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St. Mary's University, Ethiopia

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SCHOOL OF GRADUATE STUDIES
MASTERS OF BUSINESS ADMINISTRATION

ASSESSMENT OF ACCESS TO LOAN PRACTICES:
EVIDENCE FROM WOMEN BORROWERS OF ENAT
BANK

By: Yizanu Temesgen

ID NO. SGS/0328/2011A

JULY, 2020

ADDIS ABABA, ETHIOPIA

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**ATHESIS SUBMITTED TO SAINT MARY'S UNIVERSITY SCHOOL
OF GRATUATED STUDENTS, IN PARTIAL FULFULLMENT OF
THE REQUIRMENT FOR THE DEGREE OF MASTER OF
BUSINESS ADMINSTRATION (GENERAL MANAGEMENT)**

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JUN, 2020

ADDIS ABABA, ETHIOPIA

SAINT MERY'S UNIVERSITY

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DECLARATION

I, the undersigned, declare that the thesis work entitled Assessment of Access to Loan Practices: Evidence from Women Borrowers of Enat Bank has been carried out by me under the guidance of Abraham G/Giorgis (Assistant Professor). All sources of materials used for the thesis have been duly acknowledged. I further confirm that the thesis has not been submitted either in part or in full to any other higher learning institution for the purpose of earning any degree.

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Name

St. Mary's University, Addis Ababa

Signature & Date

Jun, 2020

ENDORSEMENT

This thesis has been submitted to Saint Mary's University, School of Graduate Studies for examination with my approval as a university advisor.

Advisor

Saint Mary's University, Addis Ababa

Signature

Jun, 2020

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ACKNOWLEDGMENT

First of all I would like to thank the Almighty God for giving me the strength to pass all the obstacles and reach here.

I want to thank and express my great gratitude to all those who helped with the completion of the thesis.

I would like to thank my advisor Abraham G/Giorgis for his support, unreserved constructive comments, guidance and continuous follow-up at all stage of this paper. Thanks to all department managers, branch managers and customers of Enat Bank Sc. for giving me timely response during data collection period. The bank's management allowed me to do this research paper, especially women's financial service department manager provided me with the necessary documents and she helped me at various stag of this paper. I am also deeply thankful all my friends and family for their encouragement specially my aunt Mrs. Tiliksew Gedamu for her financial assist and motivation and also Mr Atinafu for unreserved constructive comments.

ACRONYMS

Acronyms	Description
A.A	Addis Ababa
CAWEE	Center for Africa Women Economic Empowerment
CFI	Cooperative Financial Institution
CSR	Corporate Social Responsibility
DCA	Development Credit Authority
DFID	Department for International Development
EB	Enat Bank
EDC	Entrepreneurship Development Center
EWBFS	Enat Women Business Financing Scheme
FI	Financial Institution
GDP	Growth Domestic Product
IFAD	International Fund for Agricultural Development
KII	Key Informant Interview
MFIs	Microfinance Institutions
MPS	Marginal Propensity to Save
MSMEs	Micro Small Medium Enterprises
NBE	National Bank of Ethiopia
NGOs	Non-Governmental Organizations
OCSSCO	Oromiya Credit and Saving Share Company

OECD	Organization for Co-operation and Development
SACCOs	Savings and Credit Cooperatives
SC	Share Company
SD	Standard Devotion
SFPI	Specialized Financial and Promotional Institution
SIDA	Swedish International Corporation Agency
SMEs	Small and Medium-sized Enterprises
UNDP	United Nations Development Program
USAID	United States Agency for International Development
USD	United State Dollar
YWBN	Young Women's Business Network

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ABSTRACT

In developing economies formal financial institutions are too weak to consider the poorest population tightly constrained in their access to financial services. Women represent around half of the world population and in many regions of the developing world their contribution is immense in all sectors of development. 75 percent of the world's women cannot get bank loans because of different challenges. This study has the objective of assessing Access to Loan Practices of Women Borrowers of Enat Bank. The study used both primary and secondary data. Primary data were collected through structured questionnaire and in-depth semi- structured interview. Secondary data were collected from loan reports yearly (2017-2019) to obtain a reliable data. The population of the study was 416 women borrowers. A sample size of 125 was selected using convenience sampling. The research design was both qualitative and quantitative research method. The quantitative descriptive analysis was done by using SPSS and qualitative descriptive analysis was done by using content analysis. The findings indicated that Enat bank is highly good on facilitate access to loan, collateral issue, interest rate and special loan service. On the other hand, the bank has a limitation on issues of process of loan approving date, loan size, loan repayment date and access of loan information. The bank faces challenge to provide loan from bank's internal challenges, borrowers related and other external challenges like government tax, losing business customer, husband's permission for granting loan and women workload and family related problem. The loan used from the budgeted amount that allocated to borrowers was very minimal, that indicates there was idle budget and the actual loan disbursement is less than the targeted amount. To minimize these problems, the study recommended that the bank need to give a special attention on issue related to communication and consultation, estimation of collateral, evaluating the borrower's financial report, improve maximum loan limit, ways of loan designed, repayment time, duration of the loan process, forecasting techniques and also facilitate access of loan to business owners who expand existing business like starting business owners. Borrowers should be creative new business activities, make competitive analysis and avoiding the use of loan for miscellaneous reason. In addition to that government should design and implement how to increase organizations that provide loan like EB and make favor tax for women.

Key Words: Loan, women borrower, women financial department, Enat bank

CHAPTER ONE

1 Introduction

This chapter begins with discussing background of the study that gives some insight on the issues of women's access to loan, statement of the problem that discusses the justification of the reason to carry out this study. Following the objectives of the study, the subsequent section presents significance of the study, scope of the study, limitation of the study and organization of the paper.

1.1 Background of the Study

Women represent around 50 % of the world population, and in many regions of the developing world their contribution is immense in all sectors of development. They play a critical role in agricultural production and economies of developing countries (Hill, 2011). They perform 66% of the world's work, and produce 50% of the food, yet earn only 10% of the income and own 1% of the property (OECD, 2012). Furthermore, women represent 70% of those living on less than \$2 a day (Rose, 2011). They constitute a large proportion of the population in the informal sector, with little or no financial security and/or social benefits (UNDP, 2010).

According to United Nations Development Program (UNDP, 2010) six out of ten of the world's poorest people are women. UNDP also reports that some 75 percent of the world's women cannot get bank loans because they have vulnerable or insecure jobs as well as a lack of collateral to offer as security to banks. In Sub-Saharan Africa women contribute 60% to 80% of the labor in food production both for sale and household consumption (UNDP, 2005). But still 70 % of the poor are women and their ownership of assets is not the same as their counter parts. Due to gender based discrimination and socially constructed sub-ordination they have inferior status everywhere in all aspects of life i.e. political, economic, familiar or social. Although women are engaged in heavier and highly time-consuming workloads, they never obtain the commensurate earnings.

The burden is worse in rural Ethiopia where the majority of women have limited access to credit and other financial services and they have no alternative economic opportunities to generate their own income and to be self-reliant. This lack of alternative income sources constrains women to be very much dependent on their husbands and to have low participation in household decision-making (Haiymanot, 2007). Besides, the majority of women are unemployed; their occupational choices are

narrower and hit by the hardest poverty than their counterparts. Thus, they constitute the bulk of those who need microfinance service (Zelalem and Chalchisa 2014). One of the most stylized facts of developing economies is that formal financial institutions are too weak to consider the poorest population tightly constrained in their access to financial services. It is not also included largely on access to financial services such as savings, insurance, and credit. The formal financial institutions fail the large majority of the poor population, there is evidence to support the proposition that microfinance institutions and credit unions can fill some of the gap (Barham, et. al., 1996).

1.2 Statement of the problem

Seventy percent of the world's poor are women. Yet traditionally women have been disadvantaged in access to credit and other financial services. Commercial banks often focus on men and formal businesses, neglecting the women who make up a large and growing segment of the informal economy. Microfinance on the other hand often targets women, in some cases exclusively. Female clients represent eighty-five percent of the poorest microfinance clients reached. Therefore, targeting women borrowers makes sense from a public policy standpoint. The business case for focusing on female clients is substantial, as women clients register higher repayment rates. They also contribute larger portions of their income to household consumption than their male counterparts. There is thus a strong business and public policy case for targeting female borrowers. Only one-third of the small and medium-sized enterprises (SMEs) in the world are run by women. Women business owners in developing countries face significant challenges to run their business, particularly in accessing finance (World Bank's Report, 2015).

An estimated 70% of women-owned SMEs in the formal sector in emerging markets are underserved by financial institutions. This amounts to a financing gap of \$285 billion. There are many reasons for this. Women are less likely to own assets which can serve as collateral and are more likely to be excluded because of unequal property rights or discriminatory regulations, laws and customs. Addressing this financing gap and investing in women-owned enterprises is one of the highest-return opportunities available in emerging markets. The growth of female-owned enterprises can be a key driver in reducing overall high unemployment rates since unemployment rates among women are higher and since women are more likely to hire other women (World Bank's Report, 2015).

Micro and Small Scale Enterprise and most of the poor population in Sub-Saharan Africa have very limited access to deposit, credit facilities and other financial services provided by formal financial Institutions. For an example, in Ghana and Tanzania, only about 5-6% of the populations have access to the formal banking sector. The formal banks in their tradition are generally reluctant to give credit, especially to start-up enterprises without quality collateral due to perceived high risk, which is equally extended to micro and small scale enterprises operating in developing and underdeveloped economy (World Bank's Report, 2015).

Over the past decade, Ethiopia has achieved high economic growth, averaging 10.7% per year, establishing the country among the fastest growing economies in Africa and the developing world. However, Ethiopia is falling behind its peers in the area of credit to the private sector. According to the World Bank's Enterprise Surveys, access to finance is perceived as the main business environment constraint by micro (41%), small (36%), and medium (29%) enterprises in Ethiopia, compared to a Sub-Saharan Africa average of 24%, 20%, and 16% respectively. At the same time, opportunities for women entrepreneurs in Ethiopia lag far behind those of men (World Bank's Report, 2015).

In the Economist's Women's Economic Opportunity index, Ethiopia occupies the 107th rank out of 112 countries. Growth-oriented women-owned enterprises don't have the investment they need to thrive. Most fall into a "missing middle" trap, in which they are served neither by commercial banks nor by microfinance institutions. High minimum loan sizes and excessive collateral requirements restrict women's access to loans from commercial banks. Microfinance Institutions (MFIs) primarily cater to micro-firms with group lending schemes that provide very small loans, and tend to have low outreach to women 30% (World Bank's Women Entrepreneurs in Ethiopia report, 2018).

According to Enat bank report (2017) total outstanding loans and advances stood at birr 3.3 billion which is 10% over achievement against the target of birr 3.1 billion. Export and constrictions sector were the main contributors to the achievement, which constituted 18.6% and 19.6% of shares.

Credit management can be seen as an essential part of lending and as such in its absence, good loans can turn bad. Thus it is expedient to note that the importance of credit management cannot be over-emphasized and good credit management requires qualified personnel and the establishment of adherence to sound credit policies, procedures. If the loan is well managed; it will increase the

bank's profitability and sustainability in the future. However, if failed to do so, it will be the major threat to their survival (Koch & MacDonald, 2003).

As noted by Collins (2016) that studies on challenges SMEs face in acquiring loans from banks a comparative study between Finland and Ghana the result shows Small and Medium-sized Enterprises make significant contribution to the socio-economic and political infrastructure of developed and developing countries. The ability of SMEs to develop, grow, sustain and strengthen themselves is heavily dependent on their capacity to access and manage finance. The ability to gain finance is a major factor affecting the growth and success of SMEs. Many businesses face a lot of challenges acquiring loans from banks and SMEs are the most affected. In addition to this the studies shows that banks in general perceive SMEs to have high credit risk as compared to big corporations. Banks consider managerial character, capacity, environmental condition and collateral guarantee before making loan decisions. Banks in Ghana are strict on the collateral guarantee due to the high risk of loan default by their SME customers. Poor business proposal/plan, unprofitable investment decisions, unfavorable governmental economic policies and insufficient collateral are some of the challenges SMEs face in accessing bank loans. Information asymmetry and high interest rate are unique loan challenges for SMEs accessing loans from Ghana. Low interest which makes loans unprofitable to banks in Euro Area is also specific challenge to Finnish SMEs.

The studies on the factors affecting loan repayment performance in Enat bank result indicated that the bank was last entrant to the banking industry to be competitive and survival on the sector. It should avoided problems by identifying the root causes which leads to loan default and brings crises rather than generate profit for borrowers and for the bank. The size of the loan should be in line with the prepared business plan. Both under financing and over financing of borrowers will lead to default. Purpose of the loan in which the borrower is financed has a positive impact in the loan repayment performance. Thus, the bank should first properly evaluate the business plan submitted and should give technical support to borrowers so that they can engage in a profitable businesses. Once the loan finance is used for consumption which is non- productive purposes, it would be difficult for the borrowers to repay the loan back. Most of the time, such happens due to personal problems (Yodit, 2017).

