from country to country. Chipeta and Kanyumbu (2018) highlight that age does not have an effect on the access to banking services in their study which investigated the factors that affect access to banking services in Kenya.

The location to, and proximity of financial service provider, such as banks, play a big role in ensuring financial exclusion. The context of the location which looks at densities, mobility of the population and whether it can be regarded as urban or rural, affects the availability of financial services. The context can affect the demand for financial services for specific areas. It is a common feature for small towns and remote areas to feature limited financial services due to financial institutions locating in more densely-populated developed areas to take advantage of the economies of scale (Clamara, et al, 2014). The latter relates to how Datta and Singh (2013) highlight how the issue of a lack of financial inclusion in developing countries is mostly felt by individuals and households that reside in more rural areas. This is due to them earning little income and therefore resorting to informal sector activities to undertake incremental investments, diversify income possibilities beyond their income and entrepreneurial actions (ibid.). Although the aforementioned authors highlight location as a determinant of financial inclusion, Wentzel, Diathab and Yadavallic (2016) highlight that location is not associated with being financially excluded specifically in rural areas due to the prevalent low levels of income and low levels of education which are more pertinent factors hence the geographic location of the financial services is redundant. Chipeta and Kanyumbu (2018) elaborate that the differences in the availability of banking services among the various regions of Kenya is not sufficient enough to intensify financial inclusion. The authors highlight how the various differences that exist among and within the rural and urban areas of Kenya affect the access of financial inclusion (ibid.)

2.8. CONCEPTUAL FRAMEWORK

It is important to note that financial inclusion is experienced in different contexts but there are various common socio-economic factors that affect how financial inclusion is experienced globally as outlined by the literature above. The conceptual framework below summarises the factors of financial inclusion and categorises these factors according to demand-side and supply-side factors. The focus on these particular factors in the Namibian context aided by data from the 2017 Namibian financial inclusion will help identify how financial inclusion is experienced in Namibia.

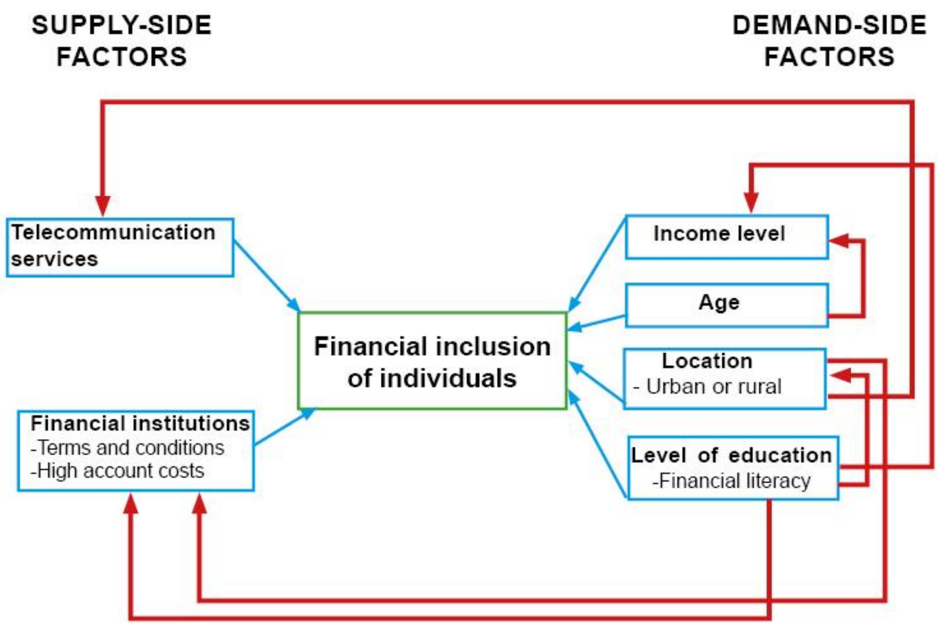

Figure 3: Diagram showing the conceptual framework informed by the literature (Own construction)

The conceptual framework highlights how the various demand and supply-side factors affect each other and ultimately contribute to financial inclusion of individuals. The diagram highlights how the income acts as a barrier to financial inclusion but the income itself is also determined by the age and level of education of the individual or the head of the household. The demand side factor of income affects supply-side factors such the urban and rural differentiation which often feature different incomes. Income also deciphers whether an individual will be able to open an account and maintain the transaction costs related to financial institutions. The supply-side factor of financial institutions directly relates to the level of education with regard to financial literacy plays a large role in the attitude towards financial institutions from individuals. The location is a large factor as is it determines the extent and quality of financial services, this also highlights the telecommunication services available in certain areas to make access to financial services efficient. Chapter three focuses on the research method used in this paper as well as providing a more contextual look at both regions while also highlighting a more in-depth look at the factors mentioned in the conceptual framework.

Chapter 3

3. RESEARCH METHODS

This chapter aims at outlining the exploratory quantitative case study method used to conduct this research. It will further highlight why an exploratory quantitative case study method is the most appropriate with a specific focus on the binary logistic regression model. The second section of this chapter focuses on highlighting how the data was acquired as well a brief contextual view of the Khomas and the Oshana region. This chapter concludes with a more detailed elaboration of the factors from the conceptual framework and how they translate into the financial inclusion model for this research.

3.1 QUANTITATIVE EXPLORATORY CASE STUDY

The chapter aims at exploring the phenomena of financial inclusion, with a specific focus on the factors that affect financial inclusion in the Khomas and Oshana region in Namibia through a quantitative exploratory case study. Hence it will use a quantitative data set. Exploratory research suggests a causal order and sequence of reality from literature as a method of explaining the limited phenomenon of society (Reiter, 2017). The latter refers to how the basis of exploratory research being explicit theory can grasp or explain the social phenomenon (ibid.). Exploratory research aims at providing new explanations to these phenomenon based on the theory in a particular context with the help of a case study (ibid.).

The use of case studies is a useful tool when looking at a particular phenomenon in the preliminary stage of research as it helps create a more defined framework to investigate a phenomenon (Rowley, 2002). Case studies are particularly useful in the sense that they can place theory and concepts into distinct contexts (ibid). Exploratory case study methods are useful in terms of their capability of looking at a specific phenomenon that lacks preliminary research especially within a particular context and is not limited being qualitative or quantitative (Streb, 2012). Singh (2007) emphasises how quantitative research can be divided into exploratory or conclusive research with the main aim of highlighting the relationship between independent and dependent variables within the data. Quantitative exploratory methods rely on secondary information such as data and literature (ibid.).

Using quantitative methods is beneficial as it saves time and resources and places emphasis on the results of the figures in the analysis of data (Eyisi, 2016). The data is then cleaned so it can be run with the aid of statistical packages such as Microsoft Excel, STATA or SPSS (Statistical Package for Social Science). The benefits of using quantitative methods for research with clear objectives and guidelines is that it allows researchers to test the model in a variety of locations other than the area of study (Eyisi, 2016). This directly links to how a model of looking at financial inclusion in the two regions can be replicated in other regions in Namibia.

3.2. DATA COLLECTION

The data used for this paper is obtained from the 2017 Namibian Financial inclusion carried out by the Namibian statistics agency in collaboration with the Bank of Namibia, FinMark Trust of South Africa, and is modelled after the 2004, 2007 and 2011 Finscope survey carried out by the Finmark trust (Namibian Financial Inclusion Survey, 2018). The survey was conducted using a questionnaire (see APPENDIX 7) through a total of 1863 face to face interviews between the months of October 2017 and November 2017 and data was stored with the use of a survey To Go application (Ibid.). The Survey focused on formal and informal financial service products intending to measure levels of financial inclusion as well as describe the landscape, drivers and barriers of access to financial products and services in Namibia (ibid.). According to the Namibian statistics agency (2018), the report highlights the indicators of financial inclusion in Namibia such as the types of financial products used as well as the drivers and barriers of financial inclusion with the aim of guiding planners, researchers, donor's policymakers with regard to financial inclusion.

The Namibian banking industry is characterised by high fees which have ultimately contributed to the financial exclusion of certain segments of society (Namibian Financial Inclusion Survey, 2017). Namibia consists of specialised financial institutions that aim at increasing the financial products and services in the country which are Agricultural Bank of Namibia, Development Bank of Namibia, Namibia Post Office Savings Bank and National Housing Enterprise (Ibid.). From the four institutions, the Nampost Savings Bank is the most extensive branch system because it infiltrates rural areas more than commercial banks. The survey aimed at targeting the eligible members of private households in the country where only one individual of the household was interviewed. The survey followed a sample design of a three-stage cluster sample that involved:

- **First stage**: Identified the 151 of the 6453 Primary service units (PSU) in the country, PSU's are small geographical areas which were created by the Enumeration areas of 2011 Population and Housing census.
- **Second stage:** Highlighted the household sin the PSU's.
- **Third stage**: Identified the eligible member within households who are 16 years or older.

3.3. CASE STUDY

Oshana region

The Oshana region (see figure 4) is the smallest region in Namibia (see figure 1) but hosts the second largest population in Namibia, with the northern part of the region being the most densely populated due to the more urban constituencies of Ondangwa, Oshakati and Ongwediva (Helao and Naidoo, 2016). Oshakati is identified as the administrative and health and district of the Oshana region and represents the commercial centre of the Northern part of Namibia (Mitonga, Francoise and Shilunga, 2017). The households in Oshakati mostly compromise of shacks and people who have moved from the nearby villages and most households are predominantly female-headed households (ibid.). The high levels of poverty in the Oshana region are a result of black people being previously denied access to particular socio-economic activities during the apartheid era which has trickled into the regions socio-economic identity today (Helao and Naidoo, 2016).

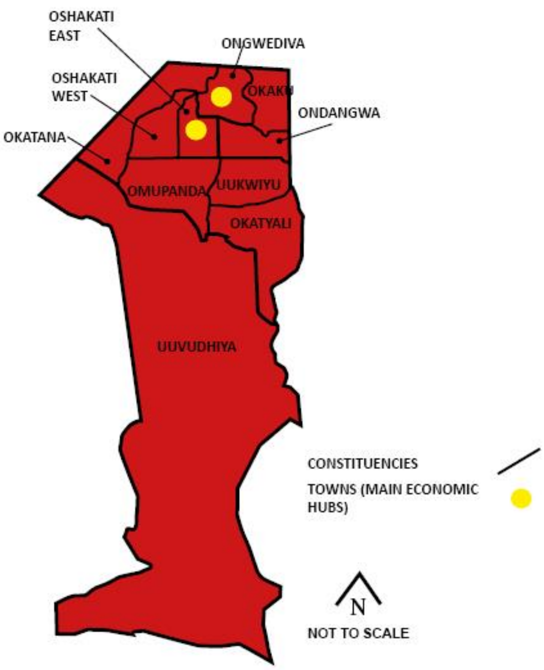

Figure 4: Image showing the Oshana region, its constituencies and main towns (Own construction)

Unemployment in Namibia is most prominent in the Northern and Southern regions, which makes it difficult for the inhabitants in these areas to gain access to basic services and most importantly hinders them from being financially included (Mitonga, Francoise and Shilunga, 2017). The latter highlights how the Oshana region which is located in the north of Namibia has a strong presence of business activities which help improve employment but the issue of poverty is still present (ibid.). Although Ondangwa is also known as a business hub of the region because it hosts the main train station and airport of the region, the town faces similar socio-economic characteristics to Oshakati (Helao and Naidoo, 2016). The high rate of unemployment in Ondangwa has ultimately has provided barriers to opportunities and has forced a large number of individuals to become street vendors.

Khomas region

The Khomas region is the administrative capital of the country and is home to the commercial hub of the country, Windhoek (National Planning commission, 2016). The region is one of the most poverty-stricken in the country and is predominantly urban where six of the seven constituencies in the region are located in Windhoek (ibid.). Majority of the urban growth in the region has been led by in-migration due to Windhoek being the economic and industrial hub of all urban centres in the country (Weber and John

Mendelsohn, 2017). The region is a major attraction point for rural migrants who seek better employment opportunities and want to escape poverty traps in rural areas (National Planning Commission, 2016). Although poverty traps are common in the northern regions of Namibia (see figure 6), the Oshana region (21.1%) is considered to have least poverty index among the regions (National Planning Commission, 2016).

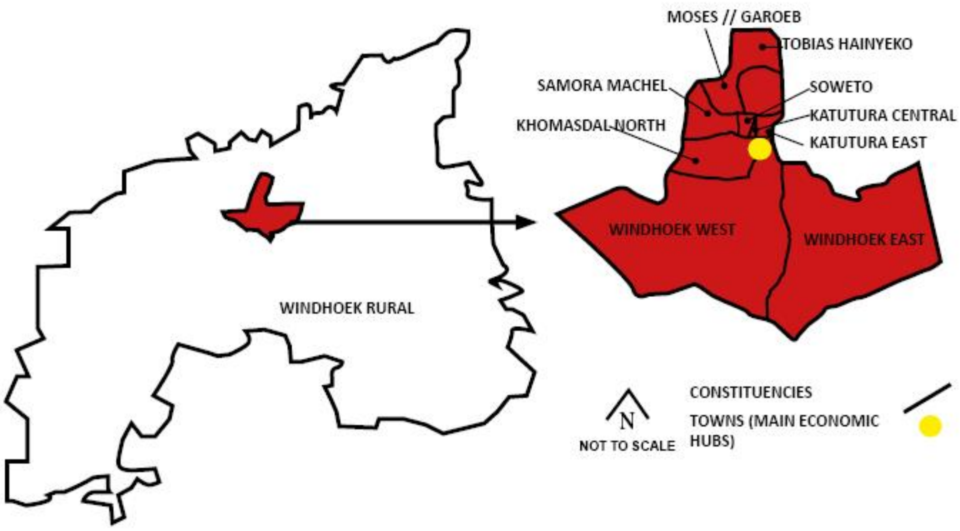

Figure 5: Map showing the Khomas region, its constituencies and main towns (Own construction)

Windhoek's population increase is also a result of the increase in young adults who leave rural areas to improve help improve their quality of life, which has ultimately resulted in the Khomas region having the largest number of unemployed young adults in Namibia (UNICEF, 2014). Although unemployment of young adults is high in the Khomas region it is still considered the most opportune region In the Country for young adults (ibid.). The Namibian National Planning Commission (2016), highlights that the Khomas region (4.6%) has the least poverty indices compared to the other 13 regions. Income inequality gaps between constituencies in the Khomas region is common especially in the Tobias Hainyeko constituencies that is home to several informal settlements which are a result of a lack of affordable housing in the Khomas region.

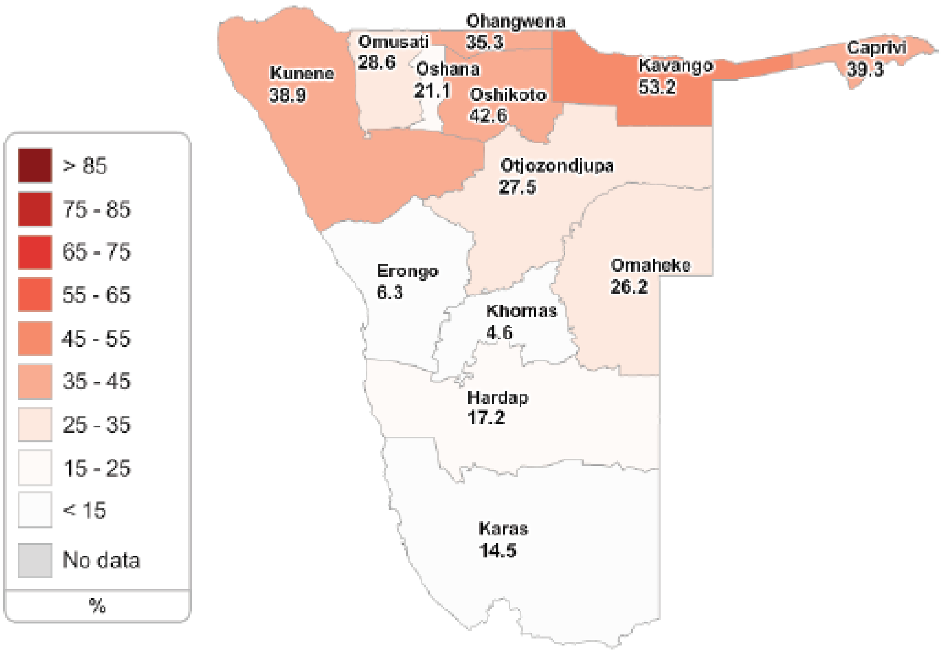

Figure 6: Map showing the 2011 Namibia Poverty Headcount Rate in each region (National Planning Commission, 2016)

Inequality among and within regions in Namibia manifests itself in several manners, for example, the large income disparity where average income in the Khomas region is NAD 11,359 compared to the NAD 1070 average income for the Ohangwena region due to unequal access to productive resources (Ottolenghi and Watson, 2011). The latter refers to large gaps in adult literacy where the Khomas region has been characterised with 94% adult literacy compared to the Kunene region which has 57% adult literacy (ibid) Weber and Mendelsohn (2017) highlight that Windhoek mirrors the socio-economic conditions of most urban areas in the country where inequality manifest in high-income residential income areas adjacent to informal settlements characterised by poverty and limited services.

3.4. ETHICS

The data that will be used for this research was collected by the Namibian Statistics Agency for the 2017 Namibian financial inclusion survey. The data for the survey is publicly accessible and requires registration and an agreement to terms and conditions which highlight the conditions of using the data on the Namibian statistics agency website. The data will be represented as collected by the Namibian statistics agency. The Namibian

Statistics agency employed Team Supervisors, IT Field Technicians and Enumerators to carry to handle the data (Namibian Statistics agency, 2018). Finally, the data collected does not disclose the identity of the participants, making them anonymous.

The University of the Witwatersrand requires that all students undertaking a Masters by coursework and research report that should apply for an ethics clearance from the appropriate School ethics committee. The latter pertains to research that involves human the collection of social, educational or psychological behaviour/perceptions information from human participants. This research is classified as no risk because it is making use of previously-collected human dataset where I did not have contact with the participants and is publicly available on the Namibian Statistics Agency data portal. I have followed the ethics committee protocol which requires the applying for an ethics clearance certificate attached in the appendices (see appendix 2).

3.5. BINARY LOGISTIC REGRESSION MODEL

A statistical model helps generate prediction from the factors highlighted by the theory (Bacon-Shone, 2015). Due to the samples of the data being larger than in qualitative research, this method offers a larger and comprehensive representation of the population (Querios, Faria and Almeida, 2017). This research will focus on a multivariate analysis which involves a larger number of descriptive statistics (ibid.). The use of multivariate techniques helps explore the relationships between multiple variables where a lot more information and different domains can be explored (Ibid.).

Kumar, Singh and Mishra (2013) highlight that there are two types of multivariate analysis methods namely analysis of dependence and analysis of interdependence. This research will undertake an analysis of dependence because it is looking at how multiple dependent variables are explained by an independent variable. The multivariate analysis involves several techniques; this research will make use of a binary logistic regression analysis. The binary logistic regression is an extension of multiple regressions except this regression method allows for the model to have a dichotomous dependent variable (Mertler and Vanetta, 2005). The evaluation of a regression model involves the assessment of the overall model, the importance of each independent variable and finally the predictive accuracy or discriminating ability of the model (Park, 2013).

The following describes the main evaluation output of a logistic regression model according to Park (2013);

- **Overall model evaluation**

  The overall model evaluation looks at the likelihood ratio test which focuses on the strength of the relationship between all the independent variables and the dependent variable by comparing the fit of the two models. The goodness of fit index, k degrees of freedom and x2 statistic show the difference between the two models. The aforementioned highlight how well the independent variables affect the outcome of the dependent variable.

