



Gendering and Utilization of Financial Inclusion

A Demographic Study

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Abstract:

The objective of this research is to gauge the level of financial inclusion among the vulnerable sections of Iraq and the effect of such inclusion. Primary data was collected by administering a structured interview schedule to 100 Internal Displaced People spread across Iraq. Data collected was analysed using SPSS 26, applying the statistical tools of percentage, frequency and ANOVA. Results of the research reveal that none of the refugees have savings accounts, debit cards, or safety deposit boxes. They do not visit bank branches and they do not use digital applications for money transfers. However, they do use digital banking applications for scanning, payments, and checking balances of accounts. The interesting result is the rejection of all research hypotheses except the fourth one, which states "there is a gender impact on the obstacles faced by refugees in using formal sources of financing", which has been accepted

I. Introduction

Financial inclusion means that individuals and companies have access to useful and affordable financial products and services that meet their needs, and the primary goal is to provide the best banking products and services that meet the needs of users to secure their financial future. Financial inclusion also aims to facilitate access to banking services in all its forms and enable all segments of society to access these services, and for these services to be available at reasonable prices and to include services that benefit the majority of society instead of focusing on the services of large merchants and investors. Financial inclusion covers a range of financial products and services, including credit, housing finance, agricultural finance, savings, transfers, etc.

The banking system of any country is headed by the Central Bank under which different types of banks such as commercial banks, cooperative banks, rural banks and development banks operate. Central bank does its functions such as controlling money supply, printing notes and functioning as bank for the central/federal government while the other types of banks discharge their respective functions such as mobilising deposits, providing credit and discounting bills. So banking sector plays a crucial role in aiding economic growth of any nation as they develop the thrift of savings and pool the savings to facilitate capital formation, hence, banks are the backbone of any economy.

By aiding economic development of a country, banks assume immense significance in any country. They contribute to the growth of all the sectors of economy, be it the agriculture, manufacturing or services. Banks offer credit to micro, small, medium and large scale industrial undertakings in addition to personal, automobile and housing loans to individuals which all result in enhancing demand and production which results in boosting economic growth (Nambirajan and Prabhu 2010). Also, health of the financial sector comprising of banking and insurance firms reflect the health of an economy. It can be said that a sound banking sector needs a good economy. Hence, it becomes imperative to assess the health of banking sector to arrive at the strength of an economy.

According to Vermais and Srivastava (2021) “Financial Inclusion (FI) refers to universal access to a wide range of financial services at a reasonable cost. These include not only banking products but also other financial services such as insurance and equity products. The household access to financial services includes access to contingency planning, credit and wealth creation. Access to contingency planning would help for future savings such as retirement savings, buffer savings and insurable contingencies and access to credit includes emergency loans, housing loans and consumption loans. On the other hand, access to wealth creation

includes savings and investment based on household's level of financial literacy and risk perception". Iqbal and Sami (2017) defined financial Inclusion (FI) as, "the process of access to financial services & timely and adequately credit needed by vulnerable groups such as weaker sections and low-income groups at an affordable cost".

II. Literature review

Researching the state of financial inclusion and identifying its driving factors requires access to data sets like those provided by the World Bank's Global Findex. Numerous studies have looked at the factors that affect a person's or nation's ability to participate in the financial system; most of these studies have concentrated on the importance of having access to and making use of official bank accounts (Alfaro et al., 2004). The effects of financial inclusion on both individual and collective outcomes have also been studied. At the smallest of scales, FI has been linked to things like people's propensity to save and invest, their chances of finding gainful employment, the extent to which they experience social injustice, the status of women in society and even preventative health measures (Dupas & Robinson, 2013). FI has been associated with factors such as income and wealth disparity, poverty, GDP growth and labor force participation at the macro level (Omar & Inaba, 2020; Mohan et al., 2021).

There is currently no agreement on how FI should be defined and quantified, even among the researchers who have contributed to this body of work. The phrase "financial inclusion" is still often defined by the availability, frequency of use, and quality of formal bank accounts (Ouma et al., 2017). Researchers have lately broadened the concept of "access to financial services" to include non-bank savings, investments, credit, insurance and electronic payment and transfer services in both the formal and informal sectors (Pazarbasioglu et al., 2020). In addition to covering access, consumption and quality, the term now engulfs social, infrastructural, technical, and other factors (The World Bank 2019). For a developing country such as Iraq, where a sizable portion of the population still relies significantly on the informal markets to satisfy basic transaction and borrowing needs, a more thorough definitions of FI can be of critical importance.