The reason for this study was the evidence indicates the access of finance is low according to World Bank report and there are a lot of challenges acquiring loans from banks and also most of the time

SMEs more affected (Collins, 2016). In the view of Yodit (2017) study indicates loan repayment performance default is the result of lack of proper planning, technical support and evaluation. The study shows by avoid root cause of loan default the bank to be competitive and survival. However all are didn't see issues related to access to loan and also the Mission of Enat bank is best quality banking service with special focus on the needs of women and plays a catalytic role in stimulating social, economic development and increasing shareholders' value. This study would assess how accesses to loan provide for women? What are the challenges and opportunity women to use access of loan and tried to see the contribution of Enat bank by facilitate access to loan for women to make mission of bank practically? There is no studied before on the assessment the access to loan practices particular on women in the cause of bank.

1.3 Research Questions

- What are the contributions of Enat bank to facilitate access to loan for women?
- What are the challenges and opportunity women in access to loan?
- What credit strategies are adopted to create access to loan awareness for women?
- How effective the bank in loan provision?

1.4 Objectives of the Study

1.4.1 General objective

The overall objective of the study is to assess the access to loan practices evidence from women borrowers of Enat Bank

1.4.2 Specific objectives

- To assess the contributions of Enat bank for facilitate access to loan for women
- To assess the challenges and opportunity of women's to use access of loan
- To identify Enat bank strategies to create awareness for women to use access of loan
- To assess the bank's effectiveness in loan provision

1.5 Significance of the Study

The study is assessed the access to loan particularly emphasis on women in case of Enat bank. The accesses of loan performance generally hold a low status in many developing countries. Most Ethiopian women have limited access to credit; other financial service and they have little alternative

economic opportunities to generate their own income and to be self-reliant. But Enat bank provides special chance for women to provide access to loan. The study would try to assess the contribution of Enat bank to provide loan, create concept to increase ability to take loans, identify the services delivered related to loan, challenges and opportunity to gain loan, assess plan of bank provide loan access to women and their effectiveness according to their plan. And also find the solution for the gap between the plans of bank provides loan access to women and their effectiveness and the study was based on its findings gathered to recommend possible solutions.

1.6 Scope of the Study

This study would try to assess the access of loan in Enat bank S.C. on women's loan user client from the overall women the study would focus on investigating the access of loan in Enat bank S.C. on women's loan user customer the researcher didn't include other areas other than women loan user customer in Enat bank S.C. located in Addis Ababa Ethiopia. Among all Enat bank S.C. in Ethiopia which located in different areas, Addis Ababa has many loan user customers comparing with that of the bank located in various areas.

1.7 Limitation of the Study

The researcher would be delimited on few branches of Enat bank in Addis Ababa it create problem to make general analysis. And also delimited on practice of loan it did not show broad issues of women. In addition to this absence of complete and organized data about borrowers, it makes difficult to get the address of borrowers. The other limitation of the study would be lack of cooperation of the respondents and their commitment to complete filling the questionnaires and also with respondent's they consider the research was being conducted for other reason behind the objective of research. Furthermore borrowers live in discrete area makes the study difficult to distribute and collect the questioner on the planned period of time.

1.8 Organization of the Study

The rest of the study organizes into four chapters. The second chapter was provide the reader on the review of the literature related to the research questions of the study and also the previous research with in the area of access to loan. Chapter three describes the research methodology. The researcher would adapt primary and secondary data. Primary data collect from interview and questionnaires and secondary data collected from annual report of bank related to loan. This chapter consists of seven

sections that include; research design, research approach, data source, data collection method, target population, method of sampling and data analysis. In the fourth chapter discusses the results of findings based on the analysis on the collected data. The results such as questionnaires result, key informant interview as well as secondary data review results. Final chapter five contains the overall conclusions that can be drawn from the analysis and the chapter is ended with recommendations for further researcher with in area, police maker, women credit users and finders.

CHAPTER TWO

2 LITRATURE REVIEW

2.1 Introduction

These chapter discusses both the theoretical and empirical literature reviews. The theoretical concept captured various theories that informed the study. In the empirical review, the findings are critiqued to establish the knowledge gaps. This chapter reviews literature containing thoughts and ideas shared by various authors and findings of past research.

2.2 Overview of Enat Bank

Enat bank was initiated by a diverse group of 11 powerful Ethiopian women, and this tight team of founders has shepherded Enat from an idea to a reality. Enat is a unique success story that should make all Ethiopians proud. The founders of Enat had a vision to create a new bank that was open to everyone, with a special focus on women. Such a focus was necessary to help women access credit, among other products. While the team found many supporters, raising the funds constituted a major hurdle. But the more difficulties the team faced, the more unified and determined they became to make Enat a reality. Each founder contributed their own time and resources. The establishment of Enat marks a unique point in Ethiopian and African banking history. Women own 64 percent of the bank and compose many major leadership positions from the senior bank management to the board of directors. The founders succeeded in their vision through commitment and hard work, and also prepared to continue to nurture the bank as it establishes itself. The founders believe after Enat succeeds in Ethiopia, it can be expanded across Africa. This tight-knit group of co-founders remains Enat's primary Ambassadors, helping bring Enat's vision to the world. The vision of the founding promotes also includes ensuring Enat bank hires and mentors bright young women to continually research the best ways to ensure the bank's products reach women on progressive but incremental basis (Enat Bank Report,2019).

The “Enat Loan to women” against cash collateral deposited by willing individuals is a loan for women-owned SMEs, who the lack of collateral is a bottleneck to the growth of their business. Applicant must be a woman or business owned and managed by women only; Ethiopian by Nationality; Able to produce a certificate showing that she (they) does/do not have any property

registered in her/their name, or husband's name; And must meet other additional eligibility criteria set by the Bank (Enat Bank Report,2019).

The United States Agency for International Development (USAID) and the Swedish International Development Cooperation Agency have signed a new loan portfolio guarantee agreement with Enat Bank. The agreement guarantees up to 50% of losses on \$10 million in loans, allowing the bank to offer more loans to women entrepreneurs and expanding its capacity to lend to small- and medium-sized businesses. Access to finance is the most critical constraint that Ethiopian businesses face, according to the 2015 World Bank Enterprise Survey. The challenges are especially strong for women (Enat Bank Report, 2019).

The Development Credit Authority (DCA) is a broad financing authority that allows USAID and their partners to leverage private sector resources to have a greater and more sustainable impact in supporting economic growth. For every dollar spent on DCA guarantees, an average of \$10 of private credit can be mobilized. The program improves loan terms for under-invested sectors of the economy that have little or no access to credit. The DCA instrument reduces risks and encourages private banks in Ethiopia to invest in local businesses and projects. The DCA program has enabled more than \$50 million in financing for borrowers in Ethiopia (Development Credit Authority Report, 2004).

The loan agreement with Enat Bank will build upon the success of previous loan guarantee agreements in Ethiopia. Enat Bank and borrowers covered under the guarantee will also receive training in business skills, business plan development, and market development through the loan guarantee program Wondwosen states that “The guarantee agreement will essentially bolster the lending capability of the bank to the inclusion of the most deprived, but economically potent women who can transform their businesses as a result of the injection of loan funds,” said Wondwosen, the bank president. “The desire for a loan, particularly by those dubbed as ‘the missing middle,’ is quite enormous and we have a firm trust and belief that women in this category have the potential and ability to use the credit in a way that benefits themselves, their community, the financiers and the country at large”. Speaking at the ceremony, USAID representative Stephen Morin said, “I am excited about this new partnership as it will strengthen the financial sector in Ethiopia, particularly for women. Working together, we can create a more inclusive and robust economy that meets our

shared goals of empowering women and eliminating extreme poverty in Ethiopia” (Enat bank report, 2019).

The American and Swedish aid agencies expect the credit guarantee will demonstrate the viability and profitability of lending to women owned businesses. This should encourage greater private lending to women-owned enterprises in the future (Enat Bank Report, 2019).

2.3 Overview of Access to loan

In finance, a loan is the lending of money by one or more individuals, organizations, or other entities to other individuals, organizations etc. The recipient (i.e. the borrower) incurs a debt, and is usually liable to pay interest on that debt until it is repaid, and also to repay the principal amount borrowed. If you have never received a loan to purchase something, you are certainly in the minority! Loans can be a great thing, but they can also get you into trouble. One of the keys to being financially successful understands when loans are a good solution for your situation. Loans are never a good idea if you can't afford to pay them back in the required time frame (Signoriello and Vincent, 1991)

Banking industry is one critical component of the financial system in developing countries capable of facilitating capital accumulation and economic processes. This is possible through the efficient financial intermediation. The banks mobilize funds from the surplus spending units in order to bring financial costs down. Banks mostly transform liquid assets like deposits into illiquid assets like loans (Diamond and Rajan, 1998).

In Ethiopia, the commercial banking system could not address the financial needs of poor households for the very fact that they are not their ultimate target clients. On top of that, the transaction costs and risks involved in serving poor households are perceived to be too high. In addition, even if there are few private banks that are interested in providing financial services to poor households, they have not developed yet a suitable credit methodology for micro lending activities and also they do not have trained personnel for that. Non-Governmental Organizations (NGOs), with a strong welfare and relief orientation towards the poor population, entered into the micro credit sector to provide credit services to poor rural households and urban micro entrepreneurs under programs supported by donors and international NGOs. However, the outreach of the NGOs' schemes was limited in that it only reached a very small proportion of rural households. On account of the no suit ability of commercial banks and non-sustainability of NGOs' credit schemes, the

Government of Ethiopia established a legal framework for the establishment and operation of Micro Finance Institutions (MFIs) to provide financial services to poor households. Since Proclamation 40/1996 for licensing and supervision of MFIs came into effect in July 1996, 21 MFIs have been registered and licensed by the National Bank of Ethiopia (NBE). The majority of the regions now have their own MFIs. Concerning their performance, the study conducted by the International Fund for Agricultural Development (IFAD) in the year 2001, indicated that the industry, with a network of 500 branches, has recorded remarkable growth: a loan portfolio of about USD 33.5 million, net savings of about USD 16 million, outreach to nearly 500,000 rural households: and over 40% of clients are women. Some of them are region-based MFIs, with a specific objective of enhancing the living conditions of poor households in their respective regions. Concerning their governance, MFIs in Ethiopia are required to have Board of Directors elected by the General Assembly of Shareholders. All MFIs are required to regularly report on their operational and financial situations as well as provide external audit reports to the NBE. There is also a legal provision for the establishment of Savings and Credit Cooperatives (SACCOs) to pursue financial intermediation to their members (Ethiopian Business Development Services Network, 2004).

The primary function of bank is mobilizing deposits from surplus units to deficit units in the form of loan and advances to various sectors such as agricultural, industry, personal and governments. However, in recent times, the banks have become very cautious in extending loans due to non-performing assets (Sontakke and Tiwari, 2013).

As noted by Daniel and Wandera (2013) banks play a vital role to emerging economies where most borrowers have no access to capital markets. Thus, they are considered as an intermediary between the depositors and borrowers. According to Rawlinet *al.* (2012), the principal aim of any business is to make profits. That is why any asset created in conduction of business should generate income for the business. Since this issue is applicable for the banking sector business, banks should give due consideration on the management of loans because lending is the main business of commercial banks and loan is normally the main assets and vital source of revenue for the commercial banks (Daniel and Wandera, 2013).

2.4 Types of Loan

2.4.1. Long Term Loan

It is one of the most common types of loans distributed by large commercial lenders. They are often used for business expansion, acquisition, refinancing, or working capital. Long-term loans are typically repaid on a monthly basis, and tend to be in larger amounts and with lower interest rates than short-term loans. They are generally easier to obtain if you have a well-established business, or a younger business with a strong growth plan.

Long-term financing become an important but to gain adequate long-term financing is challenging issue in many developing economies, particularly since the global financial crisis of 2008-09. Having access to long-term funds is very important because firms to finance large long-term investments as well as to reduce rollover risks create potential for runs. Moreover, there is vast evidence that short-termism has contributed to several well-known financial crises in both developing and high-income economies (Eichengreen, Hausmann&Rodrik, 1999). The benefit of long-term finance is not only to borrowers but also to providers of funds (savers in the economy) and financial intermediaries (banks and institutional investors). Lenders might be willing to engage in long-term financial contracts because returns are higher than short-term contracts the reason for these is the maturity of these contracts might match their long-term saving needs. For the economy as a whole, long-term finance might contribute to higher growth and lower macroeconomic volatility (Aghion, Howitt & Mayer, 2005).

2.4.2 Short Term Loan

Rather than requiring monthly payments, short-term loans are due, in full, at the end of the agreed-upon term. These loans are often used for shorter term needs: to build up inventory, raise cash for accounts payable, or complete small projects that yield quick returns, and are usually below \$100,000. They are especially useful for seasonal businesses, including retailers, and are issued by banks and credit unions.