- **Statistical significance of individual regression coefficients**

  Following the overall model is the focus on the significance of the independent variable using the likelihood ration and the Wald statistic. The likelihood-ratio test is not limited to the overall fit of the model but also assesses the contribution of the individual predictors in the model. The Wald statistic is similar to the likelihood-ratio test but also gives the significance of each individual coefficient.

- **Predictive accuracy**

  The predictive accuracy of the model is given by the classification table which focuses on the values for the dependent outcome and the predicted values. The predicted values are measured against a cut-off value of 0.5, where predicted values below the cut-off show the probability of an event occurring and values above the cut-off indicate the probability of an event not occurring.

The standard formula for a logistic function is defined as follows (Sahoo and Gomkale, 2015:9)

"$L_i = P(y=1|x) = \text{Log}\,[P_i/(1-P_i)] = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \varepsilon$

Where, Pi/ (1-Pi) = odds ratio of probability of success to probability of failure, where,

Pi = probability of success or probability of presence of a trait and,

1-Pi = probability of failure or probability of absence of trait”

3.6. MODEL DESCRIPTION

This section of the chapter focuses on the model which best describes the concept of financial inclusion is experienced in the Khomas and Oshana region. The model below is informed by the literature and conceptual framework provided in chapter two. Considering the various complexities of financial inclusion and its definition, a common thread that was evident is that it highlights the use of financial products provided by financial institutions as a defining factor. The conceptual framework provided in chapter two highlights the demand and supply factors of financial inclusion, the model below will focus on the demand side factors as followed by the 2017 Namibian financial inclusion survey. The latter is also supported by the focus of the research which aims at identifying socio-economic factors of financial inclusion and the supply-side factors are not categorised as socio-economic factors. The NFIS follows the Finscope Financial Inclusion Survey which recognizes demand-side data which gives an insight into the perceptions of financial products and services from various demographics at a national level (Namibian Statistics agency, 2018).

The supply-side factors as identified by the conceptual framework encompass telecommunication services and financial institutions with a specific focus on the terms and conditions and high account costs. According to the Namibian statistics agency (2018), there has been increased focus on the issue of financial inclusion in Namibia which led to the launch of the Namibian Financial Sector Strategy (NFSS). The NFSS is a long-term transformational strategy that aims at improving the financial sector through consumer protection, financial literacy and access to finance across various socio-economic groups (ibid.).

Commercial banks in Namibia have opened lending divisions which are targeted at small and medium enterprises (Namibian Statistics Agency, 2018). The Credit Bureau Regulations launched a regulatory framework aimed at protecting consumers which provides dispute resolutions between consumers from various socio-economic groups and credit providers (ibid.). Technological advancements in banking such as the E-wallet provided by First National Bank (FNB) service which allows unbanked individuals to have access to funds at the Nearest FNB ATM as well as the branchless banking services offered by Ebank are seen as ways in which financial institutions have attempted to reach the unbanked population (Matongela, 2014).

High banking costs have been targeted by Basic Bank Account (BBA) which focuses on minimal charges that helps low-income individuals (Namibian Statistics Agency, 2018). The BBA has been introduced by all commercial banks in Namibia making bank accounts more accessible for low-income groups which have increased bank accounts to 188 089 by December 2017 (ibid.). Payment services have also been improved financial inclusion in Namibia by solution providers and Mobile networks such as Mobile Telecommunications Limited (MTC) (Matongela, 2014). The Mobipay scheme allows utility payments and point of sale transactions to be carried out on a mobile phone (ibid). MTC money is another financial service solution provider which allows customers to purchase electricity, pay bills as well as any point of sale transactions at their closest MTC mobile home (ibid).

Demand-side variables

Financial inclusion is specifically seen as a platform for the economic empowerment of women globally (Eves and Titus, 2017). In his study looking at financial inclusion in the Eastern Highlands Province of Papua New Guinea, the distance from banks is identified as barriers to accessing financial services (ibid). Access to particular infrastructure in urban and rural areas has affected the expansion of financial institutions. The latter relates to how rural populations in India are considered to be less financially included due to geographical location which hinders the spread of financial services (Das and Das, 2014). Ravi (2019) also highlights how rural populations in India do not benefit as much as urban populations from the technological banking advancements that are dependent on telecommunications services. This refers to the lack of infrastructure in rural areas of India to allow them to have access to these services (ibid.).

The level of education is also considered a factor of financial inclusion especially because it affects the level of financial literacy. In their study focusing on the impact of education on financial literacy in Slovakia, Tóth, Lančarič and Savov (2015) identified that financial literacy was more prominent in individuals with bachelor degrees compared to those with high school diplomas. A similar trend is also experienced in South Africa where Nanziri and Leibbrand (2018) highlighted that low financial literacy is common among young adults that have less than matric qualification.

Increased income inequality across the world has contributed to the increase of financial exclusion across various socio-economic groups. Tita and Aziakpono (2017) also highlight how countries in Sub-saharan Africa have a negative relationship with financial inclusion due to widespread poverty. Sahoo, Bhusan and Sahu (2017) focused on the determinants of financial inclusion in the tribal districts of Odisha in India and identified that low-income levels in households have a negative relationship with financial inclusion. This is mostly due to these districts being located in more rural areas of India with lower income levels and fewer income opportunities (ibid.). The latter highlights the disparities that exist between rural and urban areas concerning income levels. The model for financial inclusion used for this paper can be described as:

FINANCIAL INCLUSION MODEL

$$P\,(FINANCIAL\ INCLUSION = \frac{1}{X}\,) = Li\,\Big[\frac{MFA}{(1-MFA)}\Big] = \beta RHI + \beta BA +$$

$$\beta RA = + \beta REL + \beta RL + \beta DFB + \beta T + \beta SA + \beta LA + \beta B + \in$$

Dependent variable

- **MFA** = Makes use of financial products

Independent variables

- **RHI** = RESPONDENT INCOME LEVEL
- **BA** = HAS A BANK ACCOUNT
- **RA** = RESPONDENT AGE
- **REL**= RESPONDENT EDUCATION LEVEL
- **RL** = RESPONDENT LOCATION (URBAN/RURAL)
- **DFB** = DISTANCE FROM BANK
- **T** = TENURE
- **FINANCIAL LITERACY**
    - **SA** = SAVINGS CAPABILITY
    - **LA** = APPLIED FOR A LOAN
    - **B** = BORROWS MONEY

The binary logistic regression model described above will be computed on SPSS Statistics is a software package for statistical analysis.

3.7. CONCLUSION

From this chapter, the exploratory quantitative method is the most suitable to be able to answer the research questions as well as sub-questions. The socio-economic contexts of both regions vary but both exhibit issues of financial exclusion especially the Oshana region which comes as a result of it possessing the socio-economic traits of rural areas. Although several efforts have been made by commercial banks and financial service solution provider, the access to financial services is still not a reality to the marginalised low-income groups of these two regions. The latter highlights why the 2017 NFIS survey is appropriate for this study because it focuses on the demand side factors which will be able to give a closer look at how these factors contribute to the financial inclusion of households.

The most pertinent demand-side factors according to the literature in the chapter are the household head income, whether they have a bank account, household head age, household head education level, the location and the distance from the closest ATM and Banks. The aforementioned factors formulate the multiple regression model that will be run on SPSS in chapter 5. The following chapter will make use of the data from the 2017 NFIS Survey to identify the main socio-economic characteristics with descriptive statistics.

Chapter 4

4. DESCRIPTIVE STATISTICS AND PRELIMINARY FINDINGS

This chapter aims at giving a description of the model and the variables used. The chapter will provide the preliminary findings of this study which helps understand the general demographics of the respondents in the Khomas and Oshana region. The first section of this chapter focuses on the preparation of the data to reduce the possibility of errors when the model is run on SPSS. The latter is followed by a further elaboration of the variables used in this model, this chapter concludes with a summary of the descriptive statistics that pertain to the respondents in the Khomas and Oshana region.

4.2. PREPARATION OF DATA

The 2017 Namibian financial inclusion survey is a national survey which focused on 1863 respondents in the country to provide information regarding financial inclusion, from 1863 there were 306 respondents from the Khomas region and 174 from the Oshana region. In order to analyse the data for the study, the data had to be prepared for it to run efficiently in the model. The preparation of the data reduces the chances of errors when running the model in the necessary software. The survey focuses on looking at how financial inclusion is experienced in the Namibian context; the survey is divided into 13 sections namely;

- **Roster**
- **Household information and demographics (Section A)**
- **Farming (Section B)**
- **Income and Expenditure (Section C)**
- **Access to infrastructure (Section D)**
- **Financial capability (Section E)**
- **Saving (Section F)**
- **Borrowing (Section G)**
- **Money Management: Risk and Risk mitigation (SECTION H)**
- **Remittances (Section I)**
- **Bank penetration (Section J)**
- **Informal products (Section K)**
- **General (Section L)**

The financial inclusion model for this research looked at Household information section (urban/rural dichotomy, age, education level and tenure), income and expenditure section (personal monthly income), access to infrastructure section (distance from a bank counter) , financial capability section (making use of Financial products and ownership of a bank account), savings section (savings capability), Borrowing (obtaining a loan), Bank penetration section (ownership of a bank account) . From the 306 from the Khomas region and the 174 from the Oshana region, only a few questions were not answered.

4.3. DESCRIPTION OF VARIABLES

This section of chapter four is aimed at describing the dependant and independent variables from the model in chapter three. The variables used in the model are categorised as supply-side factors informed by literature, which affect financial inclusion household. It is important to note that the dependent and independent variables are categorical hence the use of a binary logistic regression model for this research. The binary logistic method allows the outcome of categorical variables to be analysed in a linear way because categorical variables violate the assumption of linearity in normal regression (Agbemava et al., 2016)

Dependent variable:

Makes use of financial products

This variable indicates whether the respondent makes use or has access to financial product offered in Namibia. This variable is the dependent variable that will be run in the financial inclusion model. Considering the variable is categorical the entries for this variable are represented by a yes or a no, which were replaced with binary variables where “1 = yes” and “2 = no”. The financial products referred to in the questionnaire are as follows;

- **Medical Aid Funds**
- **Pension Funds**
- **Short term insurance companies**
- **Life insurance companies**
- **Provident Fund companies**
- **Friendly societies**
- **Unit trust Management Companies**
- **Investment Management Companies (e.g. Unit Trusts and Bonds)**
- **Micro-lenders (MFI)**

- **Commercial Banks**
- **Savings bank (Nampost**)

Independent variables

In this section I will highlight each independent variable used in the financial inclusion model for the Khomas and Oshana region. This sections aims at giving amore in depth look at the independent variables with a specific focus on how they are categorised.

Household income level

The Household income level is aimed at identifying the monthly income of the household head. This variable is an important factor because income has an effect on which financial products the respondent has access to as well as understanding the relationship between financial inclusion and income levels in the Namibian context. The income level is also a categorical variable and has been coded into 4 categories ranging from “NAD 1” to “don’t know” see appendix 4 for full categories.

Has a bank account

This variable is aimed at identifying whether the household head makes use of a bank account. This variable is an important factor of financial inclusion as it is seen as a common and vital financial product for households. The variables were coded as “1 = yes” and “2 = no”.

Household age

The household head age variable highlights the age of the respondent, this variable is particularly important because it highlights the age groups above the age of 16 that have access to and make use of financial products. The entries for this variable were not coded as age is continuous.

Household education level

The household education level variable points out the respondent’s education level. This factor is important as the level of education directly affects the financial literacy of the household head which entails knowledge about savings, loans and the various services financial institutions offer. The coding for this variable is provided in Appendix 2.

Household location

This variable describes whether the respondent is located in an urban or rural place. This variable is important because the access to opportunities and infrastructure in urban and rural areas differ and ultimately financial inclusion (Clamara et al., 2014). The answers for the survey were given binary codes where "1 = urban "and "2 = rural".

Tenure status

The tenure status variable identifies whether the household head owns or rents the household they reside in. This variable is important because highlights the relationship between financial inclusion housing tenure. The coding for this variable is provided in Appendix 1.

Distance from an ATM/Bank

This variable aims at identifying how far the respondent is from the nearest ATM or bank branch. The coding for this variable is provided in Appendix 1.

Financial literacy

The financial literacy of the respondent in the survey will comprise of a combination of financial literacy aspects as defined in theory, due to the survey not explicitly asking about financial literacy. This variable is a combination of three indicator questions in the survey which focus on the saving, borrowing and application for loans. The three variables used for financial inclusion are as follows;

Do you save or put money away when you can?

This variable is aimed at identifying whether the respondent saves money when they receive any source of money and is coded as follows “1=yes” and “2=no”.

Did you borrow money during the past six (6) months?

This variable is aimed at identifying whether the respondent has borrowed money in the past 6 months and is coded as follows “1=yes” and “2=no”.

Have you applied for a loan in the past six (6) months?

This variable is aimed at identifying whether the respondent has applied for loan form any financial service provider in Namibia over the past 6 months and is coded as follows “1=yes” and “2=no”.

4.4. DESCRIPTIVE STATISTICS FOR THE KHOMAS AND OSHANA REGION

This section focuses on introducing a statistical description of the Khomas and Oshana region which provides summary of statistics with aid of quantitative methods such as cross-tabulation tables and bar graphs. The Namibian Statistics Agency surveyed a total of 1863 individuals with 307 entries from the Khomas region and 147 entries from the Oshana region, respectively. This section focuses on providing a description of the demographics and the factors outlined in chapter two.

Descriptive Statistics (Khomas region)

	N	Minimum	Maximum	Mean	Std. Deviation
Age of respondent	306	16	94	33.92	12.579
Total Monthly Income	306	.00	1700000.00	17153.9600	105784.87062
Valid N (listwise)	306				

Table 2: Showing summary statistics for the Khomas region (Own construction)

Table 2 shows that a total of 306 individuals were interviewed in the Khomas region. The average age of the respondents in the Khomas region is 33.92 with the youngest participant being 16 and the oldest 94, which corresponds with the 2016 Namibian Inter-censal demographic survey which states highlights that 67.8% of the population of the Khomas region are between the ages of 14 and 59 (Namibian Statistics Agency, 2017). Concerning the total monthly income before tax, the average monthly income is NAD 17153.96 where the lowest income before tax recorded being NAD 0 and the highest being NAD 170000. The average income before tax for the Khomas region in this survey is much lower than the consumption per capita in the Khomas region which is NAD 58807 (Namibian Statistics Agency, 2017). The latter highlights how there are a variety of respondents in this survey but also the income disparity that exists in the Khomas region.

Descriptive Statistics (Oshana region)					
	N	Minimum	Maximum	Mean	Std. Deviation
Age of respondent	147	16	93	38.65	16.206
Total Monthly Income	147	.00	500000.00	6635.2109	43708.96914
Valid N (listwise)	147				

Table 3: Showing summary statistics for the Khomas region (Own construction)

Table 3 focuses on the summary statistics of the Oshana region, which indicates that the average age of the respondents in the Khomas region is 38.95 years old. The oldest participant in the survey is 93 and the youngest is 16 years old. The latter highlights how the highest and lowest age groups in the Oshana region are similar to the Khomas region, but the average age of the respondents is higher in the Oshana region compared to the Khomas region. The average age of respondents also corresponds to the 2016 Namibian Inter-censal survey which highlights that 59% of the population in the Oshana region are between the ages of 14 and 59 (Namibian Statistics Agency, 2017). The average income in the Oshana region is NAD 6635.21, with the highest income before tax recorded being NAD 500000 and the lowest NAD 0. This indicates how the respondents from the Oshana region have lower incomes than the respondents in the Khomas region which could be a result of this region having (Windhoek) the commercial and economic hub of the country. The average income recorded in this survey is predominantly lower than the consumption per capita in the region, which is NAD 28 541 according to the 2016 Namibia Household Income and Expenditure Survey (Namibian Statistics Agency, 2017).

Gender of respondent and education level Cross-tabulation (KHOMAS REGION)				
		Gender of respondent		
		MALE	FEMALE	Total
Respondent education level	PRIMARY SCHOOL	11	11	22
	SECONDARY SCHOOL	85	132	217
	TECHNICAL OR VOCATIONAL EDUCATION	2	1	3
	TERTIARY EDUCATION	27	25	52
	NO ANSWER	6	6	12
Total		131	175	306

Table 4: A cross-tabulation table of the gender and education level of the respondent in the Khomas region (Own construction)

Gender of respondent and education level Cross-tabulation (OSHANA REGION)

		Gender of respondent		
		MALE	FEMALE	Total
Respondent education level	PRIMARY SCHOOL	13	20	33
	SECONDARY SCHOOL	30	55	85
	TECHNICAL OR VOCATIONAL EDUCATION	1	3	4
	TERTIARY EDUCATION	7	12	19
	NO ANSWER	5	1	6
Total		56	91	147

Table 5: A cross-tabulation table of the gender and education level of the respondent in the Oshana region (Own construction)

Table 4 and Table 5 are aimed at identifying the level of education categorised by the gender of the respondents in the Khomas and Oshana region. With regard to the highest level of education used in the survey which is tertiary education is higher in the Khomas region concerning both males and females, due to the Khomas region hosting more economic activities and better institutional facilities compared to the Oshana region. The lowest level of education this survey is primary school education, the Oshana region 13 males and 17 female respondents that only have primary school level education compared to the Khomas region respondents which recorded 11 males and 11 females. The tables highlight how there is a difference in the level of education between the two regions which is a result of the access to opportunities that exist in both regions.

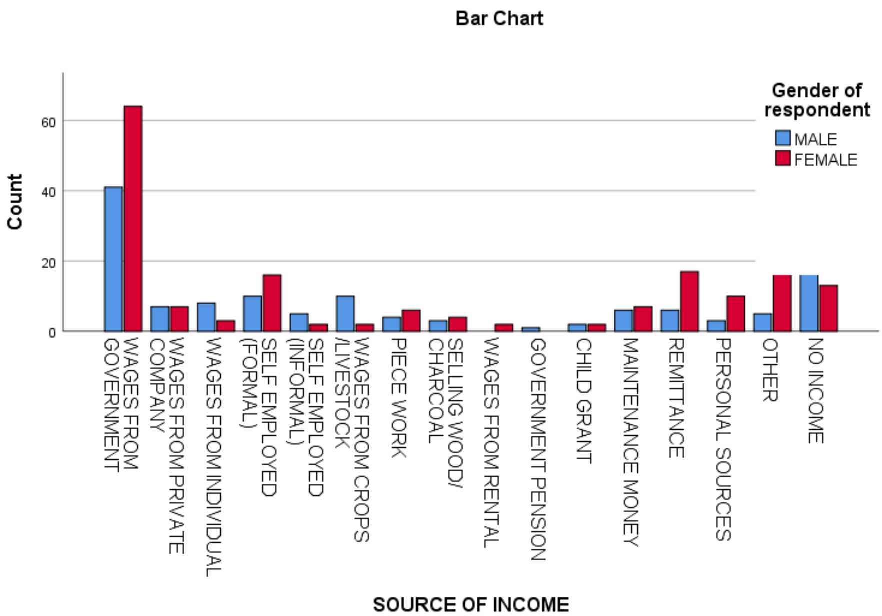

Figure 7: Bar graph showing the different sources of income categorised by gender in the Khomas region (Own construction)

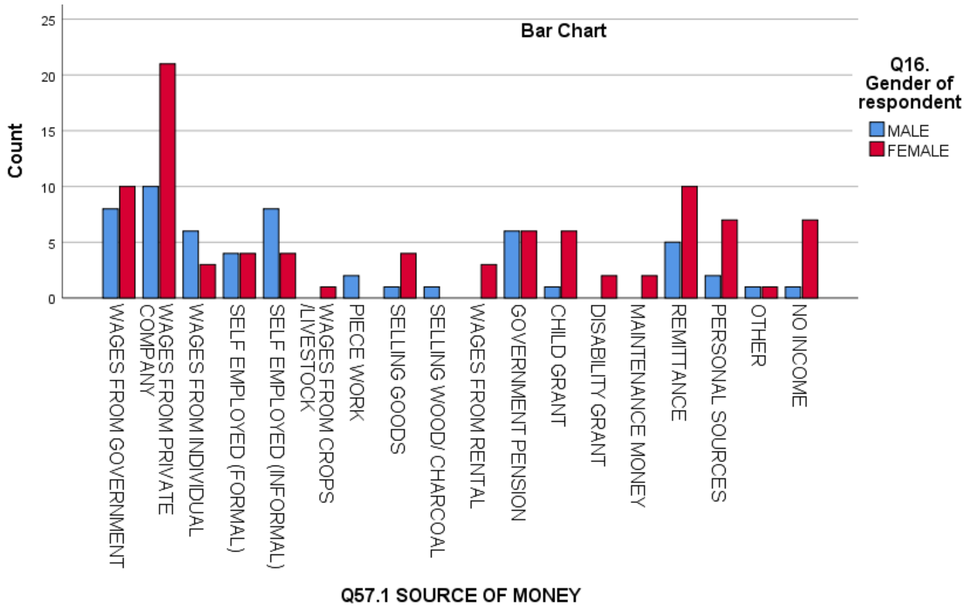

Figure 8: Bar graph showing the different sources of income categorised by gender in the Oshana region (Own construction)

The graphs 7 and 8 are aimed at outlining different sources of income categorised by the gender in the Khomas and Oshana region. Wages from the government is the most common source of income in in the Khomas while the wages from private companies in the Oshana region is the most common source of income, with both region having more females receiving income from these two sources (it is important to note that in both regions there are more female respondents than male). The least common sources of income in the Khomas region are government pension and the child grant while the lowest two sources of income in the Oshana region are selling piecework and “other” respectively. the respondents in this survey also mirror the general sources of income according to the 2015/16 Namibia Household Income and Expenditure Survey where the 73% of the respondents in the Khomas region and 41.5% in the Oshana region respectively (Namibian Statistics Agency, 2017). The difference in various sources of income varies between the regions but the graphs highlight that the Oshana region has a larger variety of various income sources than the Khomas region.