Financial literacy has been regarded as one of the most effective strategies for integrating economically vulnerable groups into the financial system (Dharni, 2022). Financial literacy is now a part of the majority of national and international financial inclusion agendas (Lyons & Kass, 2021). It is said that in order to be financially independent and secure from the predatory tactics of the financial sector, traditionally unserved and disadvantaged populations need to become more financially informed and

capable of accessing and using formal financial services. Although there are some financial literacy programs and efforts in Iraq, they are far from ubiquitous and are, for the most part, in their infancy. Financial literacy in the MENA area has only been the subject of a few reports (Ibrahim & Al Haron, 2018). The papers highlight the possibility and necessity of improving people's knowledge of personal finance. These studies are descriptive in nature and provide useful information by highlighting significant disparities in financial literacy across gender, age and socio-economic status in MENA nations. Additionally, it is not yet known if promoting financial Inclusion in Iraq through financial literacy is the best course of action. Financial literacy and financial Inclusion have been the subject of conflicting studies (Murshed et al., 2023). Higher levels of financial literacy have been linked to greater FI, according to some research, but others have shown either small or no correlation (Ofosu-Mensah Ababio et al., 2021). The benefits of financial education are not always consistent across studies and populations, and those that do find benefits frequently focus on a certain subset of the population or group of people. In addition, even though financial literacy is a valuable tool, it may be necessary to first remove economic and social barriers to access before financial literacy may be successful (Candiya Bongomin et al., 2017). Improving financial and technological infrastructures, digitizing financial services, harnessing the power of social networks and community capital, and relaxing political, legal, and regulatory constraints are just some of the potential solutions that have been considered to overcome these obstacles and reduce current economic and social inequality (Prabhu and Nambirajan, 2010; Omarova, 2020). Behavioral therapies are also being examined as a means of altering people's outlooks and values, particularly with regard to their faith in the monetary system. As sociocultural norms continue to produce economic gaps that prohibit vulnerable communities from accessing crucial financial resources like property and credit, addressing these obstacles to inclusion is especially vital for Iraq (Lyons & Kass-Hanna 2021).

This research shall be the first to examine the relationship between FI and IDPs in Iraq with a more empirically rigorous lens and to offer deeper insights into the causes and potential policy responses. The paper comprises a point of view of FI with an Iraqi perspective and has made an attempt to gauge the propensity of Iraqi IDPs to open and use bank accounts and the pattern of their saving and borrowing. Next, the research has evaluated the micro and macro factors related to FI and their effects on various target demographics by combining demand-side and supply-side data. Further, the research has attempted to explore the demographic characteristics of marginalized and vulnerable sections of society engulfing women, young people, the uneducated, and the impoverished. This research

has made an attempt to study the Iraqi refugee population and assess the level of FI among them.

III. Methodology

This research is descriptive in nature, based on both primary and secondary data. Primary data was collected by administering a structured interview schedule to 100 IDP's residing in different parts of Iraq. The sample units needed for this research were selected using Convenience Sampling method. Data collected were represented in tabular and figurative form and analysed using the SPSS 26 software.

Problem Statement:

In order to study the effect of gender on the financial behaviour of internally displaced persons (IDPs) in Iraq, the following questions will be asked:

- Is there a gender impact on access to financial products/services?
- Is there a gender impact on the extent of use of digital applications?
- Is there a gender impact on the preference of informal sources of funding?
- Is there a gender impact on displaced persons' obstacles to the use of official sources of financing?
- Is there a gender impact on the extent to which displaced persons need funding from informal sources?

