# FINSCOPE ZAMBIA

2020 SURVEY PROVINCIAL REPORT

NORTHERN PROVINCE

REGISTERED OFFICES

Head Office
Bank Square, Cairo Road
P. O. Box 30080, Lusaka,10101, Zambia
Tel: (+260)211399300
E-mail: info@boz.zm
Website:www.boz.zm

Regional Office
Buteko Avenue,
P.O. Box 71511, Ndola, Zambia
Tel: (+260)212399600
E-mail: info@boz.zm
Website:www.boz.zm

Bank *of* Zambia

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TABLE OF CONTENTS

FOREWORD

The Government of Zambia has acknowledged the importance of financial inclusion as an enabler of economic development. In this regard, a comprehensive National Financial Inclusion Strategy (NFIS) 2017 – 2022 was developed to accelerate progress towards an inclusive, stable and competitive financial sector. The Bank of Zambia (BoZ) has also included financial inclusion as the second pillar in its 2020 – 2023 Strategic Plan.

To assess the level and landscape of financial inclusion, the BoZ collaborated with other financial sector stakeholders in the implementation of the FinScope 2020 Survey, during September - October 2020. This Survey is an important research tool developed by FinMark Trust to provide credible national information on the demand, access, use of and behaviour towards financial services by the adult population. It also enables policy makers and financial service providers to develop a more targeted response to the gaps and barriers that have been identified with regards to access and usage of financial services.

The FinScope 2020 Survey was the first to be managed and conducted by a local project team. It was also the first time a report has being produced for each province. Survey findings showed that Northern Province had the third lowest level of financial inclusion amongst all provinces at 59.4 percent compared to the national level of 69.4 percent. This was mainly driven by increased uptake of digital financial services. A huge disparity was observed between the level of financial inclusion in urban (78.3 percent) and rural (54.4 percent) areas indicating that there is more work required to increase financial inclusion and bridge the urban-rural gaps. Further, the level of financial inclusion for males (59.5 percent) and females (59.2 percent) was almost the same.

As coordinators of this Survey, the BoZ wishes to thank Financial Sector Deepening Zambia(FSDZ), Rural Finance Expansion Programme (RuFEP), German Sparkassenstiftung for International Cooperation, Ministry of Finance and National Planning (MoFNP), and the United Nations Capital Development Fund (UNCDF) for the financial support and participation in the study.

The Zambia Statistics Agency (ZamStats) is also acknowledged for providing technical expertise, structures for data collection, and ensuring that the Survey was undertaken in accordance with best international practice. Special thanks are extended to FinMark Trust for their technical advice, as well as the Pensions and Insurance Authority (PIA), Securities and Exchange Commission (SEC), Bankers Association of Zambia (BAZ) and Association of Microfinance Institutions of Zambia (AMIZ), for providing technical and logistical support.

We encourage all stakeholders to use the survey information to develop innovative interventions, strategies, and customer centric products to overcome the barriers that have been identified and improve financial service delivery. This will result in greater outreach, facilitate higher economic activity and improve the economic welfare of the people in Northern Province.

Dr. Denny Kalyalya
GOVERNOR

LIST OF FIGURES

LIST OF TABLES

ACRONYMS AND ABBREVIATIONS

ATM	Automated Teller Machine
BoZ	Bank of Zambia
CAPI	Computer Assisted Personal Interview
CRB	Credit Reference Bureau
EA	Enumeration Area
FAS	Financial Access Strand
FSDZ	Financial Sector Deepening Zambia
FSP	Financial Services Provider
GRZ	Government of the Republic of Zambia
ZMW	Kwacha (Zambian currency)
KYC	Know Your Customer
MFI	Microfinance Institution
MoFNP	Ministry of Finance and National Planning
NFIS	National Financial Inclusion Strategy
NRC	National Registration Card
PIA	Pensions and Insurance Authority
PoS	Point of Sale
PPI	Progress out of Poverty Index
PSU	Primary Sampling Unit
ROSCA	Rotating Savings and Credit Association
SACCO	Savings and Credit Cooperative
SEC	Securities and Exchange Commission
RUFEP	Rural Finance Expansion Programme
UNCDF	United Nations Capital Development Fund
ZAMSTATS	Zambia Statistics Agency

DEFINITIONS

Access strand	A measurement of financial access across the formal and informal institutional provider groups.
Adult	A person of age 16 years and above for the purposes of this survey.
Banked	Individuals using one or more financial products/services supplied by commercial banks.
Chilimba	This is an informal savings activity practised in Zambia, involving a group of people who agree to make regular, fixed cash contributions which go to each member, in a pre-determined order.
Credit	Obtaining funds or goods by a borrower from a lender with the promise of repayments of principal and in most cases, interest as well as arrangement charges at an agreed future date or period.
Demand-side barriers	Characteristics inherent to individuals that prevent them from accessing financial products/services, such as perceived insufficient income, low levels of financial literacy, long distance to access points and lack of trust in financial institutions.
Financial access landscape	A measurement of usage of both formal and informal financial products/services across the main categories of financial services: savings, credit, payments, insurance and investments.
Financial health	The ability to manage expenses, prepare for and recover from financial shocks, have minimal debt, and ability to build wealth for the future.
Financial inclusion	Access to and informed usage of a broad range of quality and affordable savings, credit, payments, insurance and investment products and services that meet the needs of individuals and businesses (formal or informal).
Financial literacy	Represents the ability to understand personal finance. It refers to awareness and knowledge of key financial concepts required for managing personal finances.
Financial Services Provider	A formal financial institution regulated by either the Bank of Zambia, Pensions and Insurance Authority or Securities and Exchange Commission.
Financially excluded	Individuals who are not using any formal or informal financial product/service.
Financially served	Individuals using one or more formal and/or informal financial products/services.
Financial Technology (FinTech)	Fintech short for Financial Technology refers to the combination of technology and finance to enhance traditional methods of delivering financial services.
Formal other	Financial products/services provided by formal financial institutions other than commercial banks (e.g., capital markets operators, formal payment service providers, insurance companies and microfinance institutions).
Formally included	Individuals using formal financial products/services provided by institutions that are regulated by any of the three financial services regulators. This is not exclusive usage, as these individuals may also use informal products/services.
Informal products/services	Financial products/services provided by financial service providers that are not formally regulated.

Informally included	Individuals who are not using any formal financial products/services but who use one or more financial products/services offered by an informal provider.
Insurance	Payment of a premium for risk of an event happening, where pay-out is made if, or when the event occurs.
Investment	The act of allocating money with the expectation of earning an income or profit in the future. An investment can be an asset, shares, collective investment schemes and bonds (among others) which is expected to increase in value over time.
Kaloba	Informal credit that is provided by money-lenders.
Pension	A fund into which a sum of money is added during an employee's employment years. Once the person retires from work, he/she receives regular (monthly) payments from this fund.
Pension Scheme	A type of organised saving plan for retirement and it is not an insurance contract.
Remittances	The sending and receiving of money between a sender in one place and a receiver in another place using formal or informal means.
Saving	Putting money aside today for future use.
Savings Group	A closed self-selected user group that pools savings which are shared out at the end of the savings cycle (usually 12 months). The savings are also used to offer credit within the group at an agreed interest rate and the interest earned is then shared by the members in proportion with their respective savings.
Supply-side barriers	Factors inherent to financial service providers that prevent individuals or businesses from accessing their services such as proximity and cost of products/services.
Transfers	The use of cash or electronic means (such as cheques, credit cards, debit cards, mobile money, electronic funds transfer) to send or receive payments.
Village bank	A group of entrepreneurs (usually low-income) who come together to share and guarantee one another's loans, outside the formal financial sector.

1. EXECUTIVE SUMMARY

The vision for financial inclusion in Zambia is to have all citizens enabled with access and usage of a wide range of affordable financial products and services that meet their needs. This is expected to facilitate income-generating activities, build financial security and ultimately enhance the quality of life and well-being of the population. Addressing financial inclusion is therefore important as a means of uplifting the livelihoods of the poor and vulnerable societies, particularly in rural areas. In this regard, the National Financial Inclusion Strategy (NFIS) 2017 - 2022 targets were to increase the level of financial inclusion to 80 percent and the level of formal financial inclusion to 70 percent.

The objectives of the FinScope 2020 Survey Provincial Report were to:

1) Assess the financial landscape;
2) Measure the level of financial inclusion in the province; and
3) Identify the gaps and barriers in the financial sector as well as stimulate innovations in product design and digital financial services.

A survey response rate of 98.9 percent was achieved in Northern Province from a sample of adults aged 16 years and above in 1,260 households. The survey results indicated that the level of financial inclusion was 59.4 percent out of a population of 763,127 adults.

TABLE 1: SUMMARY OF TOP LINE FINDINGS

Description	Northern Province	National
Total population in Northern Province[1] (million)	1.50	17.9
Total adult population (million)	0.76	9.5
Adults living in rural areas (%)	79.3	52.6
Adults living in urban areas (%)	20.7	47.4
Male adults (%)	45.5	47.5
Female adults (%)	54.5	52.5
Level of financial inclusion (%)	59.4	69.4
Financial inclusion amongst males (%)	59.5	71.2
Financial inclusion amongst females (%)	59.2	67.9
Financial inclusion in urban areas (%)	78.3	84.4
Financial inclusion in rural areas (%)	54.4	55.9
Formal financial inclusion (%)	45.3	61.3
Informal financial inclusion (%)	33.1	32.3
Adults financially healthy (%)	10.6	13.6
Adults financially literate (%)	11.8	23.6
Adults who experienced climate change effects (%)	75.6	65.8

The landscape of access for types of financial services showed that most adults used savings products and electronic payment channels, with an uptake of 60.5 percent and 29.4 percent, respectively. Generally, there was low access of pension and insurance services at 4.1 percent and 3.5 percent, respectively.

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[1]Population and Demographic Projections 2011 – 2035, Zambia Statistics Agency (formerly Central Statistics Office of Zambia), July 2013.

The following were identified as the main barriers to the use of formal financial services by the adult population in the Northern Province:

- Insufficient money to open and maintain accounts at commercial banks and microfinance institutions;
- Lack of money and knowledge about how capital markets work;
- Lack of awareness about insurance products and services;
- Unemployment for the low uptake of pension services; and
- Low levels of financial literacy.

These barriers call for a more coordinated approach by the government, regulators, Financial Services Providers (FSPs) and other financial sector stakeholders to develop strategies and interventions that would lead to higher levels of financial inclusion.

Recommendations

Implementation of the following recommendations could spur actions that would contribute to addressing the identified barriers and lead to the achievement of a more inclusive financial sector in the Province:

1. Development of strategic partnerships to facilitate financial education and awareness campaigns on various financial products and services, including insurance and capital markets, as well as on the usage of digital financial services;
2. Promotion of innovation, Financial Technology (FinTech) and targeted design of products/services leveraging on digital platforms;
3. Coordinated fraud and cyber security awareness programs by financial service providers, regulators and other stakeholders;
4. Rural finance initiatives to empower productive capacity of poor communities, particularly farmers and the Small and Medium Enterprise (SME) sector;
5. Collaboration between Government, donors and stakeholders to support SMEs development targeting, capacity building (basic business skills, financial education) and financial support such as credit guarantee schemes to empower productive activities particularly by the youth and women, hence contributing to economic growth and poverty reduction;
6. Collaboration of private sector and the Government to improve widespread access of affordable mobile phones, which was the main barrier to usage of digital financial services;
7. Collection of financial sector data and conducting research studies for greater understanding of behavioural patterns to facilitate evidence-based policies/strategies/initiatives for increasing financial inclusion;
8. Development of infrastructure to support implementation of widespread digital systems and financial access points at affordable pricing across the country; and
9. Implementation of sustainable green finance policies/strategies to mitigate and adapt to the risks of climate change.

2.0   SURVEY BACKGROUND AND METHODOLOGY

2.1   Survey Background

The Financial Scoping (FinScope) Survey is a research tool developed by FinMark Trust to address the need for credible financial sector information. The survey aims to provide stakeholders and regulators in the financial sector with strategic information regarding market opportunities and the financial services that different segments of society need. This would enable providers to extend their reach and broaden the range of services they offer. Implementing FinScope surveys over time further provides the opportunity to assess how financial inclusion in a country has evolved.

The Bank of Zambia, in collaboration with the Zambia Statistics Agency (ZamStats) and other financial sector stakeholders[2] successfully conducted the FinScope Zambia 2020 Survey in September - October 2020.

2.2   Survey and Instrument Design

The FinScope 2020 Survey was designed to provide reliable estimates for key indicators at national and provincial level by sex, age, as well as urban and rural domains for each of the 10 provinces. The questionnaire covered the following areas:

- Demographics;
- Wealth of households;
- Earning and spending money;
- Planning, cash-flow and risk management;
- Financial literacy;
- Financial health;
- Savings and investments;
- Borrowing;
- Pensions and insurance;
- Capital Markets;
- Climate Change and impact of COVID -19 Pandemic;
- Payment systems – transfers;
- Informal saving mechanisms; and
- Access to infrastructure.

2.3   Sampling Frame

The sampling frame used for the FinScope 2020 Survey was based on the Census of Population and Housing of the Republic of Zambia (CPH) conducted in 2010, and updated to accommodate the changes in districts and constituencies that occurred between 2010 and 2019. The Province was subdivided into districts; each district into constituencies; and each constituency into

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[2]Financial Sector Deepening Zambia; Rural Finance Expansion Programme; German Sparkassenstiftung for International Cooperation; Ministry of Finance and National Planning ; United Nations Capital Development Fund and FinMark Trust.

wards. Each ward was then sub-divided into smaller areas called census supervisory areas (CSAs). In turn, the CSAs were subdivided into Enumeration Areas (EAs) which have a census map delineating boundaries, with identification information and a measure of size (the number of households enumerated in the 2010 CPH. This list of EAs was used as the sampling frame for the Survey.

2.4   Sample Design and Implementation

The FinScope Survey used a stratified sample design with three (3) sampling stages as follows:

i.   Selection of clusters - 84 EAs were selected using the probability proportional to population size approach.

ii.   Selection of households - all the sampled EAs served as the sampling frame for the selection of 15 households per cluster, using the linear systematic sampling method.

iii. Section of household member - one adult usual member aged 16 or older was selected from each household, resulting in a sample of 1,260 adults for the Province (Table 4).

The Survey adopted the modified Kish Optimal Square Root allocation method. This method oversamples undersized domains (provinces) and moderates the oversized ones to have reasonable provincial estimates, given the variations in the sizes of the provinces. The modified Kish allocation formula is given by:

$$n_d = n \frac{\sqrt{\frac{1-I}{D^2} + I[\theta_d^2]}}{\sum \sqrt{\frac{1-I}{D^2} + I[\theta_d^2]}}$$

Where

n_d is the sample size in the domain;
n is the sample size;
D is the number of domains;
N_d is the total number of households in domain d;
N is the total number of households in Zambia, as per the 2010 Census of Population and Housing;
θ_d is the proportion of households in domain; and
I is the Kish allocation index denoting the relative importance assigned to estimates at the national or subgroups that cut across domains.

TABLE 2: ALLOCATION OF CLUSTERS AND HOUSEHOLDS

Domain / Stratum	Allocation of EA			Allocation of households		
Province	Urban	Rural	Total	Urban	Rural	Total
Northern	18	66	84	270	990	1,260

2.5   Fieldwork

Fieldwork was carried out from September to October 2020 over a period of 4 weeks by 30 data collectors. A total of 1,260 face-to-face interviews were conducted representing a 98.9 percent response rate. Data was captured electronically using Computer Assisted Personal Interviews (CAPI).

4

3.0   DEMOGRAPHIC COMPOSITION

This section highlights key demographics of the adult population in Northern Province as well as their income generating activities. Demographics and livelihoods are important for understanding the potential financial landscape. This information can be for product design, marketing, strategies and policy interventions to expand financial inclusion.

3.1   Adult Population

The adult population in the Province was estimated at 763,127, about eight percent of the total national adult population of 9.5 million. A summary of the demographic characteristics of this population showed that most adults were:

- Predominantly rural-based;
- Of age 35 years or younger; and
- Females.

3.1.1   Rural-Urban Distribution of Adults

The percentage of adults residing in rural areas was 79.3 percent compared to 20.7 percent in urban areas. It is therefore important to consider this aspect in the development of strategies to increase financial inclusion in Northern Province (Figure 1).

FIGURE 1: Rural-Urban Distribution of Adults (Percent)

■ Northern Province
■ National

	Northern Province	National
Rural	79.3	52.6
Urban	20.7	47.4
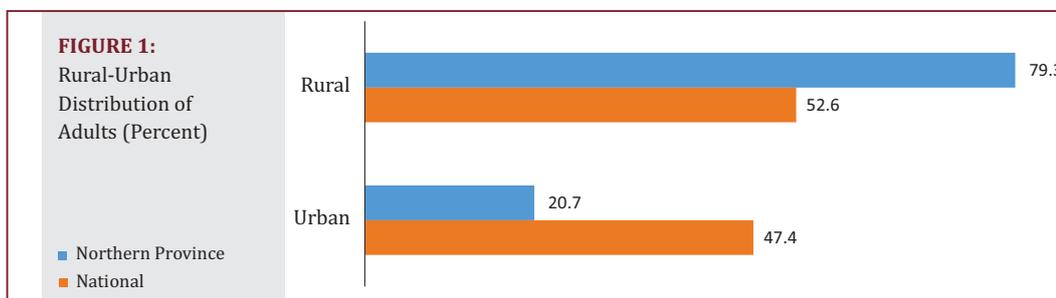
3.1.2   Distribution of Adults by Age

The adult population was largely youthful, of age 35 years or younger, at 65.4 percent (Figure 2).

FIGURE 2: Distribution of Adults by Age (Percent)

■ Northern Province
■ National

Age	Northern Province	National
16-25 years	44.4	38.8
26-35 years	21.0	24.3
36-45 years	15.1	17.1
46-55 years	9.0	9.5
56-65 years	6.4	6.0
66 or older	4.2	4.2
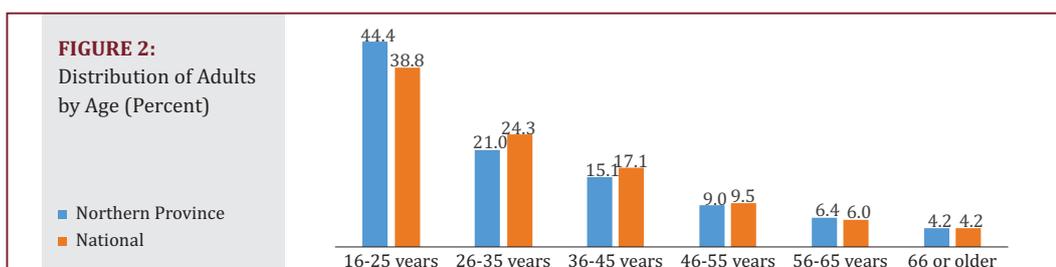
3.1.3 Distribution of Adults by Sex

Figure 3 shows that there were more females than males in Northern Province.

FIGURE 3:
Distribution of Adults
by Sex (Percent)

- Northern Province
- National

	Northern Province	National
Male	45.5	47.5
Female	54.5	52.5
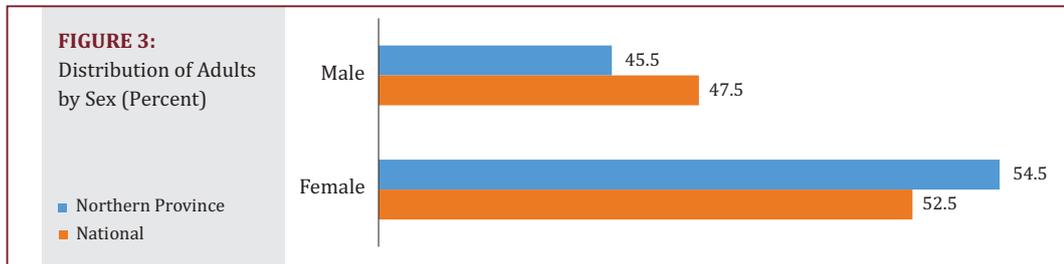
3.1.4 Distribution of Adults by Level of Education

The Survey showed that most adults (34.1 percent) had achieved grade 5 - 7 level of primary education while only 0.6 percent had completed an undergraduate degree(Figure 4).

FIGURE 4:
Distribution of Adults
by Level of Education
(Percent)

- Eastern Province
- National

	Eastern Province	National
No Formal Education	6.4	4.9
Grade 1-4	20.7	12.1
Grade 5-7	34.1	27.1
Grade 8-9	20.7	22.8
Grade 10-12 (O-Level)	14.2	25.4
Certificate/Diploma	3.3	6.0
Undergraduate	0.6	1.4
Degree (Postgraduate) and Above	0.0	0.3
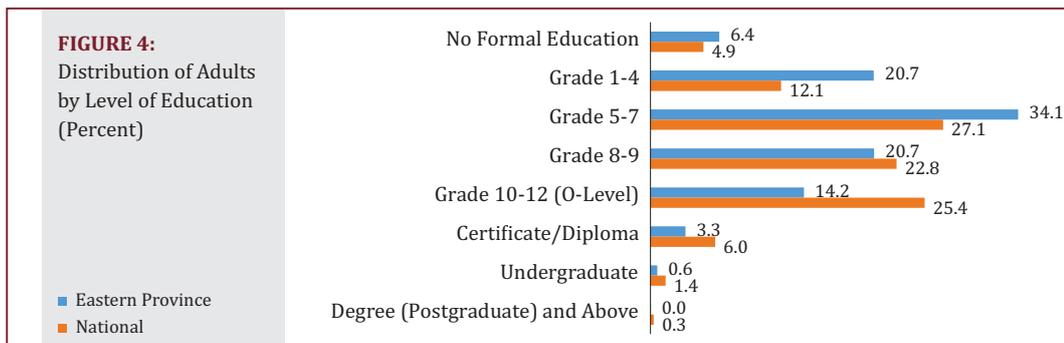
3.2 Main Livelihood and Income Generating Activities

Figure 5 shows that the highest percentage of adults relied on farming (45.2 percent) for income generation.

FIGURE 5:
Main Income
Generating Activities
of Adults (Percent)

- Eastern Province
- National

	Eastern Province	National
Salaried Adults	18.0	25.1
Business owners	1.8	3.7
Traders	7.8	7.1
Casual /Piece workers	8.3	15.5
Farmers	45.2	21.2
Depends on family and friends	18.2	25.5

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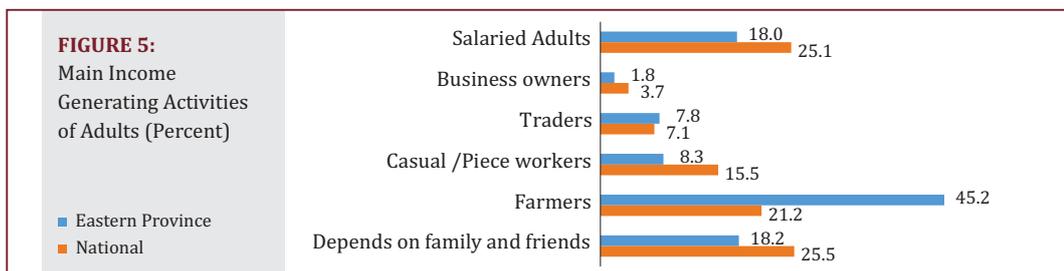
3.3 Average and Median Income by Main Income Generating Activities

The average incomes for business owners and traders in the Province were higher than the national levels while the median incomes across all the income source categories were lower than the national levels except for business owners (Table 3).

TABLE 3: INCOME BY MAIN INCOME GENERATING ACTIVITY (ZMW)

Income generating activity	Northern		National	
	Average monthly income	Median monthly income	Average monthly income	Median monthly income
Salaried adults	1,601.69	700.00	2,359.94	1,139.09
Business owners	2,079.63	1,000.00	1,564.59	1,000.00
Traders	1,940.80	800.00	1,698.17	935.13
Casual /Piece workers	274.49	200.00	661.13	496.91
Farmers	559.32	250.00	745.97	400.00
Depends on family and friends	412.37	280.11	762.30	440.00

3.3.1 Frequency of Receiving Main Income

As illustrated in Table 4, the frequency of receiving income by most adults was as follows:

- Monthly for salaried workers;
- Daily for business owners;
- Seasonally for farmers; and
- Upon completion of job for casual/piece workers.

TABLE 4: FREQUENCY OF RECEIVING MAIN INCOME (PERCENT)

Frequency	Salaried Adults	Business owners	Traders	Casual/ Piece workers	Farmers	Depends on family and friends
Daily	6.1	55.8	38.9	7.7	10.0	2.9
Weekly	1.6	8.1	14.4	10.1	3.9	4.3
More than once a month but not weekly	3.1	-	2.1	2.7	4.0	6.4
Monthly	29.9	10.2	6.6	12.2	7.0	19.1
Every 2 months	0.9	-	0.4	1.8	2.7	4.0
Annually	37.9	-	7.9	-	33.0	1.5
Seasonally	11.0	-	13.9	7.2	27.2	7.2
Occasionally	9.1	15.6	15.7	27.4	11.3	53.6
Upon completion of job	0.4	10.3	-	30.8	0.6	-

3.4 Distribution of Adults by Progress out of Poverty Index (PPI)

The Progress out of Poverty Index (PPI) is used to estimate household poverty levels in this report. It is a quantitative tool based on a set of ten questions standardised and consistent with the circumstances of a country. The PPI scores were segmented into five (5) quintiles (intervals).

According to the Survey, the highest percentage of adults were in PPI 1 (51.4 percent) and PPI 2 (33.9 percent), representing the poor segments of society. The percentage of adults in the middle (PPI 3) and high income (PPI 4), segments was 10.0 percent and 4.5 percent, respectively. Only 0.2 percent of adults were in the highest income quintile, PPI 5 (Figure 6). The number of adults in PPI 5 was too small to allow for a meaningful analysis of the Survey findings.