Cross-tabulation of bank account ownership and distance from the closest bank

		Distance taken to travel to the nearest: Bank					Total
		LESS THAN 1KM	BETWEEN 1KM AND 10KM	BETWEEN 11KM AND 50KM	MORE THAN 50KM	DO NOT KNOW	
Do you currently have a bank account? It can also be a joint or group account	YES	75	132	22	2	13	244
	NO	12	31	10	0	5	58
Total		87	163	32	2	18	302

Table 6: Table showing the cross-tabulation of the respondents that own a bank account and their distance to the closest bank in the Khomas region (Own construction)

Cross-tabulation of bank account ownership and distance from the closest bank

		Distance taken to travel to the nearest: Bank			Total
		LESS THAN 1KM	BETWEEN 1KM AND 10KM	BETWEEN 11KM AND 50KM	
Do you currently have a bank account? It can also be a joint or group account	YES	47	41	12	100
	NO	8	19	18	45
Total		55	60	30	145

Table 7: Table showing the cross-tabulation of the respondents that own a bank account and their distance to the closest bank in the Oshana region (Own construction)

Table 6 and 7 are aimed at identifying the distances from banks recorded from the survey while also looking at the individual that have and don't have bank accounts. With regard to the individuals that have a bank account in both regions, the Khomas region has a higher number of respondents that are less than 1km from their closest bank compared to the Oshana region. Looking at the individuals that are more than 50km from a bank, the Oshana region has a larger number of respondents that have an account and those that don't have an account compared to the Khomas region. The latter highlights how the access to financial services differs between the regions especially because the Oshana region is predominantly rural and the Khomas region predominantly urban.

4.5. CONCLUSION

This chapter was aimed at providing more clarity as to how the data was dealt with as well as the description of variables and finally descriptive statistics for the Khomas and Oshana region. The descriptive statistics point out that the respondents in the Khomas region have higher incomes before tax than the Oshana region. When looking at the gender and education there are more males and females that have tertiary education in the Khomas region than the Oshana, but there are more female respondents that have tertiary education in the Oshana region compared to the Khomas region. The latter is further supported by the 2016 Namibian Inter-censal survey which highlights that the population in both regions is predominantly female with 209 690 females in the Khomas region and 103 242 females in the Oshana region respectfully (Namibian Statistics Agency, 2017). Figure 7 and figure 8 highlight how the wages from the government in the Khomas region and the wages from the government in the Oshana region are the most common sources of income in the two regions. It is also important to note that in both regions when looking at the most common sources of income, there are more female respondents. The preliminary findings from this chapter highlight the various socio-economic contexts that exist in both the Khomas and Oshana region, which ultimately indicates that the concept of financial inclusion is experienced in several ways in these two regions. The following chapter aims at identifying and discussing the most prominent variables of financial inclusion between the two regions from the results of the binary logistic regression.

Chapter 5

5. FINDINGS, ANALYSIS AND DISCUSSION

This chapter is aimed at providing the results from the binary logistic regression financial inclusion model for the Khomas and Oshana region. The model was run with one dichotomous dependent variable which looked at whether the respondents do make use of financial products with the demand side factors outlined in the previous chapter. The first section of this chapter focuses on the goodness of fit tables which include the Omnibus table, model summary and the classification table which identify whether the financial inclusion model run with the data from both regions is significant. The second section of this chapter provides a more in-depth results that focus on the effect and relationship of each independent variable against the dependent variable in the variables in the equation table.

5.2. FINDINGS OF THE BINARY LOGISTIC REGRESSION FINANCIAL INCLUSION MODEL

The output from the binary logistic regression model in SPSS is divided into three main sections namely the statistics for overall model fit, a classification table and the summary of model statistics. The output of the model differs according to the stepping method used when the model is run. The regression method used for this model was the "enter" regression method which enters all the independent variables into the model at once despite the significance of their contribution (Mertler and Vannatta, 2005).

Omnibus Tests of Model Coefficients for the Khomas region

		Chi-square	df	Sig.
Step 1	Step	106.925	22	.000
	Block	106.925	22	.000
	Model	106.925	22	.000

Table 8: Table showing the omnibus tests of model coefficients for the Khomas region (Own construction)

Omnibus Tests of Model Coefficients for the Oshana region

		Chi-square	df	Sig.
Step 1	Step	59.013	17	.000
	Block	59.013	17	.000
	Model	59.013	17	.000

Table 9: Table showing the omnibus tests of model coefficients for the Oshana region (Own construction)

The first section which provides information regarding the goodness and overall fit of the model which looks at the Omnibus tests of model coefficients (table 8 and 9), model summary (table 10 and 11) and finally the classification table (table 12 and 13). The Omnibus test (table 8) tests the significance of the model against the null model and if the significance is <0.05 than the model is considered to be statistically significant. The significance in the Omnibus tests for the Khomas region indicates a significance level of 0.000 which indicates that the financial inclusion model used in this research is statistically significant and fits the data. The Omnibus test table (Table 9) for the Oshana region also indicates a significance level of 0.000 which indicates that the financial inclusion model for the Oshana region is statistically significant.

Model Summary for the Khomas region

Step	-2 Log likelihood	Cox & Snell R Square	Nagelkerke R Square
1	273.726[a]	.298	.416

Table 10: Table showing the model summary for the Khomas region (Own construction)

Model Summary for the Oshana region

Step	-2 Log likelihood	Cox & Snell R Square	Nagelkerke R Square
1	33.044[a]	.334	.711

Table 11: Table showing the model summary for the Oshana region (Own construction)

The model summary which provides more descriptive statistics where the Cox and Snell R-square and the Nagelkerke R square will be the focus as they indicate the variance in the dependent variable explained by the independent variables. The model summary for the Khomas region (table 10) highlights that independent variables explain between the 29.8% and 41.6% of the variation in the model. The model summary for the Oshana region (table 11) indicates that the independent variables in this model explain between 33.4% and 71.1%

of the variation in this model. The -2log likelihood indicates how the model fits the data where the value that's closet to 0 shows perfect fit. Looking at the results for both regions, the data for the Oshana region fits the model better than the data for the Khomas region due to the data for the Oshana explaining the data more according to the model summary above.

Classification Table for the Khomas region

Observed			Predicted: Have you ever obtained a formal financial product? YES	NO	Percentage Correct
Step 1	Have you ever obtained a formal financial product?	YES	61	37	62.2
		NO	21	183	89.7
	Overall Percentage				80.8

Table 12: Classification table for the Khomas region (Own construction)

Classification Table for the Oshana region

Observed			Predicted: Q85 Have you ever obtained a formal financial product? Yes	No	Percentage Correct
Step 1	Q85 Have you ever obtained a formal financial product?	Yes	8	6	57.1
		No	2	129	98.5
	Overall Percentage				94.5

Table 13: Classification table for the Oshana region (Own construction)

Table 12 and 13, shows how good the model is at predicting the outcome. The classification table indicates the classification accuracy of the independent variable based on the model with highlighted by the overall percentage where a percentage above 80% is most desirable. The classification table (table 12) for the Khomas model highlights that 80.8% of the data for the model was correctly classified and indicates a better fit of the model over a null model. The classification table (table 13) for the Oshana region shows an overall percentage of 94.6%, which indicates the data for this region has a better classification prediction than the Khomas region. It is important to note that data for the Khomas region does a better prediction of those to who have not obtained financial products (89.7% prediction) than those that have obtained financial products (62.2%) due to the higher prediction percentage. The latter is similar to the results in the Oshana region which indicates a better prediction of those that do not make use of financial products (98.5%) compared to those that use financial products (57.1%).

5.3. KHOMAS REGION INDEPENDENT VARIABLE RESULTS

		B	S.E.	Wald	df	Sig.
Step 1[a]	Household location(1)	3.043	1.408	4.669	1	.031
	Personal Monthly Income			9.337	5	.096
	Personal Monthly Income (1)	-1.258	.577	4.757	1	.029
	Personal Monthly Income (2)	-1.116	.971	1.321	1	.250
	Personal Monthly Income - (3)	-.800	.660	1.470	1	.225
	Personal Monthly Income (4)	-3.324	1.769	3.529	1	.060
	Personal Monthly Income (5)	19.926	26662.623	.000	1	.999
	Respondent education level			10.064	4	.039
	Respondent education level (1)	-.809	.853	.900	1	.343
	Respondent education level (2)	-2.423	1.626	2.220	1	.136
	Respondent education level (3)	-1.924	.919	4.377	1	.036
	Respondent education level (4)	-1.555	1.170	1.767	1	.184
	Own a bank account (1)	1.193	.558	4.569	1	.033
	Savings capability (1)	.969	.460	4.432	1	.035
	Borrow money (1)	-.864	.327	6.979	1	.008
	Applied for a loan (1)	-.181	.612	.088	1	.767
	Tenure status			7.722	3	.052
	Tenure status (1)	2.496	1.756	2.020	1	.155
	Tenure status (2)	1.643	1.770	.862	1	.353
	Tenure status (3)	2.444	1.834	1.777	1	.182
	Respondent age	-.046	.014	10.353	1	.001
	Distance from bank			6.091	4	.192
	Distance from bank (1)	.616	.336	3.366	1	.067
	Distance from bank (2)	-.309	.731	.179	1	.673
	Distance from bank (3)	19.035	24973.920	.000	1	.999
	Distance from bank (4)	1.495	.885	2.855	1	.091
	Constant	1.014	1.946	.271	1	.602

Table 14: Table showing the variables in the financial inclusion model for the khomas region (Own construction)

The goodness of fit of tables above have indicated that the model for the Khomas and Oshana region are significant which means we can carry on and evaluate the variables in the equation table (Table 14). The binary logistic regression table presents the B, standard errors of coefficients, Wald statistic, Significance, R (partial correlation) and the Exp (B). This table shows the coefficients for the variable that were included in the model and indicate whether the independent variables are significant with the aid of a Wald statistic which is indicated by the B and its associated significance value (Mertler and Vanatta, 2005). The latter refers to the effect of the independent variable in the model on the dependent variable which is indicated by a positive or negative relationship depending on the results. This section will focus on the values in the B and the significance columns, where the significance level is indicated by a value less than 0.05 for each independent variable.

Table 14 shows the results of the variables in the Khomas region, where the highlighted variables are significant because they fall below the significance level of 0.05. The significant variable from the Khomas region are as follows; urban or rural dichotomy, Personal monthly income (specifically between NAD 0 to NAD 15000) , the level of education , ownership of a bank account ,Saving capabilities , Borrowing capabilities , tenure status , the age of the respondents and the distance from bank (specifically respondents that are less than 1km from a bank) . The result from the urban and rural dichotomy shows that those that live in urban areas are more likely to be financially included than those in the rural areas of the Khomas region and has a positive relation to financial inclusion. The latter corresponds with Tambunlertchai (2017) as highlighted in chapter two which highlighted how people in urban settings are more likely to be financially included because of the increased access to infrastructure that can support the functioning of financial services.

The personal monthly income variable which looks at all the categories in this variable is not significant but the personal monthly income level 1 which looks at the respondents that receive a monthly income between NAD 0 AND NAD 15000 is significant. The Coefficient for this variable indicates a negative relationship which indicates that it has an inverse relationship with the dependent variable. The negative relationship indicates that individuals within this group of income level which is the lowest are most likely to be financial excluded. The inverse relationship between these two variables corresponds to the findings from Mohamed, Muturi and Samantar’s (2017) study looking at financial inclusion in Garowe, the Puntland state in north-eastern Somalia where individuals who had low incomes were considered to be financially excluded due to their low incomes not maintain a bank account.

Another factor that is considered to be significant is the level of education and specifically the level of education category which focuses on respondents that have Technical and vocational education. The coefficient value for this category is negative which indicates an inverse relationship between this variable and the dependent variable. This directly corresponds with Clamara et al (2014) who highlights that there is a strong a relationship between financial inclusion and the high levels of education, considering that technical or vocational is not the highest level of education looked at in this model. Atkinson and Messy (2012) highlight that the education level , specifically financial literacy or education is another factor that was looked at in this model with the grouped under three variables. These variables are as follows whether the respondents have applied for a loan, saving capabilities and if the respondents borrow money. When looking at table 14, the saving capabilities and those that borrow money variables are significant. The savings capability variable coefficient value is positive which indicates a positive relationship between this variable and the dependent variable. This indicates that individuals who are more likely to save are considered to be financially included, which relates to the findings from Mohamed, Muturi and Samantar's (2017) in Garowe where individuals higher level of saving had a positive relationship with being financial inclusion. The ability to borrow variable coefficient value is negative which indicates an inverse relationship between this variable and financial inclusion. The latter indicates that respondents that are more likely to borrow money are more likely to experience financial inclusion which corresponds to the summary statistics regarding individuals that have paid back the money they borrowed. The summary statistics indicate that 79.8% of the respondents were not able to pay back the money they borrowed, which indicates an increase in debt.

The ownership of a bank account in table 14 is a significant factor in the model for the Khomas region. The coefficient value for the ownership of a bank account is positive which indicates a direct relationship between this variable and financial inclusion. This indicates that the respondents that have a bank account are more likely to be financially included.

The distance from a bank variable is not significant which indicates that the distance from a bank does not affect financial inclusion in the Khomas region.

The age of the respondent variable which is a continuous variable and does not contain any categorical variables is significant. The coefficient value for this variable is negative which shows that the variable has an inverse relationship with the dependent variable. This indicates that the younger respondents in the Khomas region are more likely to not be financially included. The latter correlates with how Kodan and Chhikara (2014) highlight how financial services mostly cater to middle-income individuals and exclude the younger and older age groups.

5.4. OSHANA REGION INDEPENDENT VARIABLE RESULT

		B	S.E.	Wald	df	Sig.
Step 1ᵃ	Household location (urban)	-2.955	2.521	1.373	1	.241
	Respondent age	-.146	.088	2.729	1	.099
	Respondent education level			9.645	4	.047
	Respondent education level (1)	-18.971	4627.053	.000	1	.997
	Respondent education level (2)	-22.876	4627.054	.000	1	.996
	Respondent education level (3)	-23.212	4627.053	.000	1	.996
	Respondent education level (4)	4.228	10989.530	.000	1	1.000
	Tenure status			4.657	3	.199
	Tenure status (1)	-5.945	2.806	4.490	1	.034
	Tenure status (2)	-3.475	2.451	2.010	1	.156
	Tenure status (3)	-30.152	40192.970	.000	1	.999
	Distance from bank			.930	2	.628
	Distance from bank (1)	1.482	1.550	.914	1	.339
	Distance from bank (2)	1.498	2.972	.254	1	.614
	Savings capability (1)	35.907	5923.905	.000	1	.995
	Do you borrow money (1)	1.962	1.243	2.493	1	.114
	Applied for a loan (1)	-3.996	2.421	2.725	1	.099
	Own a bank account	17.085	3801.129	.000	1	.996
	Personal monthly income			.000	2	1.000
	Personal monthly income (1)	-26.380	4133.192	.000	1	.995
	Personal Monthly Income (2)	18.199	40192.970	.000	1	1.000
	Constant	34.753	4627.061	.000	1	.994

Table 15: Table showing the variables in the financial inclusion model for the Oshana region (Own construction)

This section focuses on results of the variables in the equation table (table 15) for the Oshana region with a specific focus on the Wald statistic which give the coefficient from the value provided by B. Table 15 indicates the education level and the tenure status of the respondents as the significant factors in the Oshana region. The education level that incorporates all the categories is significant and has an effect on the dependant variable which correlates to how Clamara et al., (2014) highlights that there is a strong relationship between higher level of education and financial inclusion. This is further supported by the cross-tabulation table (table 5) in chapter 4 which indicates that primary school and secondary school education levels as the highest education levels of the respondents in the Oshana region.

The tenure status variable in the financial inclusion model for the Oshana region that considers all three categories is not significant but the category which highlights respondents that are renting their dwelling is significant. The coefficient value for this variable is negative which indicates an inverse relation with financial inclusion variable. The latter highlights how individuals that rent their dwelling are more likely to be financially excluded.

5.5. DISCUSSION

This section is aimed at discussing how the significant and non-significant findings from table 14 and 15 from the financial inclusion model fit the context of the Khomas and Oshana region. From the results in the previous section, the data for the Khomas region corresponds more with the financial inclusion model, considering it has eight significant variables compared to the two significant variables in the model for Oshana region. The latter is particularly interesting because the goodness of fit tables indicate the model for the Oshana region has a stronger explanatory power than the model in the Khomas region. The level of education of the respondent is the independent variable that both regions have in common and will be discussed further below.

As previously highlighted the urban/rural dichotomy, personal monthly income (NAD 0 TO NAD 15000 category), respondent education level (technical and vocational education category), ownership of a bank account, savings capability, borrowing capabilities, tenure status and the age of respondents as significant factors in the Khomas region. The model for the Oshana region indicates that the educational level and tenure status (renting respondents) are significant; the aforementioned variables in the model for both regions have the strongest explanatory power of financial inclusion in relation to all the factors demand-side factors looked at.

The age of the respondents variable is significant in the Khomas region but not in the Oshana region. The Khomas region shows a negative significant relationship with financial inclusion which highlights that younger respondent were more likely to not be financially included which resonates with how Kodan and Chhikara (2014) states that younger age groups are more likely to be financially excluded because they are financially inactive. The insignificant effect of age in the Oshana region relates to Clamara et al, (2014) that age is not as much as a determinate of financial inclusion compared to income level.

