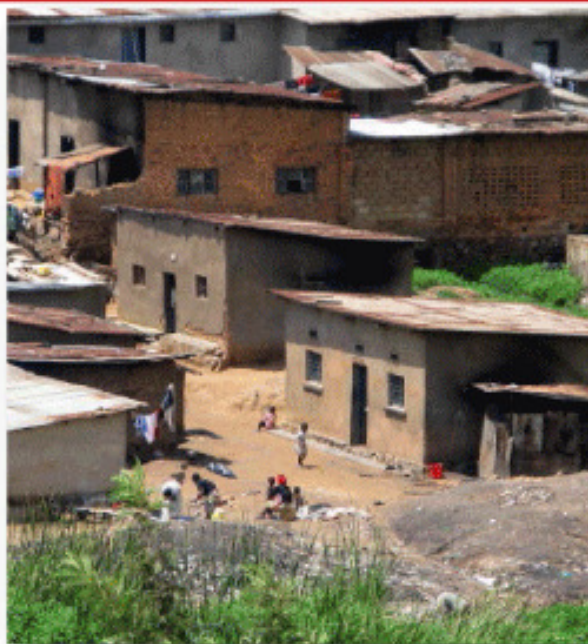


Research presentation prepared for FinMark Trust
by TNS Research Surveys



2008

FinScope Rwanda
Data book



- The Rwanda stakeholders are BNR, DFID and NISR
- Stakeholders were essential to questionnaire design, fieldwork training, data weighting, quality control and overall project support





FinMark Trust was established in March 2002 with funding from the UK's Department for International Development (DFID). FinMark Trust is an independent trust whose mission is *'making financial markets work for the poor'*

FinMark Trust is committed to improving the accessibility of the poor to financial markets by supporting organisations which seek to do so by developing new products or processes.

FinScope™ is a national household survey of financial services needs and usage amongst consumers. The aim is to establish benchmarks and highlight opportunities for product innovation.

2008 is the first year that a FinScope study has been conducted in Rwanda . The survey covers all areas of financial interest that examine quality of life, poverty, attitudes towards and usage of financial products, as well as measuring levels of financial literacy. The aim is to set key benchmarks which can then be tracked in future.

Rwanda has adopted a **Financial Sector Development Program (FSDP)** in order “to develop a stable and sound financial sector that is sufficiently deep and broad, capable of efficiently mobilizing and allocating resources to address the development needs of the economy and reduce poverty”.

The **FSDP** has been made one of the key components in the Economic Development and Poverty Reduction Strategy 2008-2012

There are four core **FSDP** objectives:

1. Enhance access and affordability of financial services
2. Enhance savings mobilisation
3. Develop appropriate policy, legal and regulatory framework for non-bank financial institutions
4. Organise and modernise the national payment system

Positive steps that have already been taken include:

- Amending the Central Bank Act to allow BNR to regulate non-bank financial institutions
- Promulgating a new insurance law
- Transforming UBPR and issuing it with a full commercial bank license
- Launching National Microfinance Policy and implementation strategy
- Commissioning the FinScope survey to provide baseline data on demand-side financial access

Source: Financial Sector Development Program (FSDP): The case of Rwanda, Rusagara, C., 2008

FinScope is a tool that assesses levels of access to various financial and other services. With repeat surveys, new policy interventions that are launched to **enhance access** can also be assessed.

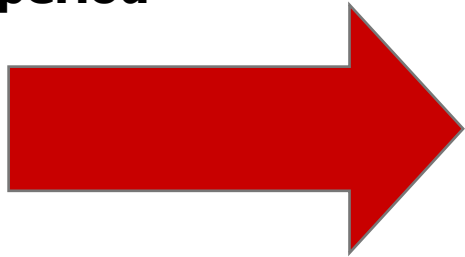
In addition to the mandate of Rwanda's **FSDP**, FinScope is also a powerful instrument to support and extend on other development goals laid out in the 2008-2012 Economic Development and Poverty Reduction Strategy, as well as Rwanda Vision 2020 and the Millennium Development Goals

Access to finance can only improve if financial service providers deliver products and services to more people. Rwanda's banks and insurance companies currently **serve only a fraction of the population** in a niche market that is already competitively over-traded and will become increasingly competitive over time

Financial services providers recognise that if they want to grow they will need **to expand** into new market segments and will **need information** on how **unbanked and uninsured** consumers manage their money and what their financial needs are.

FinScope has a proven **track record** in supporting and stimulating new **product innovation for lower income consumers**.

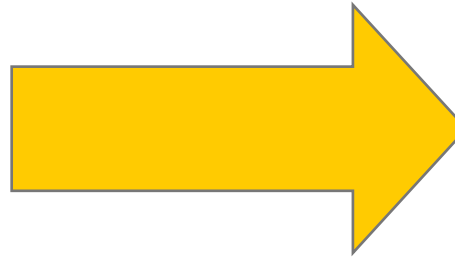
Pre-fieldwork period



Responsibilities

- Stakeholder focus groups (*February 2008*)
- Questionnaire design (TNS and FinMark Trust with input from DFID, BNR, NISR and Incisive Africa)
- Four focus groups administered by Incisive Africa to input into questionnaire design (March 2008)
- Field training administered by Incisive Africa with input from FinMark Trust, DFID, BNR, NISR and TNS (*April-May 2008*)
- FinScope Rwanda ZD (*Zone de dénombrement*) sample selected by NISR

Fieldwork period



Responsibilities

- BNR and NISR visa letters and communiqués arranged for fieldwork period (*May-June 2008*)
- Fieldwork, supervision and (20%) back-checking administered by Incisive Africa
- NISR monitored fieldwork to guarantee quality
- Sample of questionnaires debriefed by FinScope Rwanda project coordinator

Post-fieldwork period

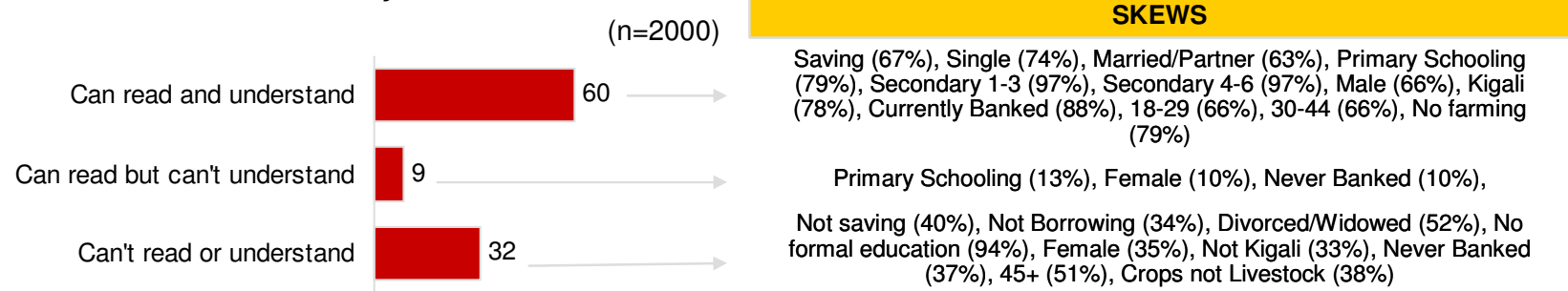


Responsibilities

- Capturing and coding of questionnaires performed by TNS (*July – August 2008*)
- NISR approval of fieldwork and data
- AfricaScope quality control and weighting of data
- NISR approval of weighting
- Analysis of data by TNS
- Workshopping of data and presentations with FinMark Trust, DFID, BNR, NISR and TNS
- Presentation by FinMark Trust

Skews

- Skews highlight groups of people who are significantly more likely to have a certain property than the rest of the population
- For example: **Literacy level**



- Read: 60% of the population can read and understand the questions, 67% of people who are saving can read and understand all the questions

Base sizes

- Base sizes are used to calculate accuracy and have been included on every slide
- As a general rule, a base size of 50 is too small to read with statistical significance

Respondent profile

- Universe = Rwandan residents 18+ years
- 43% male and 57% female
- 15% urban and 85% rural

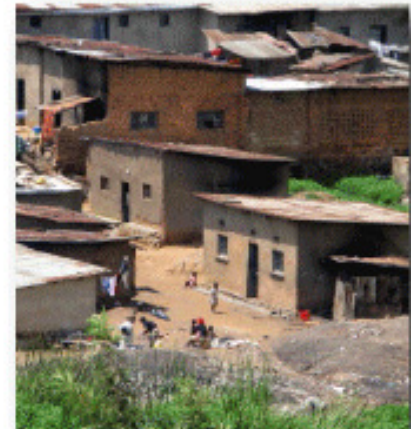
Coverage and methodology

- 2 000 face-to-face interviews
- Representative sample at a national level, drawn by ZD (*Zone de dénombrement*), of which Rwanda was divided into 7726 ZDs as per Census 2002
- Stratification and multi-stage sampling using
- Sample and weighting conducted by NISR
- ZD maps printed by NISR
- The Access Strand included in the study
- Fieldwork: May/June 2008
- Questionnaire administered in Kinyarwanda

Sampling methods

- Sample drawn systematically with Probability Proportional to Size (PPS) from 200 of 250 ZDs used in 2007 DHS survey
- Nationally representative sample (weighted and benchmarked to EICV 2007 number of households per ZD)
- Complex sample design → stratification and multi-stage sampling procedure
- Selection of individual respondent per household by Kish Table method (random selection, those 18+ yrs of age)

KEY HEADLINE RESULTS



2008

- 14% of the adult Rwandan population is 'banked'

	%	2008
No. of currently banked (formal) adults	14%	518 423
No. of previously banked adults in Rwanda	8%	278 680
No. of never banked adults in Rwanda	78%	2 896 704
No. of un-banked adults in Rwanda	86%	3 175 384
Total Population	100%	3 693 807