In some situations Short-term debt is preferable. Financing contracts with a short maturity improve the lender's ability to monitor borrowers through the implicit threat of restricted access to credit in the future, if debtors are not taking actions that maximize the repayment probability of the financing obtained (Rajan, 1992; Rey and Stiglitz, 1993; Diamond and Rajan, 2001). Like lenders in some

issues users might prefer short-term finance. Firms tend to match the maturity of their assets and liabilities; hence the faster the returns to investment are realized, the shorter the optimal payment structure will be (Hart and Moore, 1995). Most of the time long-term loans are used to acquire fixed assets, equipment, and the like while short-term loans, on the other hand, are preferred for working capital, such as inventory, payroll and seasonal imbalances. In addition, borrowers that anticipate improvements in its financial situation might prefer short-term financing rather than being locked in a longer contract that might not reflect the medium or long-term prospects. For example, firms with high credit ratings might prefer short-term debt because it allows them to refinance the terms of their debt when good news arrives (Diamond, 1991). Borrowers might also prefer short-term contracts if the payoffs from available investment projects have a similarly short-term horizon or if the cost of long-term finance is too high.

2.4.3 Line of Credit

Rather than receiving a lump sum, opening a line of credit allows a small business to access funds incrementally as needs arise, much like using a credit card. The compounded interest and fees can be high, so credit lines are best used for temporary short falls in income, rather than expansion or business improvements. They are distributed by banks and other licensed lenders.

Bank lines of credit are among the most widely used financial products among public corporations. A firm that obtains a line of credit receives a nominal amount of debt capacity against which the firm draws funds. Lines of credit, also referred to as revolving credit facilities or loan commitments, are almost always provided by banks or financing companies. The used portion of the line of credit is a debt obligation, whereas the unused portion of the line of credit remains off the balance sheet. In terms of pricing, the firm pays a commitment fee on the unused portion of the line of credit that is a percentage of the unused portion, and a pre-determined interest rate on any drawn amounts (Amir, 2016).

2.4.4 Alternative Financing

There is a variety of non-bank lending products available, such as leasebacks, cash advances, asset-based loans, peer-to-peer loans, and crowd funding resources. These can be used for anything from starting a business, meeting cash shortfalls, or financing small-scale expansion. However, they are typically much smaller than bank loans and often have higher interest rates.

2.5 Challenges of access to Loan

Financial services available to market women are diverse, ranging from formal banking system to easy accessible micro credit provided by informal savings and credit systems. The formal banks are not popular in disseminating loans to women micro entrepreneurs (Ogunrinola et al, 2005; Oluwalana and Adegbite, 2005).

Yogendrarajah (2015), study on, challenge facing by women in accessing credit from micro finance institutions in Srilanka' the following problems and challenges have been derived briefly. Women face inability to access information, productive resources and social networks that hidden their access and control of resources. Further, labor burden, weak infrastructure, and limited access to markets, weak business organizations and limited enabling environment and political influence to easy access the loan and lack of awareness regarding micro finance facilities are the issues for accessing loan facilities. No relationship between staff members of the organizations a, the people and among the group members. Women face domestic violence and have poor decision making power at household level, low level of political participation which affects their lives. Further, there are some issues regarding women's poverty levels, social discrimination against women results in smaller loan sizes in comparison to men, limited number of women in the micro finance leadership, low level of knowledge including literacy and numeric skills, lack of training, inadequate market knowledge for both purchases and sales, conservative traditions in their families and society, shyness and lack of public experience etc. Poor rural women have lack of financing and funding facilities, balancing time between the entrepreneurial venture and family, managerial and technical skills and inefficient production systems in their micro enterprises. The accessibility of Microfinance depends on factors such as the level of household income, distance to MFI, availability of information technology, interest rate, level of education, vocational training, and collateral availability. Inequality and impersonality of women headed households is one of the issues. Further, increasing transaction cost, no proximity to the borrower, irregular inspection of clients, timeliness in loan approval and disbursement are the major issues in accessing credit facilities from MFIs.

Banks are reluctant in borrowing to this category of customers because of observed women low marginal propensity to save (MPS), thus low deposits in banks. They would rather focus on big clients to improve their portfolio performance. Banks continue to have difficulty with small transactions because of high transaction costs, perceived risks, collateral – based methodologies and

strong incentives to lend to the public sector (Aryeetey et al, 1996). However, in most cases the access problem, especially among formal financial institutions, is one created by the institutions mainly through their lending policies. This is displayed in the form of prescribed minimum loan amounts, complicated application procedures and restrictions on credit for specific purposes (Schmidt and Kropp, 1987). For small-scale enterprises, reliable access to short term and small amounts of credit is more valuable, and emphasizing it may be more appropriate in credit programmes aimed at such enterprises.

The study on challenges facing women entrepreneurs in accessing loans from microfinance institutions in Dar es Salaam region, Tanzania, in this study objectives of the study were to determine barriers facing women entrepreneurs in accessing loans from microfinance institutions, to identify different types of risks considered by lenders in financing women owned investments, to find out challenges facing women entrepreneurs in repaying loans and to examine the strategies for improving loans provision to women entrepreneurs. The study revealed that majority of the respondents (51.7%) identified high interest rate as a strong barrier in accessing loans from microfinance institutions. The study further found out that micro financial institutions consider failure to repay loans as the major risk in lending. Moreover, it was found that high interest rate is the major challenge facing women entrepreneurs in repaying loans. Finally, the study found that if interest rates are lowered, it could improve loans' accessibility to small businesses owned by women. The Study concludes that the barrier facing women entrepreneurs in accessing loans from microfinance institutions is high interest rate. Most of the microfinance institutions in Tanzania charge between 24% to 48% interest rates per year. It is further concluded that failure to repay loans is considered as one of the type of risks by lenders in financing women owned investments in Tanzania. Moreover, the study concludes that high interest rate and uses of loans for family purposes are among the challenges facing women entrepreneurs in repaying loans (Neema, 2013). There are financial institutions such as bank and non-bank that are willing to provide funds to SMEs. But Ghanaian SMEs are not able to meet the requirements of these financial institutions. SMEs in Ghana faced with major challenges in accessing credit. These challenges are the inability of SMEs to provide collateral and other information needed by banks like audited financial statement and short repayment periods making it very difficult to embark on any developmental or expansion projects (John and Sylvester, 2011).

Obse M. (2015) identified the determinants of credit constraints in Ethiopia. In his study found several factors affecting the various households' access to credit in both the formal and informal sector. Gender, age, education level, properties of the head of household, not educated and the regional state the household reside are among the variables that affect the chance of a household getting a loan application approved. Female, young, small sized family of 1-3, not owning business, not owning house, not having plan to open business and residence in Somalie, Afar and Gambella are typically related to being credit constrained. On the other hand, household with features such as male, owning enterprise, family size of 3-9, plan to open business, educated and are residence in Tigray, Amhara or Oromia have higher probability of receiving credit.

Most of poor women clients of SFPI (Specialized financial and promotional institution) obtained various opportunities i.e. economic and social empowerment from loan intervention of SFPI microfinance. These opportunities include detaching them from local money lender, starting business, self-employment, expanding their business activity, enhancement in social relationship, capacity of educating children, income and expenditure increment, and improvement in business and saving skill. On the other hand, poor women in the intervention of MFI face various challenges that are related to the community, institution, poor women themselves, and family. Challenges that related to community are the negative feelings of community toward loan by socially constructing it as something that takes individuals toward bankruptcy. While the challenges emanated from the clients includes clients' negative feelings toward loan, depending only on the loan, loan diverting, and negligence of client, challenge in group collateral policy and losing property, clients' dependency syndrome on loan and challenge in business activity. Whereas, the challenges that emanate from the institutional (SFPI) includes interest rate, not supervising and providing necessary guidance service for the clients in their business activity, credit usage period, waiting days to secure loan, saving related challenges and problems of accessing finance to the very poor. Finally the challenge that related to family includes work overload on women, loan can be cause for family conflict, leaving area where loan is taken and challenge in educating children. As a result, these challenges have been influenced the achievements of the poor women in microfinance intervention. In addition, these challenges are accompanied by various social problems like that of leaving the area where loan has been taken, committing suicidal attempted (Abdulahi, 2014).

2.6 Loan Policy of a Banks

The banks did not have any documented loan policy as it was considered to be a hindrance for business growth. The business of giving loans was left to the absolute discretion of the Board of Directors and other managerial executives of the bank. A loan policy as a written document did not find favor with a large number of bankers on the grounds that it will stand in the way of flexibility in lending decisions. However, the deregulation of the financial market and its movement towards global integration, together with the imposition of prudential norms like capital adequacy and stricter provisioning requirements, have made it imperative to have a well-documented policy frame work for bank for its lending activities .The absence of a well-defined loan policy had often induced the banks to go for reckless growth of their loan portfolios without observing the prudential norms of spreading the risk by lending to different sectors of industry, trade and commerce. Initially, the banks would hardly finance the agricultural activities and other economic needs of the weaker sections of the society (<http://www.yourarticlelibrary.com/banking/loan-policy-of-a-banks/99066>).

Schmidt and Kropp (1987) argue that the type of financial institution and its policy will often determine the access problem. Where credit duration, terms of payment, required security and the provision of supplementary services do not fit the needs of the target group, potential borrowers will not apply for credit even where it exists and when they do, they will be denied access. In addition, the low educational level of market women make it difficult for them to cope with the necessary paper work required for opening and running formal bank account.

Basically, the performance of the financial and the banking sector is dependent on the performance of the real sectors of the economy. Real sectors include the economic activities of the agricultural, manufacturing and trading sectors of a country. It is, therefore, imperative that formulation of a loan policy of a bank must be preceded by a strategy analysis of the financial management of the borrowing customers, who primarily belong to the real sectors. Thus, the loan policy of a banking organization has to flow out of its strategic planning. Elements of lending policies are primarily drawn from the strategic plan of a banking organization. The planning is based on various assumptions and the target for different types of lending is set accordingly. The principal objective of a loan policy is to make out a strategy for maximizing the returns or profit a minimizing the risk (<http://www.yourarticlelibrary.com/banking/loan-policy-of-a-banks/99066>).

Pyle (1997), in his study on bank risk management held that banks and similar financial institutions need to meet forthcoming regulatory requirements for risk measurement and capital. However, it is a serious error to think that meeting regulatory requirements is the sole or even the most important reason for establishing a sound, scientific risk management system. It was held, managers need reliable risk measures to direct capital to activities with the best risk/reward ratios. They need estimate of the size of potential losses to stay within limits imposed by readily available liquidity, by creditors, customers and regulators. They need mechanisms to monitor positions and create incentives for prudent risk taking by divisions and individuals.

2.7 Empirical Literature

This section included closely related studies that other scholars have previously undertaken access of loan.

Based in South Africa, the Young Women's Business Network (YWBN) is a broad-based women's empowerment company, owned, controlled and managed by women who are dedicated to the economic empowerment of women. Established in 2009 by Nthabeleng Likotsi as a savings club or stokvel, YWBN has grown to become a business network with over 450 members and over R6.1M in savings. The network aims to uplift and contribute to the true empowerment of women in South Africa by connecting them with key delivery partners in business networks that benefit women-owned enterprises. YWBN further seeks to enable and assist women professionals, entrepreneurs and renowned business people in transforming their communities by improving their access to financial services. In 2014, the network set up a Cooperative Financial Institution - an institution that is wholly owned by its members and one that constantly encourages savings to provide responsible credit, and other services to its members at a fair rate. It led to the establishment of the first ever Women's Cooperative Financial Institution in South Africa. The goal of the YWBN CFI is to have at least 60% black women ownership as majority stakeholders. Having started with equity capital of R2 million generated from 200 members, in April this year, YWBN began issuing loans to its members up to R100,000 which have since increased to R300,000 as its equity base has grown. By using the CFI structure, members have access to short-term loans of either six or 12 months at an interest rate of 5% and 2.5% respectively. In order to have greater flexibility in how it manages its finances, takes deposits and engages with state owned entities, YWBN is currently investigating how

to become a Mutual Bank, which would also be regulated by and registered with the Reserve Bank of South Africa.

Lack of hard collateral has been a great challenge to the women, hence KWFT encourages group leading, where women take up loans and co-guarantee each other. This grants low income earners equal chances of accessing credit which help them improve their economic status Case Studies of Innovative Ways to Empower African Women, (2018).

With reference to Diana Fletschner and Lisa Kenney, (2011) study of rural women's access to financial services Credit, savings and insurance conclude that there is lack of time saving infrastructure, lack of safe space to Experiment with new Project, technology or economic activities, lack of input and output market transportation service in reasonable priced.

Tsehay and Mengestu (2002) investigated on the impact of micro finance among the Poor women in Ethiopia. They argue that the micro finance interventions have brought positive impacts in the improvement of economic status and empowerment of micro finance programs beneficiaries. But, there are also a number of issues within the women's empowerment framework that impede the poverty reduction capacity of microfinance (Skarlatos, 2004). First the size of the loans is too small which does not enable the women to make long lasting income change for the household. Secondly, the increased access to credit in the same geographic area could contribute to market saturation of products provided by women because most poor women usually engage in similar and accustomed businesses dose not engage on different and new business. Thirdly, there is the possibility that the women's successful business might have a negative impact on the girl-child who might be required to help her mother leaving the school that means girl-child ask money from mother for necessary and luxurious things than her father. Women have a stake in the overall economic achievement of the household. However, in societies where there are restrictions on women's public mobility the impacts of microfinance on women are marginal or even non-existent. In addition, the economic impact of microfinance on women depends on whether they have full control over the loan secured and their voice in house hold decision making (Goetz and Gupta, 1996).