The income level of the individual is a prominent factor of financial inclusion as indicated by the World Bank Group (2016) where the variability of prices and unaffordable financial services in Namibia have created difficulties for low-income groups to have access to financial services. Considering that the average income before tax for the respondent in the Khomas region is NAD is 17153.96 compared to the significant income level of NAD 0 to NAD 15000 it is evident respondents below the average income will find difficulty in becoming financially included. Connolly (2018) indicates that income is not a direct a determinant of financial inclusion in Australia due to the results in his study indicating that full-time and part-time employees not have access to financial services. Considering that majority of the respondents from the Oshana region are all employed through formal channels of employment and the income level variable is not significant , this could indicate that income is not a clear determinant of financial inclusion for this region which relates to findings of Connolly (2014). The establishment of Basic bank account which was introduced by all commercial banks in Namibia to cater for low-income groups is a contributing factor to the income level not being a significant factor in the financial inclusion model for the Oshana region is (Namibian Statistics agency, 2018). The Basic bank account (BBA) requires only NAD 2000 and NAD 20 minimum on going balance to open a bank account (ibid.). The aforementioned basic bank account is presumably lower than the average monthly income of NAD 6635.21 (see chapter 4, table 3) indicating that there should be easier to access to financial services such as the BBA in the Oshana region. However, the income level is not significant in the Oshana region which could be result of the region having a higher percentage of low income compared to the Khomas region which further highlights the income disparities experienced in Namibia. The latter is further supported by how Osei-Assibey (2009) highlights how income disparities affect the income-driven demand for financial services in rural areas. The income level in the Oshana region is not significant even though there has been increased access to financial services by commercial banks and mobile-money schemes. The aforementioned responds to how Tita and Aziakpono (2017) highlight that the spread of financial services in a country also spreads the effect of income inequality across a larger population which explains the income level variable not being significant in the Oshana region.

The urban and rural dichotomy factor is only significant in the Khomas region but is not significant in the Oshana region. The urban and rural dichotomy relates to the access of infrastructure which affects the manner in which financial institutions are located. The respondents in urban areas of the Khomas region are more likely to be financially included due to the regions hosting the administrative hub (Windhoek) of the country which indicates the presence of enough infrastructure to support the presence of financial institutions in this region as well as higher incomes. However, the urban/rural dichotomy variable is not significant in the Oshana region which could be a result of technological advancements that do not need physical infrastructure rather data and access to wireless internet sources for their cell phones to access financial services. The latter refers to the introduction of various banking advancements such as the NAMPOST smartcard, FNB E-wallet and the Mobipay scheme which allow for easier access to services provided by financial institutions (Matongela, 2014). The aforementioned advances have brought access to financial services for low-income groups in areas that do not necessarily have sufficient infrastructure and industry to support the financial institution. The urban and rural dichotomy not being significant in the Oshana region speaks to how Chipeta and Kanyumbu (2018) highlight that the differences in the availability of financial service does directly affect financial inclusion in this region because financial services are not able to cater to the various socio-economic contexts of this region. Considering that the Oshana region is characterised by a lower education and income level than the Oshana region, the availability of these financial services becomes redundant if the recipients of these services do not have sufficient knowledge or income to accommodate the use of the services.

The ownership of a bank account is another factor that is significant in the Khomas region but is not significant factor in the Oshana region. According to Nandru et al. (2016) having access to and maintaining a bank account is considered a stepping stone of ensuring financial inclusion for households hence its importance. Considering the respondents from the Khomas region have a higher average income before tax (see chapter 4, table 2 and 3) than the respondents of the Oshana which implies that they would have easier access to and maintaining a bank account. Advancements from financial service providers such as feasible transaction costs has provided easier access to financial services for people in remote areas which is contributing to why the ownership of a bank account variable is not significant. Therefore the need to have a bank account at a financial institution to carry out transactions is not necessarily the first option. The latter can also be seen as a factor as to why the distance from the closest bank variable was not seen as significant, particularly because of how accessible these mobile financial service providers have made these services available without the need of an actual bank.

The level of education variable is the only variable that is significant in both regions, with respect to the education level category of technical and vocational education in the Khomas region. According to Tóth, Lančarič and Savov (2015) the level of education with regard to financial inclusion directly links to the level of financial literacy. The Khomas region shows a negative relationship with the respondents that have technical or vocational level of training, which implies that these respondents are more likely to be financially excluded. Tóth, Lančarič and Savov (2015) highlight that high levels of financial literacy are common among individuals that have a bachelor's degree or any qualification higher than that. Considering that technical and vocational education is lower than a bachelor degree, the lack of financial literacy is more common amongst these groups. Financial literacy was looked at with regard to three variables which were savings capabilities, the ability to borrow money and whether they have applied for a loan. The savings capability and the ability to borrow money were both significant in the Khomas region but not the Oshana region. Looking back at the descriptive statistics in chapter 4, the respondents for this region have a higher number of individuals with tertiary education which implies a higher level of financial literacy for this region. Considering that the majority of the respondents in the Oshana region have secondary school education the presence of financial literacy would not be common or limited.

The tenure status looks at whether the respondents of this region own or rent the dwelling they live in, this variable is significant in the Oshana region but not the Khomas region. The financial inclusion model for the Oshana region shows that the category level which indicates that the respondent owns the dwelling has a negative relationship with financial inclusion. The latter highlights respondents that own their dwelling are more likely to not be financially included. Haiyambo (2016) highlights how the tenure system in Namibia is a contributing factor to financial exclusion.

5.6. CONCLUSION

In conclusion, this chapter focused on highlighting the most prominent factors of financial inclusion between the Khomas and Oshana region. The Khomas region model identified the urban/rural dichotomy, personal monthly income (NAD 0 TO NAD 15000 category), respondent education level (technical and vocational education category), ownership of a bank account, savings capability, borrowing capabilities, tenure status and the age of respondents as the most prominent factors. The education level and tenure status are the only prominent factors in the Oshana region. These two models highlight how the aforementioned factors are the most prominent factors of financial inclusion in these two regions. The following chapter will focus on combining the results the financial inclusion model as well as theory from the previous chapter to answer the research question as well as a reflection of how financial inclusion can be improved in Namibia.

Chapter 6

6. REFLECTION AND CONCLUSION

Chapter 6 is aimed at directly answering the research question and sub-questions as a manner of summarising the contents of this research. This chapter specifically aims at looking at the findings, analysis and discussions from chapter five address the questions presented in chapter one. It concludes with a reflection of how financial inclusion is experienced in the Namibian context and how results from these two regions can be used to explore this phenomenon even further in the Namibian context.

6.1. SUB-QUESTIONS

1. **In what ways do the socio-economic factors between rural and urban areas differ?**

Considering that both regions are characterised as having both respondents from both rural and urban parts in the Khomas and Oshana region, the factors were not mutually exclusive to an urban and rural context. The factors highlighted in the answer for the research question account for both rural and urban areas. The difference that the rural and urban dichotomy evokes with regard to the socio-economic characteristics of both areas is what denotes the degree of intensity of these factors in an urban and rural context. This indicates that the socio-economic factors in rural areas are similar to those in urban areas, just that the challenges in rural areas are experienced in a more profound manner due to geographic location. Singh (2013) highlights how the issue of a lack of financial inclusion in developing countries is mostly felt by individuals and households that reside in more rural areas. The latter is further supported by how Babar and Bhise (2016) identified factors such as low levels of education, minimal assets within a household, and financial literacy contribute to the financial exclusion experienced in rural areas.

Financial exclusion is further deepened by the geographic location, small populations and poor or lack of infrastructure in rural areas which ultimately affect the extent to which financial institutions supply their services (International Labour Organisation, 2016). The 2018 Namibian financial inclusion survey highlights that financial exclusion in rural areas is more prominent within 27.1% compared to urban 17.5% in urban areas (Namibian Statistics

Agency, 2018). The latter highlights how financial inclusion in Namibia is experienced predominantly in the rural areas to the country’s population being the sparsely located.

2. **What role does financial inclusion play in the growth of SME’S for local economic development ?**

Financial inclusion plays a big role in local economic development, specifically because it is a large growth agent for employment and the economy. Naeime and Gaysset (2018) highlight that financial inclusion is aimed at attracting unbanked individuals to the formal financial system as a method of alleviating poverty in developing countries and promoting economic growth. The link that can help solidify Local economic development and financial inclusion is ultimately the increased access to financial resources for SME’s. The promotion of aspects of financial literacy such as local savings in financial inclusion is essential as it helps increase productive investments in local businesses (Le, Chuc and Hesary, 2019). Low-income groups face issues of gaining financial resources partake in setting up start up’s or SME’s due to their poor credit history, poor financial literacy as well as a lack of collateral. In the case of Namibia, Private equity companies and micro lenders have less stringent requirements for access to finances but the low amounts and high interest have made it difficult for these institutions to be accessible to poor and small-scale entrepreneurs.

3. **In what ways can financial inclusion help local economic development in Namibia?**

As highlighted in chapter two financial inclusions plays a significant role in fulfilling the sustainable development goals, reducing poverty, developing the economy at a micro and macro level which are large factors in local economic development. Lopez and Winkler (2017) emphasise that higher levels of financial inclusion contribute to the growth and stability of financial systems in developing countries, which is highly beneficial because it helps make them more resilient in periods of crisis.

Considering that there are significant factors in both rural and urban areas, it is evident that mobile money schemes and commercial banks take these factors into serious consideration when creating financial service products that aim at catering to the marginalized groups around Namibia. The latter highlights how strengthening the financial sector through financial services that are conscious of these factors would strengthen the financial sector which would improve the investment sector. Tita and Aziakpono (2017) highlight the chain reaction of financial inclusion for low-income groups in Sub-Saharan Africa is seen in increased employment opportunities which ultimately reduce inequalities. Financial inclusion in Namibia would help lower income individuals gain capital to start SME's in Namibia and alternatively create a chain effect of creating employment once the SME's have been set up ultimately reducing unemployment rates. Increased access to finance in Namibia could also help strengthening the housing market with regard to accessing financing for affordable housing. This in turn is beneficial to the local and national economy due to the fact a strong housing market that is accessible to all segments of society contributes to the GDP of a country.

6.2. RESEARCH QUESTION

1. **What socio-economic factors help ensure financial inclusion in the Oshana region in comparison to the Khomas region?**

Factors of financial inclusion are divided into supply and demand side factors, where supply factors focus on financial institutions and the services they provide, demand side factors focus on the socio-economic contexts of the individual. Demand side factors have a more profound effect on the financial inclusion of individuals due to the various socio-economic contexts that exist within society (Ramakrishna and Trivedi, 2018). The demand side factors looked at in this study include income levels which are affected by characteristics such as age as highlighted by Zeil and Wins (2016). Clamara et al, (2014) elaborates on how the urban/rural dichotomy is a major determinant as well, due to the differences in these areas attributed by available infrastructure and socio-economic differences. These socio-economic differences include levels of education which is another factor of financial inclusion according to Atkinson and Messy (2012) as it relates to financial literacy.

The aforementioned factors were run in the binary logistic financial inclusion regression model where the Khomas region identified more significant factors than the Oshana region. The Khomas region model identified the urban/rural dichotomy, personal monthly income (NAD 0 TO NAD 15000 category), respondent education level (technical and vocational education category), ownership of a bank account, savings capability, borrowing capabilities, tenure status and the age of respondents as the most prominent factors. As highlighted in the previous chapter the education level and tenure status are the only prominent factors in the Oshana region. The level of education was the only common significant factor in both regions, which entails that the level of education is a prominent factor as it directly links to financial literacy. Even though the Khomas region showed a stronger **responses** to the factors in the model it is important to consider these factors as also pertinent in the Oshana region considering that the socio-economic issues such as poverty and income-inequality are experienced more in this region, therefore, these factors should ultimately be present in this region. The latter is further supported by the issue of the data for the Oshana region being significantly lower than the Khomas region which ultimately affected which factors have a significant effect on the participants. Allen et al., (2016) highlights that low income groups are often involuntarily excluded because of supply-side factors such as high banking costs as well as documentation. The lack of significant factors in the Oshana region could also be a result of financial self-exclusion and fear of debt in the region due to the low literacy rate in the region which could deter people from using financial services.

6.3. CONCLUSION

This research is focused on the factors of financial inclusion in the Khomas and Oshana region and has identified that the urban/rural dichotomy, personal monthly income (NAD 0 TO NAD 15000 category), respondent education level (technical and vocational education category), ownership of a bank account, savings capability, borrowing capabilities, tenure status and the age of respondents as the most prominent factors for the Khomas region and education level and tenure status for the Oshana region. Although the majority of the factors identified in the Khomas region were not significant in the Oshana region, it is important to still consider these factors in this region due to the limited data from that region. Ensuring financial inclusion across the various segments of society in Namibia is key to growing the economy but most importantly improving the quality of life experienced in the areas that are characterised by low-incomes, education and infrastructure.

Ensuring financial inclusion is a catalyst in mitigating issues faced in planning such as poverty reduction as well as accessible and affordable housing on a macro and micro scale. This highlights how financial inclusion across various spectrums of society plays a vital role in development planning as it helps improve local economic development through the provision of affordable financial services. Financial inclusion is a vital tool in helping achieving the sustainable development goals as set out by the UN. Specifically because financial inclusion helps previously disadvantaged groups such as low income groups gain access to funding which will in turn create better socio-economic conditions to fulfil the SDG's.

Ultimately the results from the models are aimed at guiding how policy and financial service providers have to cater to the marginalised groups in society. Specifically because financial services have been characterised as mostly catering for middle aged working class individuals which does not match the socio-economic context of Namibia. Although there has been improvement of financial services through mobile money services such as the Nampost smartcard, the Mobi-pay money scheme and the Basic bank account the sparsely populated nature of the country provide difficulties for these services to be accessible and affordable to every segment of society. In conclusion strengthening financial inclusion in Namibia is vital for the development of the country but intensifying financial inclusion is highly dependent on how these products cater to the various socio-economic context of the Namibian population.

It is important to note although this study does identify the main factors of financial inclusion it does not aim to point out how policy action against poverty eradication should be undertaken. Understanding these factor of financial inclusion help inform policymakers and financial institutions design services and policies that fit the socio-economic context of the country. Understanding these factors also allow more strategic approach that focuses on particular factors to help alleviate poverty. In addition to the latter the connection between financial inclusion and planning directly links to poverty alleviation and improving the quality of life of disadvantaged communities. When taken further could contribute to LED from the individuals who now have financial means to start business that could ultimately contribute to the GDP of a country. Further studies that look at financial inclusion in Namibia should focus on a more qualitative approach to help gain more insight as to how financial inclusion is experienced on the ground. Highlighting the factors in each region of the 13 would be highly beneficial as it will give a clearer representation of how financial inclusion is experienced across the country. This would provide a clearer image of how similar or variable this phenomena is experienced across the regions, ultimately providing better insight for policy formulation and the further planning of the country with regard to financial inclusion of marginalised groups.

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8. APPENDICES

APPENDIX 1: CODING FOR THE TENURE STATUS IN THE 2017 NFIS.

Code	Tenure status
1	You or a member of your household owns this dwelling
2	You or a member of your household rents this dwelling
3	This dwelling is provided rent-free
4	Do not know
5	Other(specify)

APPENDIX 2: CODING FOR THE LEVEL OF EDUCATION IN THE 2017 NFIS.

Code	Level of education
1	Primary school
2	Secondary school
3	Technical or vocational education
4	Tertiary education
5	No answer

APPENDIX 3: CODING FOR DIFFERENT DISTANCE FROM THE BANK IN THE 2017 NFIS.

Code	Distance from a bank
1	Less than 1km
2	Between 1km and 10km
3	Between 11km and 50km
4	More than 50km
5	Don't know

APPENDIX 4: CODING FOR PERSONAL MONTHLY INCOME IN THE 2017 NFIS.

Code	Income level
1	NAD 0 – NAD 15000
2	NAD 15001 – NAD 30000
3	NAD 30001 – NAD 50000
4	More than NAD 500001
5	Refused
6	Not stated

APPENDIX 5: 2017 NFIS QUESTIONNAIRE

Est. By Statistics Act 9 of 2011
Namibia Statistics Agency

NAMIBIA FINANCIAL INCLUSION SURVEY (FINSCOPE) 2017

QUESTIONNAIRE NUMBER ☐☐

Q 1.1 Region Code ☐☐

Q 1.2 Constituency Code ☐☐

Q 1.3 PSU Number ☐☐☐☐☐☐☐☐☐

Q 1.4 Urban/Rural ☐☐

Q 1.5 Dwelling number ☐☐☐

Q 1.6 Household number ☐☐

Q1.7 Field staff

Interviewer name **Number** ☐☐☐

Supervisor name **Number** ☐☐☐

Q1.8 Starting date ☐☐☐☐
D D M M

Q 1.9 Ending date ☐☐☐☐
D D M M

Q 1.10 GPS readings

Latitude ☐☐☐☐☐☐☐☐☐☐☐☐

Longitude ☐☐☐☐☐☐☐☐☐☐☐☐

Q1.11 Physical addrees...
....

....

Q 1.13 Name of head of the household
....

....
Q1.13 Telephone number of the household ☐☐☐☐☐☐☐☐☐☐☐☐

Q 1.14 Name of the respondent..

Q 1.15 Field administrative information

INTERVIEW RESULT CODES
1 = Completed
2 = Partially completed
3 = Non-contact
4 = Refusal
5 = Other

Q 1.16 Reasons for the result code (2 - 5)

....
....
....
....

PARTICULARS OF THE VISITING POINT

RESPONDENT'S INFORMATION			
Q2 Name		Q4.1Physical Address	
Q3.1 Cell number		Q4.2 Suburb	
Q3.2 Tel (H)			

Q5.1 INTRODUCTION

Hello, my name is _________. I work for Namibia Statistics Agency, the agency responsible for the collection of statistics. We are interviewing people to find out more about their lives and financial behaviors and needs so that we can help develop ideas on how to improve financial services and products. Can I please speak to the Head of the household?

Before I ask you any questions, I would like to assure you that the information about you and your household I will record on the Tablet is confidential and no one, except the survey personnel, will have access to it. I am liable to be prosecuted if I reveal any of the information to a third party, except my supervisor. I would now like to ask you questions, which I will record in this Tablet.

First I have to make a list of everyone in the household in order to choose one (1) person who will be interviewed, as not all household members will be interviewed. Can you please help me with this list?

HOUSEHOLD REGISTER

If the head of the household is not available, the next responsible household member should answer this section.

Q6 How many people are part of this household? Remember when I say household, I mean one or more persons, related or unrelated, who live together in the same house/homestead/compound, but not necessarily in the same dwelling unit, with common catering arrangements, and are answerable to the same head of household. It is important to remember that members who belong to the same household need not necessarily be related in blood or marriage.

Q6.1 Of the people you mentioned above, how many are at least 16 years old, will be available for the duration of this survey, and are mentally/physically capable to be interviewed

Q7.1 Can you give me the names of all the household members who are at least 16 years old, will be available for the duration of this survey, and are mentally/physically capable to be interviewed
[USE THE TABLE BELOW TO RECORD ALL THE NAMES OF THOSE HOUSEHOLD MEMBERS WHO ARE AT LEAST 16 YEARS OLD. WHEN THIS IS DONE, ASK THE QUESTIONS THAT FOLLOW AND COPY THE NAMES TO THE TABLE BELOW IN ORDER OF OLDEST TO YOUNGEST.]

Q7.2 How old is this person (from last birthday)? [AGE AT LAST BIRTHDAY]

Q7.3 Is this person male or female?

Q7.4 Is this person an income earner? By income earner I mean a person who receives income in either cash or kind.

Household members who are at least 16 years old, will be available for the duration of this survey, and are mentally/physically capable to be interviewed	Q7.1 NAME OF HH MEMBERS FROM OLDEST TO YOUNGEST		Q7.2 AGE		Q7.3 SEX		Q7.4 INCOME EARNER	
					M	F	NO	YES
		1			1	2	0	1
		2			1	2	0	1
		3			1	2	0	1
		4			1	2	0	1
		5			1	2	0	1
		6			1	2	0	1
		7			1	2	0	1
		8			1	2	0	1
		9			1	2	0	1
		10			1	2	0	1
		11			1	2	0	1
		12			1	2	0	1
		13			1	2	0	1
		14			1	2	0	1
		15			1	2	0	1

8. How many people have not been included in the list of eligible members? These are household members who are either younger than 16 years, will not be available for the duration of this survey, or are mentally/physically incapable to be interviewed
[AUTO FILL WITH THE DIFFERENCE BETWEEN Q6 AND Q6.1]

8.1 Can you give me the names of all the household members who are either younger than 16 years, will not be available for the duration of this survey, or are mentally/physically incapable to be interviewed Please tell me the name of the eldest person in the household first. [RECORD DETAILS FOR THIS PARTICIPANT BY ASKING:]

Q8.2 How old was this person at his/her last birthday?