Importance of the research:

Since 2014, more than six million Iraqis have been displaced from the central, western and northern governorates of the country following IS's takeover of one third of Iraq's territory. Although some of these displaced persons have returned to their homeland during the past five years following the restoration of control by Iraqi forces, there are still more than 1 million displaced persons in the camps, according to the latest statistics of the International Organization for Migration (IOM). More than 665 of them are in the Kurdistan regional camps, according to the latest statistics on the region's crisis management centre. One of the most important reasons for the non-return of displaced persons is the security and financial aspects. The present research therefore attempts to examine the details of the financial conditions faced by displaced persons by focusing on gender and its impact on what mentioned above.

Objectives of the research

1. To gauge the extent of financial inclusion among the vulnerable sections of Iraqi society namely the refugees;
2. To study the savings, borrowing and financing behavior of refugees in Iraq.

Research hypotheses

The answer to the previous research questions will be through the following hypotheses.

- H1 There is no difference in the answer to gender on the extent of using financial products/services.
- H2 There is no difference in the answer to gender on the extent of use of digital applications.
- H3 There is no difference in the answer to gender on the preference of informal sources of funding.
- H4 There is no difference in the answer to gender on displaced persons' obstacles to the use of official sources of financing.
- H5 There is no difference in the answer to gender on the extent to which displaced persons need funding from informal sources.

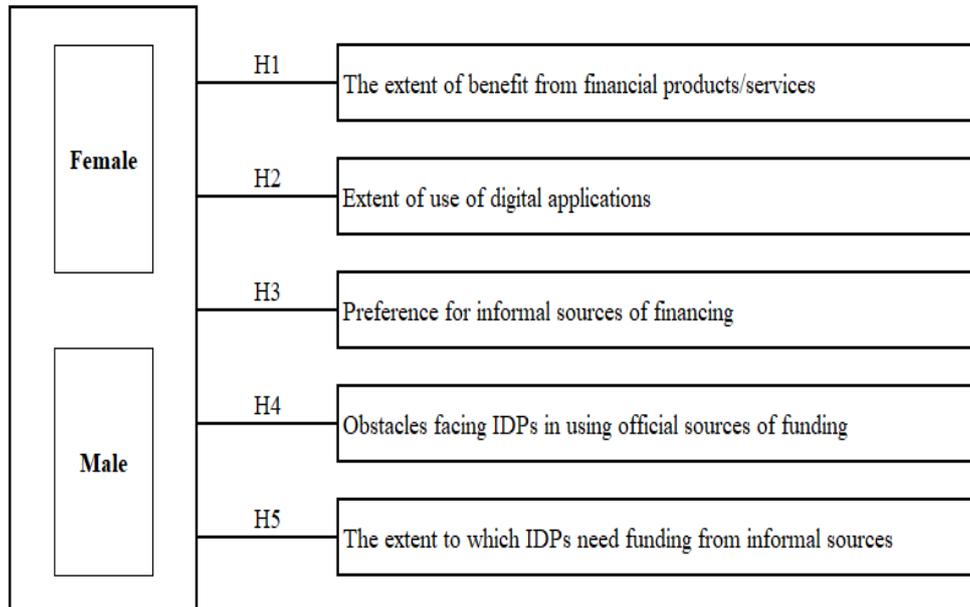
Measurement of Research Variables

The research variables were measured by directing a set of questions to the research sample through personal interviews or phone calls. The questions were as listed in the following table (Table 1):

Code	Variable
Services	Have you benefited from the following financial products/services?" The response options were "Yes" or "No."
S 1	1 Operating Savings account
S 2	2 Operating Fixed deposit
S 3	3 Utilized Loan
S 4	4 Utilized Locker facilities
S 5	5 Utilized digital banking services such as Net banking
Digital	Questions for the second variable: "To what extent do you use digital applications for the following purposes?" The response options were "Do not use," "Low extent," "Medium extent," or "High extent."
D 1	1 Receiving payment
D 2	2 Money transfer
D 3	3 Scan and pay
D 4	4 Check balance of account
Informal	Questions for the third variable: "If you prefer informal sources, please indicate the extent to which each of the following reasons contributes to making them preferable for you." The response options were "No impact," "Little impact," "Medium impact," "High impact," or "Very high impact."
I 1	1 Paper work not needed
I 2	2 Immediately available
I 3	3 Even small amount can be obtained
I 4	4 Convenient repayment
I 5	5 Available for consumption purpose also
I 6	6 Collateral not required
Obstacles	Questions for the fourth variable: "To what extent did you face the following obstacles in using official sources of financing?" The