FIGURE 6:
PPI Quintile Distribution of Adults (Percent)

Northern

4.5   0.2
10.0
33.9   51.4

■ PPI 1 ■ PPI 2 ■ PPI 3 ■ PPI 4 ■ PPI 5

National

2.1
19.0   24.5
21.2
33.1

■ PPI 1 ■ PPI 2 ■ PPI 3 ■ PPI 4 ■ PPI 5
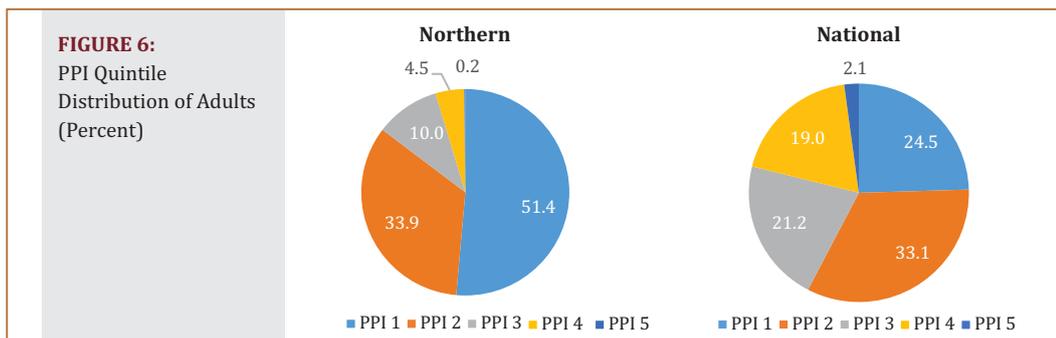
3.4.1   *Income of Adults by PPI Quintile*

The average incomes per month for adults in PPI 3 and PPI 4 were higher than the national levels while their median incomes were the same. On the other hand, both average and median incomes for adults in PPI 1 and PPI 2 were lower than the national levels (Table 5).

TABLE 5: AVERAGE INCOME BY PPI QUINTILE (ZMW)

Income quintile	Northern		National	
	Mean	Median	Mean	Median
PPI 1	512.68	218.39	540.00	300.00
PPI 2	701.53	333.33	820.31	462.58
PPI 3	2,585.33	1,000.00	1,690.19	1,000.00
PPI 4	3,406.36	1,500.00	2,886.85	1,500.00

3.4.2   *Relationship between Livelihoods and PPI (Percent)*

The Survey showed that most casual workers, farmers, salaried workers and those dependent on family and friends were in the lowest income quintile of PPI 1 (Figure 7).

FIGURE 7:
Relationship between Livelihoods and PPI (Percent)

Salaried Adults: 42.1 / 33.8 / 33.4 / 12.1 / 11.7 / 0.4
Business owners: 23.7 / 50.0 / 22.6 / 3.6
Traders: 33.4 / 46.7 / 16.6 / 3.3
Casual /Piece workers: 63.3 / 31.0 / 4.8 / 0.9
Farmers: 62.7 / 31.0 / 5.8 / 0.5
Depends on family and friends: 40.1 / 32.5 / 17.4 / 9.3 / 0.6

■ PPI 1 ■ PPI 2
■ PPI 3 ■ PPI 4 ■ PPI 5
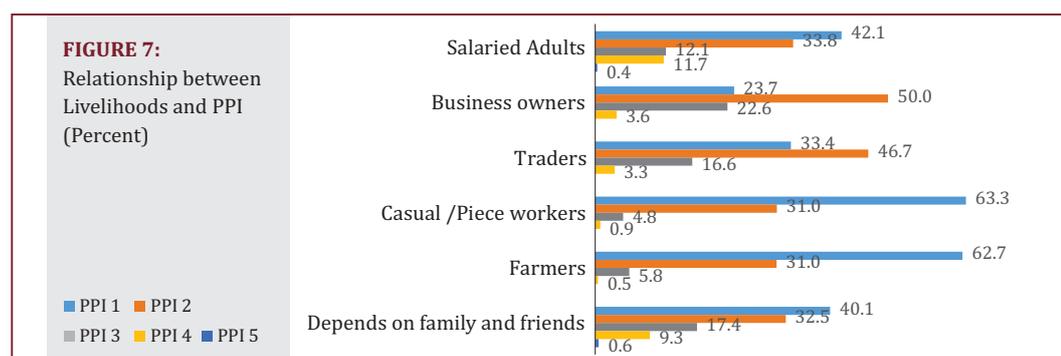
4.0   FINANCIAL INCLUSION

4.1   Defining Financial Inclusion

Financial inclusion is defined as access to, and informed usage of a broad range of quality and affordable savings, credit, payment, insurance, and investment products and services that meet the needs of individuals and businesses[3].

The benefits of financial inclusion include the ability to:

• Make day-to-day transactions, such as sending and receiving money with ease;
• Safeguard savings, which can help households and enterprises to manage cash flow spikes, smoothen consumption and build working capital;
• Access credit to finance micro, small and medium enterprises (MSMEs), helping owners increase productivity and invest in assets;
• Plan and pay for recurring expenditures such as utility bills; and
• Manage expenses related to unexpected events such as medical emergencies, death, theft or natural disasters through insurance, investment and pension products/services.

The ultimate goal of financial inclusion is to improve the welfare of citizens by reducing financial vulnerability and increasing potential for participation in economic activities. The FinScope Survey methodology segments the adult population into those who are "financially included" and "financially excluded". Financially included people can either be formally or informally included.

Formal financial inclusion relates to the use of financial products/services offered by regulated Financial Service Providers (FSPs). The formally included population can be segmented into the "banked" and the "formal other". The banked population comprises individuals using financial services offered by commercial banks. The "Formal other" use financial services supplied by formal FSPs, such as microfinance institutions (MFIs), payment service providers, insurance, pension companies and capital markets operators.

Informal financial inclusion, on the other hand, is the use of financial products/services that are provided by entities that are not regulated by a financial sector regulator. Informal products/services include saving with an employer, membership in a savings group or borrowing from an informal moneylender/Kaloba. These concepts are graphically depicted in Figure 8.

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[3]National Financial Inclusion Strategy 2017 - 2022

FIGURE 8:
Components of Financial Inclusion
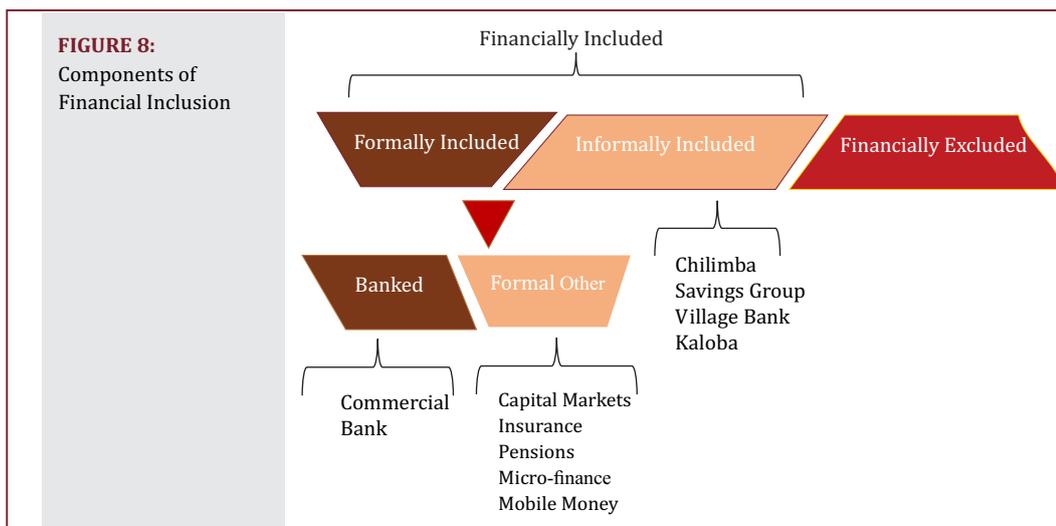
4.2 Developments in Financial Inclusion

For the purposes of this Survey, financial inclusion is segmented as follows:

- Adults who have or use financial products/services to manage their financial lives – financially included; and
- Adults who do not use financial products/services to manage their financial lives – financially excluded.

The Survey showed that 59.4 percent (453,297) of adults in the Province were financially included while 40.6 percent were financially excluded (Figure 9).

FIGURE 9:
Developments in Financial Inclusion (Percent)
■ Financially included
■ Financially excluded

	Financially included	Financially excluded
Northern Province	59.4	40.6
National	69.4	30.6
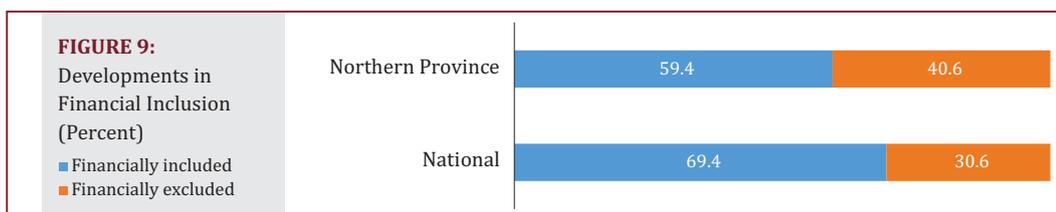
4.2.1 Financial Inclusion amongst Adults

Figure 10 shows that the level of financial inclusion was highest amongst:

- Adults in urban areas;
- Adults of age 26 - 35 years;
- Business owners; and
- Households in the high-income quintile of PPI 4.

FIGURE 10:
Financially Included Adults (Percent)

Category	Northern Province	National
All adults	59.4	69.4
Rural	54.4	55.9
Urban	78.3	84.4
Male	59.5	71.2
Female	59.2	67.9
16-25 yrs	53.8	62.0
26-35 yrs	66.2	76.7
36-45 yrs	65.1	76.5
46-55 yrs	60.2	73.3
56-65 yrs	64.9	70.9
66 or older	52.9	56.7
Salaried adults	70.8	84.0
Business owners	76.0	88.3
Traders	73.7	80.0
Casual /Piece workers	46.7	65.7
Farmers	60.9	59.9
Depends on family and friends	40.2	57.4
PPI 1	47.5	47.1
PPI 2	65.4	63.0
PPI 3	85.4	84.4
PPI 4	90.7	90.3

4.2.2 Financial Inclusion by Rural/Urban Segmentation

The Survey showed that financial inclusion was higher in urban areas (78.3 percent) than in rural areas (54.4 percent). Further, the level of financial inclusion for both urban and rural areas in Northern Province was lower than the national level (Figure 11).

FIGURE 11:
Financial Inclusion by Rural/Urban Segmentation (Percent)

	Northern Province	National
Rural	54.4	55.9
Urban	78.3	84.4

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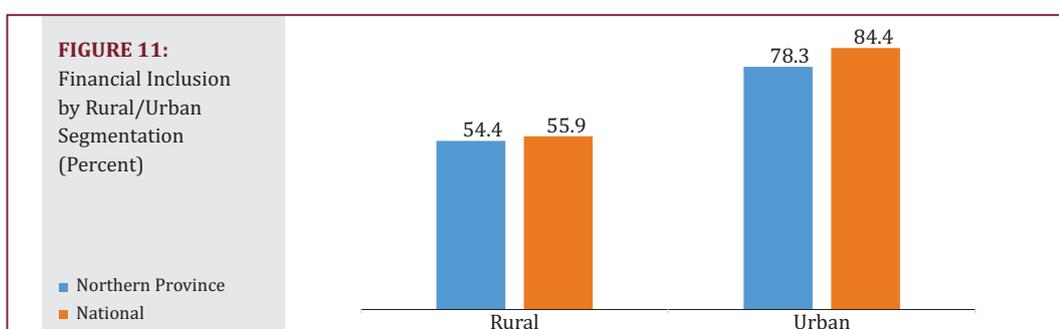
4.2.3   Financial Inclusion by Sex

Figure 12 shows that the level of financial inclusion amongst males (59.5 percent) and females (59.2 percent) was almost the same.

FIGURE 12: Financial Inclusion by Sex (Percent)

■ Northern Province
■ National
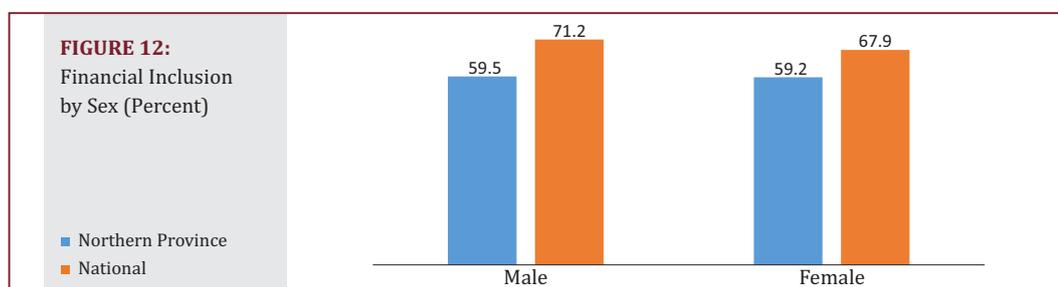
4.2.4   Financial Inclusion by Level of Education

The FinScope 2020 Survey data showed a positive correlation between the level of education and financial inclusion. Adults who had achieved undergraduate or higher level of education were all financially included while those with low levels of education showed the least levels of inclusion (Figure 13).

FIGURE 13: Financial Inclusion by Level of Education (Percent)

■ Northern Province
■ National
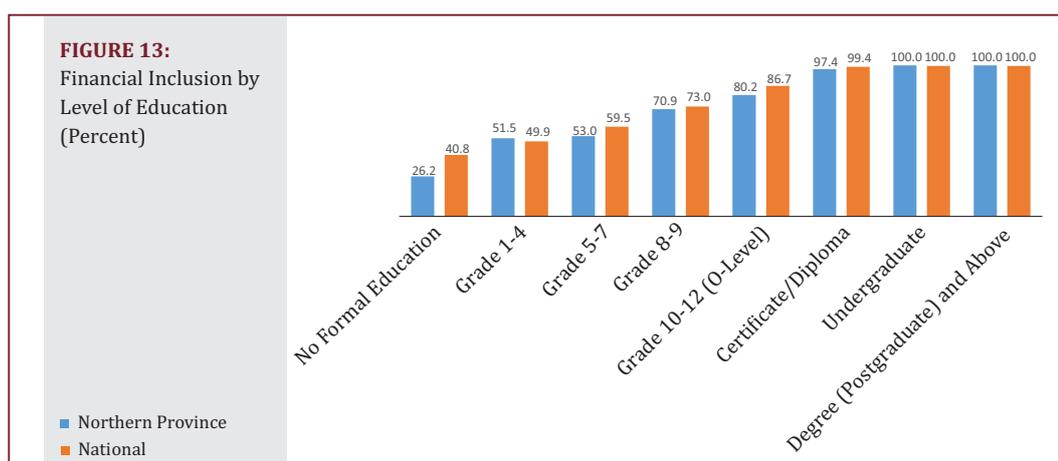
4.3   Formal and Informal Financial Inclusion

Formal financial inclusion relates to the proportion of adults who have or use financial products/services provided by FSPs that are regulated or supervised by any of the three financial sector regulators, BoZ, PIA or SEC. Informal financial inclusion on the other hand refers to the proportion of adults who use financial services provided by a service provider that is not regulated.

Formal financial inclusion amongst adults was 45.3 percent compared to informal inclusion which stood at 33.1 percent (Figure 14).

FIGURE 14:
Formal and Informal Financial Inclusion (Percent)

■ Northern Province
■ National

| | Formal Inclusion | Informal Inclusion |
| | 45.3 61.3 | 33.1 32.3 |
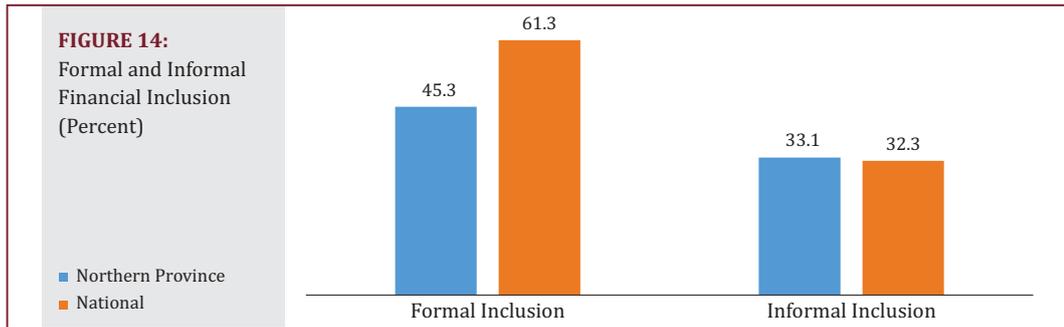
Figure 15 shows that formal financial inclusion was highest amongst:

- Urban based adults;
- Males;
- Adults of age 26 – 35 years;
- Traders; and
- Households in the high income quintile of PPI 4.

Informal inclusion was highest amongst:

- Rural based adults;
- Females;
- Adults of age 36 – 45 years;
- Traders; and
- Households in the middle income quintile of PPI 3.

FIGURE 15:
Adults Who Used Formal and Informal Financial Services (Percent)

Category	Formal Inclusion	Informal Inclusion
All adults	45.3	33.1
Rural	37.4	34.2
Urban	75.7	29.2
Male	46.6	32.0
Female	44.3	34.0
16-25 yrs	42.8	26.9
26-35 yrs	52.7	32.7
36-45 yrs	48.3	48.2
46-55 yrs	43.6	34.4
56-65 yrs	39.2	44.5
66 or older	37.7	26.9
Salaried adults	51.5	44.2
Business owners	58.9	39.6
Traders	62.4	49.9
Casual /Piece workers	39.4	19.0
Farmers	42.4	38.1
Depends on family and friends	37.6	10.2
PPI 1	29.2	30.4
PPI 2	52.7	36.5
PPI 3	82.3	38.9
PPI 4	90.7	26.4

4.4 Financial Access Strand

The financial access strands are useful in comparing levels of financial inclusion over time or between different population segments. Adults are grouped into four (4) financial access strands. Those who:

1. Have or use only formal financial products/services;
2. Have or use only informal financial products/services;
3. Have or use both formal and informal financial products/services; and
4. Do not have or use any financial products/services to manage their financial lives.

4.4.1 Overlap in Formal and Informal Inclusion

The Survey showed that 26.2 percent of adults used only formal financial products/services while 14 percent used only informal financial products/services. In addition, 19.1 percent of adults used both formal and informal financial products/services. The percentage of financially excluded adults at 40.7 percent was higher than the national level of 30.6 percent (Figure 16).

FIGURE 16:
Overlap in Formal and Informal Financial Inclusion (Percent)

Formally Included
26.2

19.1

Informally Included
14.0

Excluded 40.7
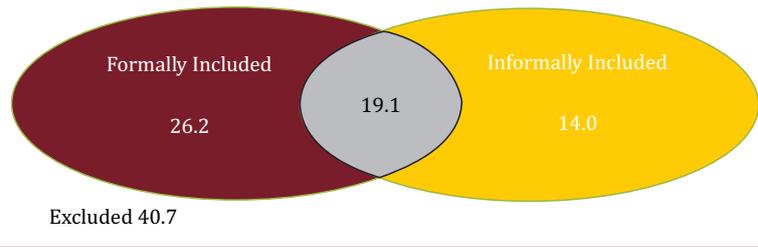
4.4.2   Financial Access Strands by Sex

Analysis of access strands by sex showed that more males than females used formal financial services only, while more females used only informal financial services. The percentage of adults using both formal and informal financial services and those financially excluded was almost the same for males and females (Figure 17).

FIGURE 17:
Financial Access Strands by Sex (Percent)

■ Male
■ Female

	Have/Use formal services only	Have/Use informal services only	Have/Use formal & informal services	Financially excluded
Male	27.5	12.9	19.2	40.5
Female	25.2	15.0	19.1	40.8
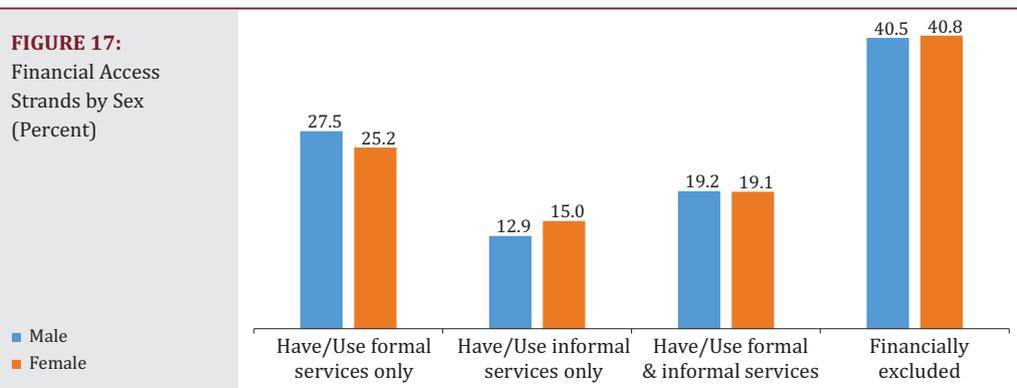
4.4.3   Financial Access Strands by Age

The highest percentage of adults that used only formal financial products/services were in the age group 26 - 35 years. The percentage of adults using informal financial products only was highest in the age group 56 - 65 years while those financially excluded were highest in the age groups 66 years or older and 16 - 25 years (Figure 18).

FIGURE 18:
Financial Access Strands by Age (Percent)

■ Have/Use formal services only
■ Have/Use informal services only
■ Have/Use formal & informal services only
■ Financially excluded

Age	Have/Use formal services only	Have/Use informal services only	Have/Use formal & informal services only	Financially excluded
16-25 yrs	26.9	11.0	15.9	46.2
26-35 yrs	33.5	13.6	19.2	33.8
36-45 yrs	17.0	16.9	31.3	34.9
46-55 yrs	25.8	16.5	17.9	39.8
56-65 yrs	20.4	25.7	18.8	35.1
66 or older	26.0	15.2	11.7	47.1

16

4.4.4   Financial Access Strands by Rural-Urban Distribution

The percentage of adults who used only formal financial products/services was higher in urban than in rural areas. The highest percentage of adults who used informal financial services only and those who were financially excluded resided in rural areas (Figure 19).

FIGURE 19: Financial Access Strands by Rural-Urban Segmentation (Percent)

- Have/Use formal services only
- Have/Use informal services only
- Have/Use formal & informal services only
- Financially excluded

	Have/Use formal services only	Have/Use informal services only	Have/Use formal & informal services only	Financially excluded
Rural	20.3	17.0	17.2	45.6
Urban	49.1	2.7	26.5	21.7

4.4.5   Financial Access Strands by Main Source of Income

Financial access strands by main source of income showed that the highest percentage of adults who used only formal financial services were business owners. Most traders used both formal and informal financial products/services. The most financially excluded adults were those dependent on family and friends (Figure 20).

FIGURE 20: Financial Access Strands by Main Source of Income (Percent)

- Have/Use formal services only
- Have/Use informal services only
- Have/Use formal & informal services only
- Financially excluded

	Have/Use formal services only	Have/Use informal services only	Have/Use formal & informal services only	Financially excluded
Salaried adults	26.6	19.3	25.0	29.2
Business owners	36.4	17.1	22.5	24.0
Traders	23.9	11.3	38.6	26.3
Casual /Piece workers	27.7	7.3	11.7	53.3
Farmers	22.8	18.5	19.6	39.1
Depends on family and friends	30.1	2.6	7.5	59.8

4.4.6   Financial Access Strands by PPI Quintile

Figure 21shows that the highest percentage of adults who used only formal financial services was in PPI 4. Most adults who used informal financial services only were in the lowest income quintile of PPI 1 and were the most financially excluded (Figure 21).

FIGURE 21:
Financial Access Strands by PPI Quintile (Percent)

- Have/Use formal services only
- Have/Use informal services only
- Have/Use formal & informal services only
- Financially excluded

PPI Quintile	Have/Use formal services only	Have/Use informal services only	Have/Use formal & informal services only	Financially excluded
PPI 1	17.2	18.3	12.1	52.5
PPI 2	28.9	12.7	23.8	34.6
PPI 3	46.5	3.1	35.8	14.6
PPI 4	64.3		26.4	9.3

18
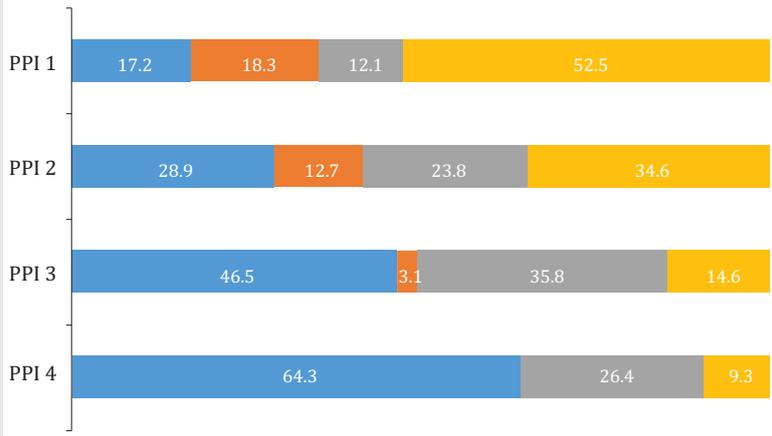
5.0 UPTAKE OF FORMAL FINANCIAL SERVICES

This section provides details of products/services used by the formally included adult population, which stood at 45.3 percent.

5.1 Levels of Formal Financial Services

Formal financial services relate to products and services offered by institutions, which are regulated by the following:

- Bank of Zambia (for commercial banks, micro-finance service providers, and payment service providers [4]);
- Pension and Insurance Authority (pensions and insurance providers); and
- Securities and Exchange Commission (capital markets).

Formal financial services are provided by two main types of institutions, commercial banks and non-bank service providers defined as "formal other". The Survey showed that 12.8 percent of adults were banked and of these, 1.7 percent used only products/services provided by commercial banks. The percentage of adults who used products/services provided by both commercial banks and "formal other" was 11.1 percent, while 32.6 percent used "formal other" products/services only. Further, 54.6 percent of the adult population did not use products/services from formal financial service providers (Figure 22).