Dirsan(1998) noted that studies in the role of micro finance institution in women's household decision making in Adama woreda, the cause of oromiya credit and saving share Company Micro Finance Institution (OCSSCO) in 2016 show that the majority of the respondents that account about

64% reported that they have encountered challenges while accessing microfinance facilities. However, the remaining 36% respondents did not encounter constraints. After examining the existence of challenges the clients encounter while accessing and utilization of micro finance facilities.

Dawit (2018) make a research on the Influence of Informal Financial Sectors on the Performance of SME which was a case study of in Addis Ketema and Arada Sub City Addis Ababa. The study found out that Eqqub, self-help group finance, family and friends finance, trade credit finance and Usury finance sources influence the performance of SMEs. Eqqub, Self-help group finance, family and friends finance and trade credit finance has a positive influence on the performance of SMEs while Usury finance sources have a negative influence on the performance of SMEs. The study recommended that SMEs need to put more emphasis on informal form of finance (Eqqub, self-help group finance, family and friends finance and trade credit finance). Informal finance sources Usury needs to be avoided by SMEs if possible since it charges high interests and its terms and conditions are more stringent. The reasons for that recommendation the study indicated that there are more challenges in obtaining formal financing SME than large firms. Formal financial sectors are not encouraging low income peoples in order to access credit, due to their strong regulation when they lend money. SME are much likely to be rejected for loans, and are less likely to have external financing. In respect of formal financial sectors his research revealed that Due to the problem of information asymmetries not all necessary information to assess creditworthiness of borrowers is available to lenders. Besides, collecting information that is not easily accessible is overly costly.

Amano (2014) investigated the determinants of commercial banks' lending behavior in the Ethiopian context. The study aimed to test and confirm the effectiveness of the common determinants of commercial banks' lending behavior and how it affects the lending behavior of commercial banks in Ethiopia. Balanced fixed effect panel regression was used for the data of eight commercial banks in the sample covered the period from 2001 to 2013. Seven factors affecting banks' loan and advance were selected and analyzed. The results showed that volume of deposit and bank size had a positive and significant impact on loan and advance. Liquidity ratio and interest rate had a negative and significant impact on loan and advance. Cash reserve requirement, and inflation rate had a positive and significant impact on loan and advance, but the coefficient sign was not as expected. The real GDP growth rate had statistically insignificant impact on bank's loan and advance. The study then

suggests that commercial banks should focus on mobilizing more deposits as this will enhance their lending performance and should formulate critical, realistic and comprehensive strategic and financial plans.

Similarly, Temesgen (2016) investigated main determinants of commercial banks' lending behavior in the Ethiopian context by using panel data of eight banks over the period 2004 to 2013. It tested and confirmed the impact of internal and external factors on Ethiopian commercial banks' lending behavior. Hence, explanatory research design was considered. The study measured bank loans and advances as the outcome variable and bank specific factors (liquidity ratio, volume of deposit, credit risk and bank capital) as internal explanatory variables, and monetary policy instruments (cash reserve requirement and lending rate) and macroeconomic factors (GDP and the annual foreign exchange rate of beer to USD) as explanatory variables. The fixed effect model has been preferred over the random effect model based on the Hausman Specification test and thus, clustered robust standard error has been used to overcome the heteroscedasticity problem. The results of fixed effect regression show that, except liquidity ratio and lending rate, which are significant at the 5% level of significance, all bank specific factors are significant at 1% significance level. Thus, they influence the lending behavior of commercial banks in Ethiopia. On the other hand, macroeconomic variables (GDP and the annual foreign exchange rate of beer to USD) and cash reserve requirement ratio does not influence the lending behavior of Ethiopian commercial banks. Based on the finding of study, it has been suggested that Ethiopian commercial banks better give an emphasis and employ various strategies so as to attract and seize deposits, establish applicable credit policies and arrangements and also critically consider the creditworthiness, rationing and performing ability of their debtors. Besides, they should focus to develop competent and proficient liquidity, credit risk and foreign exchange exposure management systems so as to diminish their negative impact on their lending performance.

2.8 Summary and Knowledge Gap

In line with the above theoretical as well as empirical review, several studies have been conducted to examine and assess issues related to access of loan but not study directly on the topics the access to loan practices particularly focusing on women in the case of bank. As discussed in the above empirical study most of the related empirical studies show that access of finance usually complicated by number of issues.

At one extreme studies arguing that rural women's access to financial services Credit, savings and insurance conclude that there is obstacle faced saving infrastructure, lack of safe space to Experiment with new Project, technology or economic activities, lack of input and output market transportation service in reasonable priced (Diana Fletschner and Lisa Kenney, 2011). In addition, small size of the loans, increased access to credit in the same geographic area could contribute to market saturation of products provided by women and women's successful business might have a negative impact on the girl-child (Skarlatos, 2004). Another researcher makes a research on the Influence of Informal Financial Sectors on the Performance of SME. In this study the researcher more focused on how using informal financial sectors (eqqub, family and friend, trade credit, self-help and usury) affect the performance of SMEs and also see how informal financial sectors affect low income peoples in order to avoid financial constraints. Due to their strong regulation, Formal financial sectors are not encouraging low income people to access credit, when they lend money (Dawit, 2018).

The researches undertaken by Amano (2014) and Temesgen (2016), they emphasized on determinants of lending behavior of commercial banks in Ethiopia, and determinants' of lending decision and their impact on financial performance by using panel data. The result shows factors affecting negatively or positively bank loans and advance. And also show challenges, opportunity and there degrees of influence. Both are taken specific variables, data is general and may not be reputable but make analysis based on those specific variables. It is difficult to make practical decision in all banks.

The main objective of the research is to fill these gaps and to add more about the current situation of the subject. There is no any comprehensive work that has been carried out in this area. However, knowledge on access of loan practice is very important to achieve the mission of bank objectives and loan minded women specifically and economic growth as general. The rationale for selection of cause area is Enat bank is one of the women motivator sectors the mission of this bank is focus on women economic needs and taking advantage of the state- of- art- technology innovation and professional work force with the aim of maximizing the value of shareholder. Facilitate the access of loan is one way of motivation. Therefore, these studies try to assess access of loan practice of Enat bank for contribute some clear information to all concerned by collected data through interview, questioner and secondary data loan related report.

CHAPTER THREE

3 RESEARCH METHODOLOGY

3.1 Introduction

This section presents the methods used in assembling data and information for this research is shown and justified in this chapter. This methodology is descriptive type process or the technique used to collect, analyze and purpose of making decision. This stage is about how research is described and how respondents are approached, as well as how the research would be completed. Therefore in this section the research identifies the procedures and techniques that were used in the collection, processing and analysis of data. Specifically the following subsections are included; research design, research approach, data collection method, target population and method of sampling and finally data analysis.

3.2 Research Design

Data could be collected and analyzed on the basis of research design because it provides the structure for such an assessment (Bryman and Bell, 2015). Depending on the way in which researchers ask their research questions and present their purpose, the research design could be classified into three groups; these are exploratory, descriptive and explanatory studies (Saunders et al., 2009, p. 138 & 139). To accomplish the research objectives the researcher used descriptive types of research design in order to assess the access to loan. This method would be selected because of the fact that the main objective of descriptive research is describing the state of affairs as it succeeds at the time of the study (Kothari, 1988). Descriptive studies, designed to obtain data that describe the characteristics of the topic of interest in the research (Hair et al., 2011, p.148). It intends to present facts concerning the nature and status of a situation, as it exists at the time of the study and to describe present conditions, events or systems based on the impressions or reactions of the respondents of the research (Creswell, 1994).The objective of descriptive study is to represent an accurate profile of persons, events or situations (Robson, 2002, cited in Saunders et al., p. 140). In descriptive research, the research problem is structured and well understood (Ghauri and Gronhaug, 2005, p.58). Saunders et al. (2007) expanded the idea like “it is necessary to have a clear picture of the phenomena on which you wish to collect data prior to the collection of data.” Compared with

exploratory study, descriptive study would give the readers a comforter's answer addressed to the research question. This method is found to be an appropriate for collecting vast information.

3.3 Research Approach

Based on the research problem carried out research method can be qualitative, quantitative or mixed. Creswell (2009) defined quantitative research as a formal, objective and systematic process in which numerical data are utilized to obtain information. Mmuya (2007) stated that qualitative research is an investigative methodology that is grounded in a philosophical position that focuses on making sense of the social world through a process involving how it is experienced, understood and interpreted. The qualitative method takes a theoretical and methodological focus on complex relations between personal and social meanings, individual and cultural practices and the material environment or context. Whereas, mixed research is characterized as the combination of both qualitative and quantitative research approaches.

This study used mixed approach both quantitative and qualitative measurement methods. The reason why the researcher prefers to uses both qualitative and quantitative approach is to fill the gap of one approach by another approach. The qualitative measurement would be used to assist in explaining and interpreting the findings which would be gathered through interview while the quantitative measurement method was going to help for interpret data gathered through close ended questions.

3.4 Data Source and Collection Methods

3.4.1 Data Source

In this study the researcher used both primary and secondary data. To get firsthand information Key Informant Interview and standard questionnaire would be used as primary data collection. The secondary data was obtained from annual loan related report of selected banks.

3.4.2 Data Collection Methods

This study was used both qualitative and quantitative or mixed type of research methods. As Straus and Corbin (1998) and Patton (cited in Creswell, 2009: 156), remarked, qualitative research is about lives, lived experiences, behaviors, emotions and feelings as well as about organizational functioning, social movements, cultural phenomenon and interactions between groups. Besides, in a qualitative inquiry, the intent is not to generalize to a population but to develop an in-depth

exploration of the central phenomenon of the study. Hence, qualitative design helps the researcher to pose general, broad questions to participants and it further allows the participants to share their views relatively unconstrained by researcher's perspective for qualitative measurements semi structured interview -Key Informant Interview (KII) ideal candidate's based on purposive sampling which would be mainly issue concerned departments managers would be used. The reason used interview for this research was to understand the problem by interview and collect first-hand information for quantitative measurement, structured questionnaires composed of close-ended would be used for data collection mainly from loan user to address the objective raised. A questionnaire was a pre-formulated written set of questions to which the respondents record the answers within closely described alternatives. The researcher used to scale for respondents responses by using Likert scale. For this study a Likert scale of five alternatives was used to obtain data or measure the level of agreement concerning access to loan practices: women borrowers of Enat bank. The questionnaires were prepared in English and translated to Amharic before they were distributed to the respondents. Likert scale is interval scales that specifically, for this research used five anchors of strongly disagree = 1, disagree = 2, neutral =3, agree = 4 and strongly agree = 5. Questioners that comprise 27 structured questions were distributed to 125 loan users by using convenience sampling method. Secondary data was gathered from the bank's women's financial service department based on the last three years access of loan planning to provide for women and their effectiveness from implementation reports. Bank's loan reports of the past three years was consulted as a secondary data. These reports helped the researcher to understand that how was the access of loan practice of the target bank conducted in the three years (2017-2019).

3.5 Target Population and Method of Sampling

3.5.1. Target Population

According to Diamantopoulos (2006), a population is a group of items that a sample will be drawn. A sample, on the other hand, refers to a set of individuals/companies/ selected from an identified population with the intent of generalizing the findings to the entire population. A sample is drawn as a result of constraints that make it difficult to cover the entire research population (Leedy and Ormord, 2005).

The population of this study were the loan user and employees who are directly involved in credit processing and administering. This means branch managers, assistant branch managers, loan section

heads, loan officers, loan supervisor and loan committee members of all branches were included in the population. So, the target populations at the study were all Enat bank S.C loan user clients and all issue concerned employees.

3.5.2 Sample Size and Technique

In this study non-probabilistic sampling (convenience and purposive sampling) would be used to select the study sample from loan user and concerned department heads of Enat bank which is going to be considered as participants.

A sample of convenience is the terminology used to describe a sample in which elements have been selected from the target population on the basis of their accessibility or convenience to the researcher. Convenience samples are sometimes referred to as ‘accidental samples’ for the reason that elements may be drawn into the sample simply because they just happen to be situated or administratively, near to where the researcher is conducting the data collection. Convenience sampling technique would be used to select the study sample from women borrowers. And also to collect qualitative data the researcher used purposive sampling method to select from the concerned employees. Purposive sampling method is used when elements are selected due to a specific purpose, usually because of their unique position (Schutt, 2011). Basically the targeted department heads are those associated with the study in which the researcher believe ideal candidates to respond the research interview questions and with the experience and knowledge. The strategy chosen for selecting representatives for the study population was purposive sampling, which is one of the most common sampling strategies used in qualitative research (Lodico, Spaulding, & Voegtler, 2010).