	response options were "None," "Low extent," "Medium extent," "High extent," or "Very high extent."
O 1	1 Incomplete Documents (ID, Address proof)
O 2	2 Unhelpful behavior of staff
O 3	3 Lack of knowledge about financial products
O 4	4 Small amounts and daily deposits are discouraged
O 5	5 Long processing time
O 6	6 Lack of assets for collateral
O 7	7 Time shortage due to unpaid domestic work
O 8	8 Reduced mobility (specially going alone or frequently) due to social pressure)
O 9	9 Account opening requirement unhelpful to customers
Need	Questions for the fifth variable: "Specify the extent of your need for financing from informal sources." The response options were "None," "Low extent," "Medium extent," "High extent," or "Very high extent."
N 1	1 Commercial activities (starting business or expansion of business)
N 2	2 Personal needs like children's education, and healthcare expenditure
N 3	3 Creation of permanent assets like house, land or Car
N 4	4 Marriage or other big function of family

Model of Research



IV. Theoretical Part / Vulnerable Groups

Vulnerable people may be defined as “persons who are economically and socially underprivileged, racial and ethnic minorities, the uninsured,

low-income children, the elderly, the homeless, those with human immunodeficiency virus (HIV) and those with other chronic health conditions including severe mental illness” Robert Wood Johnson Foundation (2001). Villagers with poor access to healthcare also constitute the vulnerable people (Agency for Healthcare Research and Quality, 2004). Vulnerability of persons is augmented by religion, community, disability, gender, age, financial exclusion and lack of caretakers (National Center for Health Statistics, 2005; Aday LA, 1991; Satcher, 2000; Keppel et al., 2002). These people are subject to chronic poverty and are deprived of even the basic needs such as proper shelter, clothing and education. The social perspective of vulnerability includes persons surviving with unmannerly family, immigrants, those living on streets, refugees and migrants (Aday LA, 1991).

In 2022, UNHCR estimated that there are over 250,000 refugees residing in Iraq, Syrian, Iranian, Turkish, and other refugees and asylum seekers, with over 90% of them residing in the Kurdistan Region of Iraq (KRI). According to Dempster et al. (2020) there were around 1.4 million internally displaced persons (IDPs) in Iraq as of January 27, 2020. They were housed in more than 3000 places throughout the nation, including 67 IDP camps. As of 2022, UNHCR estimated that nearly 1.2 million people are still internally displaced (UNHCR, 2022). Throughout the country, there are 43% of IDP households living outside of camps, 55% of IDP households residing in camps, and 57% of returnee households (UNOCHA: Iraq, 2021). The overall unemployment rate among the IDP population is 11.7% while the rate is 16.9% in the case of young adults and 35.7% in the case of women and girls (World Bank, 2019). More than one-third of refugees (35%) housed in KRI camps rely on informal sources of income.

Due to the emergence of ISIS in 2013, Iraqi populations faced large scale displacements, loss of homes and civil documentations, killings and torture, destruction of infrastructure and agricultural lands leading to loss of source of livelihood for the marginalized sections of the society. These collateral and intended damages by ISIS led to losses in financial capitals of individuals, households, private and public businesses.

Banks, microfinance institutions (MFIs) and other financial institutions (FIs) are usually reluctant to offer financial products to these people resulting in joblessness and unavailability of income-generating opportunities for them. As on 2017, not more than 10% of income is saved by the Iraqis. (Oxfam, 2018). IOM estimated that there are close to 5 million returnees in Iraq. Nearly a quarter of locals and returnees are entrepreneurs while 15% of refugees rely on other businesses for their livelihood.

Despite the presence of 70 banks in Iraq, the banking industry is small, fragile in capital base and proficiency (Demirguc-Kunt et al, 2018).