How many people are banked?
Population estimate 18+ years

	Total Sample (n=2000)	Currently banked (formal) (n=275)	Previously banked (n=148)	Never banked (n=1555)
Age				
18-29	31	21	20	34
30-44	42	55	44	39
45+	27	33	37	27
Gender				
Male	43	50	59	40
Female	57	50	41	60
Area				
Urban	15	26	25	12
Rural	85	74	75	88
Farming types				
Crops not Livestock	30	17	23	33
Crops and livestock	63	68	64	62
No farming	7	15	13	5
Personal income				
Less/equal to 5,000 Rwf	53	16	41	61
5,000 to 25,000 Rwf	33	49	41	29
25,000+ Rwf	9	31	10	5
Education level				
No formal education	28	4	23	33
Primary grade 1-3	14	7	7	16
Primary grade 4-6	46	52	49	44
Secondary, university or other higher	11	34	17	6
Vocational training	1	2	5	1

↕ Column %

- Banked people tend to be male, older, live in urban areas, not be involved in farming, earn higher incomes and have a higher level of education
- Previously banked people tend to be older, male, and live in urban areas
- People that have never been banked tend to have lower incomes and levels of education

Read: 31% of the total sample are aged between 18-29

	Currently banked (formal) (n=275)	Previously banked (n=148)	Never banked (n=1555)
Age			
18-29	10	5	85
30-44	18	8	72
45+	12	10	77
Gender			
Male	16	10	72
Female	12	5	81
Area			
Urban	24	13	61
Rural	12	7	80
Farming types			
Crops not Livestock	8	6	84
Crops and livestock	15	8	76
No farming	29	14	55
Decision-making involvement			
Involved alone	15	5	79
Involved with others	15	9	75
Not involved	3	7	90
Province			
Ville de Kigali	21	13	66
Province de L'est	15	8	75
Province du Nord	15	4	80
Province du Sud	14	8	76
Province de L'oues	10	7	83

↔
Row %

Read: 10% of 18-29 year-olds are currently formerly banked

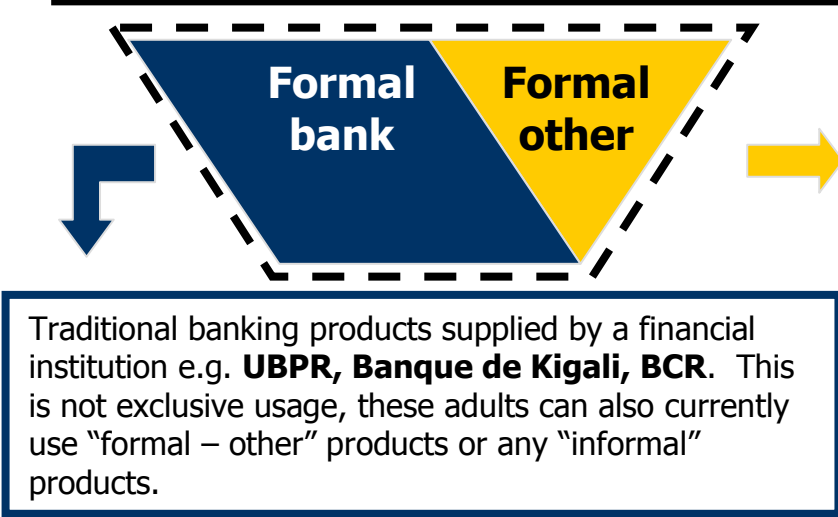
- The hypothesis focuses on the financial system in its broadest sense and assumes all adults in a country will fall into one of three broad segments across the Access Strand. The segments are differentiated by current product usage indices ranging from people who are formally included, to those people who use informal products and finally to those people who use no products

The Access Strand is segmented into the following three broad segments:



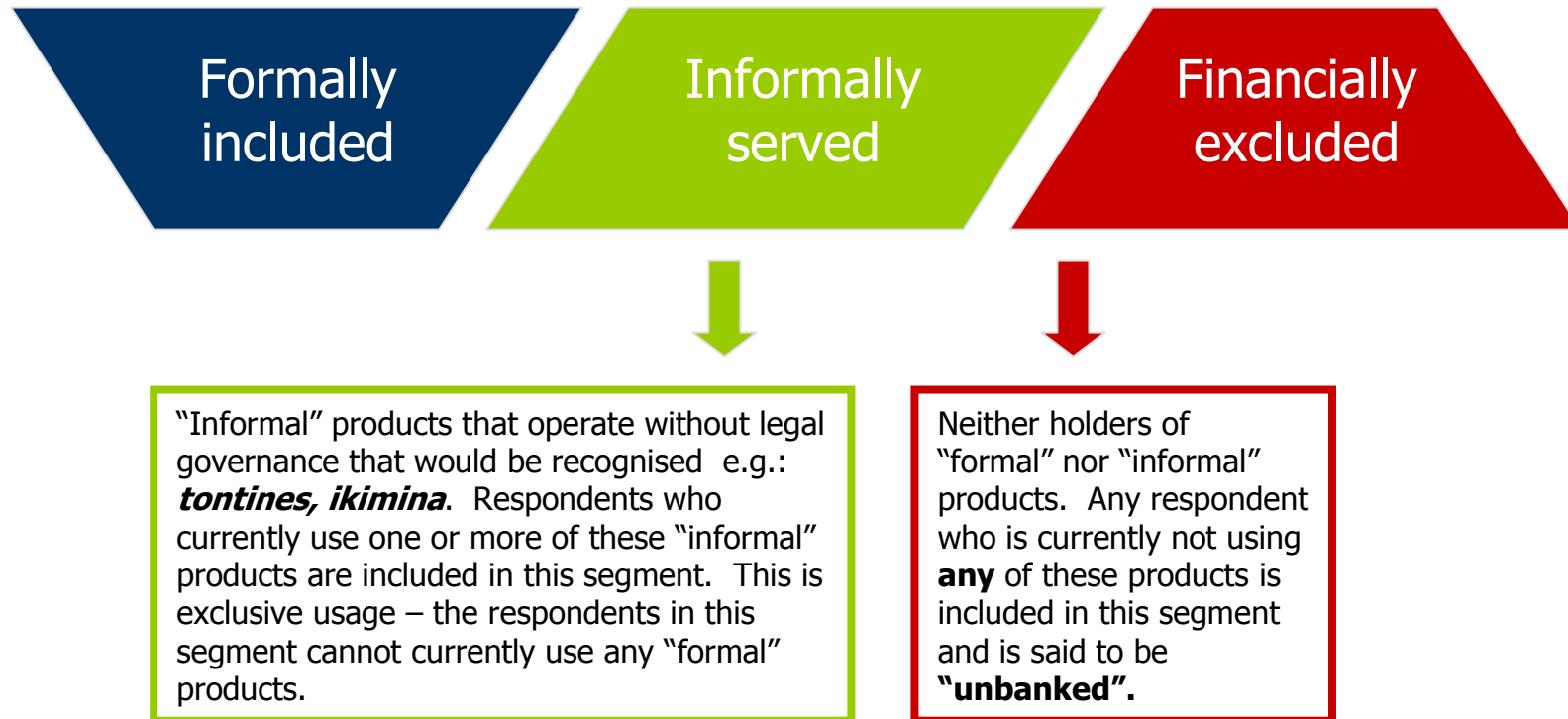
Divided into two sub-segments for more accurate cross country comparisons:

“Formal” products supplied by institutions governed by a legal precedent of any type. Thus, a formal organisation that must be bound by legally recognised rules. Adults who currently use at least one or more of these products are included in this segment. This is not exclusive usage, as they can also currently use “informal” products.



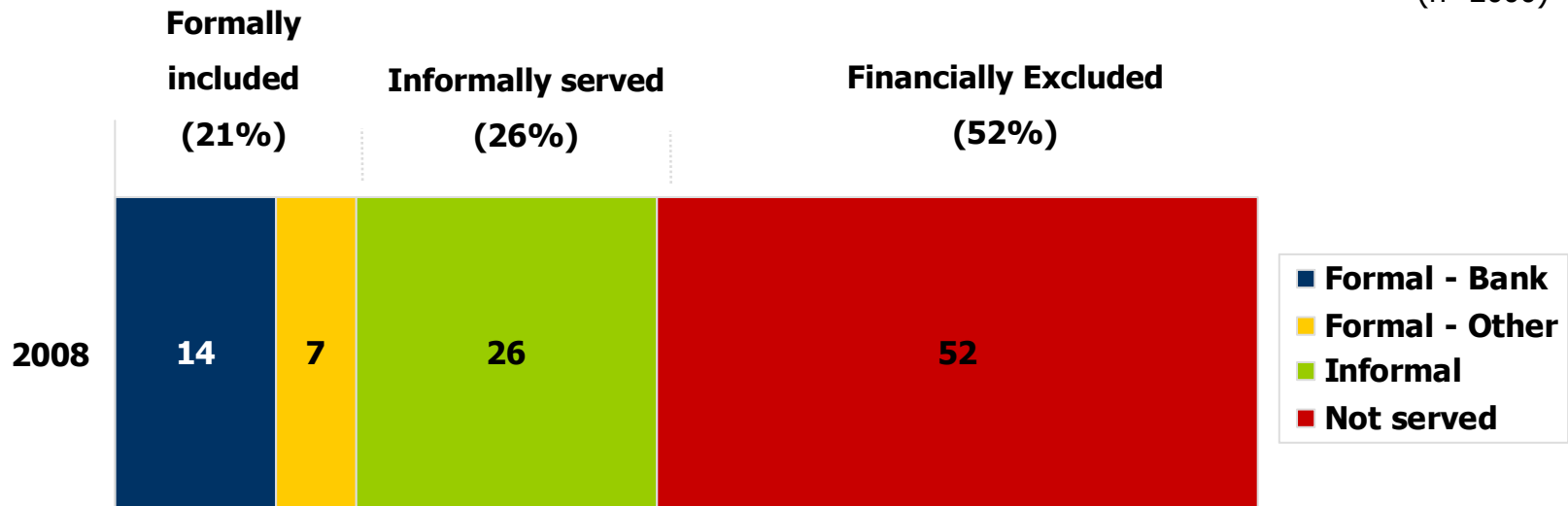
Other formal products that are not banking products and are not supplied by a banking institution e.g. a loan from a MFI

Traditional banking products supplied by a financial institution e.g. **UBPR, Banque de Kigali, BCR**. This is not exclusive usage, these adults can also currently use “formal – other” products or any “informal” products.