Because of cost and time restriction the researcher only includes 10 branches found in Addis Ababa from the total 55 branches and from 33 branches found in A.A. Convenience sampling (also known as availability sampling) is a specific type of non-probability sampling method that relies on data collection from population members who are conveniently available to participate in study (Cresswell & Plano, 2011). The researcher selected 125 women borrowers from the total borrowers’ of selected branches 416 which are 30% sample proportion by using convenience sampling method. According to Mugenda and Mugenda (2003) a sample of 10-30% of good enough if well-chosen and the elements in the sample are more than 30

3.6 Data Analysis

After collecting the necessary data, the data was interpreted through descriptive statistics techniques. The reason using descriptive technique is very important simply presented what is? Or what the data shows? and important to present quantitative description in manageable form (Manuela, 2010). The qualitative data sources were analyzed using content analysis. Quantitative data analysis was done using Statistical Package for Social Sciences (SPSS) software version 20. Frequency distribution, percentages, mean and standard deviation were used for the quantitative data analysis. It was used to determine the proportion of respondents choosing the various responses. This was done for each group of items relating to the research questions. The proportions showed the diverse views of loan users on the various issues and also tables and figures were used to ensure easily understanding.

CHAPTER FOUR

4 DATA ANALYSIS AND DISCUSSION

4.1 Introduction

This chapter outlines the data analysis and interpretations of the results. It consist the analysis and interpretation of two major parts. The first part deals with respondent's demographic profile has presented, analyzed and interpreted. The second part deals with descriptive presentation about the access to loan practices of women. The responses have been analyzed by using a frequency table which summarized the result in terms of frequency and percentage and a descriptive statistics table which uses mean score (to show average of data) and standard deviation (to show the average distance between the values of the data in the set and the mean).

Data was collected from Enat bank loan user in Addis Ababa town and analyzed access to loan practices of women on ten branches. Hence, the results of analysis are presented using descriptive statistics analysis. The total samples of the study were 125, questioner distributed for all 125 respondents. Out of the 125 distributed questionnaires 114 were returned the rest 5 were rejected because of poor data quality. 109 respondents responded and returned their questionnaires that made the response rate to be 87.2%. So, the analysis was made based on 109 successfully responded questionnaires and done in line with the research questions and objectives. According to Mugenda and Mugenda (2003) a response rate of 50% is adequate for analysis and reporting; a rate of 60% is good and a response rate of 70% and over is excellent; therefore, this response rate was taken as adequate for analysis and reporting.

The second section presents the data collected through semi-structured face-to-face interviews conducted with the women's financial service department, credit management department managers and loan officer of Enat bank S.C. The objective of the interview was to solicit further information and detailed explanation on access to loan practices of Enat bank.

Table 4.1 Rate of respondent

Response rate	Items Response Rate	
	No	Percent (%)
Sample size	125	100%
Collected	114	91.2%
Appropriately filled	109	87.2%.

Source: Researcher's Survey from Primary Data, 2020

4.2 Demographic Characteristics of Respondent

This research has enclosed the main demographic characteristics of respondents such as gender, age in year, level of education, Marital Status and years of borrowed loan the detailed discussions were presented respectively below in the table 4.2.

Table 4.2 Demographic Characteristics of Respondents

Variable		Frequency	Percentage
Gender	Female	109	100%
Age in year	From 18-30	33	30.28%
	From 31-40	53	48.62%
	From 41-50	21	19.27%
	From 51-60	2	1.83%
	61 and Above	0	0
Total		109	100%
level of education	Certificate	2	1.83
	Diploma	29	26.61
	Degree	41	37.61
	Masters and above	10	9.17
	Other	27	24.77
Total		109	100%

Marital Status	Married	52	54.13%
	Unmarried	41	37.61%
	Divorced	13	5.50%
	Widowed	3	2.75%
Total		109	100%
Year of loan service	1 – 3 years	52	47.71%
	4 – 6 years	47	43.12%
	7 – 9 years	8	7.34%
	10 years and above	2	1.83%
Total		109	100%

Source: Researcher's Survey from Primary Data, 2020

According to table 4.2 the result revealed all respondents were female. This is due to the target of populations were women. Similarly, as depicted by the table 4.2 out of the total respondents 33 (30.28%) were in the age range of 18-30, 53 (48.62%) were in the age range of 31-40, 21 (19.27%) were in the range of 41-50, 2 (1.83%) were in the age range of 51-60 and there is no respondents in the age group greater than 60. This implies that the ages of most respondents lie in the age range between 31 and 40. This analysis shows that those at over 30 years are the majority in doing business and seeking for funds from financial institutions. This could be explained by the nature of responsibilities they have as mothers with children in school who require money to go to school and cater for other necessities. Indeed, many women in this category indicated that it was their duty to ensure their gain knowledge and eat and wear clothes like those of others. The respondents' age were categorized from 31-40 (48.62%) years and from 18-30(30.28%) years, were together representing about 78.9 % of the total sample. This reveals that most of the respondents were youngsters and potentially productive age groups during the study. The following diagram also shows the analysis of age of respondents:

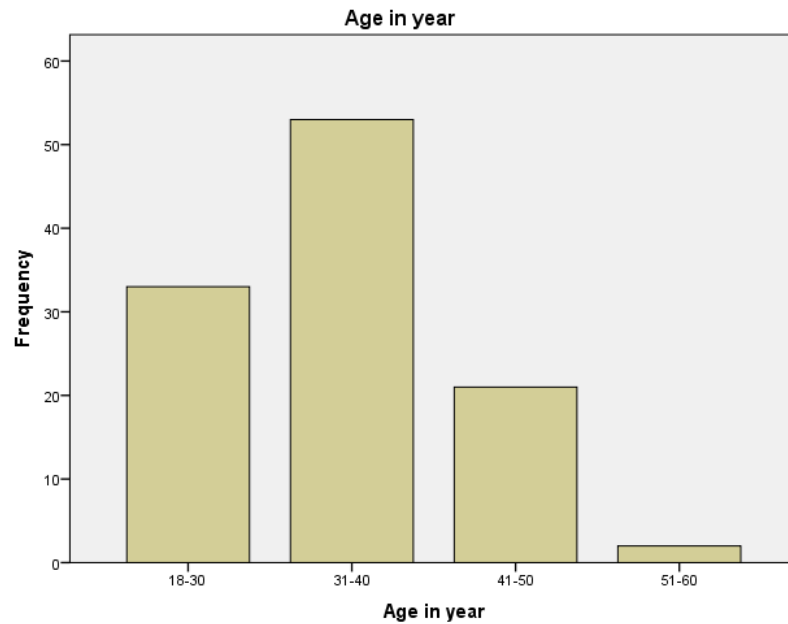


Figure 4.1 Ages of Respondents

According to respondents educational level, table 4.2 indicated that 2(1.83%) of the respondents had certificate, 29(26.61%) diploma level, 41(37.61%) degree level, 10(9.17%) masters and above the remaining 27(24.77%) of the respondents were on other level. This shows that the majority of respondents were educated has good ground at least they can read, write and they have knowledge to administrate and facilitate their business. Education improves the skill, capacity, communication and access to development endeavors. The following diagram also shows the analysis of educational level of respondents:

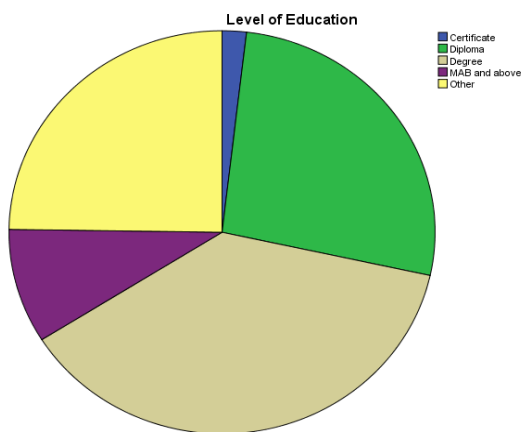


Figure 4.2 Respondent's Level of Education

As regards the marital status the researcher distinguish between married, unmarried, divorced and widowed women. Hence the borrower loan demand area is increased as a result of social responsibility on debtors family expansion such social responsibilities increase the loan demander. In the table 4.2 the number of respondents who were married 54.13%, unmarried 37.61%, divorced 5.50% and the remaining are widowed 2.75% of the respondents. The following diagram also shows the analysis of marital status of respondents:



Figure 4.3 Martial Statues of Respondents

Regarding to the year of used loan service, the number of respondents who were used loan from 1-3 years 84 (77.1%), from 4–6 years from 23 (21.1%), from 7-9 years, the remaining 2(1.8%) and borrowers used loan for 10 years and above. This result indicates that the majority woman has joined in this service in a few years back.

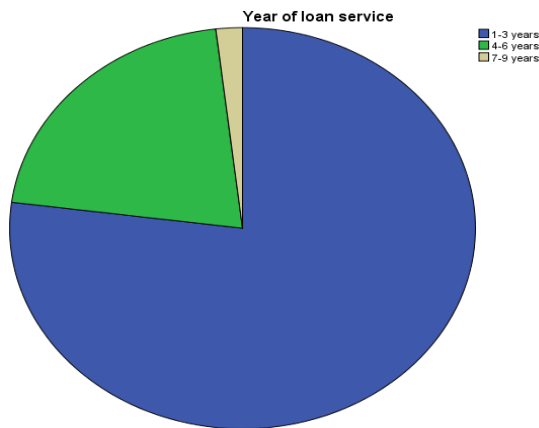


Figure 4.4 respondent's Year of Loan Service

4.3 Descriptive Statistics for Access to Loan

The degree to which the respondents agreement for the given statements concerning the access to loan practices of women in Enat bank is presented by using percentage, mean and standard deviation.

4.3.1 Contributions of Enat bank

The following discussion focuses on the contributions of Enat bank by facilitate access to loan for women. The general reflection of participants concerning the contributions of the bank is summarized in table 4.3 and the discussions below.

Table 4.3 Participants response on contributions of Enat bank by facilitate access to loan

Contribution of Enat bank Related Question		Opinion					Mean	Sdt.
		SD	D	N	A	SA		
The contribution of Enat Bank by facilitate access of loan is necessary for successfulness of women business	F	0	7	5	64	32	4.12	.77
	%	0	6.48	4.63	59.26	29.63		
Enat bank play great role by facilitate access of loan in order to start business	F	0	12	3	58	36	4.08	.89
	%	0	11.01	2.75	53.21	33.03		
Enat bank play great role in order to expand existing business	F	9	32	2	43	23	3.36	1.32
	%	8.26	29.36	1.83	39.45	21.10		
Loan that taking from Enat bank has positive impact on business successfulness	F	0	2	0	51	53	4.46	.60
	%	0	1.89	0	48.11	50.00		

Source: Researcher's Survey from Primary Data, 2020

According to the results of respondents from table 4.3 the contribution of Enat bank by facilitate access of loan is necessary for successfulness of women business the majority of the respondents 59.26% were agreed with the mean value of 4.12 and standard deviation 0.77 has been obtained. This indicates that, on average the majority of the respondents were strongly agreed on contribution of Enat bank by facilitate access of loan for successfulness of business is necessary. This result is similar with the finding of (Daniel and Wandera, 2013) which was discussed under chapter two. In

addition to this the result is similar with Small-scale enterprises have become an important contributor to Ethiopia's economy. The sector contributes to the national objective of creating employment opportunities, training entrepreneurs, generating income and providing a source of livelihood for the majority of low income households in the country, accounting for material amount of GDP (Eshetu and Mammo, 2009).

Regarding to the role of Enat bank by facilitate access of loan in order to start business, the majority respondents 53.21% were agreed with the mean value of 4.08 and standard deviation of .89. Whereas, according to the roles of Enat bank in order to expand the majority of respondents 39.45% were agreed with the mean value of 3.36 and 1.32 SD. This indicates that Enat bank is helpful to enlarge existing business but, relative to in order to start business and in expanding business Enat bank plays a great role in order to start business.

In order to support those statements discussed with the director of women financial service department was asked what are the most target group of your bank. The director in her response stated that our bank target groups in EWBFS are low income group (micro business owners), active poor existing and aspiring business women who are unable to secure stable jobs start and manage business and missing middles. But give more attention on micro and starting business owner borrower especially than expanding business owner borrower. Table 4.3 displays the impact loan that taking from Enat bank on business successfulness 98.11% of the respondents were scored agreed and strongly agreed. The corresponding mean and SD score of 4.46 and .60 respectively. This result has similarity with Tsehay and Mengestu (2002) investigation on the impact of micro finance among the Poor women in Ethiopia. They argue that the micro finance interventions have brought positive impacts in the improvement of economic status and empowerment of micro finance programs beneficiaries.

4.3.2 Challenges and opportunity of women

The participants who were involved in the administer questionnaire were asked for their opinion on challenges and opportunity of women's to use access of loan. They were asked to provide their opinion relating to the challenges and opportunity to use access of loan from the bank. The result of their response is summarized in table 4.4 below.