The economy and all payment systems are predominantly cash-based throughout the country, including government and private sector employee salaries, with no digital means. People strongly prefer cash transactions due to a general lack of trust in banks as a result of previous loss of cash due to political conflict and turmoil. Throughout the country there are seven national and 47 private banks, of which nine are Islamic banks and 15 have foreign collaboration. Further, there are 109 bank outlets and 383 Branches. For 100,000 individuals, there are merely four bank branches and 3 ATM machines. Only 2% of the Iraqi adult population have credit cards. Less than 30% of the account-holders make a deposit in their bank accounts in a year while only 6 percent are using ATM withdrawal. Around 19% of those Iraqis have undertaken digitized financial transactions while 4.2% have linked their bank accounts with mobile payment applications (World Bank, 2017). Even though this scenario is quite dismal, it is a mild progress in terms of using technological means for banking in comparison to previous decades. About 63% of the population have obtained loans, 3.1% from formal sources while 52.1% have borrowed from close social circles. 31% are saving of which 1.6% are saving in formal financial institutions.

V. Hypothesis Discussion

Financial Products/Services Aailed by the Refugees

The first hypothesis will be discussed here:

There is a gender impact on access to financial products/services. Through the frequencies, it is noted that all research participants, both males and females, with a percentage of 100%, answered that they do not access financial products/services, except for S3 & S5, which accounted for 98% for females, and S3 with 96% for males. Therefore, the differences between the responses of females and males are very slight and not significant, as shown in the following Table 2.

Table 2: Financial Products/Services Aailed

Gender	Answer	S 1		S 2		S 3		S 4		S 5	
		F	%	F	%	F	%	F	%	F	%
Female	No	66	100%	66	100%	65	98%	66	100%	65	98%
	Yes	0	0%	0	0%	1	2%	0	0%	1	2%
Male	No	27	100%	27	100%	26	96%	27	100%	27	100%
	Yes	0	0%	0	0%	1	4%	0	0%	0	0%
Correlation		100%		100%		100%		100%		100%	

If we consider the relationship between the responses of females and males to the questions in the first axis (Did you have access to financial products/services?), we can observe from Table 2 that there is a very high relationship (with a percentage of 100%) for all questions in the first axis.

Therefore, the first hypothesis, which states that there is no gender impact on the extent of using financial products/services will be **accepted**.

Extent of Digital Applications Used

The second hypothesis will be discussed here:

There is a gender impact on the extent of use of digital applications. Through the frequencies, it is noted that the vast majority of the research sample, both males and females, answered that they do not use digital applications, except for D2 & D1, which accounted for 4% for females, and D1 with 8% for males (for the total of Big + Medium). Therefore, the differences between the responses of females and males are very slight and not significant, as shown in the following Table 3.

Table 3: Extent of Digital Applications Used

Gender	Answer	D 1		D 2		D 3		D 4	
		F	%	F	%	F	%	F	%
Female	No	64	97%	63	95%	64	97%	65	98%
	Little	0	0%	1	2%	2	3%	0	0%
	Medium	1	2%	1	2%	0	0%	1	2%
	Big	1	2%	1	2%	0	0%	0	0%
Male	No	25	93%	27	100%	27	100%	27	100%
	Little	0	0%	0	0%	0	0%	0	0%
	Medium	1	4%	0	0%	0	0%	0	0%
	Big	1	4%	0	0%	0	0%	0	0%
Correlation		100%		100%		100%		100%	

If we consider the relationship between the responses of females and males to the questions in the second axis (Is there a gender impact on the extent of use of digital applications?), we can observe from Table 3 that there is a very high relationship (with a percentage of 100%) for all questions in the second axis. Therefore, the second hypothesis, which states that There is no difference in the answer to gender on the extent of use of digital applications will be **accepted**.

Reasons for Preferring Informal Sources of Credit by the Refugees

The third hypothesis will be discussed here:

There is a gender impact on the preference of informal sources of financing. Through the repetitions, it is noted that the majority of the research sample, both males and females, answered that they prefer informal sources of financing. The highest percentage for females (for the answer Big + Very Big) was 78% (I6), and the lowest was 63% (I3). As for males, the highest percentage (for the answer Big + Very Big) was 89% (I4), and the lowest was 67% (I5). Furthermore, the highest percentage for females (for the

answer No + Little) was 23% (I6), and the lowest was 14% (I2). As for males, the highest percentage (for the answer No + Little) was 14% (I6), and the lowest was 7% (I2).