FIGURE 22: Overlap in Usage of Commercial Bank and Formal Other Services (Percent)

Northern

Banked 1.7 | 11.1 | Formal Other 32.6

Not formally served 54.6

National

Banked 2.1 | 18.6 | Formal Other 40.6

Not formally served 38.7
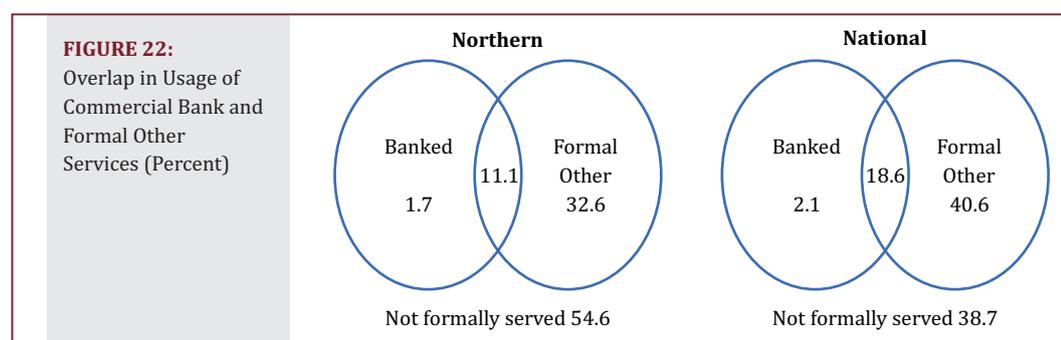
Mobile money was the most widely used non-bank service at 42.6 percent, while capital market services and microfinance were the least utilised at less than two percent (Table 6).

TABLE 6: LEVELS OF ACCESS/USAGE OF NON-BANK FORMAL FINANCIAL SERVICES (PERCENT)

	Northern Province	National
All adults	43.6	59.2
Mobile money	42.6	58.4
Pensions	4.1	8.2
Insurance	3.5	6.3
Micro finance	1.5	2.1
Money transfer	27.6	0.6
Capital markets	0.2	0.6

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[4]Payment Service Providers include mobile money and money transfer service providers.

Figure 23 shows that the uptake of non-bank formal financial products/services[5] was highest amongst:

- Urban based adults;
- Males;
- Traders; and
- Households in the high income quintile of PPI 4.

FIGURE 23:
Adults Who Had/Used Non-Bank Formal Financial Services (Percent)

Category	Percent
All adults	43.6
Rural	35.6
Urban	74.5
Male	45
Female	42.5
Salaried Adults	50.3
Business owners	55.4
Traders	59.7
Casual /Piece workers	38.5
Farmers	40.8
Depends on family and friends	37.6
PPI 1	28.2
PPI 2	49.6
PPI 3	81.9
PPI 4	90.7
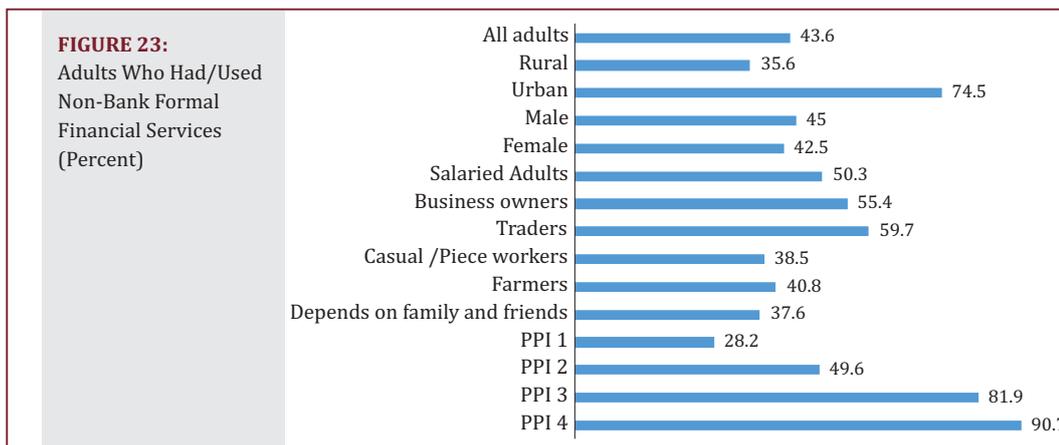
5.1.1   Uptake of Commercial Bank Services

The uptake of commercial bank services in the Province was 12.8 percent. Figure 24 shows that these adults were most likely to be:

- Of age 16 - 25 years;
- Salaried employees; and
- From households in the low income quintile of PPI 2.

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[5]Use of services such as Western Union, Money gram and Swift Cash

FIGURE 24: Comparing the Profile of Adults Who Used Commercial Bank Services with the Total Adult Population (Percent)

Chart data (Banked / All adults):

Category	Banked	All adults
Rural	50.3	79.3
Urban	49.7	20.7
Male	50.3	45.5
Female	49.7	54.5
16-25 yrs	33.1	44.4
26-35 yrs	23.7	21.0
36-45 yrs	17.9	15.1
46-55 yrs	16.4	9.0
56-65 yrs	6.1	6.4
66 or older	2.8	4.2
Salaried adults	42.7	18.0
Business owners	2.1	1.8
Traders	9.4	7.8
Casual /Piece workers	2.4	8.3
Farmers	30.7	45.2
Depends on family and friends	8.0	18.2
PPI 1	15.9	51.4
PPI 2	35.3	33.9
PPI 3	31.0	10.0
PPI 4	17.3	4.5

■ Banked
■ All adults

5.1.2 Uptake of Microfinance Services

The uptake of microfinance services amongst adults was 1.5 percent. Figure 25 shows that these adults were more likely to be:

• Rural based;
• Male;
• Of age 36 - 45 years;
• Salaried employees; and
• From households in the low-income quintile of PPI 2.

Category	Used MFI	All adults
Rural	53.0	79.3
Urban	47.0	20.7
Male	53.5	45.5
Female	46.5	54.5
16-25 yrs	4.3	44.4
26-35 yrs	28.0	21.0
36-45 yrs	31.7	15.1
46-55 yrs	28.4	9.0
56-65 yrs	7.5	6.4
Salaried adults	55.2	18.0
Traders	6.4	7.8
Casual /Piece workers	3.4	8.3
Farmers	34.9	45.2
PPI 1	21.4	51.4
PPI 2	38.4	33.9
PPI 3	14.5	10.0
PPI 4	25.7	4.5
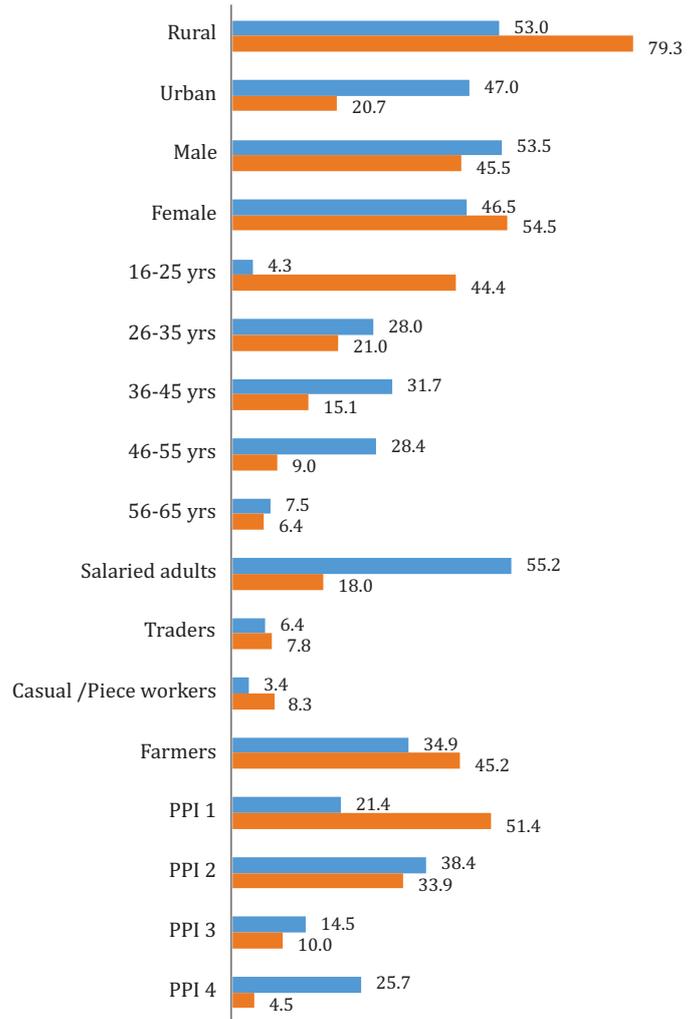
5.1.3   Uptake of Insurance Services

The uptake of insurance services stood at 3.5 percent of the adult population. As illustrated in Figure 26, these adults were most likely to be:

- Urban based;
- Male;
- Of age 36 - 45 years;
- Salaried employees; and
- From households in the high income quintile of PPI 4.

FIGURE 26:
Comparing the Profile of Adults Who Used Insurance Services with the Total Adult Population (Percent)

■ Insured adults
■ All adults

	Insured adults	All adults
Rural	35.0	79.3
Urban	65.0	20.7
Male	57.8	45.5
Female	42.2	54.5
16-25 yrs	15.1	44.4
26-35 yrs	26.9	21.0
36-45 yrs	37.4	15.1
46-55 yrs	14.6	9.0
56-65 yrs	6.0	6.4
Salaried adults	74.2	18.0
Business owners	6.7	1.8
Traders	4.4	7.8
Farmers	11.0	45.2
Depends on family and friends	3.7	18.2
PPI 1	4.9	51.4
PPI 2	19.6	33.9
PPI 3	26.1	10.0
PPI 4	49.4	4.5
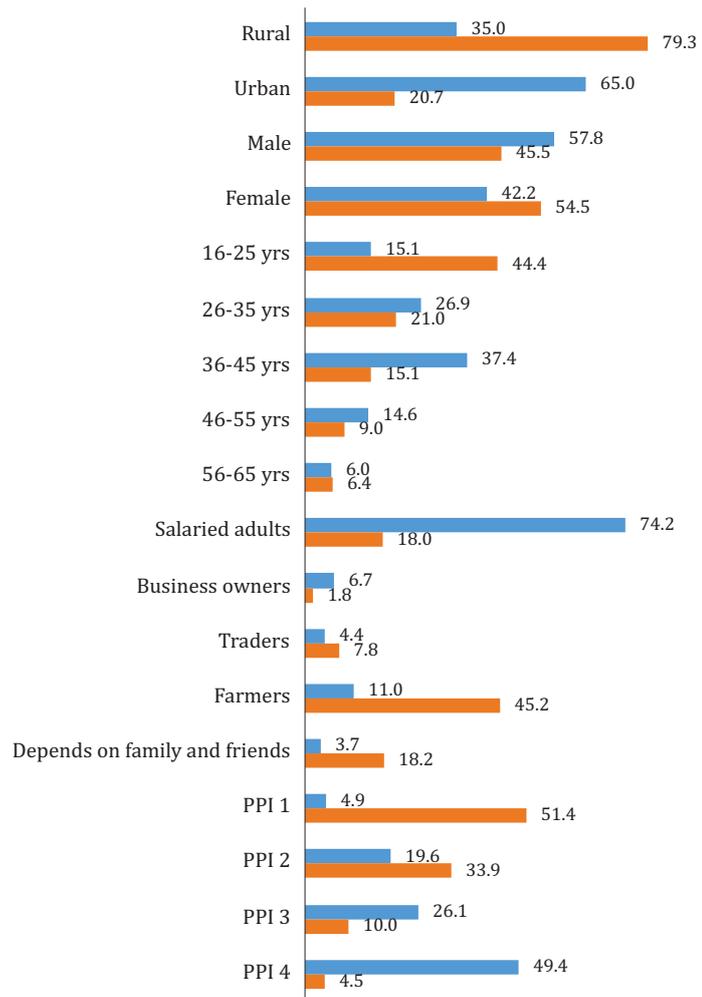
5.1.4   Uptake of Pension Services

The uptake of pension services stood at 4.1 percent of the adult population. As illustrated in Figure 27 these adults were most likely to be:

• Urban based;
• Male;
• Of age 36 – 45 years;
• Salaried employees; and
• From households in the high income quintile of PPI 4.

FIGURE 27:
Comparing the Profile of Adults Who Used Pension Services with the Total Adult Population (Percent)

Use of Pension
All adults

	Use of Pension	All adults
Rural	48.4	79.3
Urban	51.6	20.7
Male	56.5	45.5
Female	43.5	54.5
16-25 yrs	12.4	44.4
26-35 yrs	25.3	21.0
36-45 yrs	26.0	15.1
46-55 yrs	23.6	9.0
56-65 yrs	8.6	6.4
66 or older	4.1	4.2
Salaried adults	70.0	18.0
Traders	0.5	7.8
Casual /Piece workers	2.1	8.3
Farmers	24.7	45.2
Depends on family and friends	0.8	18.2
PPI 1	18.4	51.4
PPI 2	23.9	33.9
PPI 3	13.7	10.0
PPI 4	44.0	4.5
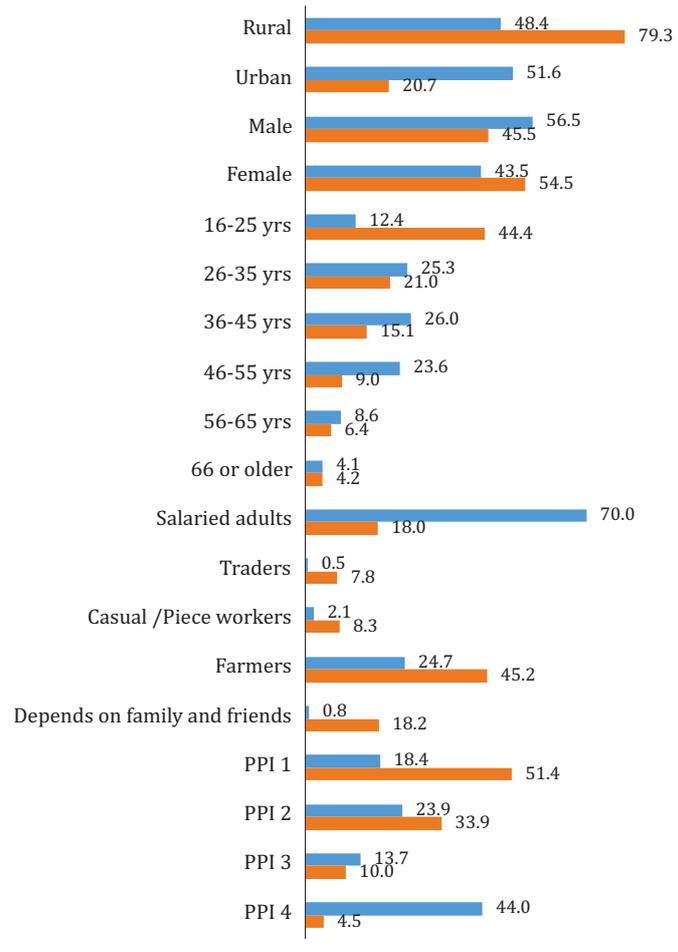
5.1.5   Uptake of Mobile Money Services

The uptake of mobile money services stood at 42.6 percent. Figure 28 shows that these adults were most likely to be:

- Rural based;
- Female;
- Of age 16 - 25 years;
- Farmers; and
- From households in the low income quintile of PPI 2.

FIGURE 28: Comparing the Profile of Adults Who Used Mobile Money Services with the Total Adult Population (Percent)

Category	Use of Mobile Money	All adults
Rural	63.9	79.3
Urban	36.1	20.7
Male	46.5	45.5
Female	53.5	54.5
16-25 yrs	42.6	44.4
26-35 yrs	24.8	21.0
36-45 yrs	15.8	15.1
46-55 yrs	8.0	9.0
56-65 yrs	5.7	6.4
66 or older	3.1	4.2
Salaried adults	21.0	18.0
Business owners	2.4	1.8
Traders	10.8	7.8
Casual /Piece workers	7.3	8.3
Farmers	41.0	45.2
Depends on family and friends	16.0	18.2
PPI 1	32.6	51.4
PPI 2	38.6	33.9
PPI 3	19.3	10.0
PPI 4	9.5	4.5
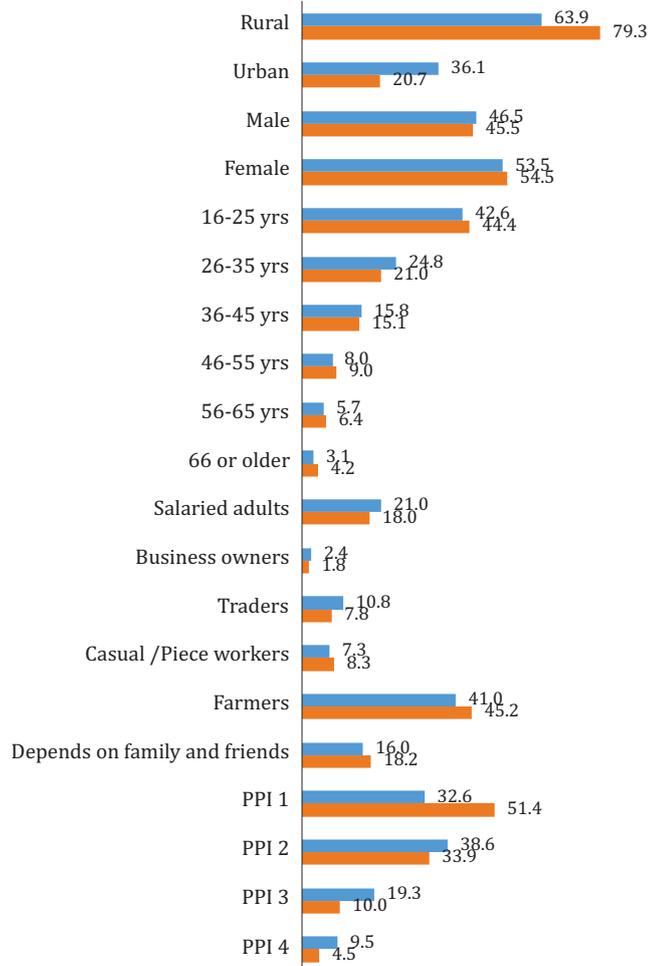
5.1.6 Uptake of Capital Market Products

The uptake of capital market products stood at 0.2 percent. This level of uptake was too low to allow for a meaningful disaggregated analysis by demographic characteristics.

5.2 Perceived Barriers to Usage of Formal Financial Services

Demographic factors play a major role in determining access to formal financial services. Most formal financially excluded adults in the province were rural based, female, of age 16 – 25 years, farmers and from households in the lowest income quintile of PPI 1.

5.2.1 Barriers to Usage of Commercial Banks Products/Services

As illustrated in Table 7, the two main factors that inhibited the use of commercial banks products/services were insufficient money to justify opening of an account and long distance to the nearest bank.

Barriers	Northern	National
Insufficient money to justify opening an account	46.8	37.5
Banks are too far away	28.1	18.7
Does not have the documentation required	3.2	4.7
Does not understand benefits of having a bank account	5.2	6.6
Bank service charges are too high	6.4	7.9
Cannot maintain the minimum balance	3.8	10.9
Do not know how to open a bank account	2.0	4.0
Bank products are complicated	0.6	2.1
Do not trust banks	0.1	1.6
Can get the same services elsewhere in the community	1.7	2.1
Need permission of someone else to open it	0.7	0.9

5.2.2 Barriers to Usage of Microfinance Products/Services

As illustrated in Table 8, the main barriers reported by most adults who did not use microfinance products/services were insufficient money to justify use of MFI services and the long distance of MFIs from the community.

TABLE 8: BARRIERS TO USAGE OF MICROFINANCE PRODUCTS/SERVICES (PERCENT)

Barrier	Northern	National
They are too far away	27.1	16.3
Insufficient money to justify opening an account	42.5	33.1
Does not understand benefits of using them	16.1	20.2
Does not have the documentation required	2.3	3.8
Service charges are too high	3.2	5.1
Cannot maintain the minimum balance	2.6	8.3
Does not know how to open an account	1.9	3.1
Does not trust them	0.6	3.4
They do not provide the products or services I need	1.9	2.4
Can get the same services elsewhere in the community	1.3	1.9

5.2.3 Barriers to Usage of Capital Market Products

Table 9 illustrates that the main barriers to uptake of capital market products were:

- Lack of awareness on how the markets work; and
- Lack of knowledge about the existence of capital markets.

TABLE 9: BARRIERS TO USAGE OF CAPITAL MARKET PRODUCTS (PERCENT)

Barrier	Northern	National
Do not know how it works	34.8	26.2
I have never heard of it	32.0	21.8
Do not have money to invest	18.7	26.6
Do not know the benefits of investing	7.9	10.9
Do not know where the product is offered	2.4	4.9
I am scared to lose my money	2.8	4.0
Do not trust the companies that provide the products	0.4	1.4

5.2.4 Barriers to Usage of Insurance Services

The main barrier to uptake of insurance services was lack of awareness about insurance (Table 10).

TABLE 10: BARRIERS TO USAGE OF INSURANCE PRODUCTS/SERVICES (PERCENT)

Barrier	Northern	National
Never heard of it until now	56.6	40.9
Cannot afford it	19.4	24.9
Does not know how it works	13.7	12.5
Does not know the benefits of insurance	3.5	10.8
Does not know how to get it/where to get it	3.5	4.1
Protect myself in other ways. Don't need it	1.8	2.8
Does not trust it or the companies that provide	0.7	1.5
They don't want to pay out when you claim	0.6	1.2

5.3.5 Barriers to Usage of Pension Services

The main barrier to usage of pension services was unemployment, (Table 11).

TABLE 11: BARRIERS TO USAGE OF PENSION SERVICES (PERCENT)

Barrier	Northern	National
Not employed	66.5	66.5
I don't have money to contribute to a pension scheme	19.0	12.2
Have never thought about it	2.6	5.6
Don't know what pensions are	3.6	2.7
Don't know how to get it	2.5	2.1
Have other ways of getting money when I'm old	0.9	1.2
Don't know where to get it	3.9	0.8

5.3.6 Barriers to Usage of Mobile Money Services

Table 12 shows that lack of mobile phones was the main barrier to uptake of mobile money services.

TABLE 12: BARRIERS TO USAGE OF MOBILE MONEY PRODUCTS/SERVICES (PERCENT)

Barrier	Northern	National
I do not have a mobile phone	46.1	39.4
I do not know how to get it	7.8	6.6
There is no point-of-service/agent close to where I live	5.2	5.0
I do not need it, I do not make any transactions	9.8	11.1
I do not know what it is	3.5	3.0
I do not understand this service; I do not know what I can use it for	2.8	2.2
I do not trust that my money is safe on a mobile money account	2.5	2.9
I do not have the required documents	2.2	4.6
Using it is difficult	0.5	2.6
Fees for using this service are too high	0.6	1.3
My spouse, family, in-laws do not approve of me having a mobile money account	0.4	0.3
No one among my friends or family use this service	0.1	0.7
Mobile money does not provide anything better/any advantage over the financials	0.1	0.7

6.0   USE OF INFORMAL FINANCIAL SERVICES

This section provides survey findings on access and usage of informal products/services. These are products/services provided by entities that are not regulated by any of the three financial sector regulators such as savings clubs (Chilimba), savings groups, village banks, Savings and Credit Cooperatives (SACCOs) and informal money-lenders (Kaloba).

The uptake of informal financial products/services by adults in the Province was 33.1 percent.

6.1   Uptake of Informal Financial Products/Services

Informal savings services had the highest uptake at 24.5 percent followed by credit at 17.7 percent (Figure 29).

FIGURE 29:
Use of Informal Financial Products/ Services (Percent)

■ Northern Province
■ National

Savings: 24.5 / 21.0
Credit: 17.7 / 17.8
Remittances: 1.4 / 1.6
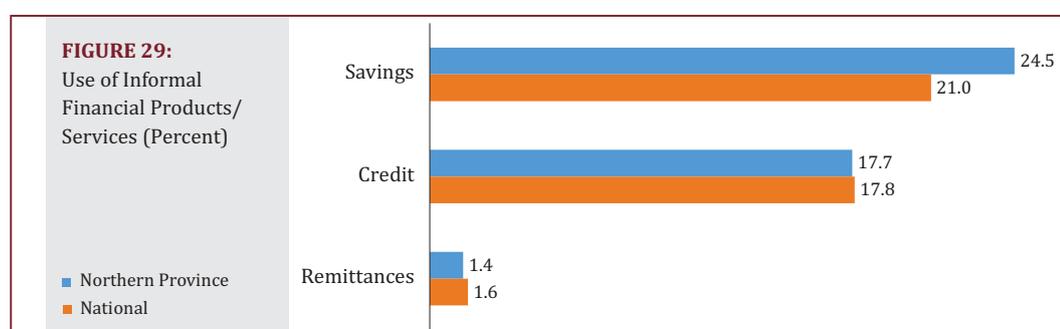
6.1.1   Informal Savings Services

Figure 30 shows that the percentage of adults who used informal savings services stood at 24.5 percent. These services included village banking and other savings mechanisms such as keeping money with employers, community groups and churches. The uptake of informal savings services was mostly amongst:

•   Rural based adults;
•   Females;
•   Adults of age 56 – 65 years;
•   Traders; and
•   Households in the low and middle income quintiles of PPI 2 and PPI 3.

FIGURE 30:
Adults Who Used Informal Savings Services (Percent)

	Northern Province	National
All adults	24.5	21.0
Rural	25.2	19.5
Urban	21.6	22.7
Male	22.7	17.7
Female	25.9	24.0
16-25 yrs	18.4	14.8
26-35 yrs	25.7	24.5
36-45 yrs	34.7	27.6
46-55 yrs	30.6	25.7
56-65 yrs	36.2	24.9
66 or older	14.5	15.9
Salaried adults	30.6	29.9
Business owners	30.6	27.8
Traders	42.4	36.8
Casual /Piece workers	12.1	24.2
Farmers	28.9	14.2
Depends on family and friends	5.8	8.5
PPI 1	21.7	15.6
PPI 2	28.0	21.2
PPI 3	28.4	22.9
PPI 4	19.7	25.1

■ Northern Province
■ National

6.1.2   *Informal Credit Services*

The percentage of adults that had accessed informal credit products/services was 17.7 percent (Figure 31). These included borrowing from village banks, savings groups, kaloba and other informal sources of credit.

Uptake of informal credit products/services was highest amongst:

- Rural based adults;
- Females;
- Adults of age 36 – 45 years:
- Traders; and
- Households in the low and middle income quintiles of PPI 1, PPI 2 and PPI 3.