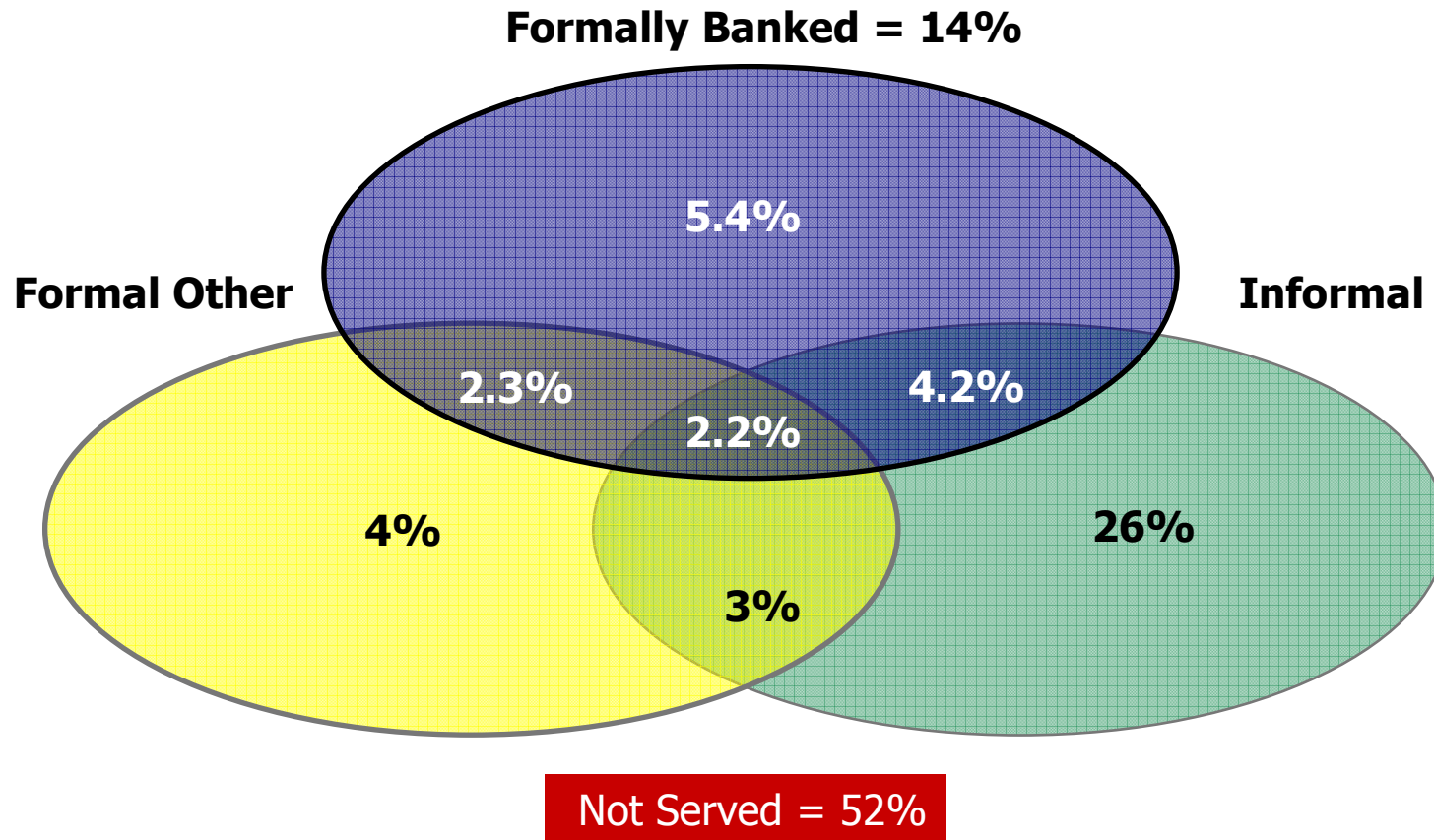
- The common rationale for segmentation to be applied across all countries is to be based on product type rather than product descriptor i.e.: formal products versus informal products

(n=2000)



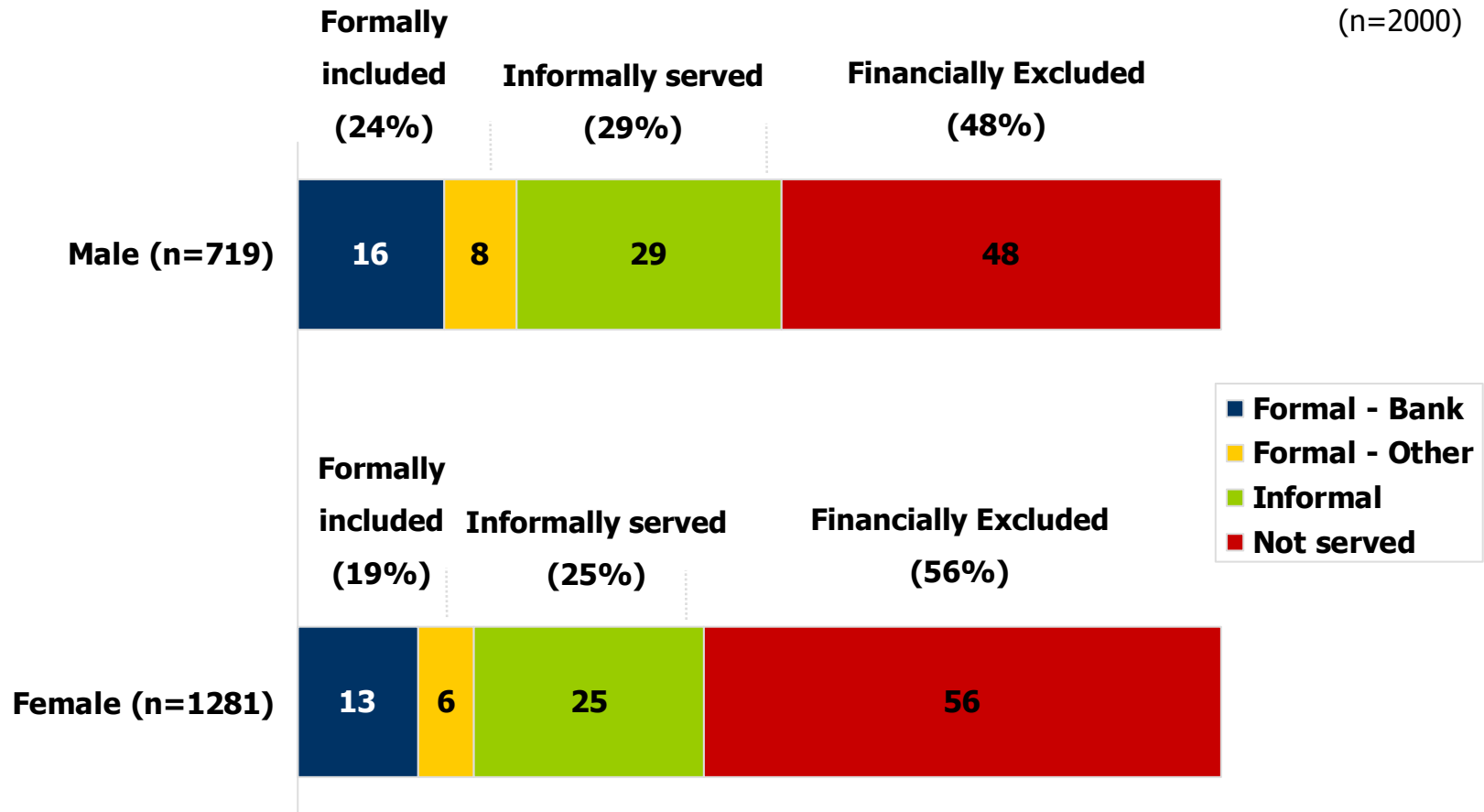
■ Although 14% of Rwanda classified as banked, 97% of these people bank with UBPR; 6% of banked population bank with other commercial banks

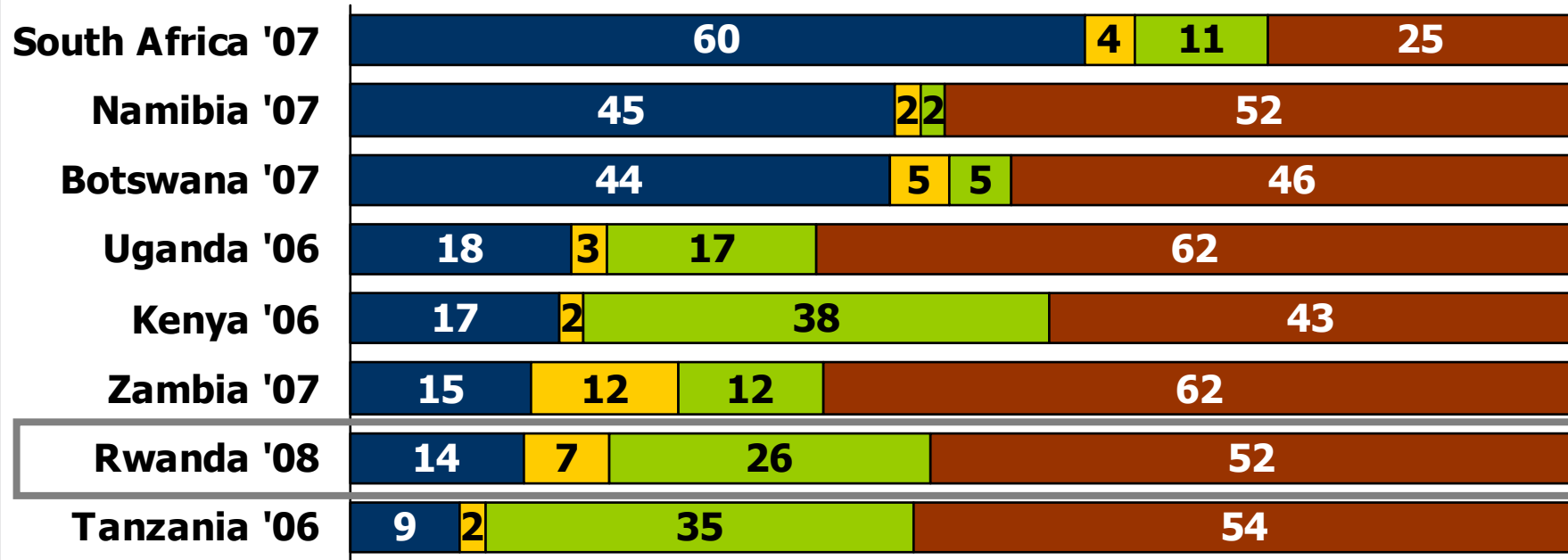
■ Note that the Access Strand does not include *Mutuelle de Santé*, which most people in Rwanda claim membership of