Although the responses were not 100% as in the case of the first and second axes, the percentages are still high, as shown in the following Table 4.

Table 4: Reasons for Preferring Informal Sources of Credit

Gender	Answer	I 1		I 2		I 3		I 4		I 5		I 6	
		F	%	F	%	F	%	F	%	F	%	F	%
Female	No	8	12%	9	14%	8	12%	9	14%	8	12%	9	14%
	Little	7	11%	0	0%	3	5%	2	3%	6	9%	4	6%
	Medium	7	11%	9	14%	1	20%	6	9%	7	11%	2	3%
	Big	2	35%	1	27%	1	27%	1	27%	2	30%	1	23%
	Very Big	3	32%	8	45%	8	36%	8	47%	0	38%	5	55%
		1	1%	0	0%	4	4%	1	1%	5	5%	6	6%
Male	No	2	7%	2	7%	2	7%	2	7%	2	7%	2	7%
	Little	1	4%	0	0%	1	4%	1	4%	1	4%	2	7%
	Medium	4	15%	2	7%	1	4%	0	0%	6	22%	1	4%
	Big	9	33%	1	41%	1	44%	9	33%	7	26%	6	22%
	Very Big	1	41%	1	44%	1	41%	1	56%	1	41%	1	59%
		1	1%	2	2%	1	1%	5	5%	1	1%	6	6%
Correlation		93%		93%		85%		98%		87%		99%	

If we consider the relationship between the responses of females and males to the questions in the third axis (Is there a gender impact on the preference of informal sources of financing?), we can observe from Table 4 that there is a high relationship for all questions in the third axis, ranging from 85% (I3) to 99% (I6). Therefore, the third hypothesis, which states that there is no difference in the answer to gender on the preference of informal sources of funding will be **accepted**.

Barriers Encountered by the Refugees in Obtaining Credit from Formal Sources

The fourth hypothesis will be discussed here:

There is a gender impact on the obstacles faced by refugees in using official sources of financing.

Through the frequencies, it is observed that there are differences in the responses of the research sample (females and males) regarding the obstacles faced by refugees in using official sources of financing. The

highest percentage for females (for the answer Big + Very Big) was 89% (O6), and the lowest was 10% (O1). As for males, the highest percentage (for the answer Big + Very Big) was 86% (O6), and the lowest was 8% (O1). Furthermore, the highest percentage for females (for the answer No + Little) was 68% (O1), and the lowest was 9% (O6). As for males, the highest percentage (for the answer No + Little) was 89% (O1), and the lowest was 7% (O5 & O6). It is evident that the responses were not 100% as in the case of the first and second axes, but they varied significantly between the responses of females and males, as shown in the following Table 5.

Table 5: Barriers Encountered by Refugees in Obtaining Credit from Formal Sources

Gen der	Ans wer	O 1	O 2	O 3	O 4	O 5	O 6	O 7	O 8	O 9
		F %	F %	F %	F %	F %	F %	F %	F %	F %
Fem ale	No	3 45 0 %	2 32 1 %	1 15 0 %	1 18 2 %	8 12 %	6 9 %	9 14 %	8 12 %	1 15 0 %
	Littl e	1 23 5 %	2 35 3 %	7 11 %	8 12 %	4 6 %	0 0 %	1 17 %	1 24 6 %	1 15 0 %
	Med ium	1 23 5 %	1 18 2 %	2 32 1 %	2 30 0 %	1 26 7 %	1 2 %	2 30 0 %	2 30 0 %	8 12 %
	Big	5 8 %	6 9 %	1 29 9 %	1 27 8 %	2 35 3 %	1 24 6 %	1 20 3 %	9 14 %	5 8 %
	Very Big	1 2 %	4 6 %	9 14 %	8 12 %	1 21 4 %	4 65 3 %	1 20 3 %	1 20 3 %	3 50 3 %
Mal e	No	1 52 4 %	4 15 %	2 7 %	3 11 %	0 0 %	0 0 %	6 22 %	1 48 3 %	2 7 %
	Littl e	1 37 0 %	1 41 1 %	8 30 %	4 15 %	2 7 %	2 7 %	1 44 2 %	9 33 %	4 15 %
	Med ium	1 4 %	9 33 %	7 26 %	7 26 %	1 37 0 %	2 7 %	2 7 %	2 7 %	0 0 %
	Big	1 4 %	2 7 %	6 22 %	1 37 0 %	1 37 0 %	5 19 %	3 11 %	1 4 %	3 11 %
	Very Big	1 4 %	1 4 %	4 15 %	3 11 %	5 19 %	1 67 8 %	4 15 %	2 7 %	1 67 8 %
Correlation		84%	69%	27%	82%	89%	96%	-60%	-32%	96%