Q8.3 Is this person male or female?

Q8.4 Is this person an income earner? By income earner I mean a person who receives income in either cash or kind.

Q8.5 Why did you not include this person's name in the previous table? [THE AIM IS TO FIND OUT WHY THIS PERSON DID NOT QUALIFY FOR THE INTERVIEW. RECORD THE ANSWER BY REFERRING TO CODE LIST 1.]

Household members who are either younger than 16 years, will not be available for the duration of this survey, or are mentally/physically incapable to be interviewed	Q8.1 NAME OF HH MEMBERS FROM OLDEST TO YOUNGEST		Q8.2 AGE		Q8.3 SEX		Q8.4 INCOME EARNER		Q8.5 REASON FOR NOT QUALIFYING
					M	F	NO	YES	
		1			1	2	0	1	
		2			1	2	0	1	
		3			1	2	0	1	
		4			1	2	0	1	
		5			1	2	0	1	
		6			1	2	0	1	
		7			1	2	0	1	
		8			1	2	0	1	
		9			1	2	0	1	
		10			1	2	0	1	
		11			1	2	0	1	
		12			1	2	0	1	
		13			1	2	0	1	
		14			1	2	0	1	
		15			1	2	0	1	

KISH TABLE

[1.IN ORDER TO DETERMINE WHO YOU WILL BE INTERVIEWING YOU WILL NEED THE LAST TWO DIGITS OF THE QUESTIONNAIRE NUMBER AS STATED ON PAGE 1 OF THIS QUESTIONNAIRE, AND THE NUMBER OF THE PERSONS IN THE HOUSEHOLD WHO QUALIFY FOR THE INTERVIEW.]
[2. FIND THE NUMBER RUNNING DOWN THE LEFT SIDE OF THE TABLE THAT MATCHES THE END OF THE QUESTIONNAIRE NUMBER, AND THE NUMBER OF HOUSEHOLD MEMBERS THAT QUALIFY RUNNING ACROSS THE TOP OF THE TABLE.]
[3. CIRCLE THE NUMBER WHERE THESE TWO NUMBERS MEET ON THE TABLE.]
[4. THIS IS THE NUMBER OF THE PERSON THAT YOU WILL INTERVIEW. CIRCLE THIS NUMBER IN Q7.1 ON PAGE 3.]
[6. INTERVIEW THE SELECTED INDIVIDUAL.]

QUESTIONNAIRE NUMBER ENDS IN...				NUMBER OF QUALIFYING MALES/FEMALES IN HOUSEHOLD THE RESPONDENT MUST BE DRAWN FROM																								
				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
01	26	51	76	1	1	1	3	2	4	1	3	5	8	6	5	12	10	1	6	8	7	19	19	13	21	13	24	25
02	27	52	77	1	2	3	4	3	1	2	2	3	4	8	3	7	2	5	14	4	15	4	8	6	16	14	22	19
03	28	53	78	1	1	2	1	4	2	7	6	9	3	5	11	2	1	3	11	7	10	16	16	10	5	2	2	3
04	29	54	79	1	2	3	2	1	3	5	8	6	2	4	2	4	8	11	10	16	6	9	10	15	11	12	11	18
05	30	55	80	1	1	1	4	5	6	3	5	7	5	9	8	14	3	2	13	5	18	1	4	1	20	11	5	24
06	31	56	81	1	2	2	2	3	5	6	7	8	7	1	4	9	14	8	2	17	17	14	12	14	22	10	3	14
07	32	57	82	1	2	1	1	4	1	4	1	4	6	3	6	5	7	13	9	2	3	13	14	8	2	7	20	4
08	33	58	83	1	1	2	3	2	5	1	4	2	1	7	10	6	5	4	15	10	5	2	13	4	17	5	17	8
09	34	59	84	1	1	3	2	5	6	2	2	1	9	10	1	10	4	6	6	1	9	10	1	5	6	9	1	12
10	35	60	85	1	2	2	4	1	3	3	6	9	10	11	12	3	9	15	7	8	11	6	3	9	4	3	10	1
11	36	61	86	1	1	1	3	1	4	5	3	1	6	2	9	13	11	14	4	11	4	15	15	17	1	1	23	2
12	37	62	87	1	2	3	1	3	2	7	5	6	5	7	7	8	6	10	3	3	1	12	20	7	13	22	12	16
13	38	63	88	1	1	2	1	5	3	6	4	3	4	6	2	11	13	12	1	15	8	7	2	12	15	21	13	7
14	39	64	89	1	2	3	2	4	1	4	7	8	2	5	6	11	12	9	16	13	16	11	18	18	14	16	18	23
15	40	65	90	1	2	1	4	2	4	3	8	7	7	11	1	3	5	7	12	14	13	8	17	20	19	20	19	11
16	41	66	91	1	1	3	3	1	6	5	1	5	9	10	3	2	11	13	8	12	12	5	6	21	8	8	4	15
17	42	67	92	1	1	2	3	4	2	6	4	2	3	2	12	5	2	10	13	5	8	18	9	16	10	17	16	20
18	43	68	93	1	2	1	4	2	6	4	1	4	8	9	10	7	9	3	12	12	9	7	20	19	9	19	21	13
19	44	69	94	1	2	2	1	3	5	2	8	9	10	4	9	8	13	1	1	14	10	19	10	11	18	15	7	6
20	45	70	95	1	1	3	2	5	4	1	3	8	1	3	8	6	6	9	5	7	13	4	15	1	7	22	15	21
21	46	71	96	1	1	1	2	5	1	7	2	3	2	1	11	4	7	5	3	2	1	3	12	18	5	19	14	9
22	47	72	97	1	2	1	3	1	3	2	6	2	1	8	7	1	4	2	11	8	2	17	4	17	21	16	3	5
23	48	73	98	1	2	3	4	2	2	6	7	7	8	3	4	9	3	6	2	11	11	16	2	8	11	23	6	22
24	49	74	99	1	1	2	1	4	6	3	5	5	3	1	5	13	1	14	8	14	6	15	9	14	3	6	9	17
25	50	75	00	1	1	2	3	3	2	4	6	4	7	5	3	12	12	12	4	6	2	17	11	2	12	4	8	10

INTRODUCTION TO SELECTED INDIVIDUAL [INTERVIEWER INSTRUCTION: PLEASE ONLY MAKE THE INTRODUCTION IF THE SELECTED RESPONDENT IS A DIFFERENT PERSON THAT YOU HAVE BEEN TALKING TO BEFORE THE KISH GRID EXERCISE]:

Hello, my name is _________. I work for Namibia Statistics Agency, an agency responsible for the collection of statistics. We are interviewing people to find out more about their lives and financial behaviors and needs so that we can help develop ideas on how to improve financial services and products.

Before I ask you any questions, I would like to assure you that the information about you and your household I will record on the Tablet is confidential and no one, except the survey personnel, will have access to it. I am liable to be prosecuted if I reveal any of the information to a third party, except my supervisor. I would now like to ask you questions, which I will record in this Tablet.

SECTION A: HOUSEHOLD INFORMATION AND DEMOGRAPHICS

Q9. Do you consider yourself as the head of the household?

Yes	1	GO TO Q15
No	2	GO TO Q10

Q10 How old is the head of the household [Age at last birthday]?

		Don't know

Q11.[OBSERVE] **Is the head of the household male or female?**

Q12 Please tell me what the marital status is of the head of the household [SEE CODE LIST 2. DO NOT READ OUT. PROBE FOR TYPE OF MARRIAGE IF MARRIED.]

Never married	1
Married with a certificate (if 18 years or older)	2
Married traditionally	3
Married consensually	4
Separated	5
Divorced	6
Widowed	7
Don't know	99

Q13 Does the head of the household earn an income?

Yes	1
No	2

Q14 What is your relationship to the head of the household? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Spouse/partner	1
Daughter/son	2
Daughter/Son-in-law	3
Grandchild	4
Parent	5
Parent-in-law	6
Sister/Brother	7
Sister/Brother-in-law	8
Other relative	9
Domestic worker	10
Other non-relative	11

AGE OF SELECTED RESPONDENT
Q15 How old are you? [AGE AT LAST BIRTHDAY]

SEX OF SELECTED RESPONDENT

Q16 [DO NOT ASK, MARK WHETHER RESPONDENT IS MALE OR FEMALE.]

Male	1
Female	2

MARITAL STATUS OF SELECTED RESPONDENT

Q17 Please tell me what is your marital status [SEE CODE LIST 2. DO NOT READ OUT. PROBE TYPE OF MARRIAGE IF MARRIED.]

Never married	1
Married with a certificate	2
Married traditionally	3
Married consensually	4
Separated	5
Divorced	6
Widowed	7

EDUCATION OF SELECTED RESPONDENT

Q18 What is your highest grade/standard or level of education? SEE CODELIST 15

DECISION MAKING

Q19 In different households, different people make the decisions about finances. Please tell me who is responsible for your household's financial decisions. By this I mean decisions about the purchasing of goods and services for the household and how and where to save and spend money for the household. Which of the following describes your situation best? [READ OUT. SINGLE MENTION ONLY.]

You alone make the financial decisions in your household	1
Your partner/spouse and you make the financial decisions in this household	2
Your partner alone makes the financial decisions in this household	3
Other household members and you make financial decisions in this household	4
You are not involved in any of the financial decisions made in this household	5

HEALTH STATUS

Q20 How would you describe your general state of health? Is it... [READ OUT. SINGLE MENTION ONLY.]

Satisfactory; you do not often need treatment or medical attention	1
Not satisfactory, you often need treatment or medical attention	2

Q21 When you are ill, where do you mostly get treatment? [DO NOT READ OUT. SINGLE MENTION ONLY.]

I do not get treatment	1
Public hospital or clinic	2
Private doctor	3
Private hospital	4
Traditional healer	5
Friend or family member	6
Church or other religious place	7
Other (specify)	98

FOOD COPING MECHANISMS

Q22.1 Thinking back over the past year, how often have you or your household...

Q22.2 Who would you turn to for financial help if you experienced this difficulty? [SEE CODE LIST 3. READ OUT. MULTIPLE MENTION POSSIBLE]

	Q22.1 Thinking back over the past year, how often have you or your household...				**Q22.2 Who would you turn to for financial help if you experienced this difficulty?**
	Always	Often	Sometimes	Never	[SEE CODE LIST 3.]
a) Had to skip a meal because you didn't have enough money to buy food	4	3	2	1	
b) Had to go without medical treatment/medicine because you did not have money for treatment/medicine	4	3	2	1	
c) Not been able to send children to school because of a lack of money for transport/uniform/other school costs	4	3	2	1	
d) Had to go without a cash income and had to make a plan for daily needs	4	3	2	1	

CONSTRUCTION MATERIALS

Q23 Dwelling structure [ENUMERATOR TO OBSERVE. ONLY ASK Q23.1 AND Q23.2 WHEN UNCERTAIN.]

Q23.1 What type of dwelling does your household occupy? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Detached house	1
Semi-detached house/town	2
Apartment	3
Guest flat	4
Part commercial/industrial	5
Mobile home (Caravan/tent)	6
Single quarters	7
Traditional dwelling	8
Improvised housing unit	9
Other (specify)	98

Q23.2 What is the main material used for the roof of the main dwelling? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Corrugated iron	1
Asbestos	2
Brick tiles	3
Slate	4
Wood	5
Thatch/Grass	6
Stick/Mud/Cow Dung	7
Other	98

Q23.3 What is the main material of the floor of the main dwelling? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Sand/Earth	1
Cement	2
Mud/Clay	3
Wood	4
Concrete	5
Tiles(ceramic, wood, plastic)	6
Other (specify)	98

Q23.4 What is the main material for the outer walls of the main dwelling?

Cement blocks/Bricks/Stones	1
Burnt bricks/ Face bricks	2
Corrugated iron/zinc	3
Wooden poles, sticks and grass	4
Sticks, mud, clay, and/or cow-dung	5
Asbestos	6
Brick tiles	7
Slate	8
Thatch, grass	9
None	10
Other (specify)	98

Q24.1 How many rooms does this dwelling have, excluding the kitchen, bathroom(s) and garage?

Q24.2 How many rooms in this dwelling including the kitchen, bathroom(s) and garage are used for sleeping purposes?

Q24.3 How many people usually sleep in this dwelling?

HOUSING TENURE

Q25 Please tell me which of the following describes you or your household's situation the best: [READ OUT.SINGLE MENTION ONLY.]

You or a member of your household owns this dwelling	1	GO TO Q26
You or a member of your household rents this dwelling	2	GO TO Q32
This dwelling is provided rent-free	3	GO TO Q32
Do not know	4	GO TO Q32
Other(specify)	98	GO TO Q32

Q26 If you, or someone in your household <u>OWNS</u> this dwelling, how did you get this dwelling? [READ OUT. SINGLE MENTION ONLY.]

You or a member of your household bought this dwelling	1	GO TO Q27
You or a member of your household built this dwelling	2	GO TO Q27
You or a member of your household inherited this dwelling	3	GO TO Q28
Do not know	4	GO TO Q2
Other (specify)	98	GO TO Q28

Q27 If you <u>BOUGHT or BUILT</u> this dwelling, where did you get most of the money for buying or building this dwelling? [DO NOT READ OUT. SINGLE MENTION ONLY.]

No money needed, I used materials collected from nature	1
Pension pay-out	2
Savings	3
Inherited money	4
Loan from a bank	5
Loan from a financial institution which is not a bank	6
Government scheme	7
Borrowed from employer	8
Subsidy from employer	9
Borrowed from family/friends	10
Borrowed from informal money lender/cash loans lender	11
Borrowed from a savings club/group	12
Do not know	13
Other (please specify):	98

Q28 [IF HOUSEHOLD OWNS THE DWELLING, ASK:] **Do you owe money on the dwelling?** [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1
No	2
Do not know	3

Q29 [IF HOUSEHOLD OWNS THE DWELLING, ASK:] **Do you have an official document (title deed issued by the Government) stating that you are the rightful owner of this dwelling?** [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1
No	2
Do not know	3

Q30 [IF HOUSEHOLD OWNS THE DWELLING, ASK:] **Do you own the land on which your dwelling is?** [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	GO TO Q31
No	2	GO TO Q32
Do not know	3	GO TO Q32

Q31 [IF HOUSEHOLD OWNS THE LAND ON WHICH THE DWELLING IS; ASK:] **What proof do you have that you own this land? Do you have a...** [READ OUT. SINGLE MENTION ONLY.]

Title deed	1
Letter from a chief	2
Verbal agreement	3
Don't know	4
Other (specify):	98

Q32 Do you own other dwellings? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	GO TO Q33
No	2	GO TO Q34
Don't know	3	GO TO Q34

Q33 [IF YES TO Q32, ASK:] **Why do you own other dwellings?** [DO NOT READ OUT. MULTIPLE MENTION POSSIBLE.]

For rental income	1
I bought it to sell it for a profit	2
For other family members to live in	3
To own as an asset that can be used as collateral	4
Don't know	5
Other (please specify):	98

Q34 Do you own land somewhere else? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	GO TO Q35
No	2	GO TO Q36
Don't know	3	GO TO Q36

Q35 [IF YES TO Q34, ASK:] **What proof do you have that you own this land? Do you have a...** [READ OUT. SINGLE MENTION ONLY.]

Title deed	1
Letter from a chief	2
Verbal agreement	3
Don't know	4
Other (specify):	98

Q36 In your opinion, please tell me which of the following statements do you agree with? [READ OUT.]

	YES	**NO**	**DON'T KNOW**
a) You will never move and will probably spend your whole life in this dwelling	1	2	99
b) Your dwelling is something to keep and never sell	1	2	99
c) If you needed a large sum of money you would sell your dwelling	1	2	99
d) You would sell your dwelling to buy a bigger dwelling	1	2	99
e) You would use your dwelling as security when borrowing money	1	2	99
f) You think of your dwelling as an investment that will increase in value over time	1	2	99
g) Your dwelling is an asset to earn money e.g. by renting it out to someone else	1	2	99
h) You have enlarged or plan to enlarge your dwelling	1	2	99

Q37 Which of the following applies to the main source of drinking water of your household? [READ OUT. SINGLE MENTION ONLY.]

Piped (Tap) water into dwelling	1
Piped (Tap) water on site or in yard/ Plot (outside)	2
Public tap/ Stand pipe	3
Tube well/Borehole – private	4
Tube well/Borehole – Communal	5
Dug well, protected	6
Dug well, unprotected	7
Protected Spring	8
Unprotected spring	9
Rainwater collection/ Rainwater tank	10
Cart with small tank/Drum	11
Tanker truck	12
Flowing surface water	13
River/Dam/pool/Pond/Stagnant	14
Bottled water	15

Q38.1 Which of the following applies to your household's sanitation facilities? [READ OUT. SINGLE MENTION ONLY.]
Q38.2. Please also tell me if this facility is shared with other households. [ASK FOR STATEMENT SELECTED IN Q38.1

	Q38.1	**Q38.2**

		YES	NO
No facility/Bush/Field	1		
Flush/Pour flush to piped sewer system	2	1	2
Flush/Pour flush to septic tank	3	1	2
Flush/Pour flush to pit latrine	4	1	2
Ventilated improved pit (VIP) latrine	5	1	2
Pit latrine with slab	6	1	2
Composting toilet	7	1	2
Flush/Pour flush not to sewer/septic tank/pit latrine	8	1	2
Pit latrine without slab/open pit	9	1	2
Bucket	10	1	2
Hanging toilet/Hanging latrine	11	1	2
Other (specify)	98	1	2

Q39 What is your main source of energy that your household uses for cooking? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Electricity from mains	1
Electricity from generator	2
Gas	3
Paraffin	4
Firewood	5
Charcoal	6
Coal	7
Solar energy	8
Animal dung	9
None	10
Other (specify)	98

Q40 Please tell me which of the following do you, or your household, own or have access to. Please remember that the assets you list should be in working order. [READ OUT. SINGLE MENTION PER ITEM.]

Household Asset	OWN	HAVE ACCESS TO	DO NOT OWN/NO ACCESS TO
a) Furniture	1	2	3
b) Livestock (cattle, goats, sheep, donkeys, pigs, chicken, game, etc.)	1	2	3
c) Farming implements (hand tools)	1	2	3
d) Farming machinery (e.g. tractor, harvester)	1	2	3
e) Generator	1	2	3
f) Solar panels	1	2	3
g) Trailer/Donkey cart/Wheelbarrow	1	2	3
h) Bicycle	1	2	3
i) Motorcycle/Scooter	1	2	3

Q41.1 Which of the following do you own or do you have access to?

				Q41.2 [IF OWN OR HAVE ACCESS, ASK IN Q41.1:] **Do you use it personally?**	
	OWN	HAVE ACCESS	DON'T OWN & DON'T HAVE ACCESS	YES	NO
a) Cell phone	1	2	3	1	2
b) Public phone		2	3	1	2
c) Landline at home	1	2	3	1	2
d) Internet		2	3	1	2

Q42 Which of the following documents do you have in your name? [READ OUT. MULTIPLE MENTION POSSIBLE.]]

	Yes	No
a) Identification document/Passport	1	2
b) Documents that show your residential address	1	2

c) Proof of income (e.g. pay slip)	1	2
d) Driver's License	1	2

Q43 Please tell me whether you agree or disagree with the following statements: [READ OUT. SINGLE MENTION PER STATEMENT ONLY.]