FIGURE 31:
Adults Who Used Informal Credit Services (Percent)

Category	Northern Province	National
All adults	17.7	17.8
Rural	18.9	17.3
Urban	12.8	18.3
Male	16.1	17.1
Female	19.0	18.5
16-25 yrs	15.1	14.1
26-35 yrs	12.8	19.9
36-45 yrs	32.3	23.5
46-55 yrs	12.8	20.4
56-65 yrs	23.3	16.4
66 or older	17.9	11.9
Salaried adults	20.5	23.7
Business owners	15.8	21.4
Traders	23.1	23.3
Casual /Piece workers	11.4	16.5
Farmers	21.7	20.0
Depends on family and friends	6.2	9.3
PPI 1	17.8	16.1
PPI 2	17.9	17.0
PPI 3	17.2	19.2
PPI 4	13.8	19.0

■ Northern Province
■ National

6.1.3   Informal Remittance Services

Adults that used informal money transfer services were 1.4 percent of the adult population. Figure 32 shows that the usage of informal remittance services was highest amongst:

• Adults in rural areas;
• Females;
• Adults of age 16 – 25 years;
• Farmers; and
• Households in the lowest income quintile of PPI 1.

FIGURE 32:
Adults Who Used Informal Remittance Services (Percent)

Legend:
- Northern Province
- All adults

Category	Northern Province	All adults
Rural	83.3	79.3
Urban	16.7	20.7
Male	49.2	45.5
Female	50.8	54.5
16-25 yrs	76.3	44.4
26-35 yrs	8.6	21.0
36-45 yrs	8.0	15.1
46-55 yrs	4.7	9.0
56-65 yrs	2.4	6.4
Salaried adults	35.6	18.0
Business owners	3.3	1.8
Casual /Piece workers	4.7	8.3
Farmers	34.6	45.2
Depends on family and friends	21.8	18.2
PPI 1	50.8	51.4
PPI 2	12.9	33.9
PPI 3	34.7	10.0
PPI 4	1.5	4.5

6.1.4   Informal Credit and Community Savings Groups

The sections below provide an analysis of the demographic profile of adults that accessed informal credit and belonged to community savings groups. The Survey indicated that 14.9 percent of the adult population in the Province belonged to a Chilimba, Savings Group or Village Bank. In addition, 1.5 percent obtained credit through informal credit called Kaloba.

6.1.4.1   Chilimba

Chilimba refers to an informal rotating savings scheme in which a group of people agree to make regular fixed cash contributions, which go to each member, in a pre-determined order and period. The total adult population that belonged to a Chilimba was 3.4 percent. Figure 33 shows that these adults were most likely to be:

- Rural based;
- Female;
- In the age group 36 - 45 years;
- Farmers; and
- From households in the low income quintile of PPI 2.

FIGURE 33: Comparing the Profile of Adults Who Belonged to a Chilimba with the Total Adult Population (Percent)

Category	Northern Province	All adults
Rural	77.8	79.3
Urban	22.2	20.7
Male	38.0	45.5
Female	62.0	54.5
16-25 yrs	24.7	44.4
26-35 yrs	26.8	21.0
36-45 yrs	28.2	15.1
46-55 yrs	8.9	9.0
56-65 yrs	11.4	6.4
Salaried adults	23.9	18.0
Business owners	1.3	1.8
Traders	7.6	7.8
Casual /Piece workers	6.3	8.3
Farmers	53.7	45.2
Depends on family and friends	5.2	18.2
PPI 1	33.7	51.4
PPI 2	37.1	33.9
PPI 3	21.8	10.0
PPI 4	7.4	4.5
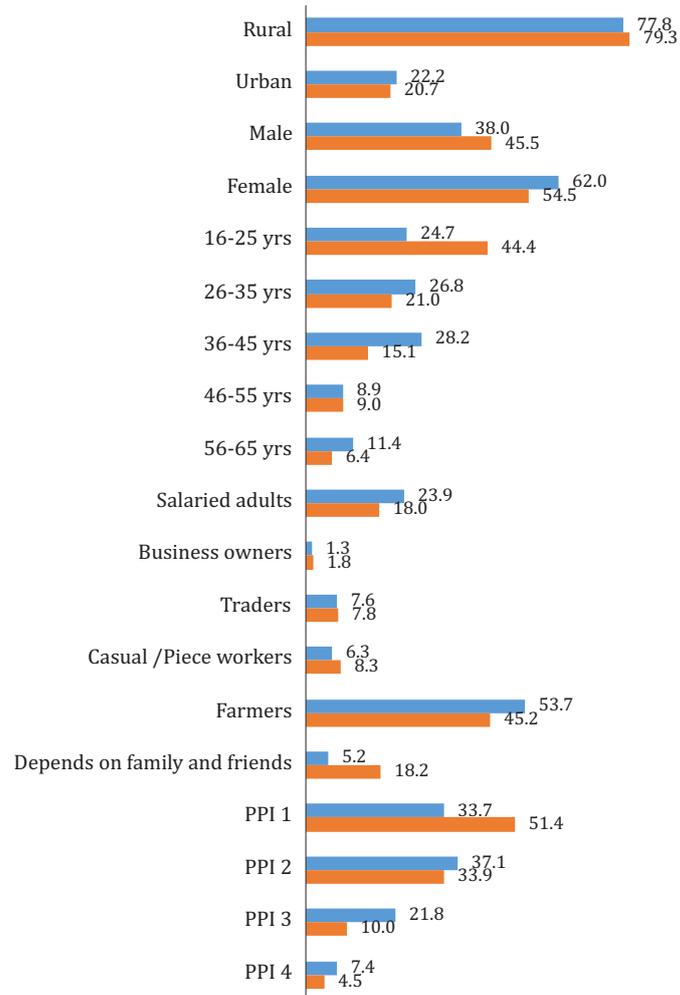
6.1.4.2   Savings Groups

Savings Groups (SGs) are closed self-selected user groups that pool savings which are shared out at the end of a savings cycle (usually 12 months). The savings are also used to offer credit within the group at an agreed interest rate. The interest earned is shared by members of the group in proportion to their respective savings.

The Survey showed that 12.8 percent of adults belonged to SGs. Figure 34 shows that these adults were more likely to be:

• Rural-based;
• Female;
• Of age 16 - 25 years;
• Farmers; and
• From households in the lowest income quintile of PPI 1.

32

FIGURE 34: Comparing the Profile of Adults Who Belonged to a Savings Group with the Total Adult Population (Percent)

Legend:
- Northern Province
- All adults

Category	Northern Province	All adults
Rural	82.6	79.3
Urban	17.4	20.7
Male	37.9	45.5
Female	62.1	54.5
16-25 yrs	33.6	44.4
26-35 yrs	20.9	21.0
36-45 yrs	20.3	15.1
46-55 yrs	10.4	9.0
56-65 yrs	12.5	6.4
66 or older	2.3	4.2
Salaried adults	23.6	18.0
Business owners	2.4	1.8
Traders	14.2	7.8
Casual /Piece workers	5.5	8.3
Farmers	49.7	45.2
Depends on family and friends	4.6	18.2
PPI 1	46.6	51.4
PPI 2	38.0	33.9
PPI 3	12.1	10.0
PPI 4	3.4	4.5

6.1.4.3   Village Bank

A village bank is a group of mostly low-income entrepreneurs who come together to share and guarantee one another's loans. The Survey indicated that 0.2 percent of adults belonged to a village bank. This number was too low to allow for a meaning analysis by demographic profile.

6.1.4.4   Kaloba

Kaloba is informal credit provided by money-lenders and was used by 1.5 percent of the adult population. Figure 35 shows that these adults were more likely to be:

• Rural based;
• Male;
• Of age 16 -25 years;
• Farmers; and
• From households in the lowest income quintile of PPI 1.

FIGURE 35:
Comparing the Profile of Adults Who Belonged to a Village Bank with the Total Adult Population (Percent)

Category	Northern Province	All adults
Rural	69.8	79.3
Urban	30.2	20.7
Male	53.9	45.5
Female	46.1	54.5
16-25 yrs	42.9	44.4
26-35 yrs	23.2	21.0
36-45 yrs	26.9	15.1
56-65 yrs	7.0	6.4
Salaried adults	30.1	18.0
Business owners	4.7	1.8
Traders	1.4	7.8
Casual /Piece workers	4.4	8.3
Farmers	51.6	45.2
Depends on family and friends	7.8	18.2
PPI 1	45.6	51.4
PPI 2	33.8	33.9
PPI 3	9.3	10.0
PPI 4	11.3	4.5
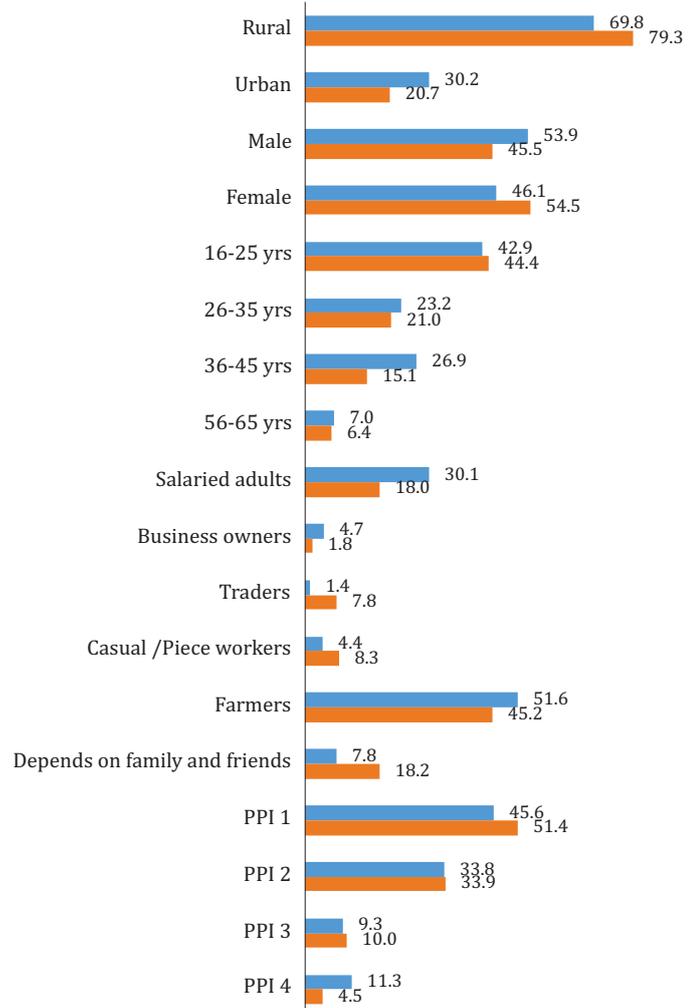
6.2 Barriers to Usage of Informal Savings Services

The Survey indicated that the main barrier to accessing informal savings services was that the groups did not exist in the community (Table 13).

TABLE 13: BARRIERS TO USAGE OF INFORMAL SAVING SERVICES (PERCENT)

Perceived Barrier	Chilimba	Savings Group	Village Bank
There are no such groups in the community	30.0	25.3	45.7
Do not have any money to save	21.7	25.2	16.6
Do not have enough money to save	24.2	27.4	21.9
I save money on my mobile phone	5.2	6.4	4.9
Do not trust them	3.9	2.1	1.3
I see no benefits	6.9	5.7	4.8

7.0   FINANCIAL CAPABILITY

Financial services are primarily needed for cash flow management, risk management, asset building and productive investment. The Survey explored the following dimensions of financial capabilities:

• Financial sufficiency;
• Financial decision making;
• Financial management; and
• Financial advice.

7.1   Financial Sufficiency and Decision Making

Figure 36 shows that only 3.7 percent of adults indicated that they always had money of their own to use as they wished while 83.1 percent had money occasionally. Further, 13.7 percent of adults never had money of their own to spend as they wished (Figure 36).

FIGURE 36: Adults Who Had Money of Their Own (Percent)

■ Always
■ Sometimes
■ Never

3.7
13.2
83.1
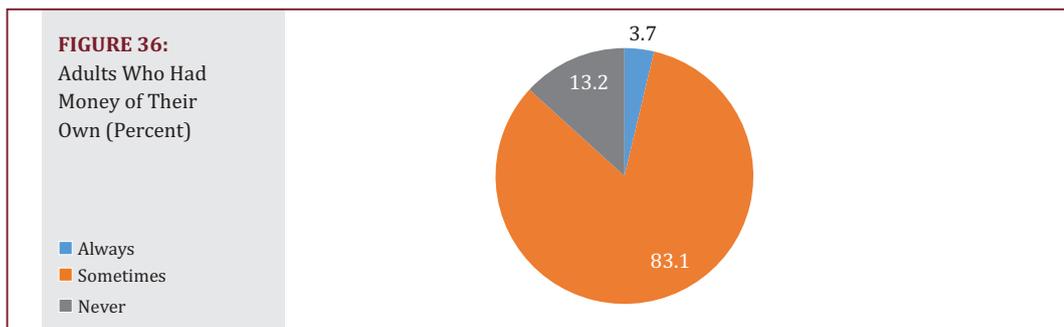
7.1.1   Adults with Money of Their Own to Use as They Wished

Figure 37 shows that 3.7 percent of adults always had money of their own to use and these were highest amongst:

• Those in urban areas;
• Males;
• The age groups 26 – 35 years and 66 years or older;
• Business owners; and
• Households in the high income quintile of PPI 4.

The survey further showed that more than 70 percent of adults across all segments of the popultion occasionally had money of their own to use.

FIGURE 37:
Adults Who Had Money of Their Own to Use as They Wished (Percent)

	Always	Sometimes	Never
All adults	3.7	83.1	13.2
Rural	3.1	82.8	14.1
Urban	6.1	84.2	9.7
Male	4.8	83.1	12.1
Female	2.8	83.1	14.0
16-25 yrs	3.1	81.2	15.8
26-35 yrs	5.0	86.1	8.9
36-45 yrs	3.6	84.5	11.8
46-55 yrs	3.3	88.1	8.6
56-65 yrs	4.1	82.6	13.3
66 or older	5.1	73.6	21.3
Salaried Adults	3.8	89.8	6.4
Business owners	11.1	79.9	9.0
Traders	8.3	87.6	4.0
Casual /Piece workers	0.9	87.9	11.2
Farmers	3.6	82.7	13.6
Depends on family and friends	2.6	73.3	24.1
PPI 1	3.0	82.6	14.5
PPI 2	4.1	83.3	12.6
PPI 3	3.8	90.1	6.0
PPI 4	9.4	75.9	14.7

7.1.2 Adults Involved in Financial Decision Making

The Survey showed that 74.8 percent of adults were involved in household financial decision-making (Figure 38). These were highest amongst:

• Rural based adults;
• Females;
• Adults of age 36 – 45 years;
• Farmers; and
• Households in the lowest income quintile of PPI 1.

All adults — 74.8 / 72.6
Rural — 75.4 / 74.6
Urban — 72.3 / 70.4
Male — 72.2 / 70.3
Female — 76.9 / 74.7
16-25 yrs — 50.3 / 45.8
26-35 yrs — 91.0 / 85.1
36-45 yrs — 99.5 / 93.4
46-55 yrs — 95.4 / 95.0
56-65 yrs — 95.7 / 91.9
66 or older — 85.5 / 86.2
Salaried Adults — 86.0 / 86.9
Business owners — 70.0 / 80.6
Traders — 79.9 / 89.6
Casual /Piece workers — 63.6 / 71.1
Farmers — 89.9 / 89.2
Depends on family and friends — 29.9 / 39.1
PPI 1 — 77.9 / 73.0
PPI 2 — 73.2 / 76.0
PPI 3 — 69.0 / 70.2
PPI 4 — 62.8 / 68.9

■ Northern Province
■ National

7.1.3   Adults Who Kept Track of the Money They Received and Spent

Figure 39 shows that 48.9 percent of the adults were able to keep track of the money they received and spent. These were mostly amongst:

- Urban based adults;
- The age group 26 – 35 years;
- Traders; and
- Households in the high income quintile of PPI 4.

FIGURE 39:
Adults Who Kept Track of the Money They Received and Spent (Percent)

Category	Northern Province	National
All adults	48.9	43.9
Rural	47.0	40.7
Urban	56.0	47.4
Male	48.5	44.5
Female	49.2	43.3
16-25 yrs	44.7	36.5
26-35 yrs	59.2	48.1
36-45 yrs	53.5	51.9
46-55 yrs	48.0	51.1
56-65 yrs	37.0	45.9
66 or older	45.0	35.4
Salaried Adults	56.0	55.9
Business owners	49.7	57.4
Traders	66.8	56.2
Casual /Piece workers	59.3	38.6
Farmers	47.6	44.2
Depends on family and friends	32.3	28.8
PPI 1	45.0	37.1
PPI 2	48.3	41.9
PPI 3	63.5	44.9
PPI 4	65.6	53.4

- Norther Province
- National

7.1.4   *Adults Who Had Someone to Turn to for Financial Advice*

The Survey showed that 92.5 percent of adults had somewhere/someone to consult with when they needed financial advice. Figure 40 illustrates that generally, more than 80 percent of adults had access to financial advice across all segments of the population.

	Northern Province	National
All adults	92.5	87.2
Rural	92.3	86.9
Urban	93.3	87.6
Male	91.9	87.1
Female	92.9	87.3
16-25 yrs	93.4	87.1
26-35 yrs	96.6	88.8
36-45 yrs	89.6	88.3
46-55 yrs	88.1	86.2
56-65 yrs	91.0	84.1
66 or older	84.4	80.5
Salaried Adults	89.4	91.2
Business owners	93.4	88.3
Traders	94.6	85.2
Casual /Piece workers	90.6	86.5
Farmers	92.3	87.4
Depends on family and friends	95.9	84.4
PPI 1	92.1	85.7
PPI 2	91.3	85.9
PPI 3	95.5	88.0
PPI 4	98.6	90.4

7.2   Cash-flow Management

Table 14 shows that the average and median income of adults in the Province was K29.15 and K10.00 per day compared to K44.52 and K17.91 at national level. Adults in urban areas had a higher average and median income per day than those in rural areas.

Further, the Survey indicated that business owners and adults from the high income quintile of PPI 4 had the highest median and average income per day while casual workers and those from the lowest income quintile of PPI 1 had the lowest median and average income.

40

TABLE 14: INCOME BY SOURCE OF INCOME GENERATING ACTIVITY AND PPI QUINTILE

| | Kwacha | | | | USD | | | |
| | Average | | Median | | Average | | Median | |
	Northern	National	Northern	National	Northern	National	Northern	National
All Adults	29.15	44.51	10.00	17.91	1.50	2.40	0.52	0.96
Rural	21.03	25.79	8.33	13.33	1.08	1.39	0.43	0.72
Urban	63.18	67.12	26.67	33.94	3.26	3.62	1.38	1.83
Salaried workers	53.39	78.66	23.33	37.97	2.75	4.24	1.20	2.05
Business owners	69.32	52.15	33.33	33.33	3.58	2.81	1.72	1.80
Traders	64.69	56.61	26.67	31.17	3.34	3.05	1.38	1.68
Casual /Piece workers	9.15	22.04	6.67	16.56	0.47	1.19	0.34	0.89
Farmers	18.63	24.87	8.33	13.33	0.96	1.34	0.43	0.72
Depends on family and friends	13.75	25.41	9.34	14.67	0.71	1.37	0.48	0.79
PPI 1	17.07	18.03	7.28	10.00	0.88	0.97	0.38	0.54
PPI 2	23.38	27.34	11.11	15.42	1.21	1.47	0.57	0.83
PPI 3	86.18	56.34	33.33	33.33	4.45	3.04	1.72	1.80
PPI 4	113.55	96.23	50.00	50.00	5.86	5.18	2.58	2.69

Based on the exchange rate as at mid-August 2020 of K18.56 to USD

7.2.1 Major Life Events Considered Most Costly

The most expensive major life event reported by adults in the Survey was education(Figure 41).

FIGURE 41: Major Life Events Considered Most Costly (Percent)

Education — Northern Province 68.6, National 56.5
Funeral — Northern Province 13.1, National 20.1
Birth of a Child — Northern Province 6.5, National 7.1
Wedding — Northern Province 4.2, National 5.8
Lobola — Northern Province 1.3, National 2.4
Accident — Northern Province 4.0, National 2.1

■ Northern Province
■ National
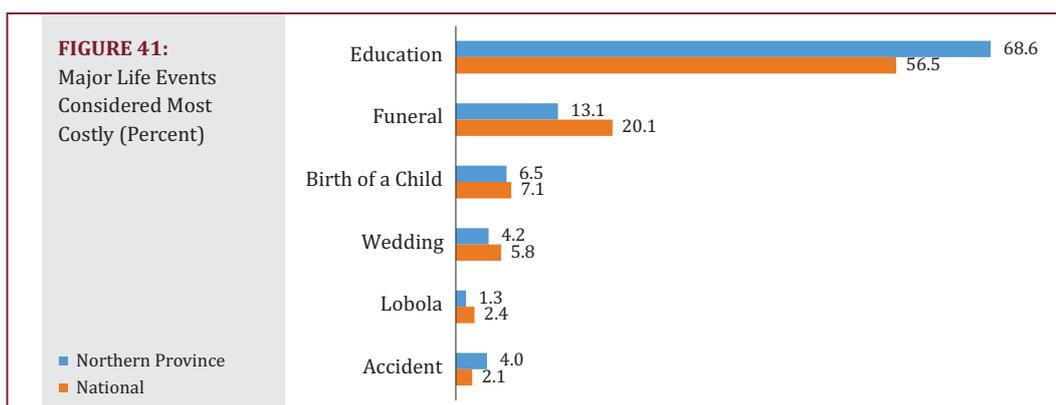
7.2.2 Adults with a Child/Dependant Sent Home due to Lack of School Fees

In the six (6) months prior to the Survey, 45.9 percent of adults had a child/dependant they supported sent home due to non-payment of school fees, at least once a month. These adults were mostly:

• Rural based;
• Males;
• Business owners; and
• From households in the high income quintile of PPI 4.

Further, 54.1 percent of adults had a child/dependant sent home at least once during the year (Table 15). These adults were mostly:

- Urban based;
- Female;
- Salaried adults; and
- From households in the middle income quintile of PPI 3.

TABLE 15: ADULTS WITH A CHILD/DEPENDANT SENT HOME DUE TO LACK OF SCHOOL FEES (PERCENT)

	Northern		National	
	At least once a month	At least once a year	At least once a month	At least once a year
All Adults	45.9	54.1	57.4	42.6
Male	48.5	51.5	57.1	42.9
Female	42.9	57.1	57.7	42.3
Rural	50.8	49.2	58.1	41.9
Urban	30.6	69.4	56.7	43.3
Salaried Adults	30.2	69.8	53.0	47.0
Business owners	100.0	-	54.7	45.3
Traders	36.5	63.5	47.7	52.3
Casual /Piece workers	66.3	33.7	60.3	39.7
Farmers	45.9	54.1	57.4	42.6
Depends on family and friends	52.3	47.7	63.9	36.1
PPI 1	52.0	48.0	61.4	38.6
PPI 2	52.7	47.3	57.3	42.7
PPI 3	3.9	96.1	52.9	47.1
PPI 4	62.1	37.9	56.4	43.6

7.2.3 Adults Who Struggled to Keep Up with Regular Expenses

The Survey revealed that 28.7 percent of adults struggled to manage regular expenses. Figure 42 shows that these adults were highest amongst:

- Rural based adults;
- Females;
- Adults of age 56 – 65 years;
- Dependent on family and friends; and
- Adults from households in the lowest income quintile of PPI 1.

42

FIGURE 42:
Adults Who Struggled to Keep Up with Regular Expenses (Percent)

Legend:
■ Northern Province
■ National

Category	Northern Province	National
All adults	28.7	31.9
Rural	30.6	37.7
Urban	21.5	25.5
Male	26.4	30.5
Female	30.6	33.1
16-25 yrs	27.2	32.2
26-35 yrs	25.1	28.2
36-45 yrs	32.5	31.6
46-55 yrs	24.9	30.8
56-65 yrs	41.4	39.1
66 or older	37.7	42.5
Salaried Adults	27.8	24.8
Business owners	29.1	23.3
Traders	22.9	27.8
Casual /Piece workers	22.6	42.5
Farmers	29.0	34.8
Depends on family and friends	32.0	32.5
PPI 1	32.3	44.6
PPI 2	28.1	35.7
PPI 3	18.4	26.7
PPI 4	14.8	16.2

7.2.4 Adults Who Kept a Record of Their Money

Figure 43 illustrates that 37.7 percent of the adult population kept a record of their money (receipts and expenses). These were highest amongst:

• Urban based adults;
• Males;
• Adults of age 46 – 55 years;
• Salaried employees and traders; and
• Households in the middle income quintile of PPI 3.

FIGURE 43: Adults Who Kept a Record of Their Money (Percent)

	Northern Province	National
All adults	37.7	35.3
Rural	34.2	29.6
Urban	48.9	40.7
Male	38.8	37.1
Female	36.8	33.6
16-25 yrs	39.2	32.4
26-35 yrs	36.8	36.1
36-45 yrs	34.0	37.0
46-55 yrs	49.7	38.3
56-65 yrs	34.0	37.1
66 or older	19.8	32.2
Salaried Adults	47.7	41.4
Business owners	42.2	32.0
Traders	47.8	48.2
Casual /Piece workers	23.0	24.7
Farmers	34.1	32.2
Depends on family and friends	34.4	29.9
PPI 1	29.9	24.1
PPI 2	39.1	30.2
PPI 3	59.4	39.0
PPI 4	42.4	47.6

7.3   Risk Management

Risk management is the process of managing potential risks to minimize the negative impact they may have. In the survey, it refers to the ability of the adult population to meet unexpected financial events that current income cannot support.

7.3.1   *Adults Who Struggled to Manage Unexpected Expenses*

Figure 44 shows that 43.2 percent of adults struggled to manage unexpected expenses in the 12 months prior to the survey. These were highest amongst:

• Adults in rural areas;
• Females;
• Adults of age 66 years or older;
• Traders; and
• Households in the lowest income quintile of PPI 1.