If we look at the relationship between the responses of females and males to the questions in the fourth axis (There is a gender impact on the obstacles faced by refugees in using official sources of financing), it is observed from Table 5 that there are differences between the responses of females and males to the questions in the fourth axis. There was a negative relationship with an average of 60% and 32% (O7 & O8, respectively), weak relationship at O3 (27%), and moderate relationship at O2 (69%). However, the relationship was high for the rest of the questions. Therefore, the fourth hypothesis, which states that there is no difference in the answer to gender

on displaced persons' obstacles to the use of official sources of financing., will be **rejected**. This indicates that there is a difference in the answer to gender on displaced persons' obstacles to the use of official sources of financing.

Purpose of Availing Credit from Informal Sources

The fifth hypothesis will be discussed here:

There is a gender impact on the extent to which displaced persons need funding from informal sources.

Through frequencies, it is observed that the majority of the research sample (females and males) responded that refugees are in need of financing from non-formal sources. The highest percentage for females (for the answer Big + Very Big) was 73% (N2), and the lowest was 4% (N4). As for males, the highest percentage (for the answer Big + Very Big) was 82% (N2), and the lowest was 11% (N4). Furthermore, the highest percentage for females (for the answer No + Little) was 77% (N4), and the lowest was 19% (N2). As for males, the highest percentage (for the answer No + Little) was 63% (N1), and the lowest was 4% (N2). Although the responses were not 100%, they are still high percentages, as shown in the following Table 6.

Table 6: Purpose of Obtaining Credit from Informal Sources

Gender	Answer	N 1		N 2		N 3		N 4	
		F	%	F	%	F	%	F	%
Female	No	24	36%	7	11%	19	29%	25	38%
	Little	22	33%	5	8%	23	35%	26	39%
	Medium	6	9%	6	9%	17	26%	13	20%
	Big	5	8%	6	9%	4	6%	1	2%
	Very Big	9	14%	42	64%	3	5%	1	2%
Male	No	6	22%	1	4%	3	11%	1	4%
	Little	11	41%	0	0%	9	33%	13	48%
	Medium	6	22%	4	15%	11	41%	10	37%
	Big	3	11%	5	19%	2	7%	3	11%
	Very Big	1	4%	17	63%	2	7%	0	0%
Correlation		65%		95%		70%		49%	

If we look at the relationship between the responses of females and males to the questions of the fifth axis (Is there a gender impact on the extent of the displaced persons' need for funding from informal source?), it can be observed from Table 6 that the relationship was high for all questions of the fifth axis, ranging from 49% (N4) to 95% (N2). Therefore, the fifth

hypothesis, which states that there is no difference in the answer to gender on the extent to which displaced persons need funding from informal sources., will be **accepted**.

VI. Conclusion and Recommendations

None of the IDPs (Female and Male) are having savings accounts, debit cards or safety deposit boxes. None of them visit banks regularly. They use digital applications for scanning and payments and for checking balance of their account and not use digital applications for transferring money. IDPs have rated safety, accessibility of working hours, easy withdrawal facilities, digital banking services such as NEFT and mobile banking, separate counters for senior citizens and persons with disabilities as reasonably good. They have also hinted that cultural and gender restrictions are limiting women to access banks or public spaces. IDPs have suggested that providing separate counters for women could be an important culture-sensitive aspect. IDPs are not satisfied with accessibility of formal banks during emergencies, the queue time in counters and ATM machines. Finally, all hypotheses have been accepted, except the fourth one, which refers to a "difference in answers to the gender on displaced persons' obstacles to the use of official sources of financing".

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