



# Data and Indicators

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Harare, Zimbabwe

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# Financial Inclusion Measurement - ACCESS

Access domains	Indicators (customer or SME)	Indicator construct	Source of data	Key considerations - vol/val; time bound; base pop/Use cases
Proximity	Branches, bank and mobile money agents, ATMs, Merchants/POS per pop level	Distance to access points - Branches, bank and mobile money agents, ATMs, Merchants/POS	Compliance reports on # of access points; FSPs	GPS coordinates, matching of agents/merchants and POS, by rural/Urban
Cost to entry	# of entry level accounts; (average) monthly fee;		Mystery shopping; Menu costs; Guidelines on Cost; FSP transaction data	Data sharing laws
Compliance (KYC) barrier	No formal ID		Consumer survey (FinScope, other sources?)	Incorporate into existing nat. surveys
Literacy	Cannot read or write			
Unviability (no income)	None/irregular (meagre) income			

# Infrastructure accessibility – access indicators (FinScope 2014)

Percentage of people who go to destination and take 30 minutes or less to get to destination

P  
R  
O  
X  
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Y

Nearest

Furthest

- 1 Public transport/ Bus stop
- 2 Mobile money agent
- 3 Nearest school
- 4 ATM machine
- 5 Post office
- Bank branch

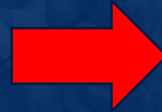
Adults visiting destination	Take 30 minutes or less	Main mode of travel
92%	78%	90% walk
44%	73%	90% walk
68%	69%	64% walk
9%	69%	56% Kombi
9%	67%	52% walk 34% Kombi
17%	63%	25% walk 56% Kombi



Access domains	Proximity
Indicators (customer or SME)	Branches, bank and mobile money agents, ATMs, Merchants/POS per pop level

# Banking services usage – FinScope trended data

Access domains	(Active) bank, non-bank, mobile money, insurance, credit, long-term savings account, funeral cover,
Customer accounts (adults/SME)	% adults with unique bank account, MM, etc.



Banking products/usage	2011	2014
ATM/Cashpoint	660 000	960 000
Savings account	884 000	834 000
Income through bank account	598 000	933 000
Cellphone banking	40 000	560 000
Online/card payments	51 000	180 000
Current/cheque account	87 000	156 000

# MSME indicators – based on FinScope MSME 2012

	Banking	Savings & investments	Borrowing & credit	Insurance & risk management
Product uptake	14% are banked but only 3% use an account in the name of the business	72% save, mainly at home (53%) and through informal groups (42%)	15% borrow, mainly from friends/family (8%) and informally (4%)	20% are insured,
Drivers	34% already had personal account there 25% for convenience	<ul style="list-style-type: none"> <li>• 49% to have money when they need it</li> <li>• 40% to grow the business</li> </ul>	<ul style="list-style-type: none"> <li>• 59% to grow the business</li> <li>• 28% for day-to-day needs</li> </ul>	Perceived main risks are natural disasters (46%) and low selling prices (22%)
Barriers	69% income is too small 21% income is too irregular	74% business is not making enough to save	<ul style="list-style-type: none"> <li>• 31% fear of debt</li> <li>• 27% worried won't be able to pay back</li> </ul>	<ul style="list-style-type: none"> <li>• 43% cannot afford it</li> <li>• 23% have never thought about it</li> </ul>

# Data sources

- Regulator data
- Reserve Bank of Zimbabwe
- Zimbabwe Investment Authority
- Registrar of insurance
- Demand-side Surveys
- FinScope Consumer Surveys
- FinScope MSME Surveys
- ZIMSTAT surveys
- Supply-side
- From financial service providers
- Mobile network operators