- Of those banked at formal institutions, a third do not hold any additional informal or other formal financial products. Those banked individuals who do hold other products are more likely to hold informal products than other formal products.
- More than half of those who are classified as 'formal other' under the Access Strand do not hold an informal product

(n=2000)

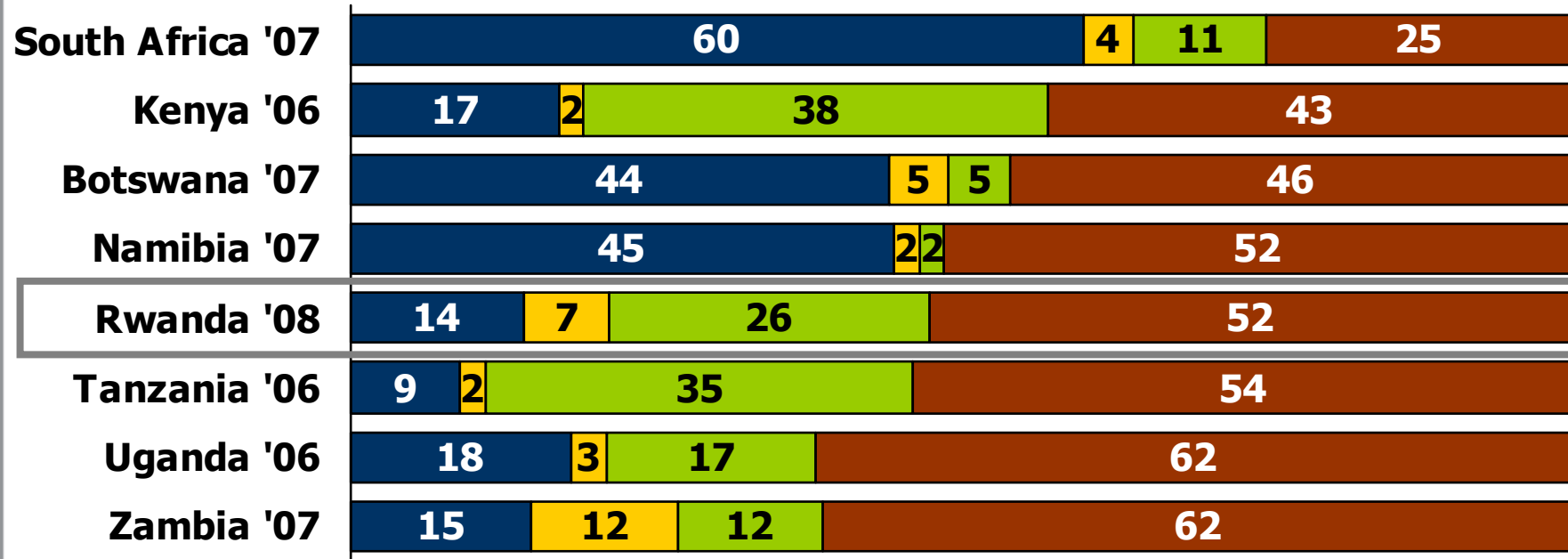




■ Formal - Bank ■ Formal - Other ■ Informal ■ Financially excluded

Banked, plus Formal Other = Formally Served

Formally served, plus Informal Other = Financially Included



■ Formal - Bank ■ Formal - Other ■ Informal ■ Financially excluded

Banked, plus Formal Other = Formally Served

Formally served, plus Informal Other = Financially Included

	Total Sample (n=2000)	Banked (n=275)	Govt. social support (n=1252)	Informal (n=87)	Not served (n=256)
Area type					
Urban	15	26	12	14	19
Rural	85	74	88	86	81
Province					
Ville de Kigali	8	12	6	8	10
Province de L'est	23	25	22	21	25
Province du Nord	18	19	20	10	9
Province du Sud	26	26	24	42	30
Province de L'oues	25	17	27	19	25
Marital status					
Single, never married	15	9	15	27	18
Divorced	6	4	6	11	10
Widowed	14	12	15	15	14
Married	60	72	58	44	50
Have a life partner or living with a partner	5	3	6	3	7
Education level					
No formal education	28	4	32	26	43
Primary grade 1-3	14	7	15	15	19
Primary grade 4-6	46	52	45	54	34
Secondary, university or other higher	11	34	7	1	4
Vocational training	1	2	1	4	0
Personal income					
Less/equal to 5,000 Rwf	53	16	59	58	71
5,000 to 25,000 Rwf	33	49	32	33	22
25,000+ Rwf	9	31	4	7	4

Read: 15% of the total sample live in an urban area

↕
Column %
↕

- Government social support (GSS) expands the access strand by exploring a category of people whose "highest" product comes from a government institution
- GSS fits between "formal other" and "informal" in the Standard Access Strand classification
- This has a knock-on effect, reducing the sizes of the categories "lower" down the Access strand
- Mutuel de Sante, excluded from the Access Strand categories, forms the bulk of GSS
- 'Formal other' is excluded to simplify matters

	Total Sample (n=2000)	Banked (n=275)	Govt. social support (n=1252)	Informal (n=87)	Not served (n=256)
Relationship with head of household					
You are the head of the household	59	66	57	57	60
You are his or her spouse	28	28	29	22	23
Other	13	6	13	22	17
Involvement in farming					
My household is only involved in farming	72	45	77	76	82
My household both farms and is involved in other work	21	40	18	17	11
My household has no involvement in farming	7	15	5	7	8
Medical providers					
Private doctor	1	3	0	2	3
Public hospital or clinic	93	94	96	82	76
Private hospital	4	2	4	3	8
Traditional healer or alternative healer	1	0	0	3	4
Friend or family	0	0	0	1	0
Do not go for treatment, self-medicate	2	0	0	9	9
Savings products held					
Bank savings	14	97	0	0	0
Formal savings	9	15	1	0	0
Informal savings	68	63	70	100	48
Where money/goods have been borrowed from					
Bank borrowing	3	17	0	0	0
Formal borrowing	2	5	0	0	0
Informal borrowing	22	15	24	35	16

Column %

Read: 59% of the total sample perceive themselves as a head of household

	Banked (n=275)	Govt. social support (n=1252)	Informal (n=87)	Not served (n=256)
Area type				
Urban	24	48	4	15
Rural	12	65	4	11
Province				
Ville de Kigali	21	51	4	15
Province de L'est	15	60	4	13
Province du Nord	15	72	2	6
Province du Sud	14	58	7	14
Province de L'oues	10	68	3	12
Marital status				
Single, never married	9	65	8	15
Divorced	9	58	8	21
Widowed	12	65	4	12
Married	17	61	3	10
Have a life partner or living with a partner	7	71	2	15
Education level				
No formal education	2	72	4	18
Primary grade 1-3	7	66	4	17
Primary grade 4-6	16	62	5	9
Secondary, university or other higher	44	42	1	4
Vocational training	22	45	12	0
Personal income				
Less/equal to 5,000 Rwf	4	70	5	16
5,000 to 25,000 Rwf	21	60	4	8
25,000+ Rwf	47	28	3	5

↔
Row %

- 'Formal other' is excluded to simplify matters
- Row percentages do not sum to 100 because the sample shown is 1870 – i.e. not the full 2000

Read: 24% of those who live in an urban area are classified as formally banked

	Banked (n=275)	Govt. social support (n=1252)	Informal (n=87)	Not served (n=256)
Relationship with head of household				
You are the head of the household	16	60	4	12
You are his or her spouse	14	66	3	10
Other	7	66	7	16
Involvement in farming				
My household is only involved in farming	9	67	4	14
My household both farms and is involved in other work	27	55	3	6
My household has no involvement in farming	29	44	4	13
Medical providers				
Private doctor	39	13	11	37
Public hospital or clinic	14	65	4	10
Private hospital	9	63	3	24
Traditional healer or alternative healer	0	9	20	71
Friend or family	23	44	19	15
Do not go for treatment, self-medicate	4	2	21	67
Savings products held				
Bank savings	97	0	0	0
Formal savings	24	5	0	0
Informal savings	13	65	6	9
Where money/goods have been borrowed from				
Bank borrowing	92	3	0	0
Formal borrowing	39	0	0	0
Informal borrowing	10	68	7	9

↔
Row %

- 'Formal other' is excluded to simplify matters
- Row percentages do not sum to 100 because the sample shown is 1870 – i.e. not the full 2000

Read: 16% of those who perceive themselves as a head of household are classified as formally banked

86% of adults in Rwanda have **no access** to formal banking products

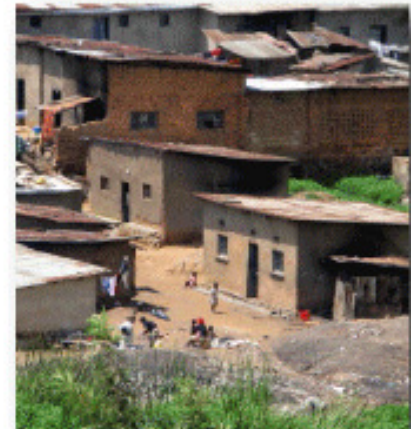
However the comparatively high usage of other formal providers and informal financial systems means the **percentage of financially excluded is 52%**. This compares favourably with countries such as Zambia, Uganda and Tanzania who have a higher percentage of financially excluded.