Table 4.4 Participants Response on challenges and opportunity of women's

Challenges and opportunity Related question		Opinion					Mean	SD.
		SD	D	N	A	SA		
From all banks and other source of loan EB is a better loan option	F	2	17	6	51	33	3.87	1.08
	%	1.83	15.60	6.50	46.79	30.28		
Access of loan from EB is better option among other banks according request collateral pledge	F	0	9	2	37	61	4.38	.88
	%	0	8.26	1.83	33.94	55.96		
EB eligible criteria to provide loan for women is relatively good than other banks	F	1	9	7	59	33	4.05	.89
	%	0.92	8.26	6.42	54.13	30.28		
EB is preferable for loan process than other credit institutions for the reason of short period of time taking	F	36	43	5	18	6	2.21	1.23
	%	33.33	39.81	4.63	16.67	5.56		
Enat Bank is preferable because of the low interest rate than other banks and credit institution	F	1	9	0	35	64	4.39	.92
	%	0.92	8.26	0	32.11	58.72		
Lack of loan opportunity from other banks and credit institution makes business more limited but this problem solved by EB	F	11	14	2	51	31	3.71	1.29
	%	10.09	12.84	1.83	46.79	28.44		
The reason why did not get loan from other banks and credit institution is because of source of income limitation	F	3	18	0	56	32	3.88	1.10
	%	2.75	16.51	0	51.38	29.36		
Take loan from EB has a special advantage than other banks	F	1	2	0	62	44	4.34	.67
	%	0.92	1.83	0	56.88	40.37		
Enat bank's eligible criteria to gain loan is simple	F	3	42	14	32	12	3.08	1.14
	%	2.91	40.78	13.59	31.07	11.65		

Source: Researcher's Survey from Primary Data, 2020

As a general the participants' opinion over the challenges and opportunity face women to gain loan from the bank a number of items were raised to them. One of these was the loan process of the bank. The result indicated in table 4.4 tells us the majority respondents disagreed by this statement that indicates the bank has a problem in terms of loan process with mean value 2.21 and SD 1.23. On the other had result on majority of the rest of the statement under the challenges and opportunity face women to gain loan from Enat bank indicates the bank facilitated as opportunity. To be make more clear we can see that the mean score of all these items indicated in table 4.4 above, are more than the average 3 and less than 1.29 standard deviation. This indicates the above issues lie on opportunity than challenges. The above result indicates source of income limitation has negative impact on gaining loan from other banks and credit institution. These result agreed with the findings of (Aryeetey et al, 1996) discussed under chapter two and (Barham, et. al., 1996) discussed under backgrounds of the study. The above result on interest rate and collateral issue contradict with finding of (John and Sylvester, 2011), (Neema 2013) these were discussed under chapter two challenges of access to loan and (Collins, 2016) discussed understatement of the problem. The above result Enat bank is a better loan option this contradicts with Ogunrinola et al, 2005; Oluwalana and Adegbite, 2005, who said the formal banks are not popular in disseminating loans to women micro entrepreneurs.

The result obtained from the interview indicate taking loan from Enat bank has special advantage than other FI , specially according to collateral for women's only expected to make a saving 5% of the total amount of money they will borrow, interest rate Enat bank give loans to those women with minimum lending rate and consultation service. In addition to collateral the respondents in those responses stated that our bank provide loan by discount interest rate based on their types of loan product than others. Loan interest rate for women is less than men, women are only would pay 11.75% interest expense incurred for their loan from Enat Women Business Financing Scheme (EWBFS) and 14%% interest expense incurred for their loan from United states Agency for International Development (USAID) or Swedish International Corporation Agency (SIDA).

4.3.3 Strategies to create awareness for women to use loan

This part elaborates on the participant's response over awareness of access to loan and bank's strategies to create awareness. The general reflection of the participants from the administered questionnaire and the results of the interview conducted are presented as follows.

Table 4.5 Participants response on Enat bank strategies to create awareness for women

Strategies to create awareness related question		Opinion					Mean	Std.
		SD	D	N	A	SA		
Taking loan from Enat bank makes more successful in their business rather than other banks and credit institution because of gaining additional training service	F	5	18	5	56	24	3.72	1.13
	%	4.59	16.51	4.59	51.38	22.94		
Enat bank access of loan information is better from other banks and credit institution	F	29	59	0	17	4	2.16	1.10
	%	26.61	54.13	0	15.60	3.67		
I am aware basic necessary eligible criteria to gain loan from Enat bank before start the loan application process	F	26	60	3	14	5	2.19	1.09
	%	24.07	55.56	2.78	12.96	4.63		
I am aware basic necessary eligible criteria to gain loan from Enat bank after start the loan application process	F	2	19	4	63	21	3.75	1.02
	%	1.83	17.43	3.67	57.80	19.27		
Enat bank required criteria to provide loan is clear and understandable for customers	F	3	25	3	43	35	3.75	1.21
	%	2.75	22.94	2.75	39.45	32.11		
Enat bank give good advice service to the prospective borrowers	F	0	4	10	52	39	4.20	0.77
	%	0	3.81	9.52	49.52	37.14		
The way of loan is designed favorable to all business	F	5	47	15	26	14	2.97	1.19
	%	4.64	43.93	14.02	24.30	13.08		

Source: Researcher's Survey from Primary Data, 2020

With regards to the question of taking loan from Enat bank makes more successful in their business than other banks and credit institution because of gaining additional training service, good access of loan information compatible with other, the awareness of basic necessary eligible criteria of bank's before start the loan application process and the way of loan is designed favorable to all business the majority respondents were disagreed with the mean value below 3 and standards deviation 1.02 to 1.19. The above result indicate lack of information so, the result is similar to Mehdi and Schwank, (2011) women entrepreneurs often lack information on the existence of credit facilities, financial instruments, networks and the borrowing conditions of financial institutions. And also similar Cheston and Kuhn (2002) confirm that, women face disadvantages in accessing information, social networks and other resources they need to succeed in business and life.

However, in the questions taking loan from Enat bank makes more successful in their business rather than other banks and credit institution because of gaining additional training service the majority respondents agreed with mean and standard deviation scored 3.72 and 1.13 respectively. Again from the table 4.5 we can see the majority respondents' aware basic necessary eligible criteria to gain loan from Enat bank after start the loan application process. This finding is also well supported by the result 3.75 mean score and 1.02 SD. This implies there is information gap related to eligible criteria because there were small respondents knowing before start the process. According to the presence of clear and understandable criteria to provide loan for customers relatively to other banks the majority of the respondents agreed with the mean score 3.75 and SD 1.21. And also according to the question Enat bank give good advice service to the prospective borrowers' majority respondents agreed with in mean value 4.2 and SD 0.77. The result tells us the bank has clear and understandable required criteria to provide loan.

4.3.4 Effectiveness in loan provision practice

The general reflection of participants concerning the effectiveness of the loan provision practice is summarized in table 4.6 and the discussions below.

Table 4.6 Participants response on the bank’s effectiveness in loan provision

Bank’s effectiveness in loan provision related question		Opinion					Mean	Std.
Using loan from Enat bank makes me to satisfy my customers by provide products and service needed by customers	F	3	23	0	58	21	3.68	1.11
	%	2.86	21.90	0	55.24	20.00		
Using loan from Enat bank help lower income person to fulfill basic needs	F	8	26	2	52	20	3.46	1.23
	%	7.41	24.07	1.85	48.15	18.52		
Low income clients satisfied by access to loan from Enat bank	F	12	37	7	43	9	3	1.24
	%	11.11	34.26	6.48	39.81	8.33		
There is good change in living standard after taking loan form EB	F	0	3	0	65	40	4.31	.62
	%	0	2.78	0	60.19	37.04		
Enat bank maximum loan allowed for borrower is sufficient to business operations	F	31	54	6	11	7	2.17	1.14
	%	28.44	49.54	5.50	10.09	6.42		
Enat bank’s loan repayment date is good it is preferable to pay by making profit	F	48	32	0	20	9	2.18	1.38
	%	44.04	29.36	0	18.35	8.26		
The process of loan looks like from application to approval is good	F	9	43	2	35	13	3.00	1.28
	%	4.67	43.93	14.02	24.30	13.08		

Source: Researcher’s Survey from Primary Data, 2020

Looking the opinion result over the effectiveness of the bank’s loan provision practices, the above listed items were raised to respondents. Opinions result on low income clients satisfaction by access to loan, maximum loan allowed, loan repayment date and the process of loan looks like from application to approval the result indicate the majority of the respondent disagreed with the mean values fall on the midpoint and below midpoint 3 and standard deviation fall between 1.14 and 1.38 (see table 4.6) these result shows the bank’s has limitation on those issues. In general it is possible to say that the long to loan repayment date is necessary to pay by making profit. These result consistent

with the findings of (John and Sylvester, 2011) and (Eichengreen, Hausmann & Rodrik, 1999). And also the problem related to maximum loan allowed and the process of loan approval similar with (Schmidt and Kropp, 1987) and (Skarlatos, 2004) which were discussed under chapter two.

On the other raised issues loan using from Enat bank makes me to satisfy my customers, using loan from Enat bank help lower income person to fulfill basic needs and on the change of living standard after taking loan from EB majority of the respondent were agreed with the mean value above midpoint and standard deviation fall between 0.62 and 1.23. This indicates that EB effectiveness on this issue is good.

In order to more understand Enat bank with regard to effectiveness of loan provision discussed with the director of women financial service department, loan officers and credit managers were asked how your bank supports women to provide loan. Those in their response stated that our bank is giving more attention on women because of women plays a vital role in driving economic growth. So our bank tries to help women as a general and Women Micro Small Medium Enterprises as special attention through women business solutions program, advisory service and access to capital. The director of women financial service department said that our bank helped more than 1761 women micro small medium Enterprises (MSMEs) by provide loan and provide fund as incentive for all over Ethiopia by provide ETB 933 million total in 2019.

4.4 In depth interview

In order to get deep understanding about the access to loan practice of Enat bank s.co, in-depth interview was conducted with women's financial department managers, credit management department director and loan officers. All of the interviewees have had over five year's credit experience. Accordingly the interviewee's responses to the questions are analyzed clearly as follows. However, most interview responses are presented and analyzed in the questionnaire analysis part as a supportive response. Before the response is presented in a summarized way an interview guide line is given as follow.

First before the interviewee's profile the position and function in relation to the topic of the research was chosen. The study is to assess the access to loan practice for women borrowers. For this study there is no better place to gain reliable and clear data than women financial department, loan section head and credit management department of the bank to conduct the interview with the manager in

that department is solely engaged in the access of loan practice focusing on women borrowers. The next step the researcher was taken to set a requirement and from all the staffs the researcher chooses the manager of the department who has a long year experience in loan work out. Since this is an additional way of collecting primary data the researcher set the priority to asking about the access of loan practice on women borrowers' to be prioritize and focus on research questions.

The summary of the questions asked with the response is shown below:-

Summary of interviewed response of what are the basic eligible criteria your bank requirement to provide loan

As per the interview conducted eligible criteria for loan differ based on the type of loan product they applied for:

A. EWBFS eligibility Criteria

- Ethiopian national
- Being a woman or business owned by women only
- Age 18-65
- EDC training requirement and sound business plan
- Lacks collateral (document as evidence)
- Opens a deposit account at Enat bank
- No default record
- Valid business license
- Able to pay the 5% equity contribution
- Personal guarantor

B. USAID/SIDA Loan Scheme Eligibility Criteria

- Ethiopian national
- Offered to businesses whose owners are at least 51% women
- Saving or current account at Enat bank
- Borrower should be Ethiopian privately owned company
- Able to offer collateral equivalent to 50% of the loan requested.
- Collateral should be building, cash, cash substitute, bank shares and bonds.

Loan size and its repayment date vary according to loan scheme. Borrowers received and the parallel repayment agreement made with the bank things possible. Loan repayment policies of Enat bank stated that repayment for all EWBFs loan borrower range between three months to three year based on the types of activities financed. Women who are borrowed loan from USAID/SIDA Loan Scheme six month to five years are the entire repayment period.

Concerning to the extent of the banks involvement with initiate women to use access of loan

The extent of the bank involvement with initiate women to use access to loan by the interviewees the respondents said that we create awareness ours bank mission, visions and special attitude of women's for head office and branches staff members to initiate their parents, relatives and friends. We attend women events, universities and other organizations to present about our bank products and services we offer. In addition to this our bank publicize in media. Some respondents said our bank involvement is good, but we believe work more and more in this issue to create powerful women and to make real our mission.

Regarding to supporting women borrowers to use loan properly and invest in profitable business

The bank provides capacity building trainings, financial education, networking and experience sharing workshops. Enat banks links women entrepreneurs with experts to get them special business development trainings and get their business plans prepared. The bank hosts various trainings and workshops to help women entrepreneurs get the necessary knowledge and skills with regard to trade and business.

Regarding to how the bank estimate/ forecast the future access of loan needs and its techniques

The response concerned to the bank's future access of loan needs, respondents side that we see that the bank current financial condition, financial goal, estimate the future numbers of women loan demand, financial resources, cash flow statement, customer and market base, past performance of loan activity and by making time series analysis. According to the women financial department manager the access of loan needs is directly linked with the strategic plan of the bank because which determines the extent of the future growth of the bank. And also to estimate the future loan required will need the bank used decision and managerial judgment forecasting techniques.