44

FIGURE 44:
Adults Who Struggled to Manage Unexpected Expenses (Percent)

Category	Northern Province	National
All adults	43.2	42.5
Rural	44.4	48.3
Urban	38.8	36.1
Male	42.3	41.1
Female	44.0	43.7
16-25 yrs	42.3	42.3
26-35 yrs	39.1	41.1
36-45 yrs	47.5	42.1
46-55 yrs	40.3	40.0
56-65 yrs	46.5	47.7
66 or older	59.2	52.6
Salaried Adults	35.9	35.0
Business owners	43.3	41.1
Traders	48.8	40.8
Casual /Piece workers	35.4	51.3
Farmers	45.7	47.0
Depends on family and friends	44.2	42.1
PPI 1	47.0	55.0
PPI 2	41.2	46.3
PPI 3	41.3	39.2
PPI 4	21.6	25.5
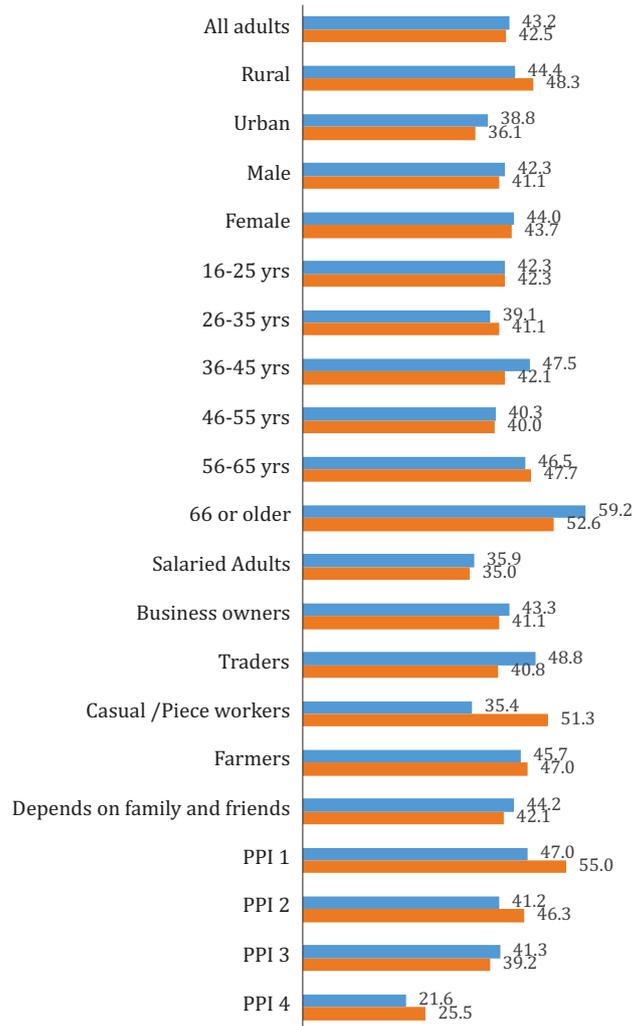
7.3.2 Adults Who Made Provision for Unexpected Expenses

The Survey showed that 26.1 percent of adults were able to make provision for unexpected expenses (Figure 45). This was mostly amongst:

• Urban based adults;
• Adults of age 36 – 45 years;
• Traders; and
• Households in the high income quintile of PPI 4.

FIGURE 45:
Adults Who Made Provision for Unexpected Expenses (Percent)

	Northern Province	National
All adults	26.1	26.3
Rural	24.6	24.9
Urban	31.7	27.8
Male	26.5	28.2
Female	25.7	24.6
16-25 yrs	20.3	19.2
26-35 yrs	30.8	29.4
36-45 yrs	38.3	33.8
46-55 yrs	32.4	35.3
56-65 yrs	20.9	26.3
66 or older	12.5	22.4
Salaried Adults	36.0	38.6
Business owners	29.8	30.1
Traders	40.1	35.5
Casual /Piece workers	23.6	21.0
Farmers	28.8	30.1
Depends on family and friends	4.8	10.5
PPI 1	22.1	19.9
PPI 2	29.2	25.6
PPI 3	27.9	27.9
PPI 4	43.8	33.3
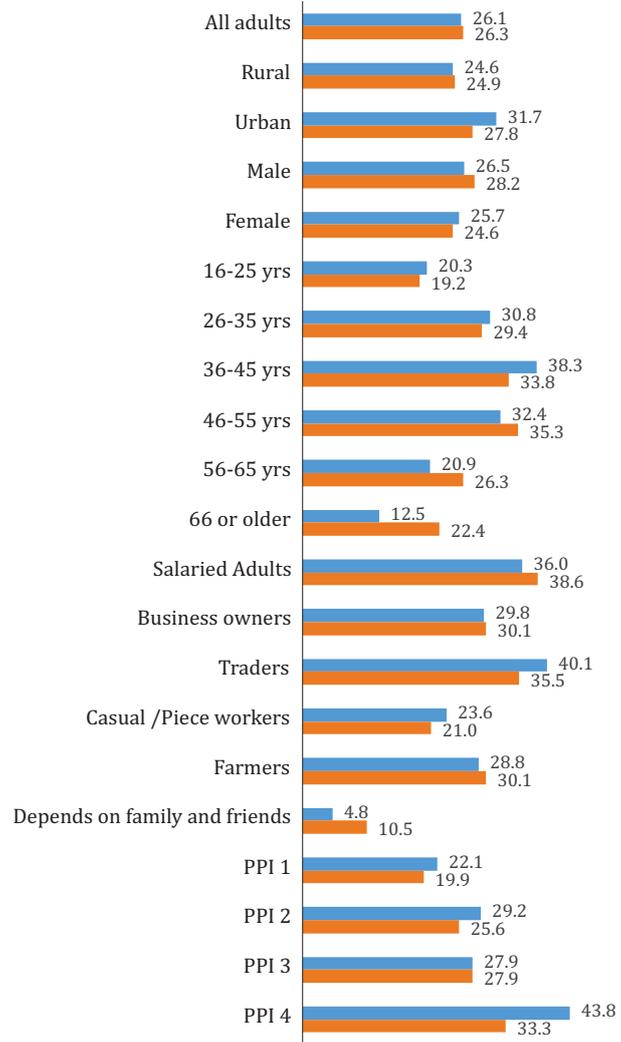
7.3.3   Strategies to Cope with Unexpected Expenses (Percent)

The Survey showed that 54.9 percent of adults relied on gifts from family and friends as well as expense cutbacks to cope with unexpected expenses while 34.9 percent relied on savings and 10.2 percent on borrowing (Table 16).

TABLE 16: STRATEGIES TO COPE WITH UNEXPECTED EXPENSES (PERCENT)

	Borrowed		Savings		Rely on gifts & expenses cut back	
	Northern	National	Northern	National	Northern	National
Adults	10.2	9.0	34.9	28.3	54.9	62.7
Rural	10.9	9.1	33.6	27.3	55.6	63.6
Urban	7.5	9.0	40.1	29.4	52.4	61.6
Male	9.2	9.0	38.1	29.7	52.7	61.2
Female	11.0	9.1	32.3	27.0	56.8	63.9
Salaried Adults	9.4	11.4	44.5	45.2	46.2	43.4
Business owners	14.6	10.1	50.5	33.2	34.9	56.7
Traders	12.1	8.1	41.1	33.5	46.8	58.5
Casual /Piece workers	6.4	11.1	21.0	24.9	72.6	64.0
Farmers	14.3	9.5	40.9	29.8	44.9	60.7
Depends on family and friends	1.7	4.8	11.9	10.2	86.3	84.9
PPI 1	11.7	8.8	35.7	23.6	52.6	67.6
PPI 2	8.5	9.5	31.9	26.3	59.6	64.2
PPI 3	10.5	8.6	35.6	30.5	53.9	60.8
PPI 4	4.7	8.7	48.2	34.1	47.1	57.1

7.4   Assets and Asset Building

Asset ownership is important for income generation, saving, risk mitigation, collateral and hedging against inflation. In the case of business owners, traders and farmers, asset ownership helps to create value and could facilitate the efficient running of their businesses.

The Survey showed that 47.7 percent of adults reported that at least one household member owned the current dwelling. This was highest amongst:

• Rural based adults;
• Females;
• Adults dependent on family and friends; and
• Households in the low and middle income quintiles of PPI 2 and PPI 3.

Further, 44.7 percent of adults owned a mobile phone while 37.5 percent owned agricultural land. With regard to ICT, 10.6 percent indicated that they had access to the internet (Table 17).

TABLE 17: ASSET OWNERSHIP AND CONNECTIVITY OF ADULTS (PERCENT)

	Own Current house	Member of household owns the house	Personally own (any/ another) House	Personally own Agriculture land (for crop and livestock	Personally own a mobile phone	Have access to a computer	Have access to the internet
Adults	33.7	47.7	39.6	37.5	44.7	4.8	10.6
Rural	37.5	49.0	43.2	43.3	38.4	2.9	5.0
Urban	19.0	42.6	25.6	15.1	69.1	13.0	32.0
Male	42.5	40.6	47.0	41.7	49.6	6.9	14.2
Female	26.3	53.6	33.4	34.1	40.7	3.1	7.6
Salaried Adults	30.0	38.2	40.9	35.8	55.2	3.7	18.6
Business owners	22.6	43.5	30.7	12.7	66.6	15.3	13.4
Traders	20.4	59.9	25.7	26.2	58.3	6.0	18.7
Casual /Piece workers	16.0	58.8	22.2	22.1	32.3	5.5	8.0
Farmers	52.0	37.9	57.8	57.2	41.2	2.5	4.9
Depends on family and friends	5.8	71.8	6.7	5.4	39.0	10.1	14.5
PPI 1	41.1	47.0	45.4	44.2	33.3	0.7	2.0
PPI 2	28.8	50.2	36.8	36.0	47.4	4.8	8.5
PPI 3	20.8	50.9	24.1	15.8	76.0	20.2	36.3
PPI 4	15.4	28.9	28.1	21.8	85.0	28.3	66.2

7.5   Investment

The Survey indicated that the following investment strategies were used to ensure people had money for the things they wanted in the future:

- Saving;
- Buying/starting a business;
- Buying an asset to sell later; and
- Investing in property to rent out.

Figure 46 shows that most adults would save or start a business to ensure they had money in future. The highest percentage of adults who indicated that they would save to generate future income was amongst females, rural dwellers, salaried adults and those in PPI 4. Further, adults who indicated that they would start a business were mostly amongst females, rural dwellers, business owners and those in PPI 3.

FIGURE 46: Adults Investing to Ensure They Have Money in the Future (percent)

Legend:
- Bought an asset to sell later
- Bought/started a business to generate money
- Invested in property to rent out
- Saving
- Other

	Bought an asset to sell later	Bought/started a business	Invested in property	Saving	Other
All adults	3.0	20.6	5.5	35.9	35.0
Rural	2.4	22.0	3.0	37.1	35.6
Urban	3.7	19.0	8.5	34.5	34.2
Male	2.9	15.7	4.7	33.0	43.7
Female	3.1	31.5	7.2	42.5	15.7
Salaried Adults	6.3	26.9	8.6	38.7	19.5
Business owners		44.0	13.6	10.2	32.1
Traders		27.9	6.8	37.0	28.3
Casual /Piece workers	1.5	4.4 / 3.4		35.4	55.3
Farmers	1.4	19.8	4.0	37.4	37.5
Depends on family and friends	3.1	17.8		32.6	46.5
PPI 1	0.7	16.1	4.8	26.2	52.2
PPI 2	3.1	17.9	5.2	36.3	37.6
PPI 3	3.2	33.2	2.7	41.3	19.6
PPI 4	6.8	19.7	11.4	46.6	15.5

7.6   House Occupancy Status

The Survey showed that 8.2 percent of adults lived in a house that was provided rent free (Table 18). These were highest amongst:

•

•   Casual/piece workers, business owners as well as those dependent on family and friends; and
•   Households in the high income quintile of PPI 4.

On the other hand, 8.6 percent of adults lived in a rented house. These were highest amongst:

•   Adults in urban areas;
•   Females;
•   Business owners; and
•   Households in the high income quintile of PPI 4.

TABLE 18: HOUSE OCCUPANCY STATUS (PERCENT)

	Northern		National	
	You/your household rent this house	House provided rent free[6]	You/your household rent this house	House provided rent free
All adults	8.6	8.2	20.4	10.6
Rural	3.2	8.2	4.1	10.6
Urban	29.5	8.5	38.6	10.6
Male	7.0	8.0	20.4	11.0
Female	10.0	8.4	20.5	10.3
Salaried Adults	17.5	9.3	30.3	13.1
Business owners	19.5	11.6	30.5	14.5
Traders	13.0	5.9	23.6	9.2
Casual /Piece workers	13.4	11.8	21.4	12.0
Farmers	2.3	6.2	3.0	5.9
Depends on family and friends	10.8	11.6	22.7	10.9
PPI 1	3.6	6.6	3.1	7.0
PPI 2	8.0	10.7	11.4	10.8
PPI 3	21.0	5.7	32.9	12.5
PPI 4	41.4	14.4	40.6	12.6

7.7   Strategies to Meet Future Needs When Old and Cannot Work

The Survey indicated that 29.3 percent of adults considered dependence on children as a means of ensuring that they had money when old and unable to work. Other common strategies included farming (25.8 percent), starting own business (10.5 percent) and savings (10.7 percent). The least common strategies were rental income (1.9 percent) and pension (1.1 percent).

Further, most adults in rural areas were more likely to go into farming while those in urban areas considered dependence on children as a means of ensuring that they had money when old and unable to work. Both males and females were more likely to consider buying shares.

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[6]This means the housing unit is provided free by the employer/friend or relative of any member of the household

The analysis by income generating activities showed that with the exception of farmers, adults from other income source categories considered dependence on children as a means of meeting future needs when old and unable to work (Table 19).

TABLE 19: STRATEGIES TO MEET FUTURE NEEDS WHEN OLD AND CANNOT WORK (PERCENT)

	Northern Province								
	Savings	Children	Land/property	Own business	Rental income	Farming/agriculture/livestock	Pension	Don't know/have no plans	Insurance policy
All adults	10.7	29.3	4.9	10.5	1.9	25.8	1.1	13.2	2.2
Rural	9.4	29.7	4.3	9.8	0.9	31.0	0.7	11.9	2.2
Urban	15.9	28.0	7.2	13.0	5.7	5.6	2.5	18.3	2.2
Male	13.0	27.3	4.7	9.8	2.7	25.8	2.0	11.5	2.4
Female	8.8	31.0	5.1	11.1	1.2	25.7	0.4	14.7	2.0
Salaried Adults	10.1	33.1	3.7	10.8	3.3	23.9	2.0	9.9	2.7
Business owners	11.1	51.4	2.1	15.4	2.6	8.9	0.0	8.4	0.0
Traders	13.8	29.9	1.4	16.6	6.6	14.1	3.7	14.0	0.0
Casual /Piece workers	10.4	40.2	4.6	5.3	3.3	14.8	0.0	19.7	1.7
Farmers	9.5	28.0	5.3	8.7	0.7	36.7	0.4	8.1	2.0
Depends on family and friends	13.5	19.5	7.0	14.3	0.9	13.0	1.6	26.6	3.7
PPI 1	6.5	32.7	3.2	10.5	0.9	32.5	0.6	11.4	1.9
PPI 2	13.7	26.8	5.9	9.2	2.7	24.1	0.2	14.9	2.1
PPI 3	18.1	24.2	7.8	11.5	4.2	6.7	2.8	19.3	3.1
PPI 4	21.3	22.8	11.4	14.9	2.8	3.8	10.0	8.5	4.5
	10.7	29.3	4.9	10.5	1.9	-	-	-	-

8.0   ACCESS TO FINANCIAL SERVICE

There are various dimensions to access such as, physical access to points of service, eligibility to take up services offered, suitability, affordability and awareness of services, which makes it a complex concept to measure.

For the purposes of this Survey, access in this chapter refers to physical proximity to a financial access point and the ability to take up financial services. It is therefore important to note that findings on physical proximity represent perceived access to a service point within 30 minutes.

8.1   Physical Access to Points of Service

The Survey showed that 35 percent of adults were able to reach at least one access point within 30 minutes by motor vehicle, 24.8 percent by bicycle and 16.2 percent on foot.

In terms of proximity, schools were much closer to the population followed by health centres and mobile money agents. The survey showed that 91.9 percent of adults were able to reach the nearest school within 30 minutes by motor vehicle, 84.1 percent by bicycle and 65.3 percent on foot. In addition, access to health centres by adults within a 30-minute reach by motor vehicle was 82.2 percent, 60.1 percent by bicycle and 39.6 percent on foot. Access to mobile money agents by adults within a 30-minute reach was 60.4 percent by motor vehicle, 48.3 percent by bicycle and 38.5 percent on foot (Table 20).

TABLE 20: ADULTS ABLE TO ACCESS SERVICE POINTS WITHIN 30 MINUTES (PERCENT)

Access Point	Mode of Travel		
	Foot	Bicycle	Motor vehicle
All Access Points	16.2	24.8	35.0
Bank branch or ATM	9.6	18.7	32.8
Microfinance institution	4.2	8.9	17.0
Bank agent	11.5	19.1	29.1
Mobile money agent	38.5	48.3	60.4
Building society	3.2	6.6	12.3
Insurance company	2.9	7.6	15.4
Capital Markets Operator	2.7	3.6	6.4
Post Office	10.8	19.5	34.9
School	65.3	84.1	91.9
Health Centre	39.6	60.1	82.2
Filling station	6.5	15.9	28.2
Supermarket	10.2	21.4	32.9

Generally, financial service points were further from the population than social facilities such as schools and health centres.

8.2   Eligibility to Access Services

The Survey indicated that 89.3 percent of adults in the province had proof of identification (ID) compared to a national average of 85.4 percent. However, only 6.7 percent of adults had proof of residential address compared to the national average of 15.8 percent (Figure 47).

FIGURE 47:
Adults Able to Provide Valid Documentation (Percent)

■ Northern Province
■ National
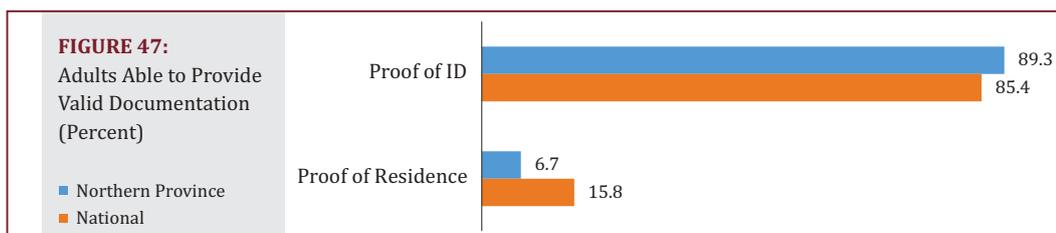
The Survey revealed that the main constraint in meeting full KYC requirements for opening an account with a formal financial service provider was customers failure to provide proof of residence.

Table 21 shows that 89.0 percent of adults had a National Registration Card (NRC). The percentage of adults that possessed various KYC documentation such as a passport, driver's licence, payslip, lease agreement, Tax Payer Identification number (T-PIN) and electricity/water bill was very low, at less than 5 percent of the population.

TABLE 21: ADULTS WITH DOCUMENTATION TO PROVE IDENTITY AND/OR RESIDENCE (PERCENT)

| Type of Document | Northern | | | National |
	Rural	Urban	Overall	
National registration card	88.1	92.5	89.0	85.4
Driver's licence	1.1	9.8	2.9	6.8
Passport	0.8	4.4	1.5	5.3
Payslip from employer	1.6	8.1	3.0	6.4
Lease or rental agreement in your name	0.9	5.4	1.8	4.2
Subscription (e.g. satellite TV) in your name	1.7	16.6	4.8	10.7
Tax identification form in your name	1.0	11.0	3.1	8.9
Electricity/water bill in your name	0.9	11.4	3.1	6.5
Insurance policy in your name	0.7	6.1	1.8	3.4
Telephone/Zamtel bill in your name	0.2	2.4	0.7	2.8
Title deed in your name	5.6	9.3	6.4	6.2

9.0 FINANCIAL PRODUCTS AND SERVICES USED BY ADULTS

The use of financial services amongst adults was grouped into six main categories:

1) Electronic Payment Channels
2) Credit;
3) Remittances;
4) Savings and investments;
5) Insurance; and
6) Pensions.

9.1 Electronic Payment Services

The use of electronic payment platforms has gained prominence in the recent years for the purchase of goods and services, to make bill payments and conduct money transfers. This has been partly driven by efforts of the Government and other stakeholders to promote a cash-lite society and enable the delivery of financial services to rural and remote areas through digital financial platforms. In addition, the Covid-19 pandemic had provided greater impetus for usage of digital financial services to facilitate contactless financial transactions and hence reducing the spread of the disease.

9.1.1 Purchasing Good and Services

The survey indicated that 29.4 percent of the adult population in Northern Province used electronic payment channels to purchase goods and services compared to 48.7 percent on a national level. Amongst these payment methods, mobile money was the most widely used at 29.0 percent, while credit cards had the least usage at 0.8 percent (Figure 48).

FIGURE 48:
Usage of Electronic Payment Channels for the Purchase of Goods and Services (Percent)

- Northern Province
- National

Category	Northern Province	National
All adults	29.4	48.7
Mobile Money	29.0	47.6
ATM/Debit Card	4.8	11.6
Bank Transfer	3.5	7.5
Credit Card	0.8	2.8
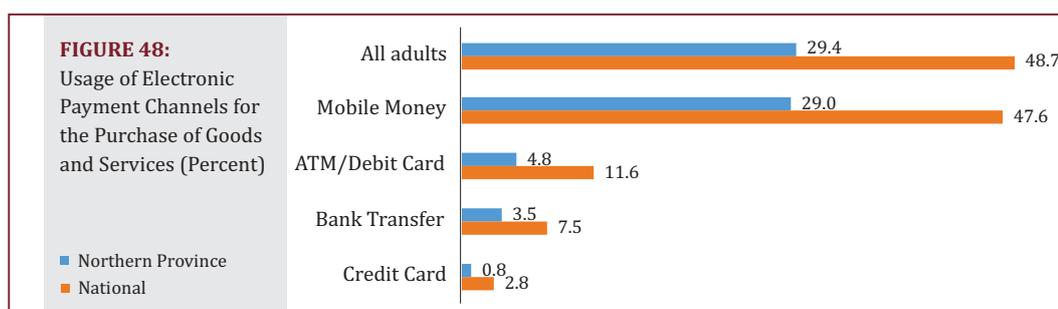
9.1.2 Adults Using Electronic Payment Channels for Purchase of Goods and Services (Percent)

Figure 49, shows that adults who used electronic payment methods were mostly amongst:

- Those in urban areas;
- Males;
- Those of age 26 - 35 years;
- Business owners; and
- Households in the middle and high income quintiles of PPI 3 and PPI 4.

FIGURE 49:
Profile of Adults Using Electronic Payment Channels for the Purchase of Goods and Services (Percent)

Category	Northern Province	National
All adults	29.4	48.7
Rural	21.7	30.5
Urban	58.9	67.7
Male	31.9	51.2
Female	27.4	45.4
16-25 yrs	28.4	43.0
26-35 yrs	37.2	56.1
36-45 yrs	31.5	53.0
46-55 yrs	25.4	48.8
56-65 yrs	25.1	44.1
66 or older	8.7	34.4
Salaried Adults	41.0	64.3
Business owners	48.2	74.6
Traders	46.1	59.5
Casual /Piece workers	25.6	46.7
Farmers	25.0	30.2
Depends on family and friends	21.2	40.8
PPI 1	15.6	20.1
PPI 2	32.1	38.0
PPI 3	71.9	66.5
PPI 4	71.1	78.1
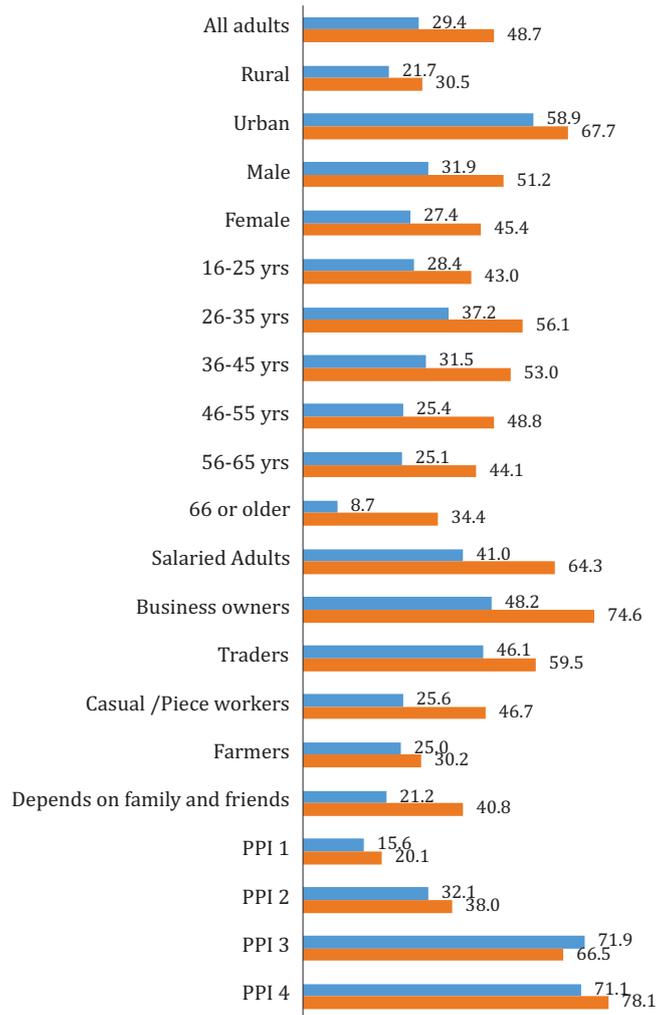
9.1.3   Bill Payments

In the 12 months prior to the survey, 9.8 percent of adults stated that they had utility bills to pay. Of these, 77.1 percent used electronic payment channels. Mobile money was the most widely used channel for bill payments while credit card was the least utilised (Figure 50).