# Data considerations

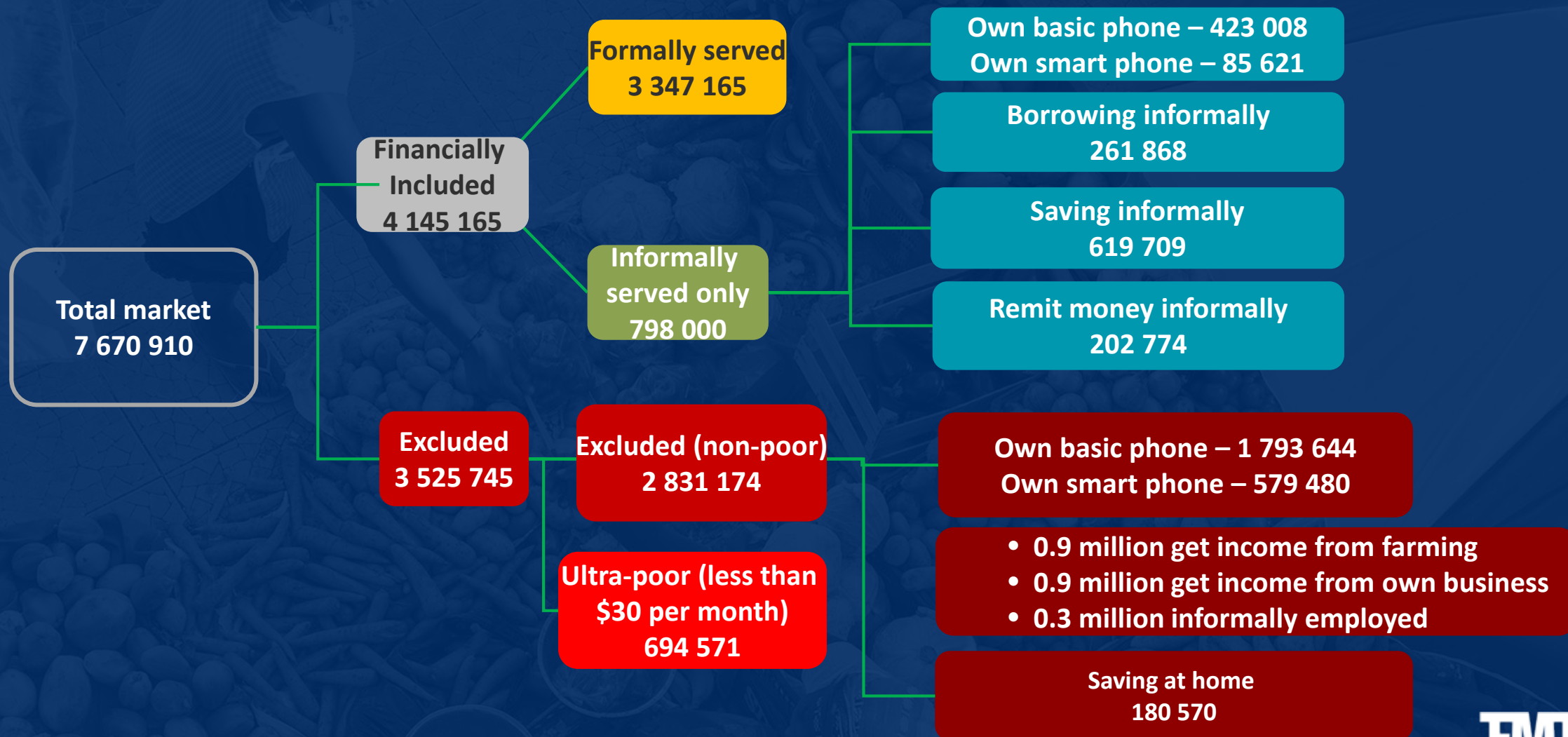
- Unit of analysis
  - Demand-side versus supply side
- National representativeness
  - Transactional data versus mobile data
- Sex-disaggregation or location disaggregation
- Data applications influences data sharing/privacy



# Data collection considerations

- Frequency of collection
  - Depends on the rate of change in financial sector
- Funding models for data collection of demand-side
  - Syndication
  - Donor funded
  - Regulator funded
  - Associations funded
  - Mixed-funding
- Reporting supply-side to RBZ or other regulators
- Plugging into ZIMSTATS surveys – headline indicators

# Data analysis – Haiti example on those deemed 'unviable'



# Data analysis – market share by bank

	Banked Population (n=4060)	Bank 1 (n=720)	Bank 2 (n=767)	Bank 3 (n=394)	Bank 4 (n=627)	Bank 5 (n=817)
<b>Race</b>	%	%	%	%	%	%
Black	79	59	68	70	69	85
White	10	27	20	17	15	6
Coloured	9	10	8	9	13	7
Asian	3	5	4	5	4	2
<b>Gender</b>						
Male	48	54	58	53	58	50
Female	52	46	42	47	42	50
<b>Age</b>						
16-17	5	1	4	3	0	3
18-29	32	19	27	30	27	38
30-44	33	35	40	47	34	40
45-59	18	29	20	14	32	16
60+	12	16	8	7	8	4

# Data aggregation

- Institution aggregating data needs to have the following:
  - Authority / legal mandate (mostly parastatals)
  - Extended reach / coverage
  - Infrastructure
  - Easily accessible
  - Public facing
  - Sustainable in the long-term
- A few examples of data aggregators around the world
  - Bangladesh
  - India

Pause ----- 5 min discussion



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# Data on indicators discussions

- FI Data is meant to be made public to level the playing field
  - Encourage new opportunities for new players (existing players serving new markets)
  - New players / Fintechs to thrive
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- More services available , more choices and options for people
  - More financial inclusion
- 
- Improved financial management leading to better outcomes



Thank You