Those most likely to be banked tend to be older (30+ years), married, urban dwellers, not involved in farming and living in Kigali. Formally banked people also tend to have a minimum personal monthly income of 5,000 Rwf, a minimum education level of primary 4 – 6.

The profile of those receiving government social support is very reflective of the overall population, but with slight skews towards those with no formal education (33%) and income less than 5,000 Rwf (59%).

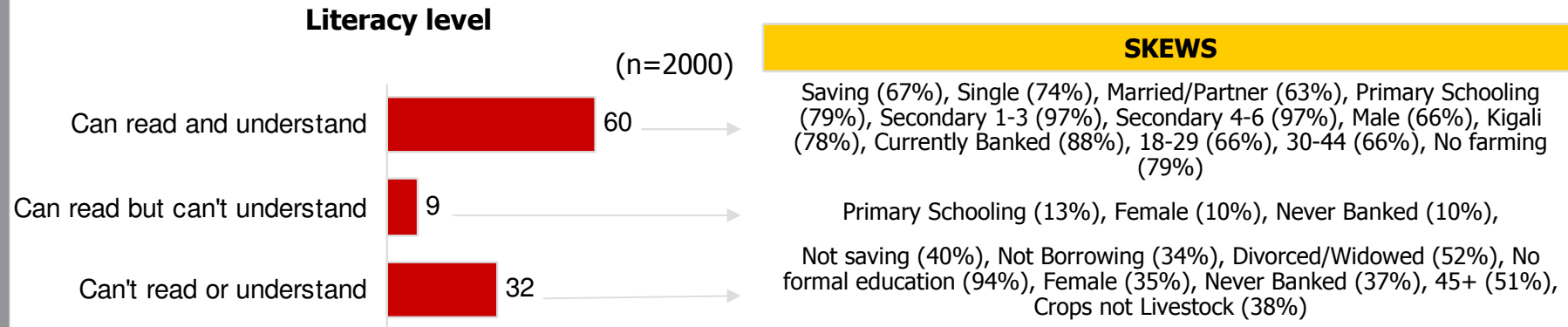


UNDERSTANDING PEOPLES LIVES



2008

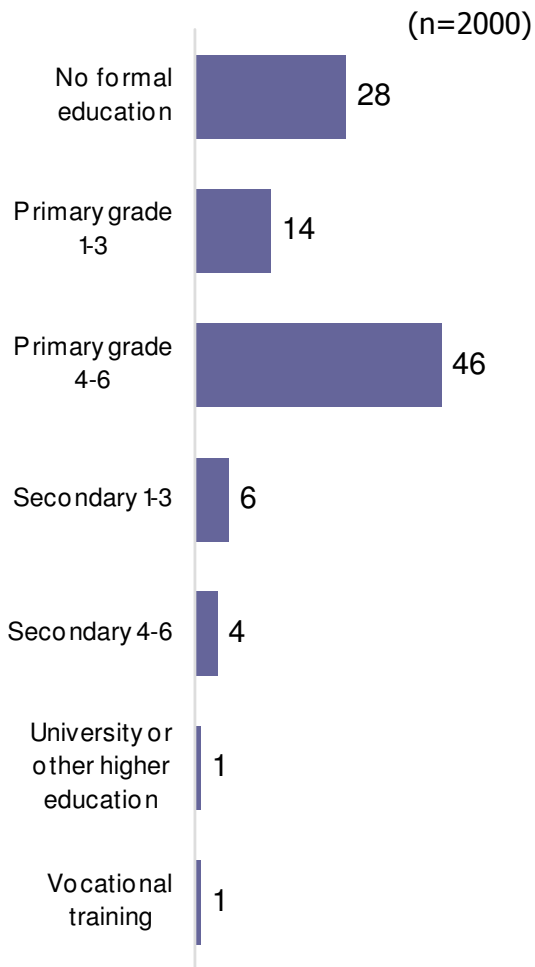
- 32% of the Rwandan population are 'illiterate', whilst an additional 9% had difficulty understanding the questions.
- Literacy skews towards those who are younger, male, educated and whose household is not involved in farming



- Literacy levels measured in FinScope compare to the Human Development Report 2005¹ study, which reported a 64.9% adult literacy rate. Female adult literacy was measured at 83.7% of the male literacy rate

Source: Q2.1

¹ http://www.hdrstats.undp.org/countires/country_fact_sheets/cty_fs_RWA



SKEWS

45+ (48%), Female (31%), Rural (30%), Crops not Livestock (34%), Involved alone (37%), Not served (38%)

18-29 (51%), 30-44 (51%), Involved with others (48%), Banked (53%)

30-44 (8%), Urban (11%), No farming (14%), Involved with others (7%), Banked (15%)

18-29 (6%), Urban (13%), No farming (22%), Not involved (8%), Banked (15%)

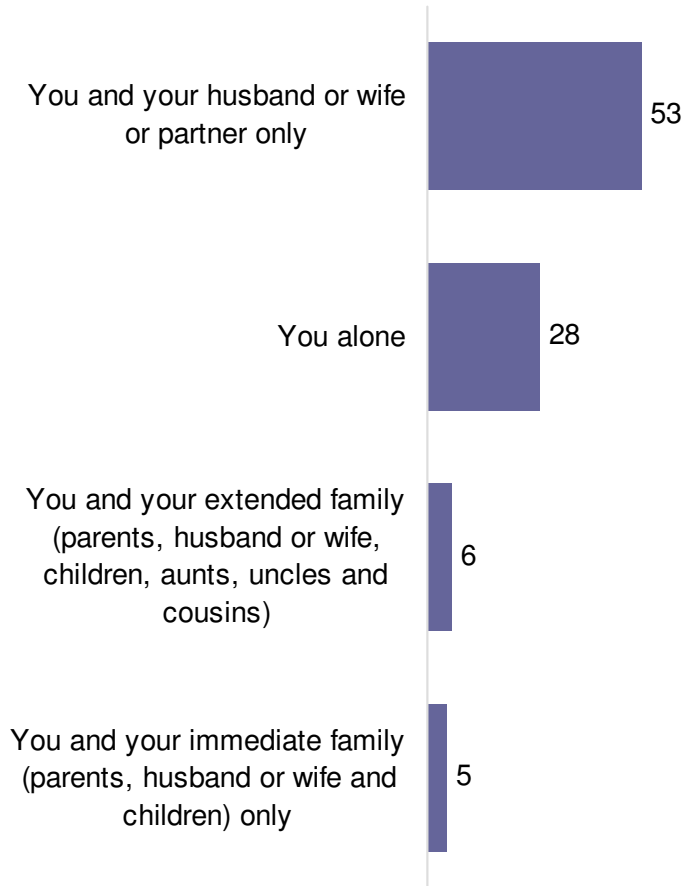
Urban (3%), No farming (5%), Banked (3%)

30-44 (2%), Male (2%), Formally served (4%)

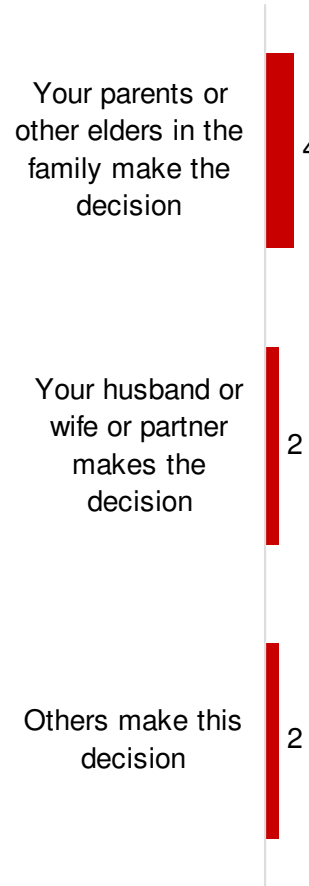
Who is responsible for household financial decision making?

(n=2000)