FIGURE 50:
Usage of Electronic Payment Channels for Paying Bills (Percent)

Category	Northern Province	National
Adults with utility bills	9.8	21.3
Adults using electronic channels to pay utility bills	77.1	77.2
Mobile money	77.1	75.1
ATM/Debit Card	21.9	25.5
Bank Transfer	13	18.2
Credit card	2.7	6.3
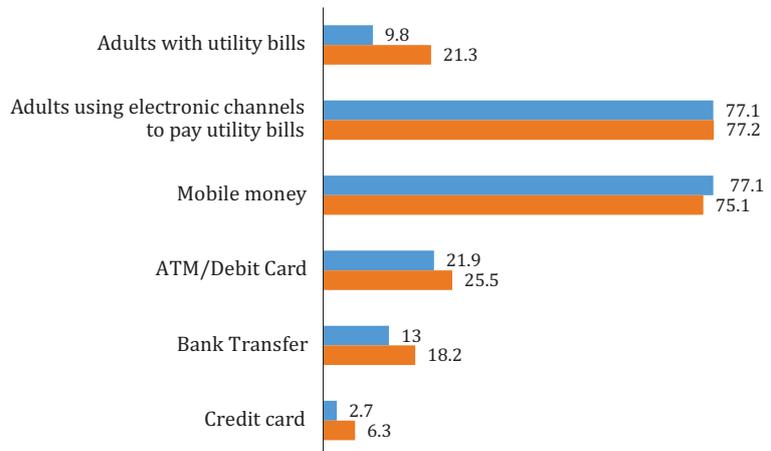
9.2　Adults Buying Goods and Services on Credit

Figure 51 shows that 10 percent of adults bought goods and services on credit in the 12 month period prior to the Survey. These adults were mostly among:

- Those in Rural areas;
- Males;
- Those of age 36 – 45 years;
- Traders; and
- Households in the lowest income quintile of PPI 1.

FIGURE 51:
Adults Who Purchased Goods and Services on Credit in the 12 Months Prior to the Survey (Percent)

Legend:
- Northern Province
- National

Category	Northern Province	National
All adults	10.0	10.6
Rural	11.5	10.3
Urban	4.1	10.9
Male	10.6	10.8
Female	9.5	10.4
16-25 yrs	8.8	9.0
26-35 yrs	7.7	12.3
36-45 yrs	19.1	13.4
46-55 yrs	6.3	10.3
56-65 yrs	10.5	8.2
66 or older	7.8	7.3
Salaried Adults	11.8	12.7
Business owners	7.4	15.8
Traders	13.5	12.7
Casual /Piece workers	5.9	10.5
Farmers	12.4	11.4
Depends on family and friends	3.0	6.4
PPI 1	10.9	9.9
PPI 2	9.7	10.2
PPI 3	8.8	10.4
PPI 4	3.2	11.5

9.3   Remittances

During the 12-months period prior to the Survey, 27.6 percent of adults sent or received money from someone (Figure 52). This was mostly amongst:

• Adults in urban areas;
• Females;
• Adults of age 66 years or older;
• Traders; and
• Households in the high income quintile of PPI 4.

FIGURE 52:
Adults Who Sent or Received Money (Percent)

Category	Northern Province	National
All adults	27.6	28.3
Rural	22.2	20.0
Urban	48.2	37.6
Male	26.0	29.0
Female	28.9	27.8
16-25 yrs	26.2	24.3
26-35 yrs	27.3	32.4
36-45 yrs	31.2	30.9
46-55 yrs	31.0	29.4
56-65 yrs	18.3	29.5
66 or older	37.1	28.1
Salaried Adults	28.4	38.2
Business owners	35.4	41.7
Traders	45.5	35.1
Casual /Piece workers	11.0	22.9
Farmers	27.6	22.1
Depends on family and friends	24.4	22.9
PPI 1	17.6	13.6
PPI 2	30.8	23.5
PPI 3	51.9	35.3
PPI 4	64.4	44.9
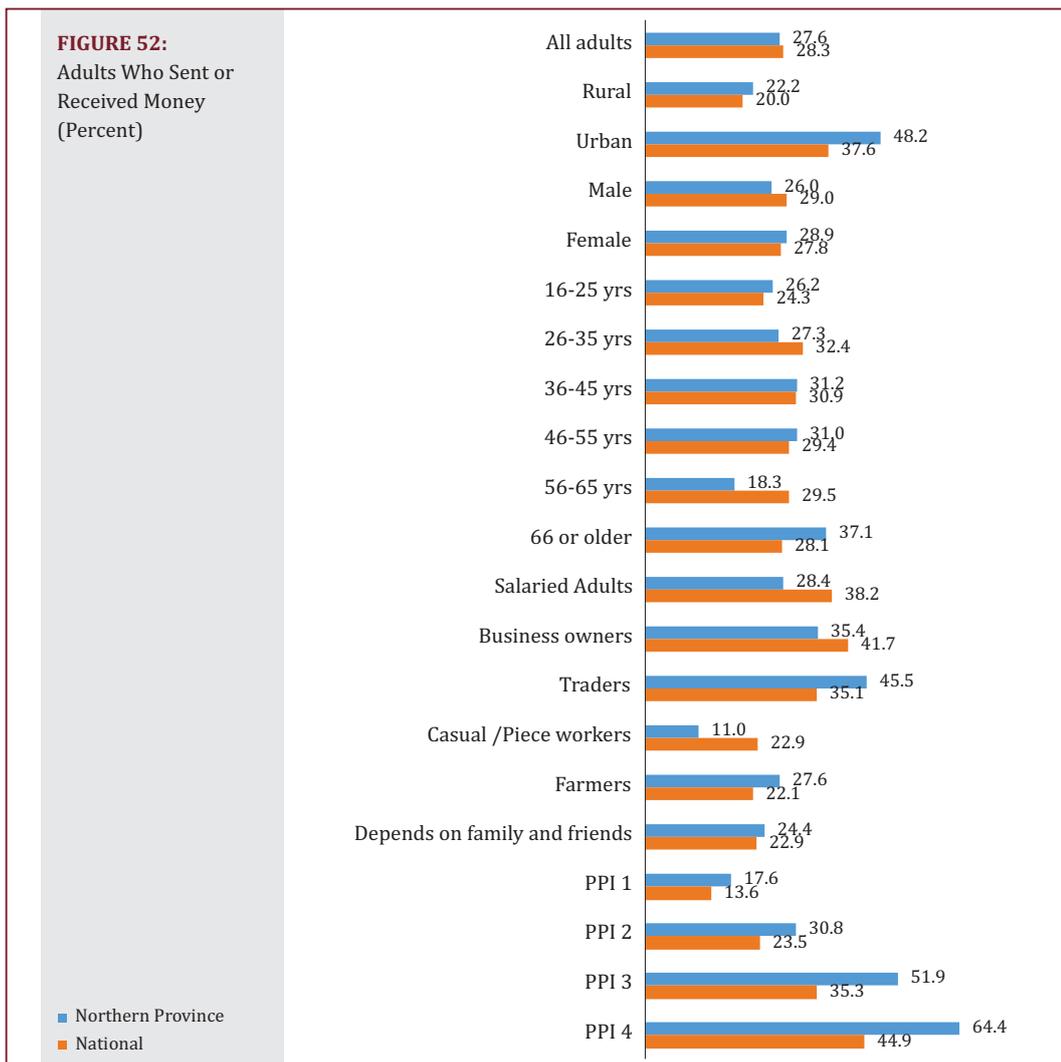
The Survey showed that mobile money was the most widely used channel for sending (64.3 percent) and receiving (82.6 percent) money (Table 22)

	Senders	
Channels used to send money	Northern Province	National
Mobile money	64.3	56.8
Bank transfer/Pay into bank account	2.1	2.7
Friends or family takes it there	3.8	2.0
Bus/taxi driver takes it there	0.7	0.5
Western Union/Money gram/Swift cash	0.3	0.8
Cell Top Up	3.3	3.0
Channels used to receive money	**Receivers**	
Post Office		0.4
Mobile money	82.6	88.4
Bank transfer/Pay into bank account	0.6	5.1
Friends or family takes it there	9.2	7.4
Bus/taxi driver takes it there	1.0	0.5
Western Union/Money gram/Swift cash	0.7	1.5
Mobile Phone Top-up	2.8	5.0

9.4   Savings

9.4.1   Definition of Savings

Figure 53 shows that most adults defined saving as "putting money somewhere to keep it safe" (33.3 percent) and "keeping money somewhere to avoid spending it" (28.9 percent).

FIGURE 53: Definition of Savings (Percent)
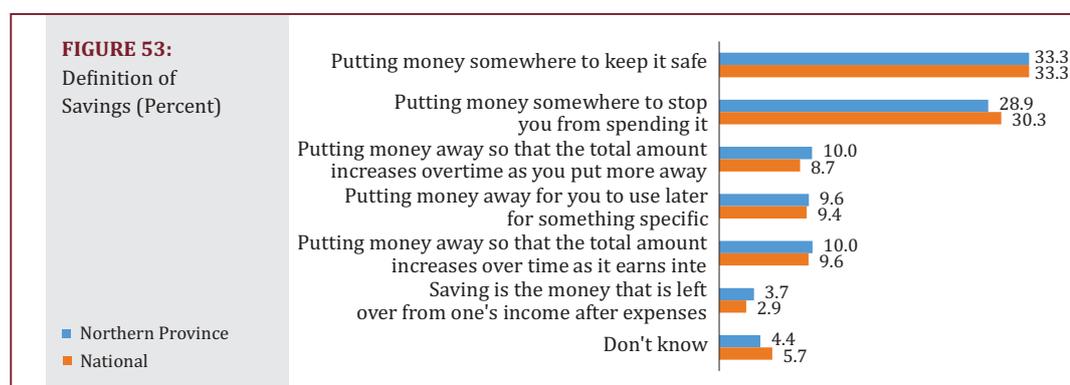
9.4.2   Adults Who Saved

Figure 54 shows that 60.5 percent of adults indicated that they saved. These were mostly amongst:

•   Adults in urban areas;
•   Males;
•   The age groups 36 – 45 and 56 – 65 years;
•   Salaried employees; and
•   Households in the middle income quintile of PPI 3.

FIGURE 54:
Adults Who
Saved (Percent)

	Northern Province	National
All adults	60.5	54.8
Rural	58.2	47.3
Urban	69.3	63.2
Male	61.1	56.5
Female	60.0	53.3
16-25 yrs	58.6	46.7
26-35 yrs	60.8	60.3
36-45 yrs	66.4	64.2
46-55 yrs	61.2	59.9
56-65 yrs	66.4	57.8
66 or older	47.4	43.1
Salaried Adults	80.2	72.4
Business owners	77.2	71.6
Traders	77.2	71.3
Casual /Piece workers	51.8	48.9
Farmers	59.4	51.7
Depends on family and friends	38.9	35.9
PPI 1	52.2	39.1
PPI 2	65.7	50.1
PPI 3	78.4	63.2
PPI 4	76.2	71.5

9.4.3 Drivers of Savings

The findings summarised in Table 23 indicate that most adults saved in order to smoothen cash-flow. This was mainly for living and farming expenses.

TABLE 23: MAIN DRIVERS OF SAVINGS (PERCENT)

Purpose	Drivers	Savers
		Northern Province
Cash-Flow Management	Living expenses for when you do not have money	78.3
	Education or school fees	20.9
	Farming expenses such as seeds or fertilizer	86.2
	Business expenses such as additional stock	71.2
Risk Management	Medical expenses	58.9
	Funeral expenses	10.1
Investing Assets and Productive Activities	Buying business equipment such as a printer or sewing machine etc.	1.5
	Starting or expanding business	3.3
	Buying land	6.3

9.4.4   Criteria for Choosing Savings Mechanism

Figure 55 shows that the most important criteria for choosing savings mechanism were quick access and ease of use.

FIGURE 55: Criteria for Choosing a Savings Mechanism (Percent)

Criteria	Northern Province	National
Have quick access	35.2	27.5
Easy/simple to use	20.9	24.1
Proximity-Convenient access	17.2	19.3
Know money is safe from theft/fire	13.9	10.3
Earn good interest	3.9	3.8
Trust	1.5	3.0
Others (family members/community/members/friends) use mechanism	1.3	1.3
So that no other person will know about it	1.8	1.6

9.4.5   Types of Saving Mechanisms

Figure 56 shows that most adults saved money at home (28.7 percent) while 21.1 percent used mobile money services. Only 5.7 percent of adults saved at a commercial bank.

FIGURE 56: Types of Saving Mechanisms Used by Savers (Percent)

Mechanism	Northern Province	National
Keep on mobile	21.1	31.8
Cash at home	28.7	15.0
Family member/friend to keep money safe	7.4	4.4
Bank	5.7	9.7
Buy farming/fishing inputs in advance	7.3	4.9
Carry cash around	6.9	4.2
Pension	3.1	6.1
Savings group	10.2	4.2
Chilimba	3.0	7.0
Buy business stock or materials	4.8	2.7
Buy building materials to use at a later stage	1.9	1.8
Employer	0.6	1.1
Community group or church	1.4	1.1

9.4.6   Average Savings

Figure 57 shows that the average amount of money saved by adults was K1,958.80. Adults in urban areas saved thrice as much as those in rural areas (Figure 58).

FIGURE 57: Average Savings by Savers (Kwacha)

	Northern Province	National
All adults	1,958.8	2,525.8
Rural	1,235.7	1,468.0
Urban	4,147.9	3,416.1

60
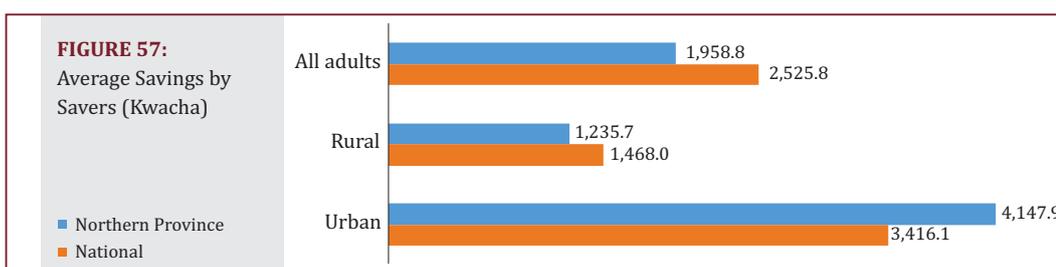
9.5   Credit Services

9.5.1   *Adults Who Borrowed in the 12 Months Period Prior to the Survey*

During the 12 months period prior to the Survey, 27.9 percent of adults accessed credit (Figure 58). The highest percentage of these adults was amongst:

• Urban based adults;
• Males;
• Adults of age 36 – 45 years;
• Salaried employees; and
• Households in the high income quintile of PPI 4.

FIGURE 58:
Adults Who Borrowed in the 12 Months Period Prior to the Survey (Percent)

	Northern Province	National
All adults	27.9	21.8
Rural	26.3	21.8
Urban	33.9	21.7
Male	31.0	23.1
Female	25.2	20.6
16-25 yrs	25.7	18.1
26-35 yrs	27.2	25.6
36-45 yrs	39.2	27.9
46-55 yrs	26.0	22.0
56-65 yrs	20.4	16.5
66 or older	28.3	15.0
Salaried Adults	32.3	27.4
Business owners	27.1	25.7
Traders	27.9	26.9
Casual /Piece workers	29.2	21.7
Farmers	31.1	24.1
Depends on family and friends	15.5	12.1
PPI 1	28.6	20.7
PPI 2	25.5	21.1
PPI 3	30.7	21.8
PPI 4	31.7	23.4

9.5.2   *Adults Who Did Not Borrow in the 12 Month Prior to the Survey*

As illustrated in Figure 59, adults who did not borrow were more likely to be:

- Rural based;
- Females;
- Adults of age 16 – 25 years;
- Farmers; and
- From households in the lowest income quintile of PPI 1.

FIGURE 59:
Adults Who Did Not Borrow in the 12-Month Period Prior to the Survey (Percent)

Category	Northern Province	National
Rural	81.1	52.6
Urban	18.9	47.4
Male	43.4	46.5
Female	56.6	53.5
16-25 yrs	45.5	40.7
26-35 yrs	21.2	23.1
36-45 yrs	12.8	15.8
46-55 yrs	9.2	9.5
56-65 yrs	7.1	6.4
66 or older	4.2	4.5
Salaried Adults	16.8	23.2
Business owners	1.9	3.5
Traders	7.8	6.6
Casual /Piece workers	8.1	15.5
Farmers	43.3	20.6
Depends on family and friends	21.4	28.6
PPI 1	51.1	24.9
PPI 2	34.7	33.4
PPI 3	9.7	21.2
PPI 4	4.3	18.7

9.5.3   Drivers of Borrowing

Table 24 indicates that 83.7 percent of adults, mostly borrowed to pay for living expenses when they did not have money while 69.9 percent borrowed to carter for farming and business expenses.

TABLE 24: DRIVERS OF BORROWING (PERCENT)

Purpose	Drivers	Northern
Cash-Flow Management	Living expenses for when you do not have money	83.7
	Education or school fees	12.6
	Farming expenses such as seeds or fertilizer	69.9
	Business expenses such as additional stock	69.9
Risk Management	Funeral expenses	3.4
	Medical expenses	8.7
Investing Assets and Productive Activities	Buying business equipment such as a printer or sewing machine etc.	3.5
	Covering production/processing/marketing costs	8.9
	Starting or expanding business	9.5

9.5.4   Criteria for Choosing a Lender

The most important criteria for choosing a lender were quick access, proximity/convenient access and favourable repayment terms (Figure 60).

FIGURE 60: Most Important Criteria for Choosing a Lender (Percent)

- Northern Province
- National

Have quick access — 15.8 / 13.9
Proximity-Convenient access — 11.5 / 12.5
Easy/simple to use — 10.1 / 12.1
Repayment terms suit me — 11.3 / 8.4
Trust — 8.5 / 6.8
Interest rates are low — 1.3 / 1.8
Have to be able to ensure nobody knows about it — 0.5 / 1.1
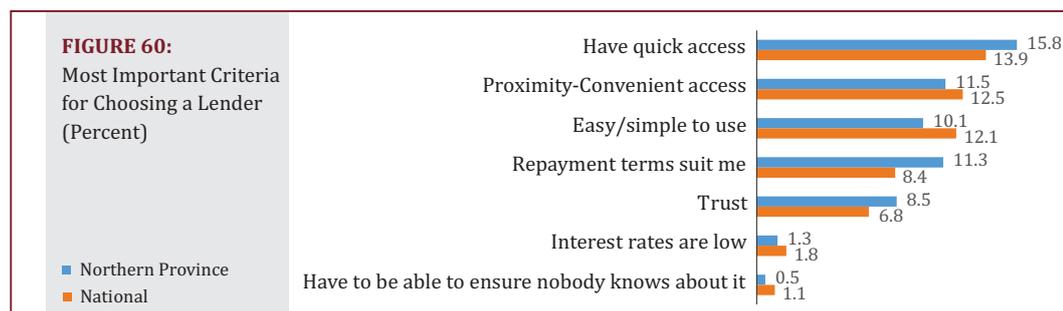
Figure 61 shows that 22.7 percent of adults preferred to borrow from family/friends while less than one percent borrowed from commercial banks.

FIGURE 61: Lenders Used by Adults Who Borrowed in the 12 Month Period Prior to the Survey (Percent)

- Northern Province
- National

Family/Friends — 22.7 / 19.4
Kaloba — 1.2 / 2.3
Savings Group — 7.1 / 2.9
Bank — 0.8 / 1.6
Village Bank — 0.2 / 2.1
SACCO — 0.1 / 0.3
Microfinance — 0.8 / 0.9
Microlender — 0.8 / 0.6
Employer — 0.2 / 1.2
Government Scheme — 0.3 / 0.1
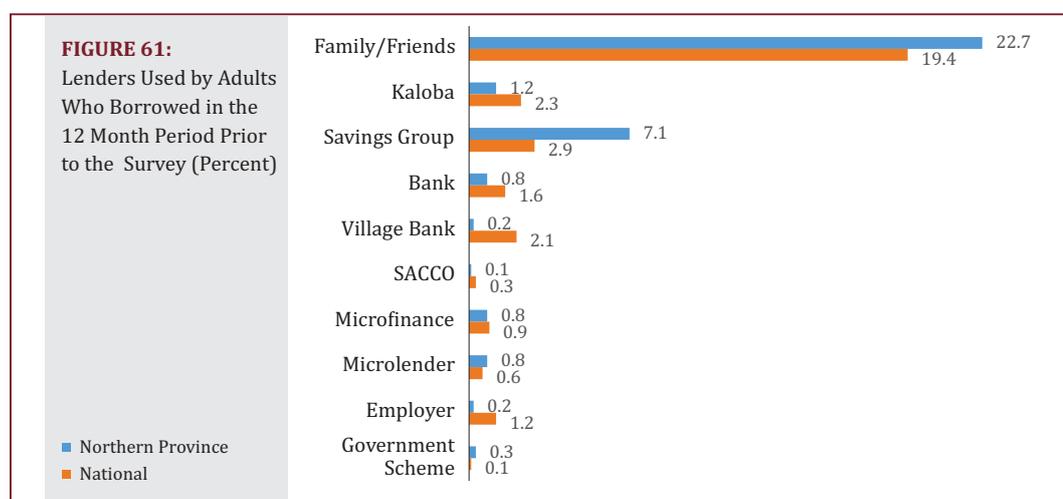
9.5.5   *Adults who Missed Loan Repayments*

The survey showed that 9.0 percent of adults who borrowed from formal financial service providers missed at least one loan repayment (Figure 62). These were mostly among:

- Urban based adults;
- Males;
- Adults of age 36 – 55 years;
- Casual/piece workers; and
- Households in the lowest and high income quintiles of PPI 1 and PPI 4.

FIGURE 62:
Adults Who Missed Loan Repayments (Percent)

■ Northern Province
■ National

Category	Northern Province	National
All adults	9.0	8.2
Rural	8.3	6.7
Urban	11.6	9.8
Male	10.7	8.5
Female	7.6	7.9
16-25 yrs	9.5	6.8
26-35 yrs	8.2	9.6
36-45 yrs	10.3	9.9
46-55 yrs	11.2	8.9
56-65 yrs	4.6	6.3
66 or older	5.9	5.7
Salaried Adults	12.7	10.6
Business owners	12.9	10.2
Traders	6.1	9.0
Casual /Piece workers	18.2	10.1
Farmers	7.2	6.2
Depends on family and friends	6.8	5.4
PPI 1	9.7	6.4
PPI 2	8.6	7.1
PPI 3	7.1	9.3
PPI 4	9.8	10.6

9.5.6   *Reasons for Missing Loan Repayments*

As illustrated in Figure 63, most adults missed loan repayments due to lack of money to meet the repayments.

FIGURE 63:
Reasons for Missing Loan Repayments (Percent)

Did not have the money — Northern Province: 57.0 / National: 58.3

Had unexpected expenses and could not pay — Northern Province: 16.9 / National: 19.2

Business was not doing well/failed — Northern Province: 5.9 / National: 6.2

Did not get a good price for my crop/harvest — Northern Province: 5.5 / National: 1.8

I lost my crop/harvest/livestock — Northern Province: 4.8 / National: 1.4

Lost my job — Northern Province: 1.6 / National: 1.4

■ Northern Province
■ National

9.5.7   Adults Denied Loans by Formal FSPs

The survey showed that 10.8 percent of adults who applied for loans from formal FSPs were unsuccessful due to lack of collateral. All adults denied loans (16.8 percent) were amongst those who applied to commercial banks.

TABLE 25: ADULTS DENIED LOANS BY FORMAL FSPS AND THE MAINS REASONS FOR DENIAL

	Proportion of adults denied access	Main reason for being denied access
All adults	10.8	Lack of collateral
Commercial banks	16.8	Lack of collateral

9.5.8   Credit Reference Bureau (CRB)

The Survey indicated that only 3.9 percent of adults in the Province were aware of the CRB. Figure 64 shows that these adults were more likely to be:

• Urban based;
• Males;
• Those in the age group 16 – 25 years;
• Salaried employees; and
• Households in the high income quintile of PPI 4.

FIGURE 64:
Awareness of CRB
(Percent)

Category	Northern Province	National
All adults	3.9	6.4
Rural	43.7	22.4
Urban	56.3	77.6
Male	63.2	62.3
Female	36.8	37.7
16-25 yrs	43.7	27.2
26-35 yrs	13.8	27.6
36-45 yrs	16.8	21.8
46-55 yrs	14.1	12.9
56-65 yrs	7.1	7.4
66 or older	4.4	3.1
Salaried Adults	44.9	49.7
Traders	10.4	6.0
Casual /Piece workers	4.6	5.8
Farmers	14.2	9.3
Depends on family and friends	17.2	6.3
PPI 1	19.1	19.4
PPI 2	29.2	14.4
PPI 3	17.4	30.0
PPI 4	34.3	46.2

- Northern Province
- National

9.6   Insurance Services

The Survey indicated that 3.5 percent of adults in the Province used insurance services compared with 6.3 percent at national level. Figure 65 shows that these adults were mostly:

- Urban based;
- Male;
- Of age 36 – 45 years;
- Salaried employees; and
- From households in the high income quintile of PPI 4.

FIGURE 65:
Adults Who Used Insurance Services compared with National Levels (Percent)

Northern Province / National

Category	Northern Province	National
Rural	35.0	21.6
Urban	65.0	78.4
Male	57.8	60.9
Female	42.2	39.1
16-25 yrs	15.1	19.6
26-35 yrs	26.9	26.9
36-45 yrs	37.4	27.2
46-55 yrs	14.6	15.7
56-65 yrs	6.0	6.5
Salaried Adults	74.2	67.3
Business owners	6.7	4.1
Traders	4.4	5.4
Farmers	11.0	5.7
Depends on family and friends	3.7	8.6
PPI 1	4.9	2.4
PPI 2	19.6	11.1
PPI 3	26.1	27.9
PPI 4	49.4	52.8
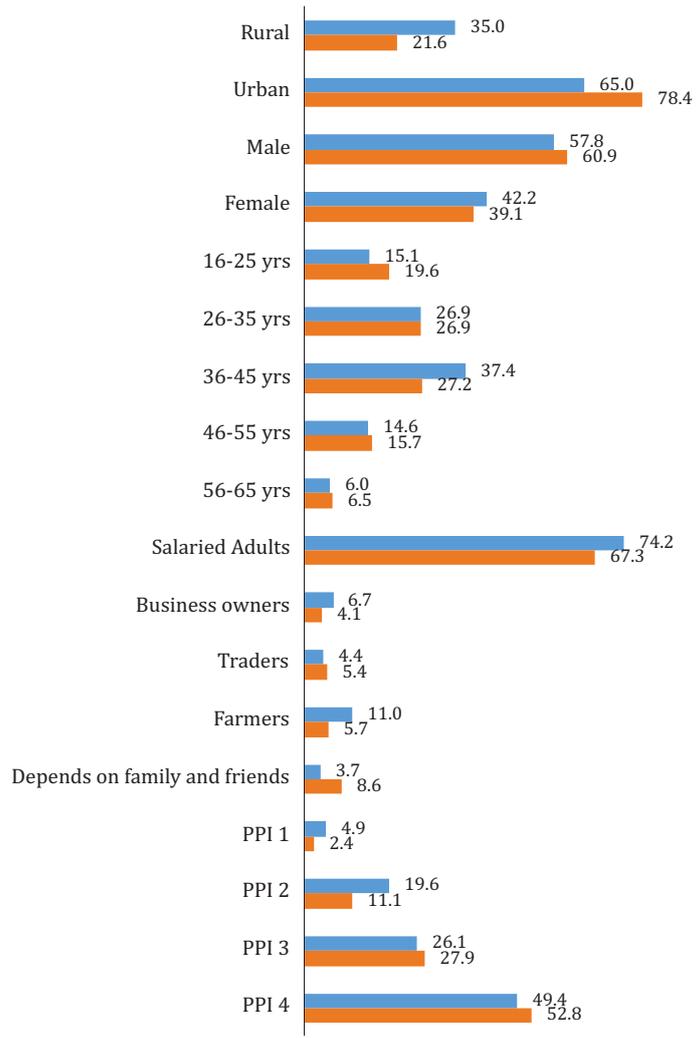
Figure 66 illustrates that the most widely used insurance service was motor vehicle insurance followed by health insurance and medical scheme.