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
a) You have a clear sense of what you want to achieve with your life	5	4	3	2	1
b) You are working towards achieving your dreams and goals	5	4	3	2	1
c) After your death, your family will have enough to live comfortably	5	4	3	2	1
d) It is the responsibility of government to take care of you in terms of basic things like shelter, health care and education	5	4	3	2	1
e) People in your community have a strong sense of involvement in the community – people rely on each other for support	5	4	3	2	1
f) It is your own responsibility to ensure that the basic needs of you and your household are met	5	4	3	2	1

SECTION B: FARMING

Q44 Please tell me which of the following statements best describes your household situation: [READ OUT. SINGLE MENTION ONLY.]

Your household is only involved in farming and no one in the household has any other work	1	GO TO Q45
Your household is involved in farming AND other work	2	GO TO Q45
Your household is NOT involved in farming at all	3	GO TO Q57.1
Your household owns farm land, but is not involved in farming	4	GO TO Q57.1

Q45 Which of the following describes your household situation best: [READ OUT. SINGLE MENTION ONLY.]

Farm on communal land mostly to provide food for my family to eat	1
Farm on communal land mostly to produce products I could sell (meat; mahangu; maize; etc.)	2
Commercial farmer who makes a living by selling what I produce	3
Live on a farm mostly to provide food for my family to eat	4

Q46.1a Please tell me what kind of agricultural crops you/your household are involved in? [DO NOT READ OUT. MULTIPLE MENTION POSSIBLE.]

Q46.2a Please tell me which one you make the most income from?

Q46.1b Please tell me what kind of indigenous natural products you/your household are involved in [DO NOT READ OUT. MULTIPLE MENTION POSSIBLE.]

Q46.2b Please tell me which one you make the most income from?

Q46.1c Please tell me what kind of livestock your household have [DO NOT READ OUT. MULTIPLE MENTION POSSIBLE.]

Q46.2c Please tell me which one you make the most income from?

	Q46.1	Q46.2
	Yes	
Crops		
1) Maize	1	1
2) Mahangu	1	2
3) Wheat	1	3
4) Sorghum	1	4
5) Fruit	1	5
6) Vegetables	1	6
7) Ground nuts	1	7
98) Other (specify)	1	98
Indigenous Natural Products		
8) Devil's claw	1	9
9) Marula	1	10
1) Ximenia	1	11
11) Mopane	1	12
12) Eembe	1	13
13) Eenyandi	1	14
14) Maguni, mauni	1	15
15) Commiphora Resin	1	16
16) Melon seed	1	17
17) Hoodia	1	18
18) !Nara	1	19
98) Other (specify)	1	98
Livestock		
19) Cattle (dairy)	1	21
2) Cattle (beef)	1	22
21) Goats	1	23
22) Sheep	1	24
23) Poultry	1	25
24) Game	1	26
25) Pigs	1	27

26) Fish	1	28
27) Donkeys	1	29
28) Horses	1	98
29) Pelts (Karakul)	1	31
3) Other (please specify):	1	98

Q47 [ASK ONLY THOSE WITH LIVESTOCK:] **Please tell me how much you agree or disagree with the following statements:** [READ OUT. SINGLE MENTION PER STATEMENT ONLY.]

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
a) Your household will never sell your livestock	5	4	3	2	1
b) Your household will use your livestock as security when you need to borrow money	5	4	3	2	1
c) Your household regards livestock as a form of savings	5	4	3	2	1
d) Your household will sell some of your livestock to get cash when you need cash	5	4	3	2	1
e) Your household sells livestock on a regular basis as a means to generate income and wealth	5	4	3	2	1

Q48 For your or your household's farming activities, you need things like seed or fertilizer, pesticides, food and medicine for livestock. Where do you or your household mainly get the money for it? [DO NOT READ OUT. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

Do not use any inputs for farming activities	1
Do not have to buy inputs – we manage with what we have already (e.g. keeping seed from your own harvest)	2
Use money from income from sources other than farming (non-farming income)	3
Use savings	4
Sell some crops and use the money	5
Sell some livestock and use the money	6
Sell products like milk or eggs that we get from animals to get money to buy it	7
Sell something that we collect from nature (e.g. wood) to get money to buy it	8
Labor/do piece work to get money to buy it	9
Get it from a buyer to whom we sell our crop/livestock	10
Get it from a supplier or distributor and pay later	11
Loan from a bank	12
Loan from another formal financial institution	13
Loan from a farmers' association	14
Borrow from a community/savings group where we save and lend to each other	15
Borrow from a money lender/cash loan lender in the community	16
Borrow from friends and/or family	17
Other (please specify):	98
Don't know	99

Q49 Do you or your household get some of the farming inputs you use from the Government at a subsidized or lower cost? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	GO TO Q50
No	2	GO TO Q51
Don't know	9	GO TO Q51

Q50 [ASK IF YES TO Q49 ABOVE:] **Which inputs or services do you get from the Government at a subsidized or lower cost?** [DO NOT READ OUT. MULTIPLE MENTION POSSIBLE.]

Fertilizer	
Seed	1
Pesticides	2
Fuel	3
Ploughing services by means of tractors	4
Farming implements such as ploughs and rippers	5
Animals for ploughing	6
Vaccines	7
Other (please specify):	98

Q51 Do you or your household mainly farm for consumption (for your own purposes) or for selling? In other words, do you consume more than what you sell or do you sell more than what you consume? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Consumption	1	GO TO Q52.1
Selling	2	GO TO Q55

Q52.1 Have you or your household ever considered turning your farming activities into a farming business?

Yes	1	GO TO Q52.2
No	2	GO TO Q53
Don't know	9	GO TO Q57.1

Q52.2 Which statement below suits the consideration made by you or your household?

We have considered turning our farming activities into farming business but have not done it	1	GO TO Q54
We have turned our farming activities into farming business already	2	GO TO Q57.1
Don't know	9	GO TO Q57.1

Q53 [IF NO in Q52.1, ASK:] **If you have never considered turning your farming activities into a farming business, please tell us why.** [DO NOT READ OUT. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

Have another source of income	1
Farming is a hobby	2
Farming is a family activity	3
I just love to farm	4
I bought this land as an investment and will sell it later	5
Full-time farming is too risky	6
The income from full-time farming is too low	7
I do not have sufficient funds to stock or work the farm properly	8
The future of farming in this country is too uncertain	9
I do not have enough land to farm commercially	10
The quality of the land does not allow for this	11
The profit I can make is not sufficient (market price too low)	12
Other (please specify):	98

Q54 [IF CONSIDERED BUT NOT DONE SO ALREADY, Q52.2=1, ASK:] **If you have considered turning your farming activities into a farming business, please tell us why you have not done so already.** [DO NOT READ OUT. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

I do not have enough water	1
I do not have enough land	2
I do not have enough money for inputs	3
The market/place where I can sell my products is too far away	4
There is no transport to the market/place where I can sell my products	5
Transport is too expensive	6
There is no surplus to sell, we use everything we produce	7
Limited or lack of knowledge or know-how	8
The profit I can make is not sufficient (market price too low)	9
Other (please specify):	98

Q55 [IF MOSTLY SELLING, ASK:] **Who do you mainly sell your products and services to?** [DO NOT READ OUT. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

Co-operative (Agra)	1
Wholesaler (Hartlief)	2
Supermarket (Spar; Pick 'n Pay; Punyu; etc)	4
Direct to the public	5
Direct to a Government agency	6
Middleman (Speculator/Feedlot)	7
Local butcher	8
Abattoirs (Meatco; Brakwater; etc.)	9
Export abattoirs (Meatco/Witvlei)	10

Other (please specify):	98

Q56 [IF MOSTLY SELLING, ASK:] **Can you tell us, in order of importance, what the THREE (3) main challenges are that you face when selling your products and services?** [DO NOT READ OUT. SPONTANEOUS MENTION.]

	Q56.1 MOST IMPORTANT	Q56.2 2ND MOST IMPORTANT	Q56.3 3RD MOST IMPORTANT
Distance to the market/the place I sell my goods and products at	1	1	1
Lack of transportation	2	2	2
Reliability of transport	3	3	3
Cost of transportation	4	4	4
Goods/products get damaged in transport	5	5	5
Lack of storage facilities	6	6	6
Lack of refrigeration facilities	7	7	7
Unreliable middleman	8	8	8
Low market price	9	9	9
Other (please specify):	98	98	98

SECTION C: INCOME AND EXPENDITURE

[READ OUT] WE UNDERSTAND MATTERS ON INCOME ARE QUITE SENSITIVE, BUT PLEASE REST ASSURED THAT THIS INFORMATION WHICH I AM ABOUT TO ASK WILL ONLY BE USED FOR STATISTICAL ANALYSIS PURPOSES, AND AS INDICATED BEFORE, IT WILL REMAIN CONFIDENTIAL AS PER THE STATISTICS ACT

Q57.1 Please tell me how you get or make your money to pay for your expenses. If you get or make money in more than one (1) way, please tell me about all of the different ways in which you get or make money. [DO NOT READ OUT. MULTIPLE MENTION POSSIBLE.]

Q57.2 How often do you receive the money you get from this source(s)? [SEE CODE LIST 4. READ OUT. SINGLE MENTION PER ACTIVITY ONLY.]

Q57.3a How do you receive the money you get from this source(s)? [SEE CODE LIST 5. READ OUT. SINGLE MENTION PER METHOD ONLY.]

Q57.3b Ask if code 5 in code list 5: How much do you leave on the wallet for later use after a cash-out/withdrawal? [SEE CODE LIST 6. READ OUT. SINGLE MENTION PER METHOD ONLY.]

Q57.3c. what other services provided by the wallet money do you use the money for? SEE CODE LIST 7. READ OUT. Multi mentions possible]
Q57.4 [IF MORE THAN ONE SOURCE, ASK:] **On which of these do you rely the most to make a living?** [SINGLE MENTION ONLY.]

	Q57.1 Income generating activity/source	Q57.2 How often do you receive the money you get from this source?	Q57.3a How do you receive the money you get from this source?	Q57.3b Ask if code 5 in code list 5: How much do you leave on the wallet for later use after cash-out/withdrawal?	Q57.3c. what other services provided by the wallet money do you use the money for?	Q57.4 [IF MORE THAN ONE SOURCE, ASK:] On which of these do you rely the most to make a living?
Salary/wages from Government/parastatal	1					1
Salary/wages from private company	2					2
Salary/wages from an individual (i.e. domestic worker/farm worker etc)	3					3
Self-employed (have own business) – formal sector	4					4
Self-employed (have own business) –	5					5

informal sector						
Money from farming (crops and/or livestock; by-products from livestock)	6					6
Piece work	7					7
Make goods to sell	8					8
Sell something I grow	9					9
Sell something I collect from nature (thatch/wood/charcoal)	10					10
Rental income/subletting rooms, shack, house	11					11
Government old age pension	12					12
Company pension	13					13
Child grant	14					14
Disability grant	15					15
War veterans/ex-combatants grant	16					16
Return on investments	17					17
Maintenance money	18					18
Remittances (money from friends/family)	19					19
Get money from someone else	20					20
Other (please specify):	98					98
Do not get money (Please do not read out) [GO TO Q64]	22					

Q58 [IF RESPONDENT GETS MONEY FROM SOMEONE ELSE OR HAS SOMEONE ELSE WHO PAYS THEIR EXPENSES (OPTIONS 19 & 20 IN Q57), ASK:] **Who gives you money, or pays for your expenses?** [DO NOT READ OUT. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

Parent	1
Spouse	2
Child	3
Other relative	4
Other (please specify):	98

Q59a. What is your TOTAL PERSONAL MONTHLY income before tax and other deductions?

Refused	1	GO TO 59b
Don't know	9	GO TO 59b

Q59b. Please give me a range of your TOTAL PERSONAL MONTHLY INCOME? [SHOW CARD 1.SINGLE MENTION ONLY.]

I do not have a regular monthly income	1
NAD 1 to NAD 1000	2
NAD 1001 to NAD 1999	3
NAD 2000 to NAD 3000	4
NAD 3001 to NAD 5000	5
NAD 5001 to NAD 7000	6
NAD 7001 to NAD 9000	7
NAD 9001 to NAD 11000	8
NAD 11001 to NAD 13000	9
NAD 13001 to NAD 15000	10
NAD 15001 to NAD 17000	11
NAD 17001 to NAD 19000	12
NAD 19001 to NAD 21000	13
NAD 21001 to NAD 25000	14

NAD 25001 to NAD 30000	15
NAD 30001 to NAD 35000	16
NAD 35001 to NAD 50000	16
NAD 50001 to NAD 75000	17
More than NAD 75000	18
Refused	97
Don't know	99

Q64 The following are big events in most people's lives. How would you cover the cost for these if you need to pay for it? [DO NOT READ OUT THE OPTIONS FOR HOW A RESPONDENT WILL COVER THE COSTS. ONLY ASK HOW RESPONDENT WILL COVER THE COST FOR EACH EVENT. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

	Q64.1 Birth of a child	Q64.2 Wedding	Q64.3 Funeral/Memorial	Q64.4 Medical emergency	Q64.5 Children's education	Q64.6 Damage from a natural disaster (e.g. a flood; drought)	Q64.7 Retirement	Q64.8 Other celebrations (e.g. birthdays; confirmations, Matric farewell; initiations)
I will use my savings	1	1	1	1	1	1	1	1
I will get the money from family and friends	2	2	2	2	2	2	2	2
I will get the money from someone in the community	3	3	3	3	3	3	3	3
I will sell something to cover the costs	4	4	4	4	4	4	4	4
I have a policy/insurance that will cover it	5	5	5	5	5	5	5	5
I will borrow the money from the bank	6	6	6	6	6	6	6	6
I will borrow the money from another registered financial institution	7	7	7	7	7	7	7	7
I will borrow the money from a cash loan lender in the community	8	8	8	8	8	8	8	8
I will borrow the money from a savings group	9	9	9	9	9	9	9	9
Other (please specify):	98	98	98	98	98	98	98	98

Q65. Thinking about all the things you pay regularly, apart from the challenge of getting money to pay for these, do you face any other problems in terms of where or how you have to pay for these? [DO NOT READ OUT. SINGLE MENTION ONLY.]

No	2	GO TO Q67
Yes	1	GO TO Q66

Q66 [IF Q65 is YES, ASK:] **What are the main problems that you face?** [DO NOT READ OUT. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

Distance to the shop or institution where I have to pay	1
Lack of transportation	2
Reliability of transport	3
Cost of transportation	4
Availability of crucial items	5
Lack of credit	6
Unfavourable repayment terms	7
Other (please specify):	98

SECTION D: ACCESS TO INFRASTRUCTURE

Q67a How long does it usually take you to get to the nearest... [READ OUT. SINGLE MENTION PER LOCATION ONLY.]

	Less than 30 min	Between 30 minutes and 1 hour	1 to 3 hours	More than 3 hour	Don't know
a) Retail outlets (e.g. shoprite, Pick 'n Pay,Spar etc)	1	2	3	4	99
b) Market – place where vendors sell food and other items directly to the public	1	2	3	4	99
c) Post Office	1	2	3	4	99
d) Bank	1	2	3	4	99
e) ATM	1	2	3	4	99
f) Medical services (e.g. clinic; hospital; doctor)	1	2	3	4	99
g) Insurance company/Broker/Agent	1	2	3	4	99
h) Cuca shops	1	2	3	4	99

Q67b What is the distance from here to the nearest... [READ OUT. SINGLE MENTION PER LOCATION ONLY.]

	Less than 1km	Between 1km and 10km	Between 11km and 50km	More than 50km	Don't know
a) Retail outlets (e.g. shoprite, Pick 'n Pay,Spar etc)	1	2	3	4	99
b) Market – place where vendors sell food and other items directly to the public	1	2	3	4	99
c) Post Office	1	2	3	4	99
d) Bank counter	1	2	3	4	99
e) ATM	1	2	3	4	99
f) Medical services (e.g. clinic; hospital; doctor)	1	2	3	4	99
g) Insurance company/Broker/Agent	1	2	3	4	99
h) Cuca shops	1	2	3	4	99

Q68 What in your opinion would help to improve the lives of people in this community? [DO NOT READ OUT. MULTIPLE MENTION POSSIBLE.]

Roads/better roads	1
Improved housing	2
Access to basic services such as drinking water/sanitation	3
Access to water for farming	4
Health care facilities	5
Educational facilities	6
Better access to public transport	7
Electricity	8
Improved retail markets/banks	9
Access to financial institutions/banks	10
Other (please specify):	98

SECTION E: FINANCIAL CAPABILITY

Q69 How easy is it for you as an individual to keep up with your financial commitments? [READ OUT. SINGLE MENTION ONLY.]

Very difficult	1
Somewhat difficult	2
Neither easy nor difficult	3
Somewhat easy	4
Very easy	5

Q70 After you receive money, how often are you able to make it last until the next time you receive money? [READ OUT. SINGLE MENTION ONLY.]

Never	1
Seldom	2
Often	3

Q71 What do you do if you run out of money? [DO NOT READ OUT. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

I will get the money from family and friends	1
I will get the money from someone in the community	2
I will sell something to cover the costs	3
I will borrow the money from family and friends	4
I will borrow the money from someone in the community	5
I will borrow the money from the bank	6
I will borrow the money from another registered financial institution	7
I will borrow the money from a cash loan lender in the community	8
I will borrow the money from a savings group or Savings associations	9
I will get money from my savings	10
Other (please specify):	98

72 On a scale of 1-10, how easy or difficult is it for you to keep up with paying your accounts and meeting other financial commitments that you have on a monthly basis, where one (1) is not difficult at all, and ten (10) is very difficult?

1	2	3	4	5	6	7	8	9	10

Q73 Please tell us how much you agree or disagree with the following statements: [READ OUT. SINGLE MENTION PER STATEMENT ONLY.]

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
a) You buy things even if you cannot afford them	5	4	3	2	1
b) You would rather buy something on credit than waiting to save enough money to buy the item you want	5	4	3	2	1
c) You consider yourself organized when it comes to managing your money	5	4	3	2	1
d) You consider yourself a saver rather than a spender	5	4	3	2	1
e) You like to be in control of your finances and money matters	5	4	3	2	1
f) You often have to spend more money than what you have available	5	4	3	2	1
g) Dealing with finances is stressful	5	4	3	2	1
h) You are impulsive in terms of spending money	5	4	3	2	1

Q74.1 How frequently do you keep record of the money you get? [READ OUT. SINGLE MENTION ONLY.]

Never	1
Daily	2
Weekly	3
Monthly	4
Annually	5

Q74.2 How frequently do you keep record of your spending? [READ OUT. SINGLE MENTION ONLY.]

Never	1
Daily	2
Weekly	3
Monthly	4
Annually	5

Q75 How often, if ever, do you save? [READ OUT. SINGLE MENTION ONLY.]

I do not save at all	1
I save on a daily basis	2
I save on a weekly basis	3
I save on a monthly basis	4
I save if and when I have extra money	5

Q76 When you get money, do you plan how you are going to spend this money to make sure that it lasts until you get money again? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	GO TO Q77.1
No	2	GO TO Q78

Q77.1 [IF YES TO Q76, ASK:] **Do you change this plan if you have to pay for something unexpected, like a medical or funeral expense for example?** [READ OUT. SINGLE MENTION ONLY.]

Yes	1
No, I do not change my plan because I make provision for unexpected events	2
No, I stick to my plan and find other sources of money to cover unexpected expenses	3

Q77.2 [IF YES TO Q76, ASK:] **On a scale of 1-10, how often do you normally stick to this plan, where one (1) is never and ten (10) is always?**

1	2	3	4	5	6	7	8	9	10

Q77.3 [IF YES TO Q76, ASK:] **Do you have a general plan that you use every time, or do you make a new plan every time, based on your income?** [DO NOT READ OUT. SINGLE MENTION ONLY.]