Summary of interviewed response of how the bank measures the outcomes of loan

Most of the respondents have so many in common idea as to what they believed the bank measurement outcomes of loan measured both on quantitative and qualitative terms. Interview participants raised the following issues on the measurement of the outcome of loan based:-

- On the strength and soundness of the borrowers business
- On the borrowers financial resources
- On the employment opportunity created
- On the borrowers market
- On the buying and selling capacity of borrowers
- On the comparing living standard of borrowers before and after taking loan
- Level of client satisfaction
- Performance of loan

Summary of interviewed responses on possible opportunities to facilitate access to loan

- Minimum collateral requirement
- Low interest rate
- Good collaboration with international organization
- Opportunity to sponsorship
- Image of bank

In Training program much of the finance will be achieved through crowd funding with international organization. Most of the time UNDP and other international organization provide grants for initiatives. As per the interviewee's response when the bank prepare training program this program supported by making collaboration with other stakeholders like the Ethiopia Entrepreneurship Development Center (EDC),UND, DFID and the Center for Africa Women Economic Empowerment (CAWEE) from this program women gain significant training service on document preparation, business recording and basic accounting for literate women. For those who are not able to read and write saving money, business planning and balancing income and expenses. After training our bank provide loan. It is great opportunity to success our bank mission.

Summary of interviewed responses on challenges the bank faces to provide access to loan for women

As per the interviewee's response there are several challenges facing the bank to provide loan. As per the outcome of the interview the challenges can be categorized as bank's internal challenges, borrowers' related and other external challenges. Challenges are organized and presented under the respective subtitles. Banks internal challenges are relating to internal inefficiencies. Under these most of the interview participants raised the following issues:

Bank's internal challenges

- Mistakes on estimation of collateral and evaluating the borrower's financial report ,
- Lack of proper communication and consultation with women's
- lack of credit skills to evaluate women businesses
- Maximum loan limit / loan size

Borrowers related challenges

- Lack of awareness and information gap create, many women are not aware what is available access to loan in the bank
- Unfulfilled the minimum collateral requirement
- poor performance of businesses
- Business ownership lack of experience
- Improper accounting record
- Women have difficulty to balance work and family
- Limited awareness of finances
- Limited mobility and not get enough information
- Fund being directed to unintended purpose(use of loan for other purpose rather than using for starting and diversifying income generating business)and miscellaneous reason
- Borrowers not making competitive analysis before engaging in a particular sector
- Business management problems
- Aiming to achieve common goals

Other External Challenges

- Government tax
- Losing business Customer
- Husbands doesn't give permission for granting loan
- Women workload family related problem

According to Enat bank specialized from other financial institutions for provide loan to women's generally

- Collateral free (only required 5% save on the bank account)
- Low interest rate credit facility
- Timeliness of the loan processing time make EB-WFSD lending different from other
- The financial literacy training and providing higher saving interest rate

By employment opportunity creation, Enat bank has the objective of maintaining 60% of its staff with female. In addition, 50% of senior management positions are held by women. To encourage women to come at leadership positions, the bank provides various leadership trainings to women staff.

Summary of interviewee response about preferable women business activity

As per the interviewee's response the bank business preference depend highly on personal ability and business idea relative to different aspects: area, culture, politics, religion and like most of the time based on our trained analysis result women who are done in service industry like food preparation, beauty salon, restaurant and beverage more profitable than other industries in addition to these those business activities relatively match to women's effort. Because at starting time most women don't have enough money to employ enough human resource because of this very much activities covered by them self. And also the above activities provide money immediately when the businesses start. This is good especially for small and medium women enterprise. Therefore Enat bank lies on service industry business activity.

4.5 Analysis of Secondary Data

Table 4.7 Three years report of bank about women's loan

Fiscal year	Women		Total		Performance in %	
	Expected No. Borrowers	Expected Budget (Million)	Actual No of Borrower	Actual Budget (Million)	Borrower	Budget
2017	668	1722.00	269	211.00	40.27	12.25
2018	1092	2316.00	478	374.00	43.77	16.15
2019	1135	1708.00	532	416.00	46.87	24.36
Total	2895	5746.00	1279	1001.00		

Source: EB's Annual Loan Report

The researcher wanted to support the examination of primary data with secondary data which was collected from the bank. The loan reports of the past three years were used as a source for this analysis. Hence, as indicated in table 4.4 above, from the bank's 2,895 planned women borrowers, 1279 of them were borrowed loan in the last three years and the total used budget amount of 1001.00 (Million) ET birr. To indicate this clearly, 269 women borrowers of the bank representing 12.25% planned borrowers in the year of 2017 and the respective used budget for that year was 211.00 (Million) ET birr representing 12.25% of the total budget amount of loan. In the year of 2018, the number of borrower was 478 representing 16.15% borrowed with the respective used budget of 374.00 (Million) ET birr representing 43.77% and in the year of 2019 number of 532 borrowers representing 24.36% borrowed with the respective budget of 416.00 (Million) ET birr representing 24.36%. The above all percent that indicated in table 4.7 are not from the total women loan demand (finder) of the bank, but only from the women borrower who borrowed in the last three years. Regarding to women's loan reports of the bank, number of borrowers who borrowed and amount of used budget in the last three years was very small. The expected number of borrower and the expected amount of budget for loan relative to its performance in each year was extremely high (unbalanced). From this data it is unable to say the loan plan of the bank was cohesive.

CHAPTER FIVE

5 Summary of Findings, Conclusions and Recommendation

5.1 Introduction

In this chapter, summary and conclusion of the research findings that has been discussed and analyzed detail in the previous chapters is briefly presented. Generally conclusions are highly related with the research questions and objective of this paper are offered. In addition to summary and conclusion, possible recommendations based on the findings are made. Lastly, implication for further research is indicated to improve the loan practices of the bank.

5.2 Summery

The main objective of this research was to assess the access to loan practices women borrowers of Enat bank. This research paper began with an explanation of issue related to women's access to finance. The general and specific objectives were set for this research. To conduct this study the researcher was used both primary and secondary data in order to get the relevant data for the study. Questionnaires distributed to 125 respondents and out of which 109 (87.2%) were filled and returned back and the rest sixteen were missed. The researcher used SPSS to analyze the results and the study was presented in tables and figures with brief explanations for clear understanding. Frequency Percentages mean and standard deviation were used as statistical tools to present the results of the study.

According to the findings which discussed in the previous chapter, it is possible to summarize as follows

The survey indicated that most women borrowers were married and years of age between 31-40. Regarding to level of education the data indicate that the majority respondents' have diploma and above. Regarding to the year of loan service, the majority of respondents 77.1% who were used loan from 1-3 years.

The result from the administered questionnaire indicated that on the role and contribution of the bank by facilitate access of loan in order to start and expand existing business the majority respondents were agreed and also on the positive impact of loan that taking from Enat bank on

business successfulness 98.11% of the respondents were scored agreed and strongly agreed. The corresponding mean and SD score of 4.46 and .60 respectively.

The result with regard to challenges and opportunity face women to gain loan from the bank minimum collateral requirement, low interest rate, create opportunity for low source of income clients, relatively good and simple eligible criteria are opportunity on those issues the average of the respondents strongly agreed. On the other hand time taking for loan process the majority respondent disagreed with mean value and SD of 2.21 and 1.23 respectively. In addition to this EB face several challenges to provide loan for women by bank's internal challenges, other external challenges and borrowers' related challenges. However the result especially from the interview indicated that relative to others banks and credit institution EB facilitates good opportunity there no difficult challenge other than borrowers' related challenge.

The Participant's response over awareness of access to loan and bank's strategies to create awareness on basic necessary eligible criteria of bank's before start the loan application process, access of loan information and way of loan design by making favorable for all business the bank has limitation the result of the response indicate less than midpoint mean value. But on the issues, like training in addition to loan, clear and understandable required criteria and provide good advice service to the prospective borrowers the bank is good the majority agreed on those issues with mean value above 3.

Result over the effectiveness of the bank's loan provision practices, result on low income clients satisfaction by access to loan, maximum loan allowed, loan repayment date and the process of loan looks like from application to approval the result indicate the majority of the respondent disagreed with the mean values fall on the midpoint and below midpoint 3. On the other issues like by using loan from Enat bank makes borrowers to satisfy their customers, using loan from Enat bank help lower income person to fulfill basic needs and on the change of living standard after taking loan form EB majority of the respondent were agreed with the mean value above 3.

According to secondary data collected from the bank's past three years loan reports, the number of borrowers who borrowed in loan scheme and used budget amount that allocated to them was very minimum, this indicates there is idle budget and the actual loan disbursement is less than the targeted amount.

5.3 Conclusion

According to the findings which discussed in the previous chapter, it is possible to conclude that the target groups of EB are low income group (micro business owners), active poor (existing and aspiring business women who are unable to secure stable jobs) start and manage business and missing middles. But the bank focused on micro and starting business owner borrower especially than expanding business owner borrower.

Enat bank is highly good on facilitate access of loan women's to be successful, on collateral issue, interest rate, training, advice service and on provide special loan service for women. On the other hand has a limitation on issues related to the process of loan approved date, loan size, loan durability time, access of loan information and the way of loan designed favorability for all business.

With regard to create awareness of basic eligible criteria for women majority respondents known after start the loan application process. This implies the gap of information on creating awareness of eligible criteria. The bank strives hard to create awareness on bank mission, visions and special attitude of women by transfer motive message in media, attend women events, universities and other organizations to present about the bank's products and services offer.

Enat bank has two loan schemes Enat Women Business Financing Scheme (EWBFS) and USAID/SIDA loan scheme. Based on the scheme Collateral requirement are different. In EWBFS loan scheme women are only expected to make a saving (equity contribution) 5% of the total amount of money to borrow. Loan required from USAID/SIDA loan scheme borrowers 50% collateral pledge to borrow. This implies the special focusing of bank for women.

The expected and actual number of borrowers who borrowed in loan scheme and used budget amount that allocated to them was unbalance, this indicates the existence of problem on expectation and performance of loan. These problem created by borrowers related challenge, bank's itself and other external challenges.

5.4 Recommendation

Based on the findings and conclusions the following recommendations are forwarded for the consideration of the bank, policy makers, women and the other stakeholders to improve the bank's loan practice and women's advantage from loan.

The bank advisable develop formal communication channel to create awareness for loan scheme and its requirement criteria by create integration with different mass media like USAID and SIDA loan guaranty supporting. Access of information will be good the awareness of everyone is increase what the bank is doing and will strive towards provide loan for women.

The bank should give a special attention on issue related to estimation of collateral, evaluating the borrower's financial report, proper communication and consultation with women's, skills of employees (to avoid problem on evaluate women businesses) and improve maximum loan limit.

The bank should improve more and more the integration with international organization and create integration with different media to announce access to loan to use effectively the idle fund and to support women's.

To estimate properly the future access of loan needed and number of borrowers the bank should revised standard forecasting techniques and use like Work study techniques and others in additions to Managerial Judgment and Ratio-Trend Analysis to narrow gaps between expected and actual performance because there is a big difference between expected number of borrowers, amount of fund and their effectiveness.

Banks should revise their ways of loan designed, repayment time and reduce the duration of the loan process which it takes longer period of time. And also give attention for facilitate access of loan to business owners who expand existing business like starting business owners because the bank has idle funds by giving that fund it can create exempld women and initiate women to be start business.

Borrowers should be avoiding the use of loan for miscellaneous reason and unintended purpose.

Borrowers should be creative new business activity to be difference and successful.

Borrowers should be make competitive analysis before engaging in a particular sector to gain competitive advantage.

Husbands give permission for granting loan; need to know the importance of women business growth and their role in supporting the household. Therefore, husbands need to be supportive to their wives and should share works together with their wives rather than leaving all the household responsibilities on women's shoulders.

Government should design and implement how to increase organizations that provide loan like EB for women because it play great role to change living standard of women, create empowerment for women and foster economy development of the country.

Governments should also make sure that the tax policy to be favor for women entrepreneurs.

Lastly, government should providing guarantee to women entrepreneurs like USAID and SIDA to support the bank by sharing collateral risk to initiate women. In most countries, women don't have equal access to financial services compare to men due to Economic disparities between men and women attributable to time spent on unpaid tasks and lack of property ownership (Global Gender gap report, 2018). So to minimize this problem the assistance of government must be need.

5.5 Implication for Further Research

This study is under taken in Enat bank Share Company as a case study of access to loan practice for women borrowers of the bank, it is part of access of finance. It has focused on loan practice while there are also other case studies like women's profitability, Access to Finance for women, Effect of Enat bank on reduction challenges facing women entrepreneur etc.

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Appendix

Annex 1

Interview Questions

1. What is your position in your Bank?
2. How long have you worked on loan related?
3. What are the basic eligible criteria your bank required to provide loan?
4. What has been the extent of your bank involvement with initiate women access to loan in Enat bank?
5. How does your bank to support women borrowers to invest in profitable business and return the loan on time?
6. What factors do you take into consideration in forecasting future women loan demand?
7. What techniques the banks apply to estimate the future access of loan needs?
8. How the banks measure the outcomes of loan?
9. What possible opportunities are there to facilitate access to loan?
10. What challenges the bank faces to provide access of loan for women?
11. for what things your Bank is specialized from other financial institutions for provide loan to women's in general?
12. Which business activity for women borrowers is most prefer to work with?

Why does your bank prefer this business activity?