FIGURE 66:
Type of Insurance Products Held by Adults (Percent)

Northern Province / National

Category	Northern Province	National
Motor vehicle insurance	39.3	46.3
Health insurance	38.1	27.1
Life assurance	22.8	21.9
National Health Insurance Scheme	10.0	14.0
Medical scheme	31.6	22.3
Funeral insurance	30.9	21.1
Domestic/household Insurance	2.4	2.5
All risks insurance	4.7	4.1
Property/house insurance	3.3	3.5
Agricultural insurance	1.1	2.2
Money insurance	9.1	3.2

9.7   Pension Services

The Survey revealed that 4.1 of adults in the Province contributed to a pension scheme. Figure 67 shows that most adults contributed to both public and private pension schemes.

FIGURE 67:
Adults Who Contribute to Pension Schemes (Percent)

■ Northern Province
■ National

Private — 9.1 / 15.9
Public — 28.9 / 27.0
Both — 62.1 / 57.1
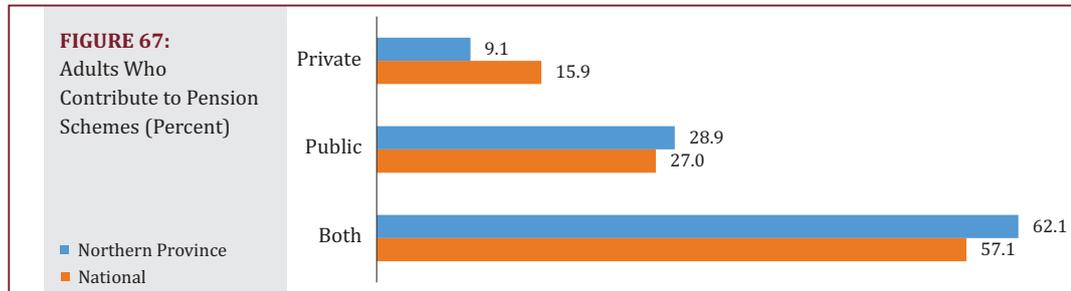
The Survey indicated that adults who contributed to a pension scheme were most likely to be:

- Urban based;
- Male;
- In the age group 26 – 45 years;
- Salaried employees; and
- From households in the high income quintile of PPI 4.

FIGURE 68:
Profile of Adults Who Contributed to Pension Schemes Compared with National Levels (Percent)

|	Northern Province	National
Rural	48.4	21.9
Urban	51.6	78.1
Male	56.5	64.7
Female	43.5	35.3
16-25 yrs	12.4	17.5
26-35 yrs	25.3	29.9
36-45 yrs	26.0	27.1
46-55 yrs	23.6	15.0
56-65 yrs	8.6	7.4
66 or older	4.1	3.1
Salaried Adults	70.0	73.8
Traders	0.5	3.6
Casual /Piece workers	2.1	5.4
Farmers	24.7	4.5
Depends on family and friends	0.8	6.8
PPI 1	18.4	2.1
PPI 2	23.9	10.7
PPI 3	13.7	30.8
PPI 4	44.0	50.1
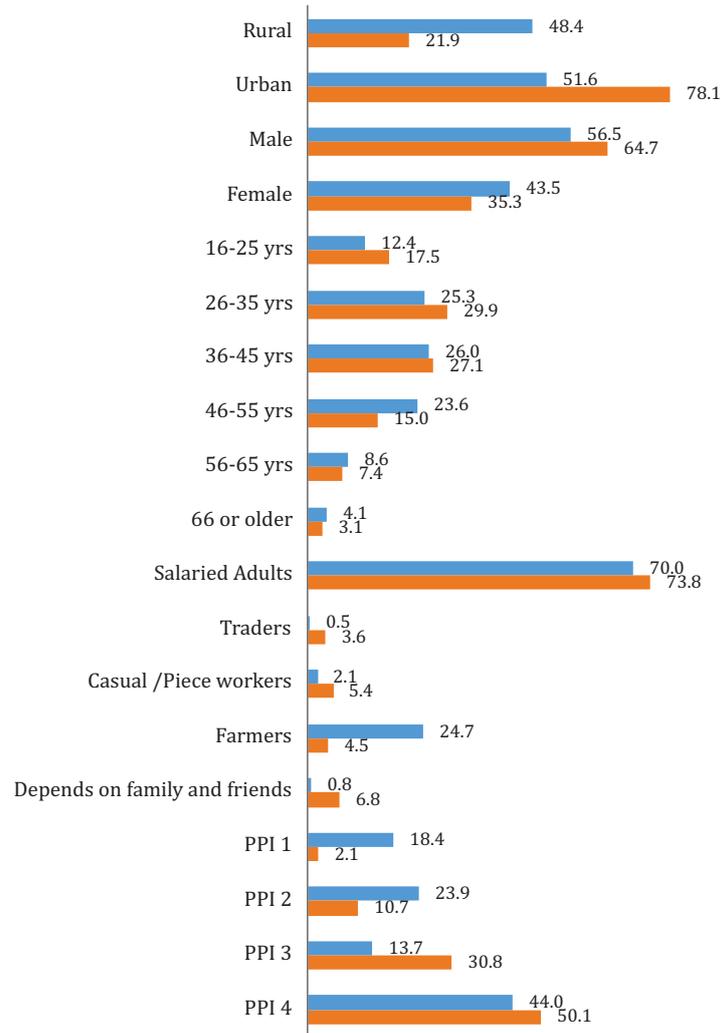
9.8   Landscape of Access

The landscape of access shown in Figure 69 provides a summary of the types of financial products/services used by most adults in the Province as follows:

- Electronic payment methods (29.4 percent);
- Savings (60.5 percent);
- Credit (27.9 percent);
- Insurance (3.5 percent); and
- Pension (4.1 percent).

FIGURE 69:
Landscape of Access
(Percent)

Used electronic
payment channel
70
60
50 — 29.4
40
30
20
10
0

Had a pension scheme
4.1

Used savings services
60.5

Had insurance
3.5

Accessed credit
27.9
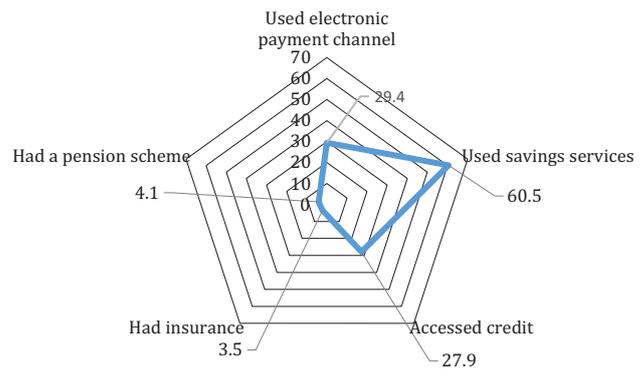
10.0 FINANCIAL HEALTH

Financial health is the ability to manage expenses, prepare for and recover from financial shocks, have minimal debt, and to build wealth. This measure helps us assess whether higher levels of financial inclusion are enabling households to have better financial health. It also provides the Government and financial stakeholders with information that can help devise measures for economic recovery.

Financial health is measured by a multidimensional score made up of three dimensions:

1. Ability to manage everyday finances;
2. Ability to cope with risk; and
3. Ability to invest in livelihoods and for the future.

The financial health status of the adult population was estimated by summing up equally weighted scores from 11 survey questions mapped to the three dimensions. An individual was financially healthy if they satisfied six out of the 11 questions.

10.1 Financial Health Status

The Survey indicated that 10.6 percent of adults in the Province were financially healthy compared to 13.6 percent at national level (Figure 70).

FIGURE 70: Financial Health Status (Percent)

Northern Province / National

- Financially healthy adults: 10.6 / 13.6
- Ability to manage day to day: 58.9 / 60.0
- Ability to cope with risk: 10.6 / 10.9
- Ability to invest for the future: 48.9 / 46.7
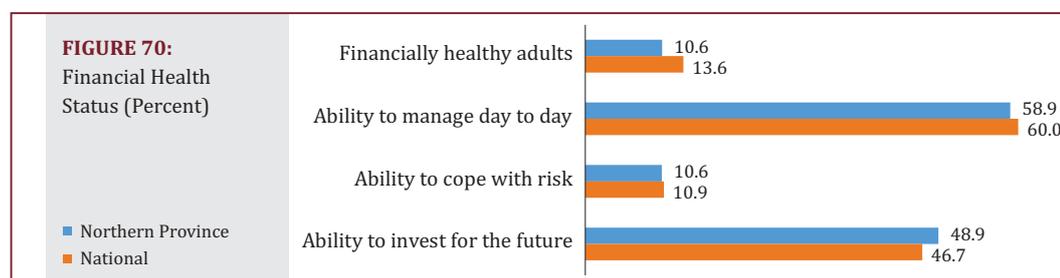
10.1.1 Financial Health by Sex and Rural/Urban Segmentation

The level of financial health was higher among adults in urban areas (16.2 percent) compared to those in rural areas (11.3 percent). Further, males were more financially healthy than females (Figure 71).

FIGURE 71: Financial Health by Sex and Rural-Urban Segmentation (Percent)

Northern Province / National

- Financially healthy adults: 10.6 / 13.6
- Rural: 11.3 / 11.3
- Urban: 16.2 / 16.2
- Male: 11.0 / 14.3
- Female: 10.4 / 13.0
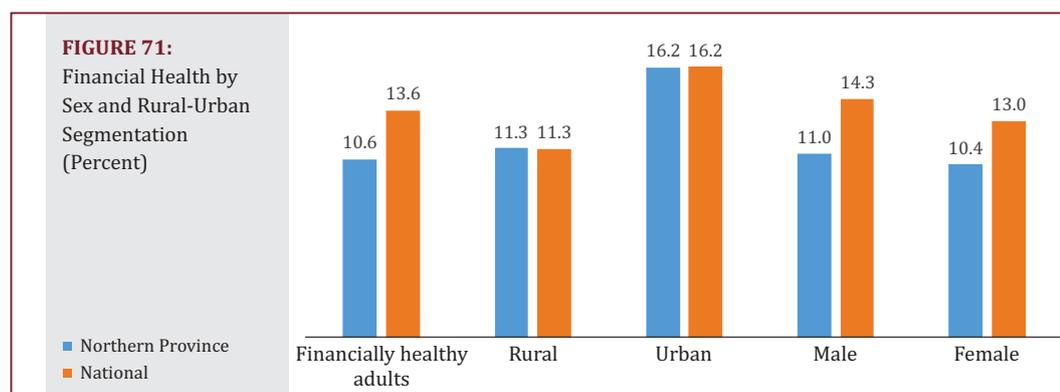
10.1.2   Financial Health by Progress Out of Poverty Index (PPI)

The percentage of adults who were most financially healthy were from households in the low income quintile of PPI 2, while the least financially healthy were from the middle income quintile of PPI 3 (Figure 72).

FIGURE 72:
Financial Health by PPI (Percent)

■ Norther Province
■ National

	PPI 1	PPI 2	PPI 3	PPI 4
Northern Province	9.7	13.0	7.4	12.0
National	10.2	10.9	14.3	21.4
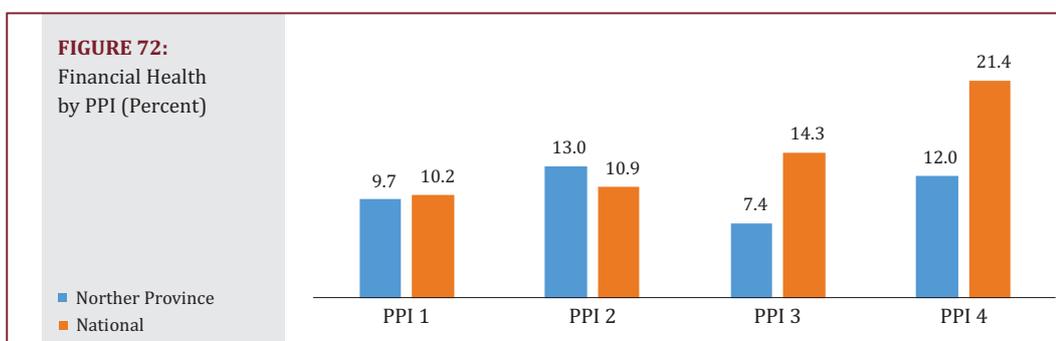
10.1.3   Financial Health and Source of Livelihood

With regard to the source of livelihood, business owners were the most financially healthy in the Province, while casual/piece workers and those who depended on family and friends for their livelihood were the least financially healthy (Figure 73).

FIGURE 73:
Financial Health by Source of Livelihood (Percent)

■ Northern Province
■ National

	Salaried employees	Business owners	Traders	Casual /Piece workers	Farmers	Depends on family and friends
Northern Province	14.1	25.9	12.5	7.3	10.1	7.5
National	20.3	16.8	19.7	12.8	11.3	7.4
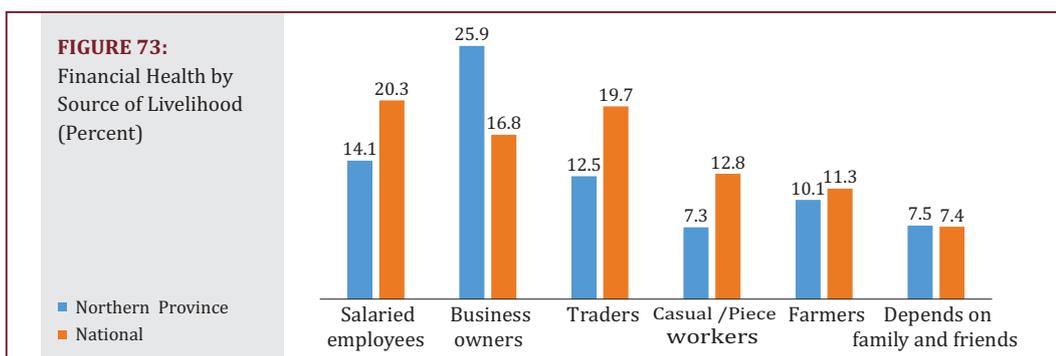
10.1.4   Financial Health by Age

Adults in the age group 36 - 45 years were the most financially healthy while those of age 66 years or older had the least level of financial health (Figure 74).

FIGURE 74:
Financial Health by Age (Percent)

■ Northern Province
■ National

	16-25 years	26-35 years	36-45 years	46-55 years	56-65 years
Northern Province	10.1	10.5	15.5	9.1	12.3
National	11.4	14.9	18.6	13.5	12.7

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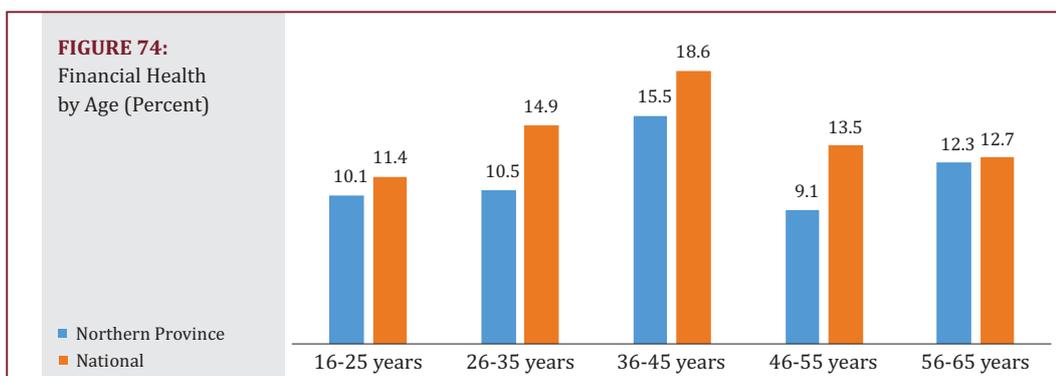
10.1.5   Financial Health by Level of Education

The level of financial health generally improved with the progression in the level of education and was consistent with the national pattern. Financial health was highest amongst adults with certificate/diploma level of education. Adults with Grade 1 – 4 primary level of education were the least financially healthy (Figure 75).

FIGURE 75:
Financial Health by Level of Education (Percent)

| Level of Education	Northern Province	National
No Formal Education	3.3	7.8
Grade 1-4	9.9	10.6
Grade 5-7	11.2	9.9
Grade 8-9	11.8	12.2
Grade 10-12 (O-Level)	11.9	17.6
Certificate/Diploma	22.9	28.1
Undergraduate	21.6	31.1
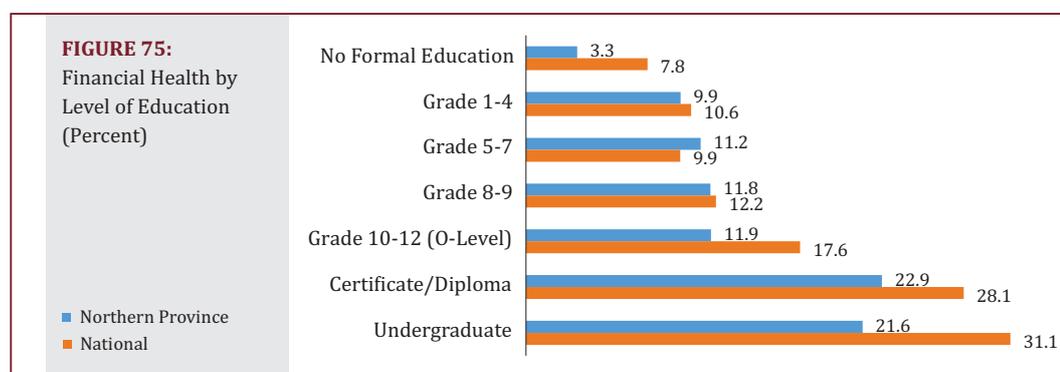
10.2   Self-Reported Financial Status

10.2.1   Financial Status Perception by Rural/Urban Segmentationand Sex

With respect to self-reported financial status, 47.9 percent of adults indicated that their financial status had worsened in the 12 months prior to the survey. Those who perceived that their financial status had improved were 24.4 percent, while 27.7 percent reported that their financial status had remained the same .

The highest percentage of adults who reported that their financial status had either improved or worsened over the 12 months prior to the survey resided in rural areas. However, there were more adults in urban areas who reported that their financial status had remained the same than in rural areas.

The findings further showed that more females than males perceived that their financial status had worsened. However, more males than females perceived that their financial status had improved (Figure 76).

FIGURE 76:
Financial Status Perception by Rural/Urban Segmentation and Sex

|	Improved	Remained the same	Worsened
Urban	22.6	32.4	44.9
Rural	24.8	26.5	48.6
Female	22.5	28.0	49.6
Male	26.6	27.5	45.9
National	21.4	30.5	48.1
Northern Province	24.4	27.7	47.9
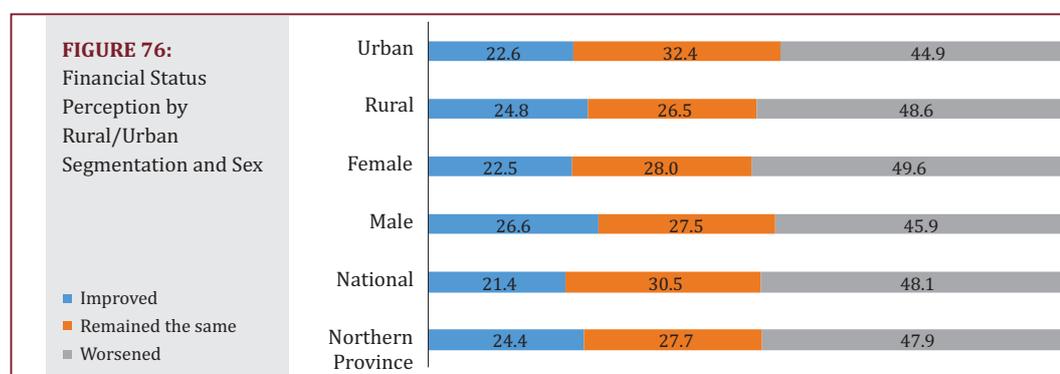
10.2.2　Financial Status Perception by Progress Out of Poverty Index

Figure 77 shows that most adults who perceived that their financial status had worsened were in the lowest income quintile of PPI 1, while those who perceived that their financial status had improved were in PPI 2, PPI 3 and PPI 4. Further, the highest percentage of adults who perceived that their financial status had remained the same were in the high income quintile of PPI 4.


FIGURE 77:
Perception of Financial Status by PPI (Percent)

- Improved
- Remained the same
- Worsened

	Improved	Remained the same	Worsened
PPI 1	20.4	24.6	55
PPI 2	28.9	29.9	41.2
PPI 3	28.3	28.2	43.5
PPI 4	28.3	45.3	26.4

10.2.3　Financial Status Perception by Source of Livelihood

Figure 78 shows that the highest percentage of adults who perceived that their financial status had worsened or remained the same were those dependent on family and friends. Further, the highest percentage of adults who perceived that their financial status had improved were business owners.

FIGURE 78:
Perception of Financial Status by Source of Livelihood (Percent)

- Improved
- Remained the same
- Worsened

|	Salaried Adults	Business owners	Traders	Casual /Piece workers	Farmers	Depends on family and friends
Worsened	23.2	34.6	24.1	23.8	22.9	45.7
Remained the same	23.2	34.6	24.1	23.8	22.9	45.7
Improved	30.2	39.5	30.5	14.5	26.4	14.4
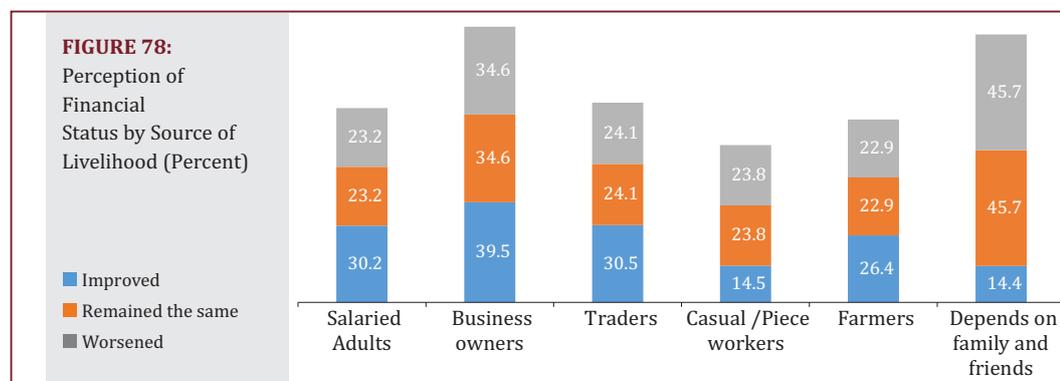
10.2.4   *Financial Status Perception by Age*

Figure 79 shows that the highest percentage of adults who perceived that their financial status had worsened were in the age group 66 years and older. Adults who perceived that their financial status had improved were mostly in the age group 46 - 55 years old. The highest percentage of adults who perceived that their financial status had remained the same were in the age group 16 - 25 years old.

FIGURE 79:
Perception of
Financial Status
by Age (Percent)

Age group	Improved	Remained the same	Worsened
16-25 years	24.1	32.9	42.9
26-35 years	28.3	23.8	47.9
36-45 years	23.8	25.1	51.1
46-55 years	30.7	21.1	48.2
56-65 years	13.6	24.8	61.6
66 years or older	11.1	22.0	66.9

- Improved
- Remained the same
- Worsened
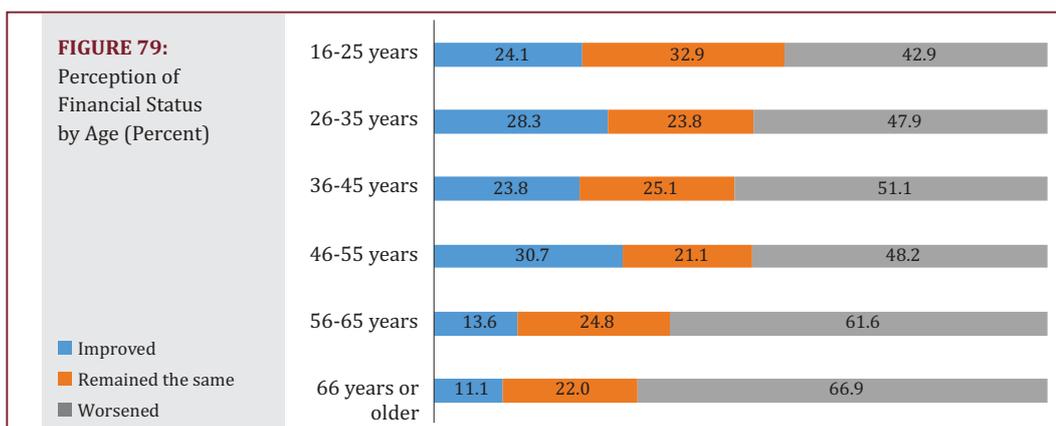
10.2.5   *Financial Status Perception by Level of Education*

As shown in Figure 80, all adults with postgraduate degrees perceived that their financial status had improved. Most adults who had attained certificate/diploma level of education perceived that their financial status had remained the same. However, the highest percentage of adults who perceived that their financial status had worsened had attained Grade 1 - 4 primary level of education.