General plan	1
Plan according to my income	2

Q78 When you get money, are there things you make sure you pay before you do anything else with your money? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	GO TO Q79
No	2	GO TO Q8

Q79 [IF YES TO Q78, ASK:] **What are the TOP THREE (3) things that you pay for or buy when you get money?** [DO NOT READ OUT. ONLY THREE MENTIONS POSSIBLE.]

I buy food and other groceries	1
I buy air time or credit for my cell phone	2
I pay for my internet	3
I set aside money to pay for fuel and transportation (taxi fare; bus fare and fuel)	4
I set aside money to pay for accommodation	5
I set aside money to pay for general household items	6
I buy electricity	7
I pay my store accounts	8
I buy medication	9
I pay my landline telephone or internet account	10
I pay my water bill	11
I pay my loan	12
I set aside money for saving or investment	13
Other (please specify):	98

Q80 Please tell me how much you agree or disagree with the following statements: [READ OUT. SINGLE MENTION PER STATEMENT ONLY.]

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
a) You will go without certain things to be able to save	5	4	3	2	1
b) You believe that you have to save for difficult times, even if your income is low	5	4	3	2	1
c) You believe it is better to save where your money is safe than to take risks to make more	5	4	3	2	1

Q81 Please tell me how much you agree or disagree with the following statements: [READ OUT. SINGLE MENTION PER STATEMENT ONLY.]

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
a) When you buy something on credit, you will find that it ends up being more expensive than you at first thought it would be	5	4	3	2	1
b) You avoid borrowing money if you can	5	4	3	2	1
c) If you borrow money, it is okay to pay it back a little bit later than agreed	5	4	3	2	1
d) It is okay to borrow money to pay back outstanding debt	5	4	3	2	1
e) You have a good idea of the amount of interest that you pay when you borrow money that you have to pay back with interest	5	4	3	2	1
f) Being able to borrow money when you need it is more important than the amount of money you have to pay back	5	4	3	2	1
g) It is better to have debt, than to sell something in order to pay for it (pay off the debt)	5	4	3	2	1
h) It is better to keep your savings than to use it to pay off debt	5	4	3	2	1

82 Which financial products are you aware of? [DO NOT READ. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.] UNAIDED AWARENESS

Medical Aid products	1

Pension Fund products	2
Short term insurance	3
Life insurance	4
Friendly societies	5
Unit trusts	6
Investment products (e.g. Bonds, unit trust)	7
Mobile money	8
Bank accounts	9
None	97
Other (please specify):	98

Q83.1 I am now going to read to you a list of financial institutions and I would like you to tell me which of these financial institutions you are aware of. [READ OUT.] AIDED AWARENESS

Medical Aid Funds	1
Pension Funds	2
Short term insurance companies	3
Life insurance companies	4
Provident Fund companies	5
Friendly societies	6
Unit trust Management Companies	7
Investment Management Companies (e.g. Unit Trusts and Bonds	8
Microlenders (MFI)	9
Commercial Banks	10
Savings bank (Nampost)	11
None	97

Q84.1 On a scale of 1-10, how would you rate your knowledge of BANKING PRODUCTS, where one (10) is very poor, and ten (10) is very good?

1	2	3	4	5	6	7	8	9	10

Q84.2 On a scale of 1-10, how would you rate your knowledge of LIFE INSURANCE PRODUCTS, where one (10) is very poor, and ten (10) is very good?

1	2	3	4	5	6	7	8	9	10

Q84.3 On a scale of 1-10, how would you rate your knowledge of SHORT TERM INSURANCE PRODUCTS, where one (1) is very poor, and ten (10) is very good?

1	2	3	4	5	6	7	8	9	10

Q84.4 On a scale of 1-10, how would you rate your knowledge of MEDICAL AID FUND PRODUCTS, where one (1) is very poor, and ten (10) is very good?

1	2	3	4	5	6	7	8	9	10

Q84.5 On a scale of 1-10, how would you rate your knowledge of PENSION FUND PRODUCTS, where one (10) is very poor, and ten (10) is very good?

1	2	3	4	5	6	7	8	9	10

Q84.6 On a scale of 1-10, how would you rate your knowledge of PROVIDENT FUND PRODUCTS, where one (1) is very poor, and ten (10) is very good?

1	2	3	4	5	6	7	8	9	10

Q84.7 On a scale of 1-10, how would you rate your knowledge of INVESTMENT PRODUCTS, where one (10) is very poor, and ten (10) is very good?

1	2	3	4	5	6	7	8	9	10

Q84.8 On a scale of 1-10, how would you rate your knowledge of FRIENDLY SOCIETY PRODUCTS, where one (1) is very poor, and ten (10) is very good?

1	2	3	4	5	6	7	8	9	10

Q84.9 On a scale of 1-10, how would you rate your knowledge of UNIT TRUST MANAGEMENT PRODUCTS, where one (10) is very poor, and ten (10) is very good?

1	2	3	4	5	6	7	8	9	10

Q84.1 On a scale of 1-10, how would you rate your knowledge of MICROLENDER PRODUCTS, where one (10) is very poor, and ten (10) is very good?

1	2	3	4	5	6	7	8	9	10

Q84.11 On a scale of 1-10, how would you rate your knowledge of SAVINGS BANK PRODUCTS, where one (1) is very poor, and ten (10) is very good?

1	2	3	4	5	6	7	8	9	10

Q84.12 On a scale of 1-10, how would you rate your knowledge of MOBILE MONEY, where one (10) is very poor, and ten (10) is very good?

1	2	3	4	5	6	7	8	9	10

Q85 Have you ever obtained a formal financial product?

Yes	1	GO TO Q86
No	2	GO TO Q90.1

Q86 When getting a formal financial product, do you ask for a copy of the contract? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	GO TO Q87
No	2	GO TO Q87

Q87 In the past six (6) months, when you have obtained formal financial products, did you receive a copy of the contract or terms and conditions? [DO NOT READ OUT. FIRST ESTABLISH WHETHER THE ANSWER IS YES OR NO AND THEN IF YES, ASK:] **Was it for all of them, or only some of them?**

No contract received	1	GO TO Q90.1
Yes for some of them	2	GO TO Q88
Yes for all of them	3	GO TO Q88
No product received in the past 6 months	4	GO TO Q90.1

Q88. [IF YES TO Q87, ASK:] **If you have received a contract in the past six (6) months, did you read it, or was it read to you by the consultant/broker/agent?** [DO NOT READ OUT. SINGLE MENTION ONLY.]

I read it myself	1	GO TO Q89
Someone read it to me	2	GO TO Q89
I did not read it, neither did someone read it to me	3	GO TO Q90.1

Q89 On a scale of one 1-10, where one (1) is not at all, and ten (10) is very well, how well would you say did you understand the contract(s) that you have obtained and read in the past six (6) months?

1	2	3	4	5	6	7	8	9	10

Q90.1 How often do you read the economic section of the newspaper(s)? [READ OUT. SINGLE MENTION ONLY.]

Daily	1
Weekly	2
Monthly	3
Never	4

Q90.2 How often do you listen to economic talks or programs on the radio? [READ OUT. SINGLE MENTION ONLY.]

Daily	1
Weekly	2
Monthly	3
Never	4

Q90.3 How often, do you watch economic programs on the television? [READ OUT. SINGLE MENTION ONLY.]

Daily	1
Weekly	2
Monthly	3
Never	4

Q91 In general, how interested would you say are you in economic matters, where one (1) is not interested at all, and ten (10) is very interested?

1	2	3	4	5	6	7	8	9	10

Q92 When you have to make an important financial decision, who do you ask or who do you get information from to make sure that you make the right decision? [DO NOT READ OUT. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

Spouse/Partner	1
Relatives	2
Colleagues at work	3
Church members	4
A financial advisor	5
Traditional headman in the area	6
The bank	7
I make decisions based on my own information	8
Broker	9
Internet	10
Informal financial institutions/associations	11
Other (please specify):	98

Q93 If you were to receive a large sum of money and you did not need to spend it, where would you keep it until you decide what to do with it? [DO NOT READ OUT. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

Put it in the bank	1
Put it into a savings club/Savings associations	2
Give it to someone for safekeeping	3
Hide it in a safe place at home	4
Carry it with me at all times	5
Other (please specify):	98

Q94 Please tell me how much you agree or disagree with the following statements: [READ OUT. SINGLE MENTION PER STATEMENT.]

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
a) Insurance is for rich people	5	4	3	2	1
b) Insurance is for people with valuable assets	5	4	3	2	1
c) Insurance is a way of saving on a long term basis	5	4	3	2	1
d) Being insured stops you from worrying about losing things or money	5	4	3	2	1
e) Insurance is costly	5	4	3	2	1
f) There is a lack of low insurance products	5	4	3	2	1

Q95 In general, thinking about the money matters of your household, what are the things you are most concerned about, apart from how to get more money? [DO NOT READ OUT. MULTIPLE MENTION POSSIBLE.]

Losing the money I earned (e.g. through stealing)	1
Getting wrong financial advice	2
Death of main income earner	3
Not having enough money in a couple of years / when I am old	4
That I cannot buy enough food at the end of the month	5
That I am not well enough insured	6
That I can't pay back my credit / loan	7
That my business fails	8
That I have to give too much money away to friends/family/community	9
The education of my children	10
The safety of my household (members and assets)	11
Unforeseen expenses (vehicle break-down, death, illness, etc.)	12
Unforeseen natural disasters (flooding, etc.)	13
Other (please specify):	98

SECTION F: MONEY MANAGEMENT: SAVING

Q96 People have different ways of describing what it means to save. Which of the following descriptions do you think most accurately defines what it means to save? [READ OUT. SINGLE MENTION ONLY.]

Putting money aside for safekeeping	1
Putting money aside to use later when needed	2
Putting money aside for the end of the week or month	3
Putting money away so that the total amount increases over time as more is put away	4
Putting money aside for a specific purpose	5
Putting other assets (like livestock) aside to convert to money/cash when needed	6

Q97 Do you save or put money away when you can? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	GO TO Q99.1
No	2	GO TO Q98

Q98 [IF Q97 is NO, ASK:] **Why do you not save or put money away?** [DO NOT READ OUT. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

I do not have any money left after paying for living expenses	1
I do not have a cash income – no money to save	2
I do not believe in saving	3
Lack/ No access to saving facilities	4
High cost of saving	5
Low return on saving	6
Other (please specify):	98

Q99.1 Please tell me which of the following you have, had, or never had? [READ OUT. SINGLE MENTION PER SAVINGS MECHANISM.]

Q99.2 [if the answer in 99.1 is Have or Had, PLEASE ASK: **At which institution did you have savings?** [SEE CODE LIST 8. DO NOT READ OUT. MULTIPLE MENTION POSSIBLE.]

	Q99.1 - status			**Q99.2 Institution** SEE CODE LIST 8
	Have	Had	Never had	
a) Savings at a bank	2	1	0	
b) Savings at another financial institution	2	1	0	
c) Savings in Treasury Bills or Bonds	2	1	0	
d) Unit trusts	2	1	0	
e) Pension fund	2	1	0	
f) Provident fund	2	1	0	
g) Retirement annuity	2	1	0	
h) Preservation fund (from previous employer)	2	1	0	
i) Education policy/plan	2	1	0	
j) Investment/savings policy	2	1	0	
k) Endowment policy with death/disability cover	2	1	0	
l) Savings in a saving group, club, association	2	1	0	
m) Savings with someone in community who keeps it safe for you	2	1	0	
n) Savings with someone in household/family who keeps it safe for you	2	1	0	
o) Savings with a community organization e.g. church	2	1	0	
p) Savings at home	2	1	0	
q) Savings by buying an asset like livestock with the intention of selling it later	2	1	0	

Q100 When you choose a savings product or a method of saving, which factors do you consider to help you make your decision? [DO NOT READ OUT. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

Recommendation by family/friends/others in the community	1
Recommendation by the newspaper, radio and by official institutions	2
Low fees and charges	3
Trust in the product	4
Product association with a well-known brand	5
Explanation of the contract to me	6
Ability to get my money fast	7
Safety of my money	8
Explanation in a language that I understand	9
Understanding of how the product works	10
Closeness of the person or organisation who sells the product to where I live	11
Other (please specify):	98

SECTION G: MONEY MANAGEMENT: BORROWING

Q101.1 Did you borrow money during the past six (6) months?

Yes	1
No	2

Q101.2 Have you, in the past 6 months, been paying back money that you borrowed from anybody or any institutions? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1
No	2

Q101.3 During the past 6 months, did you get any goods or services in advance and had to pay for it later? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	[Go to Q103.1]
No	2	

Q102 [ASK IF NO TO Q101.1; Q101.2 AND Q101.3] **Why have you not borrowed money or taken goods or services on credit?** [DO NOT READ OUT. MULTIPLE MENTION POSSIBLE.]

Fear of debt	1
I can pay for my living expenses with what I have; I do not need to borrow money or take goods and services on credit	2
I am worried that I would not be able to pay back the money	3
The interest charged on borrowed money is too high	4
I do not know where to borrow money	5
I do not want to become a defaulter or be known as a defaulter	6
I do not know how to apply for a loan	7
I do not believe in borrowing money	8
I do not have assets to give as security or collateral	9
I do not have a credit record	10
I do not trust banks or other lenders	11
I do not want to borrow from money lenders	12
Borrowing money is shameful and embarrassing	13
My spouse/family/other people do not allow me to borrow money	14
I tried, but was refused	15
I have no one to borrow from	16
No specific reason	17
Other (please specify):	98

Q1031. [ASK ALL:] **Please tell me which of the following have you done in the past six (6) months:** [READ OUT. MULTIPLE MENTION POSSIBLE.].
Q103.2 How much did you borrow?
Q103.3 How much is still owed?
Q103.4 Why did you choose this source [SEE CODE LIST 9. DO NOT READ OUT. MULTIPLE MENTION POSSIBLE.]

	Q103.1		Q103.2 Total loan	Q103.3 Amount still owed	Q103.4 Why this source?
	YES	NO			
a) Borrowed money from a bank	1	2			
b) Borrowed money from another financial institution (e.g. MFI)	1	2			
c) Got a loan from a Government Scheme	1	2			
d) Borrowed money from your employer	1	2			
e) Borrowed money from family/friends that you had to pay back	1	2			
f) Got money from family/friends that you did not have to pay back	1	2			
g) Borrowed money from savings group/club/association	1	2			
h) Borrowed money from a money lender in the community or a cash loan lender	1	2			
i) Borrowed money/got goods in advance from an agricultural buyer	1	2			
j) Borrowed money/got goods in advance from a farmers organization	1	2			
k) Borrowed money from a church or other community based organization that you belong to	1	2			
l) Got goods in advance/borrowed money from a small shop like a Cuca shop and had to pay back later	1	2			
m)Bought goods with a store card such as Edgars, Truworths card or bought goods on a store account (not a Cuca shop)	1	2			

Q104 For which reasons have you borrowed money or taken out a loan

a)	Food	1
b)	Bills e.g. rent, electricity	2
c)	Medical spending	3
d)	Give to another family member	4
e)	To extend/renovate/repair a house	5
f)	Child's education	6
g)	Clothes	7
h)	Funeral expenses	8
i)	Start or invest in your own business	9
j)	Own education	10
k)	To buy a motor vehicle	11
l)	For transport fees	12
m)	To build a house	13
n)	To buy a house	14
o)	Weddings	15
p)	Other (specify)	98
q)	Do not know	99

Q105.1 Did you seek any services of a debt counselor

Yes	1
No	2 (go to Q107)

Q105.2 Ask If YES in Q105. Was it helpful?

Yes	1 (go to Q107)
No	2

Q105.3 Ask if No. Why it was not helpful?

1.	It took me longer time to settle the amount I owe	1
2.	Debt counselling is not free	2
3.	I lost money by entering into debt counselling process	3
4.	I was not an easy way out / it is a tough process	4
5.	I was unable to get more credit	5
6.	I ended up with more debts	6
7.	I was forced to take other financial products such as insurance	7
8.	Other (specify)	98
9	Do not know	99

Q107 Have you applied for a loan in the past six (6) months? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	
No	2	

Q108 In the past six (6) months, have you been refused a loan? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	GO TO Q109
No	2	GO TO Q109

Q109 [IF YES, ASK:] **What was the reason you were refused the loan?** [DO NOT READ. MULTIPLE MENTION POSSIBLE.]

I did not have a down payment/deposit	1
I did not have a bank account	2
I did not have a credit history/references	3
I did not have an identity document	4
I did not have proof of a permanent address	5
I did not have a pay slip	6
My income was too low	7
I had too many other debts	8
I could not provide security/collateral	9
Other (please specify):	98
Don't know	99

Q110 ASK ALL: When you choose a loan product or a source of borrowing, which factors do you consider to help you make your decision? [DO NOT READ OUT. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

Recommendation by family/friends/others in the community	1
Recommendation by the newspaper, radio and by official institutions	2
Low fees and charges	3
Trust in the product	4
Product association with a well-known brand	5
Explanation of the contract to me	6
Ability to get my money fast	7
Safety of my money	8
Explanation in a language that I understand	9
Understanding of how the product works	10
Closeness of the person or organisation who sells the product to where I live	11
Having a bad credit history	12
Other (please specify):	98

SECTION H: MONEY MANAGEMENT: RISK AND RISK MITIGATION

Q111.1 Sometimes unexpected things happen and affect the money that people put aside for their expenses. Which of these things, if any, did your household face during the past 6 months? [READ OUT. MULTIPLE MENTION POSSIBLE.]

Q111.2 Can you also tell me what you did to cope with this financially? [PLEASE REFER TO CODE LIST 10. DO NOT READ OUT. MULTIPLE MENTION POSSIBLE.]

	Q111.1	Q111.2
	Yes	COPING MECHANISM
a) Increase in household size; more dependents relying on household income	1	
b) Loss of income from income earner	1	
c) Illness within your household or family that required medical expenses	1	
d) Having to pay unforeseen school/education fees	1	
e) Loss of your home	1	
f) Loss of your savings	1	
g) Damage to your home/loss of valuable assets	1	
h) Harvest failure or losses of crop harvest	1	
i) Death or illness of livestock	1	
j) Low selling prices of products you sell	1	
k) Rise in living costs such as rent, electricity, fuel, food, transport costs	1	
l) Rise in interest rates (thinking of money you borrowed)	1	
m) Other natural disasters (flood, e.g.) which affected my source of income	1	
n) Other (please specify:)	1	

Q112.1 Please tell me which of the following you have on your name, had in the past but do not have anymore, or never had. READ OUT. MULTIPLE MENTION POSSIBLE.]

Q112.2 Can you tell me what products you have cover from even though it is in someone else's name? [READ OUT. MULTIPLE MENTION POSSIBLE.]

	Q112.1			Q112.2
Products	**HAVE**	**HAD IN PAST**	**NEVER HAD**	**COVERED INDIRECTLY**
a) Funeral policy from a shop or store e.g. Edgars, Truworths	3	1	0	2
b) Funeral cover through an undertaker/funeral home	3	1	0	2
c) Funeral policy with an insurance company	3	1	0	2
d) Funeral policy with a broker	3	1	0	2
e) Funeral policy with a bank	3	1	0	2
f) Funeral cover/insurance from your employer	3	1	0	2
g) Belong to a burial society	3	1	0	2
h) Free funeral policy attached to savings or other account such as CardWise or EasySave	3	1	0	2
i) Vehicle/car insurance	3	1	0	2
j) Household content insurance	3	1	0	2
k) Home owners insurance	3	1	0	2
l) Legal insurance	3	1	0	2
m) Cell phone insurance	3	1	0	2
n) Life insurance/assurance policy	3	1	0	2
o) Credit Life cover	3	1	0	2
p) Disability insurance with institution	3	1	0	2
q) Disability insurance with your employer	3	1	0	2
r) Dreaded disease/critical illness insurance	3	1	0	2
s) Professional insurance	3	1	0	2

t) Debtors insurance	3	1	0	2
u) Medical aid/scheme	3	1	0	2
v) Hospital plan	3	1	0	2
w) Medical insurance	3	1	0	2

Q112.3a [IF NO ANY FUNERAL PRODUCT, i.e., **A–G** (codes 0 and 1), ASK:] **Why don't you have any of funeral policy products?** [DO NOT READ. MULTIPLE MENTION POSSIBLE.]