Annex 2

St. Mary University

College of Business and Economics

Department of Master of Business Administration

The Researcher is a Masters of Business Administration Student at St. Mary's University, School of Graduate Studies. In partial fulfillment of the requirements for the Degree of Master of Business Administration in General Management the researcher is conducting a study entitled, “**Assessment of the Access to Loan Practices: Evidence from Women Borrowers of Enat Bank**”. The questionnaire will be taking a maximum of 10 minute of your time. Your highly esteemed responses for the questions are extremely important for successful completion of this thesis.

The information you provide will be used only for academic purposes and confidentially treated. Any information obtained in connection with this study will remain strictly confidential: your name will not appear on the questionnaire guide and your responses will not be linked to your identity at any time. For further information you can Contact **Yizanu Temesgen** through the following Address

Mobile +251-915-86-62-77

E-mail- yizanutemesgen21@gmail.com

Thank you in Advance for your cooperation!!!

English Version Questioner

Questionnaire to be filled by women borrowed customers of Enat Bank S.C, who have benefited from the bank by taking loans.

Part 1: Socio-demographic Characteristics of the Respondents

Mark the best alternative among the given which is suitable to you. Put tick mark “√”in the space provided. The questions will be translated in Amharic if the need arise. (English version)

1. Gender

A. Male [] B. Female []

2. Your Age

A. From 18-30 [] C. From 41-50 []

B. From 31-40 [] D. From 51-60 []

E. 61 and Above []

3. What is your level of education?

A. Certificate [] C. Degree []

B. Diploma [] D. Masters and above []

E. Other _____

4. Marital Status

A. Married [] C. Divorced []

B. Unmarried [] D. Widowed []

5. How long have you borrowed loan from Enat Bank SC Ethiopia, years []

A. 1 – 3 years [] C. 7 – 9 years []

B. 4 – 6 years [] D. 10 years and above []

Part 2: - Please kindly indicates the appropriate scale for your opinion by ticking (√) on the spaces that indicate your choice from the options “Strongly Disagree, Disagree, Neutral, Agree and Strongly Agree

Use the following rating scale:

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

S. no	Statement	Likert Scale				
		SD	D	N	A	SA
1	From all Banks and other source of loan Enat bank is a better loan option					
2	The contribution of Enat Bank by facilitate access of loan is necessary for successfulness of women business					
3	Enat Bank play great role by facilitate access of loan in order to start business					
4	Enat Bank play great role in order to expand existing business					
5	Using loan from Enat Bank makes me to satisfy my customers by provide products and service needed by customers					
6	Using loan from Enat bank help lower income person to fulfill basic needs					
7	Low income clients satisfied by access of loan from Enat bank					

	Statement	SD	D	N	SA	A
8	Loan that taking from Enat bank has positive impact on business successfulness					
9	There is good change in living standard after taking loan form					
10	Access of loan from Enat bank is better option among other banks and credit institution of loan according request high collateral pledge					
11	Enat bank eligible criteria to provide loan for women is relatively good than other banks					
12	Enat Bank is preferable for loan process to the other banks and credit institutions for the reason of short period of time taking					
13	Enat Bank is preferable because of the low interest rate than other banks and credit institution					
14	Enat bank maximum loan allowed for borrower is sufficient to business operations					
15	Lack of loan opportunity from other Banks and credit institution makes business more limited but this problem solved by Enat bank					
16	The reason why did not get loan from other banks and credit institution is because of source of income limitation					
17	To take loan from Enat Bank has a special advantage for women than other banks					
18	Enat bank's loan repayment date is good it is preferable to pay by making profit					

	Statement	SD	D	N	SA	A
19	Taking loan from Enat Bank more successful in their business rather than other banks and credit institution because of gaining additional training service					
20	Enat bank access of loan information is better from other banks and credit institution					
21	I am aware basic necessary eligible criteria to gain loan from Enat bank before start the loan application process					
22	I am aware basic necessary eligible criteria to gain loan from Enat bank after start the loan application process					
23	Enat bank's eligible criteria to gain loan is simple					
24	Enat bank required criteria to provide loan is clear and understandable for customers					
25	Enat bank give good advice service to the prospective borrowers					
26	The process of loan looks like from application to approval is good					
27	The way of loan is designed favorable to all business					

Thank you for your time!!

Annex 3

ቅድስተ ሜያምዩን ቨርስቲ

ቢዝነስና ኢኮኖሚክስ ስፋኩልቲ

የቢዝነስና አስተዳደር “MBA” ትምህርት ክፍል

የተከበሩ የጥናቱ ተሳታፊ የዚህ ጥናት ርዕስ “Assessment of the Access to Loan Practices: Evidence from Women Borrowers of Enat Bank” ነው። አጥኝዎ ይዘኑ ተመሳጣዥ ትባላላች በአሁኑ ጊዜ በቅድስተ ሜያምዩን ቨርስቲ ወስጥ የቢዝነስና አስተዳደር “MBA” ትምህርት ክፍል የድህረ ምረቃት ተመራቂ ናት።

የጥናቱ ዋና አላማ እናት ባንክ አክሲዮን ማህበር ለሴቶች ብድር በማግኘት ሁኔታ ላይ ምን ይመስላል የሚለውን ለመለየት ሲሆን ይህንን ለማድረግ መረጃው የሁኔታዎችን አመኝነት መሰረት በማድረግ ከተመረጡ እናት ባንክ የብድር ተጠቃሚዎች ላይ በፊት ለፊት የጥያቄና መልስ መጠይቅ በመባተንና በመሰብሰብ ይሆናል።

በዚህ መጠይቅ ላይ መሳተፍ ሙሉ በሙሉ በፈቃደኝነት ላይ የተመሰረተ ነው። መጠይቁ የተሳታፊውን ማንነት ሳይለይ ይመዘግብና ጥብቅ በሆነ ሚዛን ላይ ይጠበቃል። የእያንዳንዱ ተሳታፊ መልሶች በአጥኝዎ ጽሁፍ ላይ የመላኩ ማንነት ተገልጾ አይቀመጥም።

ለተጨማሪ መረጃ ይዘኑ ተመሳጣዥን በሚክላተለው አድራሻ ማግኘት ይችላሉ

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Questions Translated in Amharic

ክፍል 1:- የርስዎ ጠቅላላ ሁኔታ ከተቀመጠች አሜሪካውያን ወስጥ መጠየቅን በዚህ (✓) ምልክት ያሳዩ

1. ጾታ

A. ወንድ []

B. ሴት []

2. ዕድሜ

A. ከ18-30 []

C. ከ41-50 []

B. ከ31-40 []

D. ከ50-60 []

E. ከ61 እና ከዚያ በላይ _____

3. የርስዎ የትምህርት ደረጃ

A. ስርተፍኬት []

C. ዲግሪ []

B. ዲፕሎማ []

D. ማስተርና ከዚያ በላይ []

E. ሌሎች -----

4. የእርስዎ የጋብቻ ሁኔታ

A. የገቡ []

C. የተፋቱ []

B. ያላገቡ []

D. ባልዎን በሞት ያጡ []

5. በዚህ የብድር አገልግሎት ተጠቃሚነት ምን ያህል ጊዜዎ ነው

A. 1-3 አመት []

C. 7-9 አመት []

B. 4-6 አመት []

D. 10 አመት []

ክፍል 2: -እባክዎ በእርስዎ እይታ ተስማሚ የሆነ ወጭ አስተያየት በተሰጠው ቦታ ላይ ይህን (✓) ምልክት ያድርጉ፡፡
 አሜራጮች: - በጣም አልሰማም፣ አልሰማምም፣ መልስ የለኝም፣ እስማማለሁ ወይም በጣም እስማማለሁ ከሚሉት ወስጥ
 አንዱን መርጠው ይሙሉ፡፡

የሚከተሉትን ጥያቄዎች በተሰጠው የአመለካከት ደረጃዎች መሰረት ይሙሉ

1	2	3	4	5
በጣም አልሰማም	አልሰማምም	መልስ የለኝም	እስማማለሁ	በጣም እስማማለሁ

ተ. ቁ	መለኪያዎች	የአመለካከት ደረጃዎች				
		1	2	3	4	5
1	ከሁሉም ባንክ እና የብድር ተቋማት እና ባንክ የተሻለ የብድር አቅራቢ ነው					
2	የእናት ባንክ አስተዋዕድ የብድር አቅርቦት በማጠቃለያ ለሴቶች ቢዝነስ ስኬታማነት አስፈላጊ ነው					
3	እናት ባንክ አንድ ስራ ለመጀመር ብድር በማጠቃለያ ትልቅ አስተዋዕ ያበረክታል					
4	ቀድሞ የነበረውን ስራ ለማስደግ እና ለማስፋፋት የእናት ባንክ የብድር አቅርቦት ትልቅ ማገድ አለው					
5	ከእናት ባንክ ብድር በመጠቀም ደንበኞችን የሚፈልጉትን ምርትና አገልግሎት ማግኘት ችያለው					
6	ዝቅተኛ የገቢ ምንጭያ ላቸው ሴቶች ከእናት ባንክ ብድር መጠቀም መሰረታዊ ፍላጎትን ለማሟላት ያግዛል					
7	ዝቅተኛ የገቢ ምንጭያ ላቸው ደንበኞች በእናት ባንክ የብድር አቅርቦት እረክተዋል					
8	ከእናት ባንክ ብድር መጠቀም በቢዝነስ ስኬታማነት ላይ አሉታዊ ተፅዕኖ አለው					
9	ከእናት ባንክ ብድር ከተበደርኩ በኋላ የኑሮ ሁኔታዬ ወደ ጥሩ ሁኔታ ተለወጠልኝ					

	መከካያዎች	1	2	3	4	5
10	ሁሉም ባንክ እና የብድር ተቋማት የሚኝ የገንዘብ ብድር ከፍተኛ የቋሚ ንብረት ዋስትና መስጫ ገዢ ለሚጠይቅ እናት ባንክ የተሻለ የብድር ምንጭነት ው					
11	በእናት ባንክ ብድር ለመጠየቅ የሚጠየቁት መስፈርቶች በአንጻሩ ከሌሎች ባንኮች የተሻለ ነው					
12	የሌሎች ባንክ እና የብድር ተቋማት የብድር ሂደት ረዥም ጊዜ ስለሚወስድ እናት ባንክ የተሻለ የብድር መግኛ አሟላጭነት ው					
13	ከሌሎች ባንክና የብድር ተቋማት የሚኝ የብድር ገንዘብ ወለዱ ከፍተኛ በመሆኑ እናት ባንክ የተሻለ የብድር መግኛ አሟላጭነት ው					
14	እናት ባንክ ለተበዳሪዎች የሚቅደው የብድር መጠን በቂ ነው					
15	ከሌሎች ባንክ እና የብድር ተቋማት የብድር እድል አለመግኘት ንግድ ስራን ለመጠፋፋት ተፅዕኖ ያሳድራል ይህ ችግር በእናት ባንክ ተፈቷል					
16	ከሌሎች ባንክ እና የብድር ተቋማት ብድር ያለመግኘቱ ምክንያት የገቢ ምንጩ ወስን በመሆኑ ነው					
17	ከሌሎች ባንኮች ከመጠየቅ ይልቅ ከእናት ባንክ መጠየቅ ለሌሎች የተለየ ጥቅም አለው					
18	የብድር መመዘኛ ጊዜው ብድሩን ትርፍ አትርፎ ለመክፈል ወይም ለመመለስ በቂ ነው					
19	ከሌሎች ባንክ እና የብድር ተቋማት ከሚኝ የገንዘብ ብድር ይልቅ ከእናት ባንክ የሚኝ ብድር እንደተሻለ አሟላጭ የሚጠቀሙ አካላት ከብድሩ በተጨማሪ የስልጠና አገልግሎት ስለሚገኙ የተሻለና ስኬታማ የንግድ እንቅስቃሴ አላቸው					

	መለኪያዎች	1	2	3	4	5
20	እናት ባንክ ከሌሎች ባንክና የብድር ተቋማት የብድር አቅርቦት መረጃው የተሻለ ነው					
21	እኔ ከእናት ባንክ ብድር ለማግኘት የሚጠየቁ መሰረታዊ መስፈርቶችን የብድር ጥያቄ ሂደቱን ከመጀመሪያ በፊት አቃለሁ					
22	እኔ ከእናት ባንክ ብድር ለማግኘት የሚጠየቁ መሰረታዊ መስፈርቶችን ያወኩት የብድር ጥያቄ ሂደቱን ከጀመርኩ በኋላ ነው					
23	ከእናት ባንክ ብድር ለማግኘት የሚጠየቁ መሰረታዊ መስፈርቶችን የብድር አቅርቦቱን ወጠታማ በሆነ መልኩ ለመጠቀም ያግዛል					
24	ከእናት ባንክ ብድር ለማግኘት የሚጠየቁ መስፈርቶች ለደንበኞች ግልፅና ለመገንዘብ ቀላል ናቸው					
25	ባንኩ ጥሩ የሆነ የምክር አገልግሎት ለተበዳሪዎች ይሰጣል					
26	የብድር ሂደቱ ብድር ከመጠየቅ እስከ ፀድቅ ድረስ ያለው ሂደት ጥሩ ነው					
27	የብድር ማግኛው መንገድ ከሌሎች ፍጥነት ባለው ተስማሚ ነው					

አመሰግናለሁ!!