FIGURE 80:
Perception of
Financial
Status by Level of
Education (Percent)

Level of Education	Improved	Remained the same	Worsened
No Formal Education	16.9	24.0	59.2
Grade 1-4	20.8	21.9	57.2
Grade 5-7	24.5	29.3	46.2
Grade 8-9	26.1	27.5	46.4
Grade 10-12 (O-Level)	33.7	30.8	35.6
Certificate/Diploma	23.2	45.0	31.9
Undergraduate	32.6	41.5	25.9
Degree (Postgraduate) and Above	100.0		

- Improved
- Remained the same
- Worsened
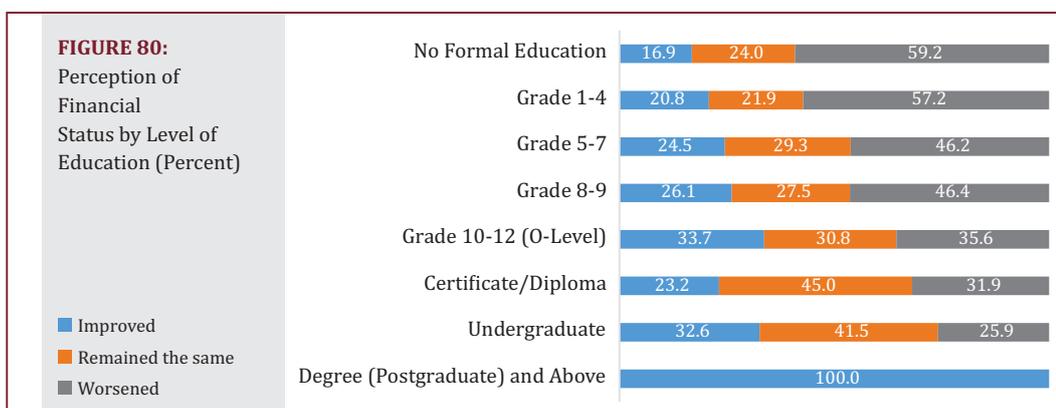
# 11.0 FINANCIAL LITERACY

Financial literacy refers to awareness and knowledge of key financial concepts required for managing personal finances. In this Survey, financial literacy was measured by assessing the ability to understand and effectively apply various financial skills and concepts, including personal financial management and budgeting.

11.1 Financial Literacy by Rural-Urban Segmentation and Sex

Results from the Survey indicated that 11.8 percent of the adult population in Northern Province was financially literate compared to 23.6 percent at national level. These were mostly urban-based adults. Further, financial literacy for males and females was almost the same (Figure 81).

FIGURE 81:
Financial Literacy by Rural-Urban Segmentation and Sex (Percent)

■ Northern Province
■ National
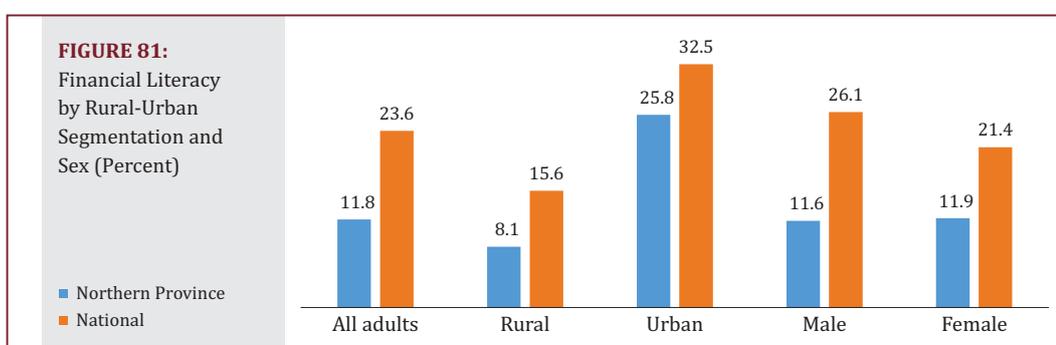
11.2 Financial Literacy by Age

The highest level of financial literacy was amongst adults in the age group 16 - 25 years, while the least financially literate were in the age group 66 years or older (Figure 82).

FIGURE 82:
Financial Literacy by Age (Percent)

■ Northern Province
■ National
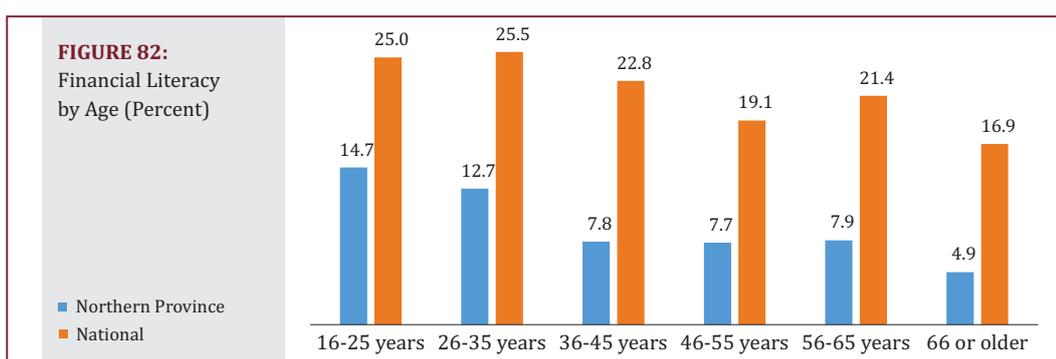
11.3 Financial Literacy by Level Education

Financial literacy was highest amongst adults who had attained postgraduate degree level of education (Figure 83).

FIGURE 83:
Financial Literacy by Level of Education (Percent)

Age	Improved	Remained the same	Worsened
16-25 years	24.1	32.9	42.9
26-35 years	28.3	23.8	47.9
36-45 years	23.8	25.1	51.1
46-55 years	30.7	21.1	48.2
56-65 years	13.6	24.8	61.6
66 years or older	11.1	22.0	66.9
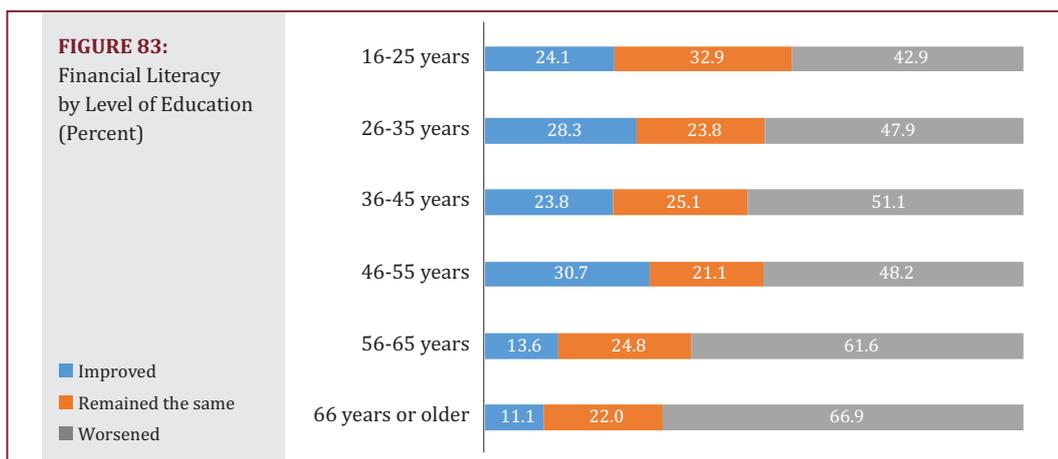
11.4   Financial Literacy by Progress Out of Poverty Index

Adults in the high income quintile of PPI 4 were the most financially literate while those from the lowest income quintile of PPI 1 were the least financially literate (Figure 84).

FIGURE 84:
Financial Literacy by PPI (Percent)

|	Northern Province	National
All adults	11.8	23.6
PPI 1	5.3	11.3
PPI 2	9.2	17.8
PPI 3	35.8	30.2
PPI 4	51.7	40.5
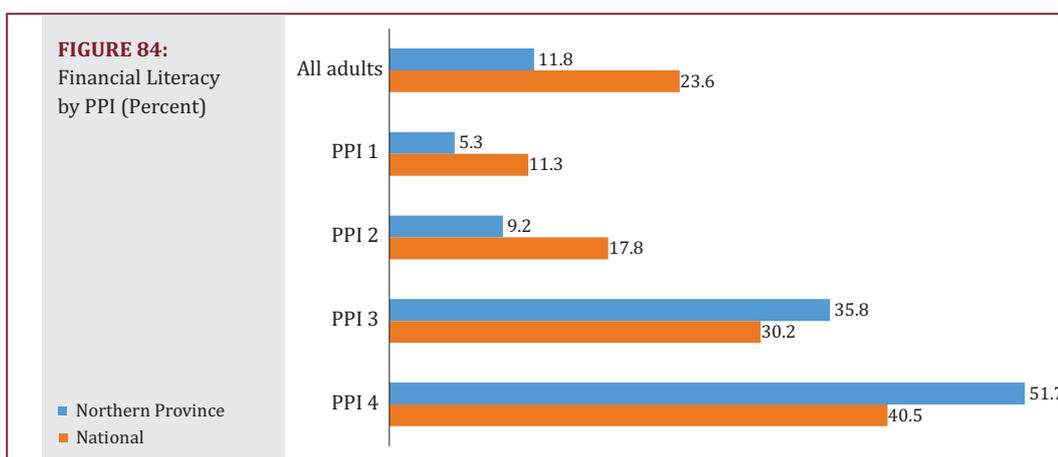
12.0 CLIMATE CHANGE

Climate change refers to long-term shifts in temperatures and weather patterns, resulting in more frequent extreme weather conditions such as droughts, heat waves and rain storms. Climate change can have negative impacts on wildlife, agriculture, water resources, landscapes, human health, ecosystems, energy and infrastructure. The effects of climate change also pose challenges to Zambia's efforts to reduce poverty, food insecurity and ensure sustainable management of natural resources.

12.1   Climate Change Experience

Figure 85, shows that 75.6 percent of adults in the Province experienced effects of climate change. A higher percentage of adults in urban areas experienced climate change effects than those in rural areas.

FIGURE 85: Adults Who Experienced Climate Change Effects (Percent)

■ Northern Province
■ National

	All adults	Rural	Urban
Northern Province	75.6	74.8	78.9
National	65.8	67.9	63.5
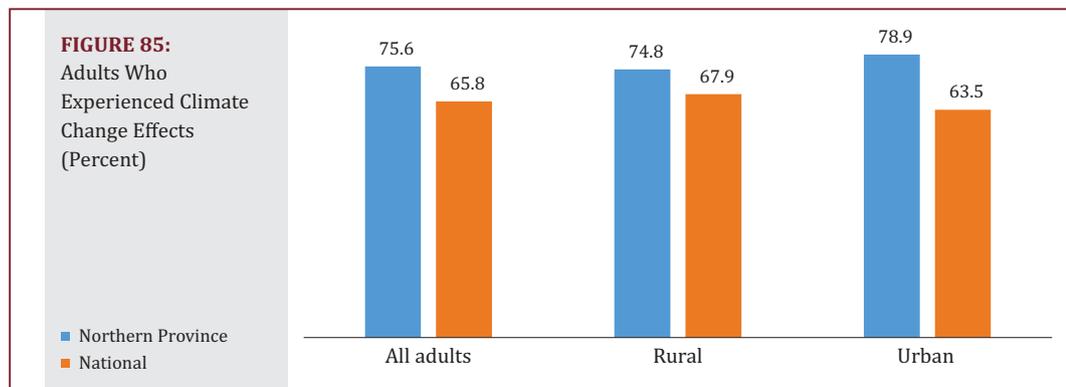
## 12.2   Hardship due to Climate Change by Rural/Urban Segmentation

The Survey indicated that 86.8 percent of adults in the Province experienced hardships due to climate change and most of these resided in rural areas (Figure (86).

FIGURE 86: Adults Who Experienced Hardships due to Climate Change by Rural-Urban Segmentation (Percent)

■ Norther Province
■ National

	All adults	Rural	Urban
Northern Province	86.8	88.0	82.7
National	77.5	79.8	74.9
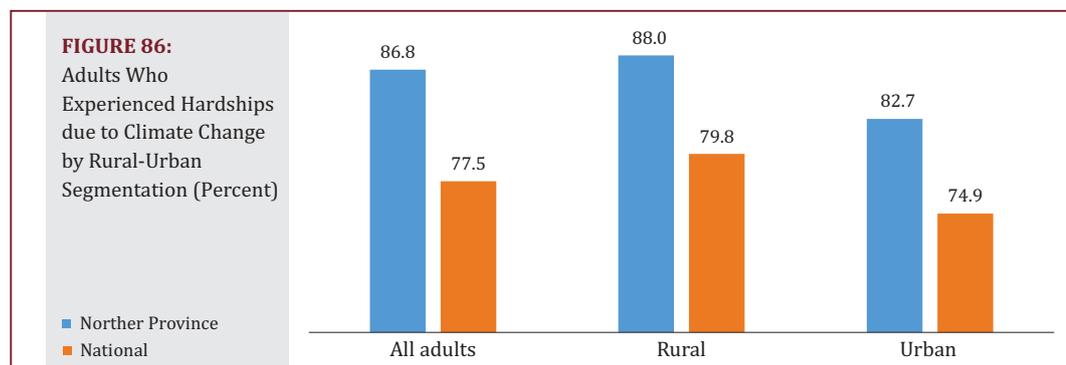
12.3　Types of Hardship Experienced due to Climate Change

As illustrated in figure 87, the main types of hardships experienced due to climate change were:

• High prices of goods and services; and
• Loss of crops/livestock/own business.

FIGURE 87:
Types of Hardship
Experienced due to
Climate Change
(Percent)

	Northern Province	National
Rise in prices of goods and services	74.0	66.1
Loss to crops, livestock or own business	52.4	40.5
Illness within your household or family that resulted in medical expenses	30.3	21.7
Destruction or damage of your dwelling or other property	21.9	10.0
Death of other family member not main income earner	7.9	5.7
-Loss of job self or household member	3.0	5.4
Death or disability of main income earner	2.7	3.7

- Northern Province
- National

12.4　Coping Strategies for the Effects of Climate Change

The Survey showed that most adults who had coping strategies against the effects of climate change employed the following:

• Cutting down expenses;
• Use of savings; and
• Obtaining money from family and friends.

However, 29.7 percent of adults had no coping strategies against the effects of climate change (Figure 88)

FIGURE 88:
Coping Strategies for
the Effects of Climate
Change (Percent)

|	Northern Province	National
Did nothing	29.7	22.3
Cut down expenses	11.8	12.6
Used savings	14.9	9.4
Relied on money from family	10.9	7.1
Sold something to get money	8.4	3.9
Replanted	3.8	3.1
Borrowed money from Savings group, village bank or chilimba	1.2	0.6

- Northern Province
- National
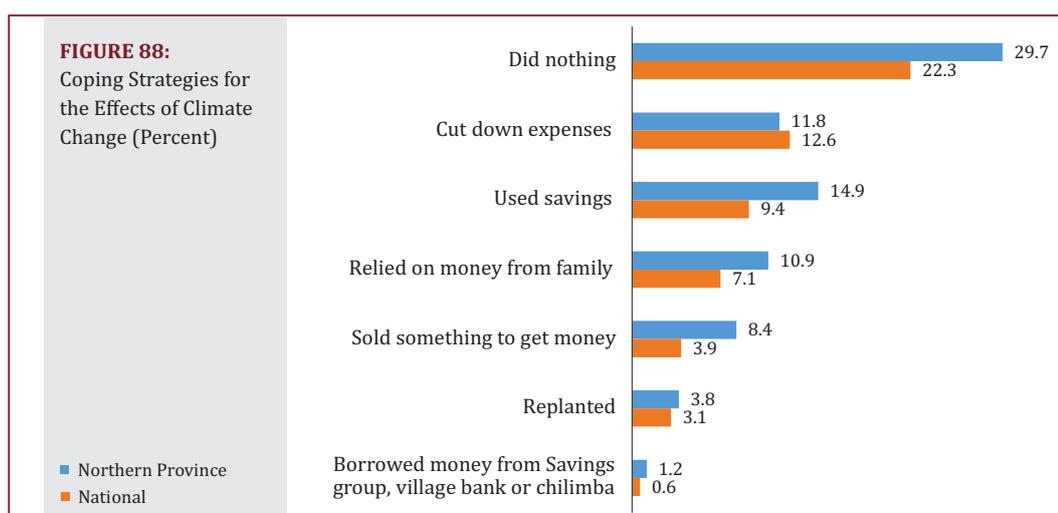
13.0 COVID-19 PANDEMIC

The Coronavirus Disease (COVID-19) is an infectious disease caused by acute respiratory syndrome (SARS-Cov-2) virus. It is mainly spread from an infected person's nose or mouth when they cough, sneeze, speak or breath. First reported in November 2019, the COVID-19 pandemic resulted in a global economic slowdown due to restrictions on trade, travel, public events, loss of lives, closure of schools and businesses. This had a negative economic and social impact on the population.

## 13.1 Effects of Covid-19 Pandemic on the Adult Population

The main effects of the COVID – 19 pandemic reported by adults in the Province were the restriction on church attendance or other social gatherings, as well as failure to afford living expenses. However, 43 percent of adults reported that the pandemic had no effect on their lives(Figure 89).

FIGURE 89: Effects of COVID -19 Pandemic on the Adult Population (Percent)

Effect	Northern Province	National
Can't go to church or other social gatherings	32.6	33.1
No effect	43.0	31.4
Reduction in revenue	13.4	24.3
Can`t afford my living expenses	19.7	23.6
Closed my business	9.1	11.4
Lost my job	2.3	5.4
Can`t go to my farm/field for fear of catching virus	3.1	4.1
Loss of family member	0.9	1.2

13.2 Coping Mechanisms against Effects of the COVID – 19 Pandemic

Figure 90 shows that most adults in the Province employed the following coping mechanisms against effects of the COVID – 19 pandemic:

• Cutting down expenses; and
• Use of savings.

FIGURE 90: Coping Mechanisms against Effects of the COVID – 19 Pandemic (Percent)

Coping Mechanism	Northern Province	National
Cut down expenses	47.2	50.9
Used savings	44.8	33.2
Relied on money from family	25.3	28.1
Nothing	23.9	21.9
Sold something to get money	23.8	11.3
Borrowed money from Savings group, village bank or chilimba	3.6	3.0

80
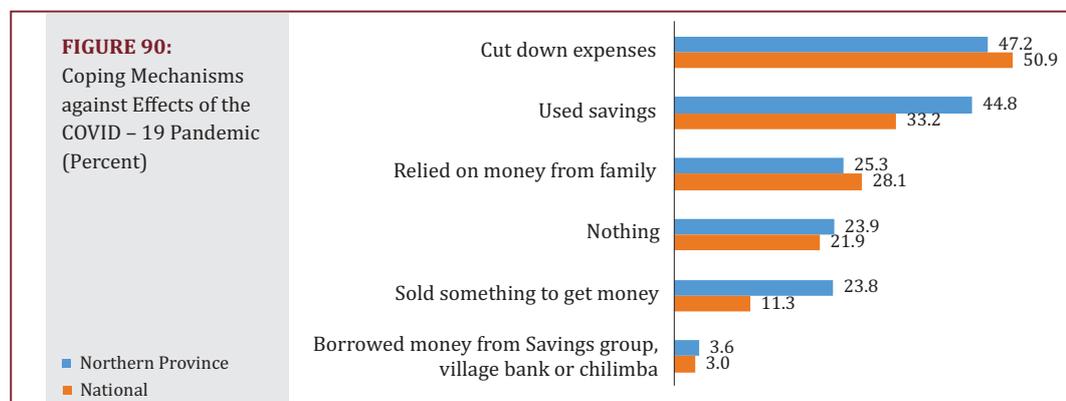
14.0 CONCLUSION AND RECOMMENDATIONS

The FinScope 2020 Survey showed that Northern Province had the third lowest level of financial inclusion amongst all Provinces at 59.4 percent compared to 69.4 percent at national level.

The Survey also showed that 45.3 percent of adults had or used formal financial services compared to 61.3 percent at national level. The level of formal inclusion was higher among males (46.6 percent) and in urban areas (75.7 percent) compared to females (44.3 percent) and in rural areas (37.4 percent). Further 60.5 % of adults in the province used savings services while only 29 percent accessed mobile money compared to 54.8% and 47.6 percent, respectively, at national level.

The percentage of adults who were financially healthy at 10.6 percent was lower than the national level of 13.6 percent. This was attributed to less adults having the ability to cope with risk and invest in the future. In terms of financial literacy the Survey findings showed that only 11.8 percent of the adult population was financially literate, less than half the national average of 23.6 percent. These adults were mostly in urban areas and females.

With regard to climate change, 75.6 percent of adults in the Province experienced effects of climate change compared to 65.8 percent at national level. This was mostly amongst those from urban areas. The Survey further showed that 86.8 percent of adults experienced hardships mainly due to the rise in prices of goods and services and the loss of crops/livestock/own business.

The main effects of the COVID-19 pandemic were the restriction on attending church and social gatherings (32.6 percent) and failure to afford living expenses (19.7 percent). Cutting down expenses was the most employed coping mechanism against the effects of the COVID -19 pandemic expenses. However, over 40 percent of the adults reported that the pandemic had no effect on their lives.

It is important to note that 85.3 percent of adults in the Province were in the low income quintiles of PPI 1 and PPI 2 and the main income generating activity was subsistence farming. Therefore, a more coordinated approach by the Government and financial sector stakeholders in the Province is required to facilitate implementation of appropriate policies and interventions to improve the economic welfare and access to financial services. Financial inclusion can contribute to helping the most vulnerable communities to build resilience as well as mitigate losses caused by climate change and the impact of the COVID -19 pandemic.

The following recommendations would provide greater momentum to raising/increasing financial inclusion in the Province:

1.   Collaboration between Government, donors and stakeholders to support SMEs development targeting, capacity building (basic business skills, financial education) and financial support such as credit guarantee schemes to empower productive activities particularly by the youth and women, hence contributing to economic growth and poverty reduction;

2.   Rural finance initiatives to empower productive capacity of poor communities, particularly farmers and the SME sector;

3.   Development of infrastructure to support implementation of widespread digital systems and financial access points at affordable pricing across the country;

4.   Development of strategic partnerships to facilitate financial education and awareness campaigns on various financial products and services, including insurance and capital markets, as well as on the usage of digital financial services;

5. Promotion of innovation, FinTech and targeted design of products/services leveraging on digital platforms;

6. Coordinated fraud and cyber security awareness programs by financial service providers, regulators and other stakeholders;

7. Collaboration of private sector and the Government to improve widespread access of affordable mobile phones, which was the main barrier to usage of digital financial services;

8. Collection of financial sector data and conducting research studies for greater understanding of behavioural patterns to facilitate evidence based policies/strategies/initiatives for increasing financial inclusion; and

9. Implementation of sustainable green finance policies/strategies to mitigate and adapt to the risks of climate change.

15.0 APPENDICES

Appendix I: Addendum

Following further cleaning of the FinScope 2020 dataset by the Project Team, there were revisions made to estimates for some indicators at national level as tabulated below.

Description	Initial estimate in main report	Revised estimate	Affected charts in provincial report	Affected charts in main report
Income Per Main Income Generating Activity - Mean for Salaried adults (ZMW)	2,381.00	2,359.94	Table 3	Table 6
Income Per Main Income Generating Activity - Mean for Business owners (ZMW)	1,547.00	1,564.59		
Income Per Main Income Generating Activity - Mean for Casual/Piece workers (ZMW)	670.00	661.13		
Income Per Main Income Generating Activity - Mean for Farmers (ZMW)	752.00	745.97		
Income Per Main Income Generating Activity - Mean for those Dependent on family and friends (ZMW)	769.00	762.30		
Income Per Main Income Generating Activity - Median for Salaried adults (ZMW)	1,050.00	1,139.09		
Income Per Main Income Generating Activity - Median for Casual/Piece workers (ZMW)	400.00	496.91		
Income Per Main Income Generating Activity - Median for Farmers (ZMW)	350.00	400.00		
Income Per Main Income Generating Activity - Median for those Dependent on family and friends (ZMW)	375.00	440.00		
Income Per PPI Quintile - Mean for PPI 1 (ZMW)	551.00	540.80	Table 5	Table 8
Income Per PPI Quintile - Mean for PPI 2 (ZMW)	826.00	820.31		
Income Per PPI Quintile - Mean for PPI 3 (ZMW)	1,722.00	1,690.19		
Income Per PPI Quintile - Mean for PPI 4 (ZMW)	2,879.00	2,886.85		
Income Per PPI Quintile - Mean for PPI 5 (ZMW)	2,892.00	2,739.88		
Income Per PPI Quintile - Median for PPI 1 (ZMW)	288.00	300		
Income Per PPI Quintile - Median for PPI 2 (ZMW)	400.00	462.58		
Income Per PPI Quintile - Median for PPI 5 (ZMW)	1,900.00	1,500.00		
Income Per Main Income Generating Activity and PPI Quintile - Average for Rural (ZMW)	27.00	25.79	Table 14	Table 17
Adults who Experienced Hardships due to Climate Change - Rural (%)	79.3	79.8	Figure 86	Figure 97
Adults who Experienced Hardships due to Climate Change - Urban (%)	75.4	74.9		
Financial Literacy - Rural (%)	16.2	15.6	Figure 81	Figure 92
Financial Literacy - Urban (%)	31.9	32.5		
Financial Health - Rural (%)	11.7	11.3	Figure 71	Figure 83
Financial Health - Urban (%)	15.8	16.2		
Financial Health - Male (%)	14.2	14.3		
Financial Health - Female (%)	13.1	13.0		
Average savings by savers - All Adults (ZMW)	3,191.80	2,525.81	Figure 57	Figure 63
Average savings by savers - Rural (ZMW)	1,654.70	1,467.96		
Average savings by savers - Urban (ZMW)	4,604.10	3,416.05		
Usage of Electronic Payment Channels for Purchasing Goods and Services - All Adults (%)	48.7	48.2	Figure 48	Figure 55