Involved



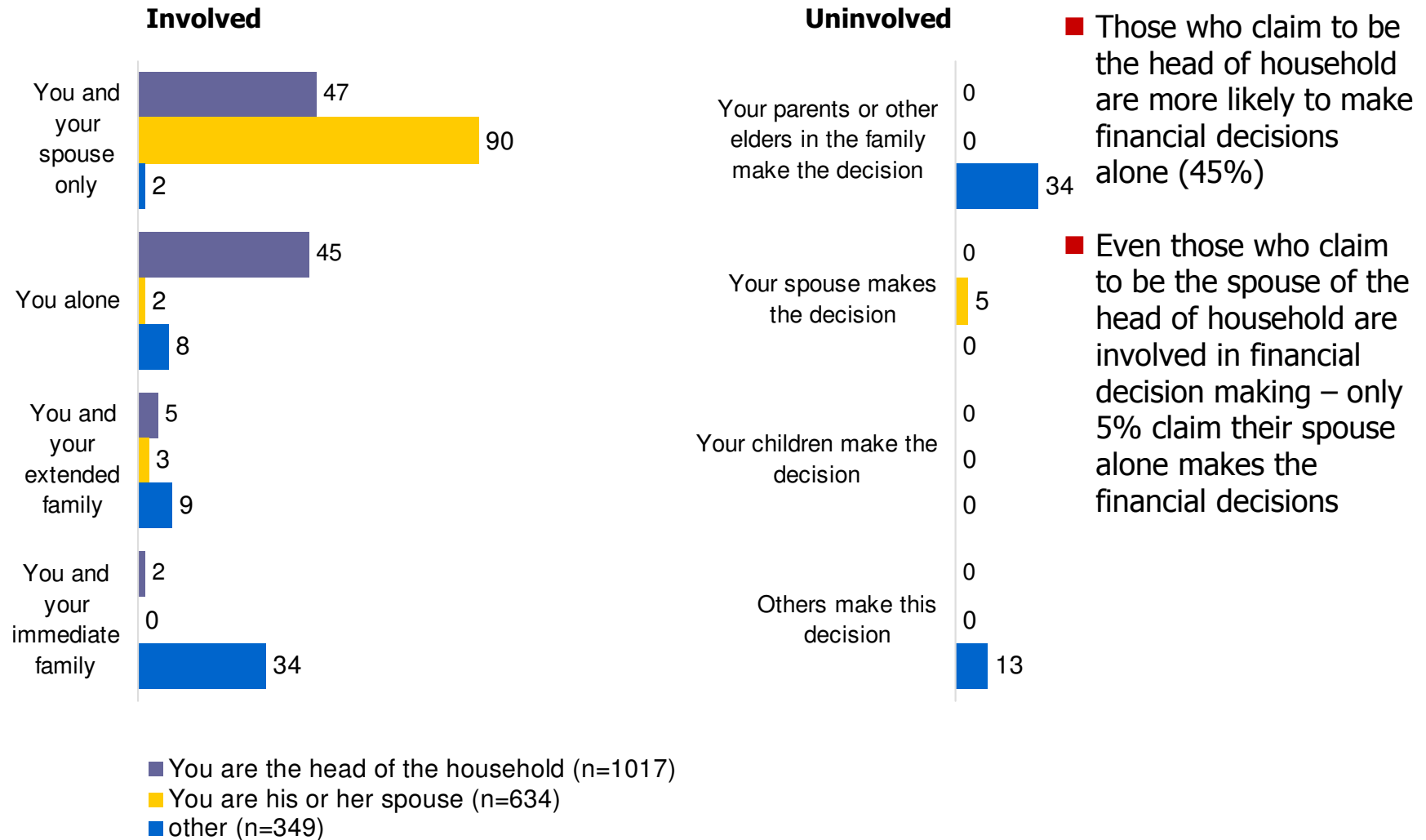
Uninvolved



- 92% of the adult population in Rwanda are involved in their household's decision making.
- Fully 53% make household financial decisions with their spouse or partner only

Source: Q.7.1

Who is responsible for household financial decision making?



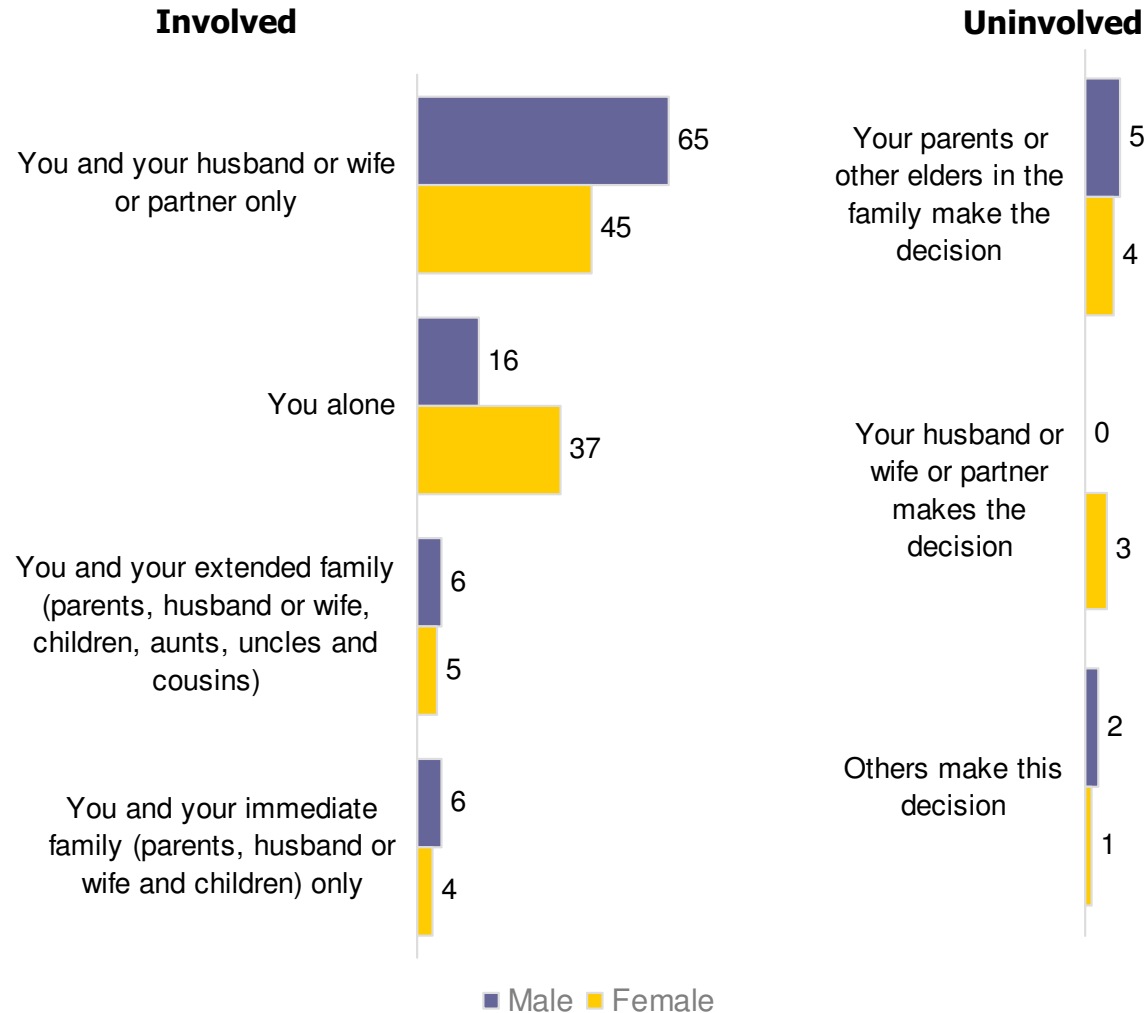
■ Those who claim to be the head of household are more likely to make financial decisions alone (45%)

■ Even those who claim to be the spouse of the head of household are involved in financial decision making – only 5% claim their spouse alone makes the financial decisions

Source: Q.7.1

Who is responsible for household financial decision making?

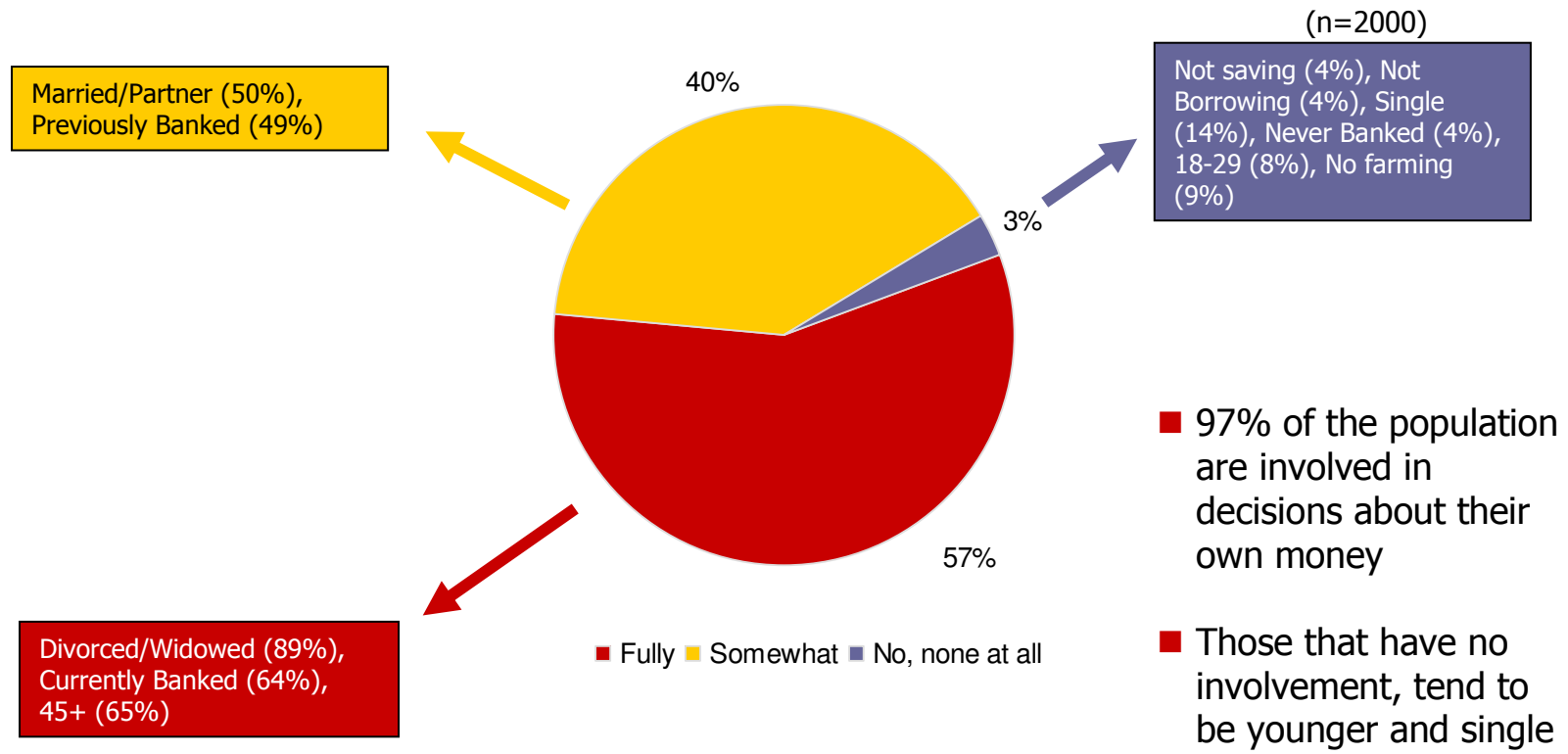
(n=2000)



■ Females are more likely to make financial decisions alone than men.