You cannot afford it	1
Your family will be looked after if you pass away	2
You do not need funeral cover	3
You have never thought about funeral cover	4
You don't want to think about dying	5
Funeral cover is not important to you	6
You are healthy so don't need this kind of insurance	7
You are not currently working	8
Your family will pay for your funeral	9
Covered by someone else	
Other (SPECIFY)	98

Q112.3b [IF NO TO ANY SHORT-TERM INSURANCE PRODUCTS, **i.e., I-M,** (codes 0 and 1) ASK:] **Why don't you have any of the short-term/assert insurance products?** [DO NOT READ. MULTIPLE MENTION POSSIBLE.]

Q112.3c [IF NO TO LONG-TERM INSURANCE PRODUCTS, **i.e., N-T**, ASK:] **Why don't you have long-term insurance products?** [DO NOT READ. MULTIPLE MENTION POSSIBLE.]

	Short-term	Long-term
Cannot afford / It is too expensive	1	1
I earn too little/I don't have a job/I do not earn enough income	2	2
I do not need to be insured because the value of my things is too low	3	3
I don't think anything will happen to my possessions	4	4
Don't want it	5	5
Don't believe in insurance	6	6
Never thought about it	7	7
I don't know enough about these products	8	8
I don't need it	9	9
Don't have household contents	10	10
Do not trust insurance to pay out when I claim	11	11
These things are not meant for people like me	12	12
There are better things to spend my money on	13	13
Don't see the benefits	14	14
If I miss a payment I lose the insurance cover and the money I have paid for the insurance cover	15	15
I am too young/still a student	16	16
I am not currently working	17	17
I was declined or did not qualify	18	18
The language used and conditions are too confusing	19	19
I have never been told about it	20	20
Covered by someone else		
No reason	21	21
Don't know	99	99
Other (SPECIFY)	98	98

Q112.3d [IF NO TO MEDICAL INSURANCE PRODUCTS, **i.e., U-W** (codes 0 and 1), ASK:] **Why don't you have medical insurance products?** [DO NOT READ. MULTIPLE MENTION POSSIBLE.]

I cannot afford it	1
I do not have a job	2
I work on a contract bases / do not have a permanent job	3
I do not need medical insurance	4
I have never thought about medical insurance	5
I don't want to think about being sick	6
I use government or free hospitals	7
I am healthy so don't need this kind of insurance	8
I don't know enough about these products	9
Covered by someone else	
No reason	10
Don't know	99
Other (SPECIFY) ………………………..	98

SECTION I: MONEY MANAGEMENT: REMITTANCES

Q113.1 Many people tell us that they use different services to send money from time to time. In the past six (6) months, have you SENT money to someone living in a different place within the country? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1
No	2

Q113.2 And have you SENT money to someone living in another country in the past six (6) months? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1
No	2

[IF YES TO EITHER OR BOTH Q113.1 AND Q113.2, ASK Q114.1 TO Q114.5 FOR EACH MONEY TRANSFER MENTIONED. ELSE, GO TO Q115.1.]

Q114.1 To whom have you sent money to in the past six (6) months? [DO NOT READ. MULTIPLE MENTION POSSIBLE.]

Q114.2 Where are you sending the money to when you are sending it? [READ OUT. MULTIPLE MENTION. SEE CODE LIST 11.]

Q114.3 How often do you send the money? [READ OUT. SINGLE MENTION. SEE CODE LIST 12.]

Q114.4 How do you send the money? [READ OUT. MULTIPLE MENTION POSSIBLE. SEE CODE LIST 13.]

Q114.5 How much did you send the last time you sent money? [SINGLE MENTION.]

	Q114.1 WHOM	Q114.2 WHERE	Q114.3 FREQUENCY	Q114.4 HOW	Q114.5 AMOUNT
a) Spouse/Partner	1				
b) Child	2				
c) Parent	3				
d) Other family member	4				
e) Friend	5				
f) Supplier	6				
g) Someone you borrowed from	7				
h) School, college or university	8				
i) To a business	9				
j) Other (please specify):	98				

Q115.1 In the past six (6) months, have you RECEIVED money from someone living within the country? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1
No	2

Q115.2 And have you RECEIVED money from someone living in another country in the last six (6) months? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1
No	2

[IF YES TO EITHER OR BOTH Q115.1 AND Q115.2, ASK Q116.1 TO Q116.5 FOR EACH MENTIONED. ELSE, GO TO Q117.]

Q116.1 From whom have you received money from in the past six months? [DO NOT READ. MULTIPLE MENTION POSSIBLE.]

Q116.2 Where are you receiving the money from when you are receiving it? [READ OUT. MULTIPLE MENTION. SEE CODE LIST 11.]

Q116.3 How often do you receive the money sent to you? [READ OUT. SINGLE MENTION. SEE CODE LIST 12.]

Q116.4 How is the money sent to you? [READ OUT. MULTIPLE MENTION POSSIBLE. SEE CODE LIST 13.]

Q116.5 The last time you received money, how much did you receive? [SINGLE MENTION.]

	Q116.1 WHOM	Q116.2 WHERE	Q116.3 FREQUENCY	Q116.4 HOW	Q116.5 AMOUNT
a) Spouse/Partner	1				
b) Child	2				
c) Parent	3				
d) Other family member	4				
e) Friend	5				
f) Supplier	6				
g) School, college or university	7				
h) To a business	8				
i) Other (please specify):	98				

SECTION J: BANK PENETRATION

Q117a Please tell me how much you agree or disagree with the following statements when thinking about banks and their products and services (including Nampost): [READ OUT. SINGLE MENTION PER STATEMENT.]

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
a) If you are not employed, you cannot open a bank account	5	4	3	2	1
b) Having a bank account makes it easier to get credit	5	4	3	2	1
c) You can easily live your life without a bank account	5	4	3	2	1
d) Most services from banks are also offered elsewhere	5	4	3	2	1
e) Banks try to understand your needs and offer you products that meet your needs	5	4	3	2	1
f) You trust banks with your money	5	4	3	2	1

Q117b I am going to read a list of statements people have said about banks and money. Looking at this list of statements, please tell me which of these are true for you?): [READ OUT. SINGLE MENTION PER STATEMENT.]

	Yes	No	Don't know
a) You are aware that there are basic account with minimum transactional fees at commercial banks	1	2	3
b) You are aware that you can open up a basic bank account with minimum of N$20.00	1	2	3
c) Are you aware that you can receive money from someone by simple having a mobile phone number?	1	2	3

Q118.1 Please tell me which of the following Bank Services you currently have, had in the past but not anymore and which you have never had. [READ OUT. SINGLE MENTION PER BANK SERVICE ONLY.]

Q118.2 Please also tell me which financial institutions you have or had products at. [ASK FOR ALL PRODUCTS IDENTIFIED AS CURRENTLY HAVE OR HAD IN THE PAST, THE INSTITUTION AT WHICH A PRODUCT WAS HELD. PLEASE SEE CODE LIST 12. DO NOT READ OUT. MULTIPLE MENTION POSSIBLE. SEE CODE LIST 8.]

Q118.1 Product	Have	Used to have	Never had	Q118.2 Institution
1 Transactional account	2	1	0	
2 Savings Account	2	1	0	
3 Smart card	2	1	0	
4 Fixed deposit account	2	1	0	
5 Flexible fixed deposit account (i.e., fixed account that allows minimum withdrawals)	2	1	0	
6 Credit card	2	1	0	
7 Money Market account	2	1	0	
8 Personal Loan account	2	1	0	
9 Foreign Currency account	2	1	0	
10 Bank account outside Namibia	2	1	0	
11 Bank overdraft	2	1	0	
12 Standing order/debit orders	2	1	0	
13 Internet Banking	2	1	0	
14 Cellphone banking	2	1	0	
15 Wallet account (Mobipay, Ewallet, bluewallet, easywallet)	2	1	0	
16 Foreign Investment account/offshore investments	2	1	0	

Q119 Do you currently have a bank account or SmartCard in your name? It could also be a joint or group account on which your name appears. [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	GO TO Q120
No	2	GO TO Q122

Q120 If you have a bank account, which of the following banking channels are you comfortable using? [READ OUT. MULTIPLE MENTION POSSIBLE.]

Bank Branch	1
ATM	2
Cell Phone banking	3
Internet Banking	4
Writing a cheque	5
Wallet account	6

Q121 If you have a bank account, which of the following banking channels are you using most often? [READ OUT. SINGLE MENTION ONLY.]

Bank Branch	1
ATM	2
Cell Phone banking	3
Internet Banking	4
Writing a cheque	5
Wallet account	6

Q122 Are you using someone else's bank account? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	GO TO Q123
No	2	GO TO Q124 [excluding those with account in Q119

Q123 [IF Q122 is YES, ASK:] **Whose account(s) are you using?** [DO NOT READ OUT. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

Your spouse/partner's account	1
Your child's account	2
Your parent's account	3
Account of another family member	4
Account of a neighbour or friend	5
Account of a savings club	6
Account of a community organisation or church	7
Other (please specify):	98

Q124 [IF RESPONDENT DOES NOT HAVE A BANK ACCOUNT OR SMARTCARD ACCOUNT; CHECK Q115; ASK:] **There are many reasons why people often do not have an own bank account or use bank services. Can you tell me why you do not use it?** [DO NOT READ. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.

I do not need it - Insufficient or no money coming into the account to justify it	1
I have no money to save	2
I cannot maintain the minimum balance	3
Bank service charges are too high	4
Banks are too far away	5
Banking hours are not convenient	6
I do not have the documentation required	7
I do not understand how banks work	8
I do not understand the language used in banks	9
I do not know how to apply	1
I do not understand benefits from having a bank account	11
I do not trust banks	12
Bank accounts are not for people like 'me'	13
I fear refusals	14
Banks do not provide the products or services needed	15
I can get services needed elsewhere in the community	16
I need permission of someone else to open it	17
Other (please specify:)	98
Don't know	99

Q125.1 [IF RESPONDENT HAS A BANK ACCOUNT OR SMARTCARD ACCOUNT; CHECK Q115; ASK:] **Please tell me how often you do each of these activities?** [READ OUT STATEMENTS.SHOW CARD. SINGLE MENTION PER STATEMENT.]

Q125.2 Also tell me whether you do this at a bank branch or Nampost branch, ATM and/or at a retail store such as pick 'n pay, Shoprite etc?

Transaction	**Q125.1 Conducted**					**Q125.2 How did you do this?**			
	1-5 times per month	**6-10 times per month**	**10-20 times per month**	**More than 20 times per month**	**Never / do not know**	**BANK/ NAMPOST**	**ATM**	**Real store**	**Online**
a) Cash a cheque	1	2	3	4	5	1			
b) Deposit cash into a bank account	1	2	3	4	5	1	2	3	
c) Deposit a cheque into bank account	1	2	3	4	5	1		3	
d) Cash withdrawal from a bank account	1	2	3	4	5	1	2	3	
e) Paid people/bills through bank transfer	1	2	3	4	5	1	2	3	4
f) Money transfers between your own bank accounts	1	2	3	4	5	1	2	3	4
g) Money transfer to another person's bank account	1	2	3	4	5	1	2	3	4
h) Draw a bank cheque	1	2	3	4	5	1			
i) Get a bank statement	1	2	3	4	5	1	2		4
m) Internet banking transaction	1	2	3	4	5	1	2		4
n) Mobile banking transaction/Cell phone banking	1	2	3	4	5				4
o) Debit card payments	1	2	3	4	5				

Q126 People have different opinions about bank accounts - what do you think are the advantages of using a bank account? [DO NOT READ. MULTIPLE MENTION POSSIBLE.]

Salaries can be deposited	1
Easy way of receiving money from others	2
Safe way of receiving money from others	3
Easy way of sending money to others	4
Safe way of sending money to others	5
Money is safe from theft	6
Helps you to get access to loans	7
You get interest on savings	8
There is no advantage to using a bank account	9
Other (please specify:)	98
Don't know	99

Q127 During the last six (6) months, have you used the services of a microfinance institution, like a microlender ? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1
No	2

SECTION K: INFORMAL PRODUCTS

Q128 Do you belong to a savings club, group? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	GO TO Q129
No	2	GO TO Q131

Q129 Please tell me which of the following services these clubs provide. [READ OUT LIST OF SERVICES.]

	YES	NO	DON'T KNOW
a) Lend money out to members when they need the money	1	2	99
b) Lend out money to non-members when they want to borrow	1	2	99
c) Give collected money to one member every month	1	2	99
d) Keep the collected money for members and members can withdraw this money when they need it	1	2	99
e) Keep the collected money for members and give to members after a certain period of time	1	2	99
f) Buy assets as a group	1	2	99
g) Buy assets for members	1	2	99
h) Raise money for funerals for group members	1	2	99
i) Raise money for other emergencies for members	1	2	99
j) Act as guarantor when members want to borrow money somewhere else	1	2	99

Q13 Why do you belong to a savings club, group? [DO NOT READ. SPONTANEOUS MENTION. MULTIPLE MENTION POSSIBLE.]

Inherited the position from parents	1
It is compulsory for people in tribe or village	2
To socialize or meet friends	3
They give financial advice	4
Can turn to them when in financial need	5
To exchange ideas with other members	6
Can get money easily when needed	7
Trust and know them	8
To borrow money	9
Close and/or easy to get to	1
Easy to become a member	11
Don't get charged fees	12
It is an easy way of saving	13
Other (please specify:)	98
Don't know	99

Q131 Are you a member of any other financial group or organization? [DO NOT READ OUT. SINGLE MENTION ONLY.]

Yes	1	GO TO Q132.1
No	2	GO TO Q133

Q132.1 GROUP Do you belong to any of the following groups or organizations MULTIPLE ANSWERS POSSIBLE		Q132.2 MAIN REASON FOR MEMBERSHIP Why do you belong to this group or organization? SEE CODELIST 14	132.3 INFLUENCE Do the opinions of the group leaders or members influence the decisions you make about money matters?	
			Yes	No
Business organization	1		1	2
Farmers association	2		1	2
Market/traders association	3		1	2
Cooperative	4		1	2
Out grower scheme	5		1	2
Church /religious group	6		1	2
Women's group	7		1	2
Professional body	8		1	2
Other (please specify):	98		1	2

SECTION L: GENERAL

Q133 Please tell me how much you agree or disagree with the following statements: [READ OUT. SINGLE MENTION PER STATEMENT ONLY.]

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
a) I would like to leave inheritance for my children	5	4	3	2	1
b) You have many dreams and ambitions you are working towards	5	4	3	2	1
c) You have people in the community that you can turn to for help if you need to	5	4	3	2	1
d) You would rather turn to strangers than people in the community if you need financial help	5	4	3	2	1

Q134 For each of the statements I read, can you please tell me if you are currently worse off, the same as, or better off than you were last year. [READ OUT. SINGLE MENTION PER STATEMENT.]

	Worse off	The same	Better off	N/A
a) The employment situation of my household compared to this time last year	1	2	3	77
b) The income situation of my household compared to this time last year	1	2	3	77
c) The amount of money my household pay to service debt compared to this time last year	1	2	3	77
d) My household's ability to make ends meet compared to this time last year	1	2	3	77
e) My household's ability to save compared to this time last year	1	2	3	77
f) Money that could be accessed by the household to assist when faced with hardship compared to this time last year	1	2	3	77
g) Ability to access money from family/friends or others compared to this time last year	1	2	3	77

Q135 Please tell me how much you agree or disagree with the following statements: [READ OUT. SINGLE MENTION PER STATEMENT ONLY.]

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
a) You frequently have problems making ends meet	5	4	3	2	1
b) You often have to spend more money than what you have available	5	4	3	2	1
c) You have considered going to see someone to help you with your debt problems	5	4	3	2	1
d) You have gone to see someone to help you with your debt problems	5	4	3	2	1
e) You have considered cancelling policies to cover debts	5	4	3	2	1
f) You save money regularly	5	4	3	2	1

136.1 Do you have in your household... [READ OUT, MULTIPLE OPTIONS]	YES	NO
	1	2
a) Tap water in your house or on your property?	1	2
b) Hot running water from a geyser	1	2
c) Flush toilet inside or outside	1	2
d) Built-in kitchen sink	1	2
e) Ordinary landline telephone	1	2
f) One cell phone	1	2
g) More than one cell phone	1	2
h) More than one radio (excluding a car radio)	1	2
i) HI-fi/music centre	1	2
k) TV set	1	2
l) M-Net/DSTV Subscription	1	2
m) Video Cassette Recorder (VCR)	1	2
n) DVD player	1	2
o) Fridge (including combined fridge/freezer)	1	2
p) Deep freezer	1	2
q) Microwave oven	1	2
r) Floor polisher or vacuum cleaner	1	2
s) Personal computer or laptop	1	2
t) Washing machine	1	2
u) Tuble dryer	1	2
v) Dishwashing machine	1	2
x) Electric stove	1	2
y) Sewing machine	1	2
z) Motor car	1	2
aa) Domestic worker	1	2
bb) Home security service	1	2
cc) Internet connection	1	2

Q137 FOR OFFICE USE ONLY: [ADD UP THE TOTAL SCORE FOR BOTH THE YES AND NO COLUMNS. REMEMBER TO ADD THE 9 IN THE YES COLUMN AT THE BEGINNING OF THE TABLE.]

a) YES Column	
b) NO Column	

Q138 FOR OFFICE USE ONLY: [SUBTRACT THE NO TOTAL FROM THE YES TOTAL AND RECORD THE ANSWER BELOW.]

Q139 FOR OFFICE USE ONLY: [CHECK THIS SCORE AGAINST THE FOLLOWING TABLE TO DETERMIINE WHICH LSM GROUP THE RESPONDENT FALLS INTO. RECORD THE NUMBER IN THE SPACE PROVIDED AFTER THE TABLE.

FROM	TO	LSM GROUP
	1	1
2	3	2
4	5	3
6	9	4
10	13	5
14	19	6
20	23	7
24	27	8
28	32	9
33	42	10

Thank you very much for your participation in this survey.

APPENDIX 6: SCHOOL OF ARCHITECTURE AND PLANNING HUMAN RESEARCH ETHICS CLEARANCE

SCHOOL OF ARCHITECTURE AND PLANNING
HUMAN RESEARCH ETHICS COMMITTEE

CLEARANCE CERTIFICATE
PROTOCOL NUMBER: SOAP037/03/2019

PROJECT TITLE:	DETERMINANTS OF FINANCIAL INCLUSION FACTORS IN THE KHOMAS AND OSHANA REGION
INVESTIGATOR/S:	Tupa-Omukumo Iyambo (Student No: 794580)
SCHOOL:	Architecture and Planning
DEGREE PROGRAMME:	Master of Science Developmental Planning (MScDP)
DATE CONSIDERED	03 September 2019
EXPIRY DATE:	03 September 2020
DECISION OF THE COMMITTEE:	Approved

CHAIRPERSON BCBoshoff
(Dr Brian Boshoff)

DATE: 9/9/19

cc: Supervisor/s: Aly Karam

DECLARATION OF INVESTIGATORS

I/We fully understand the conditions under which I am/we are authorized to carry out the abovementioned research and I/we guarantee to endure compliance with these conditions. Should any departure to be contemplated from the research procedure as approved I/we undertake to resubmit the protocol to the Committee.

Signature

Date 11/09/2019

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