Source: Q.7.1

Extent of own decisions about what to do with own money



Source: Q.7.1, Q.7.2

(n=2000)

LSM Input Variables	Assets in HH	Assets in HH AND access to
	%	%
Plough, hoes, pick axes and other agricultural hand tools	91	93
Bed	89	89
Lantern (any type of latern)	89	89
Radio	66	79
Torch	25	36
Bicycle	15	41
Only one cellphone	8	18
Lounge suite or sofa	6	6
Only one full time domestic worker	5	5
More than one cellphone	5	5
Electric iron	3	4
A TV set	3	10
Wheelbarrow	3	20
Wardrobe	3	3

(n=2000)

LSM Input Variables	Assets in HH	Assets in HH AND access to
	%	%
Sewing machine	2	14
DVD player	1	2
Donkey or Ox drawn cart	1	5
VCR/video recorder	1	2
Motorcycle or scooter	1	10
Refrigerator	1	3
More than one full time domestic worker	1	1
Music centre or music system	1	1
Car	1	20
A computer or laptop	1	1

- Access to technology is very low, less than 1 in 4 have access to a cell phone whilst 1 in 5 have access to a car. Those who have cell phones in the house are more likely to live in an urban area

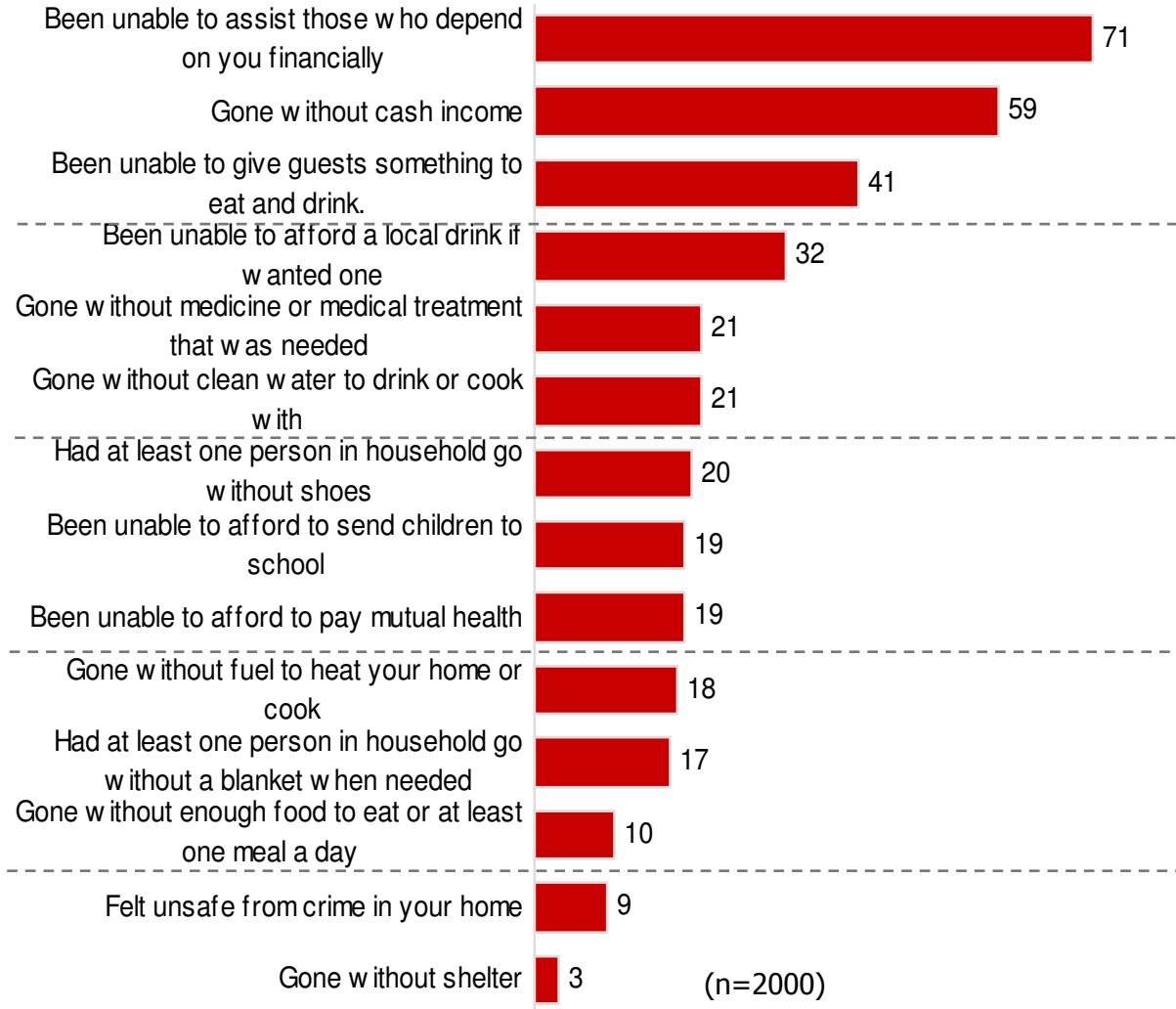
Source Q.1.18, Q1.19

SKEWS

Less than or equal to 1,000 Rwf	14	Female (19%), Rural (16%), Crops not Livestock (18%), Involved alone (20%), Not served (21%)
1,001-2,500 Rwf	16	Female (19%), Rural (18%), Involved alone (23%), Not served (19%)
2,501-5,000 Rwf	22	Rural (23%), Not served (24%)
5,001-7,500 Rwf	9	Informally served (12%)
7,501-10,000 Rwf	10	30-44 (12%), Male (12%), Rural (10%), Involved with others (11%), Banked (15%), Informally served (13%)
10001-20000 Rwf	12	Male (15%), No farming (19%), Involved with others (14%), Banked (23%)
20,001-40,000 Rwf	7	Urban (15%), No farming (20%), Banked (15%), Formally served (17%)
40,000+ Rwf	5	Urban (19%), No farming (27%), Banked (20%)
Don't know/refused	5	45+ (7%)
No income	1	

Source: Q13.7

Percentage of respondents that said "often" or "always" to statement

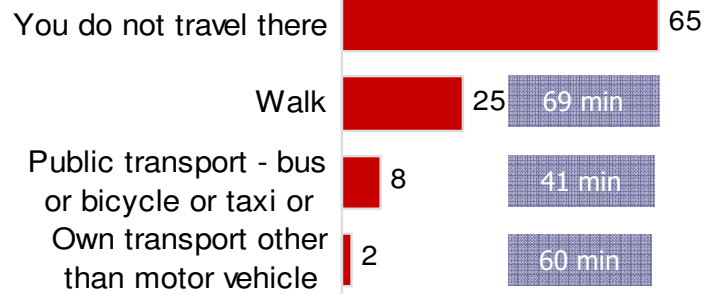


Source: Q.2.3

- Nearly 2/3 of Rwandans have often or always gone without cash income and even more have been unable to assist financial dependents
- 1 in 5 often or always go without medical treatment, clean water, clothing, schooling and health benefits
- Access to food, shelter and crime is less of a day to day concern

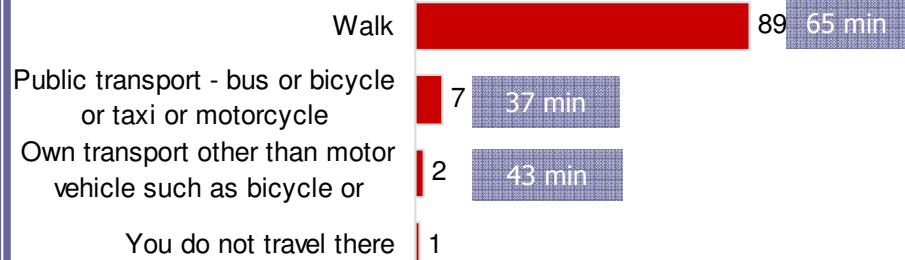
Bank

(n=2000)



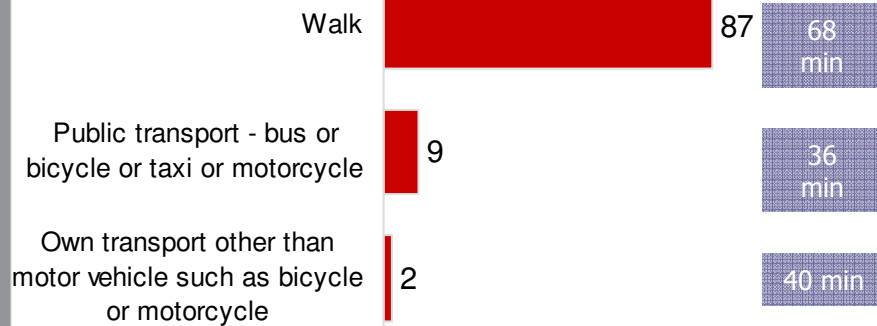
Sector office

(n=2000)



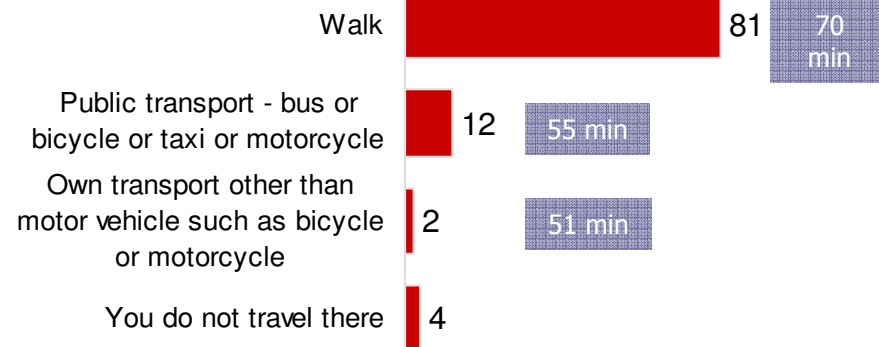
Healthcare facility

(n=2000)



Secondary school

(n=2000)



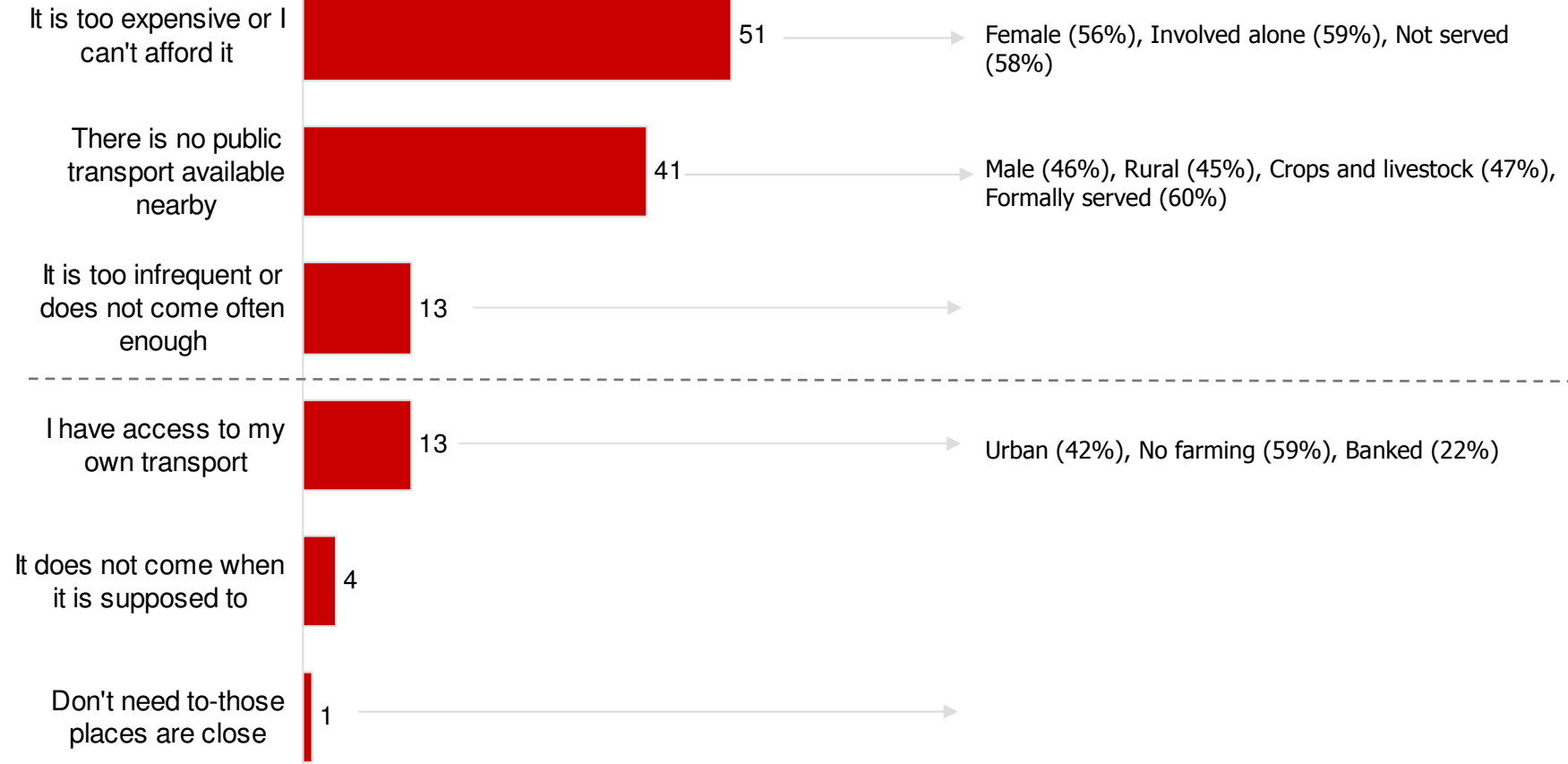
Mean time taken to travel

Source: Q.5.1, Q.5.2, Q.5.3, Q.5.4

Those who do not use public transport to travel to local amenities

(n=1561)

SKEWS

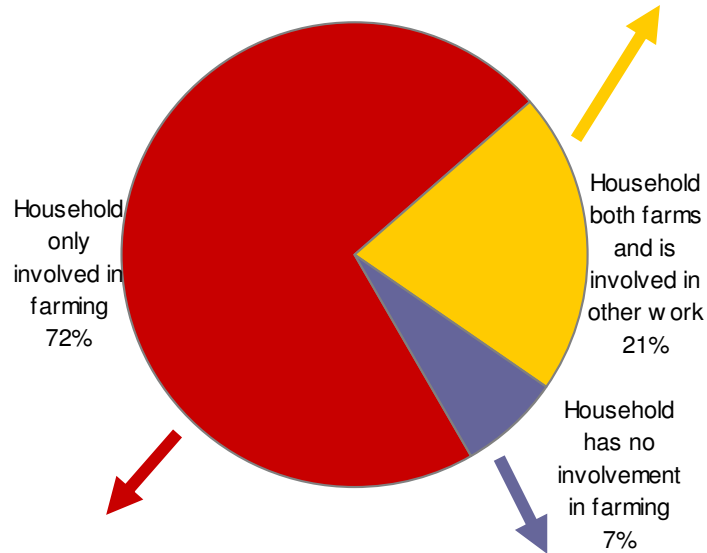


Source: Q.5.5

Involvement in farming

(n=2000)

Saving (25%), Borrowing (27%), Single (25%), Married/Partner (22%), Secondary 1-3 (39%), Secondary 4-6 (49%), Male (24%), Currently Banked (38%), 18-29 (24%), 30-44 (24%), Crops and livestock (23%),



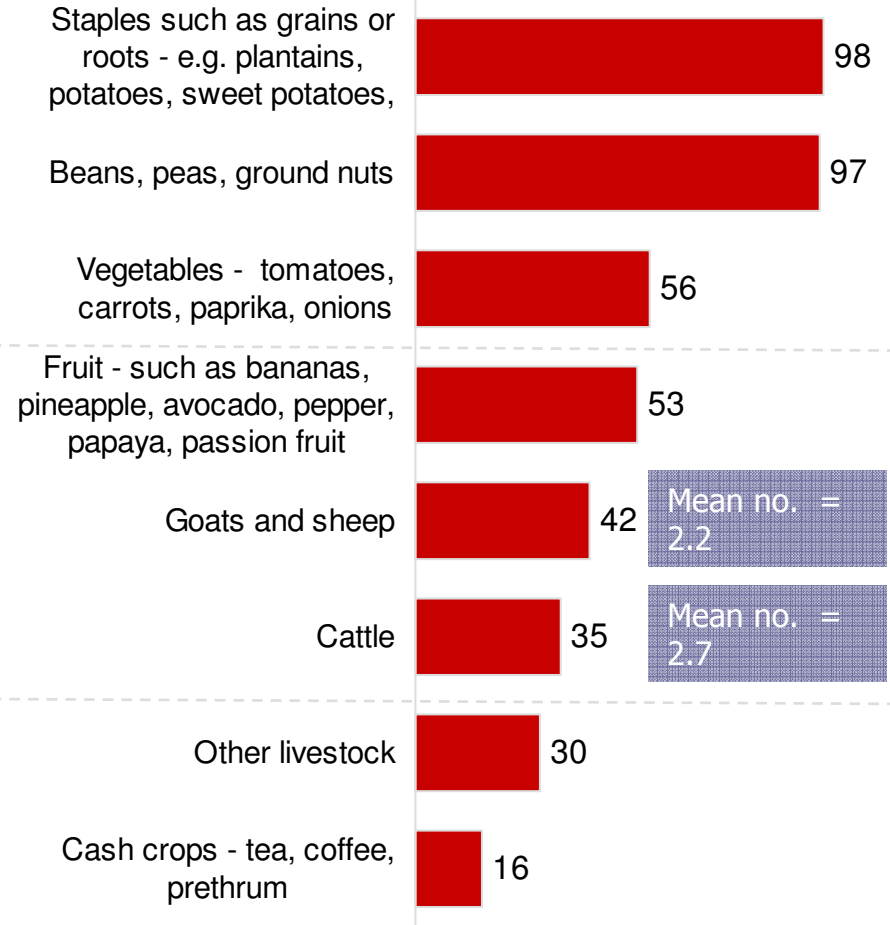
Not saving (78%), Not Borrowing (74%), Divorced/Widowed (84%), No formal education (87%), Female (75%), Never Banked (77%), 45+ (85%), Crops not Livestock (80%)

Single (17%), Secondary 1-3 (17%), Secondary 4-6 (38%), Currently Banked (14%), Previously Banked (13%), 18-29 (12%),

Source: Q.3.1, Q.3.2, Q.3.3, Q.3.4

Type of farming

(n=1778)



- The number of households that claim some form of livestock farming is 63%, which is below the 71% reported elsewhere*

*Rwanda: Poverty Reduction Strategy Paper, IMF Country Report No. 08/90, 2008

↕ Column %	Total Sample (2000)	Province de L'est (440)	Province du Sud (490)	Ville de Kigali (240)	Province du Nord (310)	Province de L'oues (520)
Involvement in Farming						
My household is only involved in farming and no one in the household has any other work	72	76	83	24	69	74
My household both farms and is involved in other work	21	22	15	20	27	22
My household has no involvement in farming at all	7	2	2	55	4	4
Types of Farming						
Staples	91	94	97	40	96	95
Beans, peas, ground nuts	90	96	95	44	96	91
Vegetables	52	43	58	22	67	54
Fruit	49	51	55	22	59	42
Goats and sheep	39	42	39	18	47	37
Cattle	32	25	39	15	44	28
Other livestock	28	22	36	17	32	24
Cash crops – tea, coffee, prethrum	15	17	17	5	14	15

- Farming is most prevalent in Province du Sud, with 83% of households reliant on farming only
- Nearly half of households in Kigali also have some involvement in farming

Read: 72% of the total sample live in a household that is only involved in farming

	Province de L'est (440)	Province du Sud (490)	Ville de Kigali (240)	Province du Nord (310)	Province de L'oues (520)	↔ Row %
Involvement in Farming						
My household is only involved in farming and no one in the household has any other work	25	30	3	17	25	
My household both farms and is involved in other work	25	19	8	23	26	
My household has no involvement in farming at all	8	8	61	9	14	
Types of Farming						
Staples	24	28	3	19	26	
Beans, peas, ground nuts	25	28	4	19	25	
Vegetables	19	29	3	23	26	
Fruit	24	29	4	22	21	
Goats and sheep	25	26	4	22	23	
Cattle	18	32	4	24	22	
Other livestock	19	34	5	21	21	
Cash crops – tea, coffee, prethrum	26	30	3	17	24	

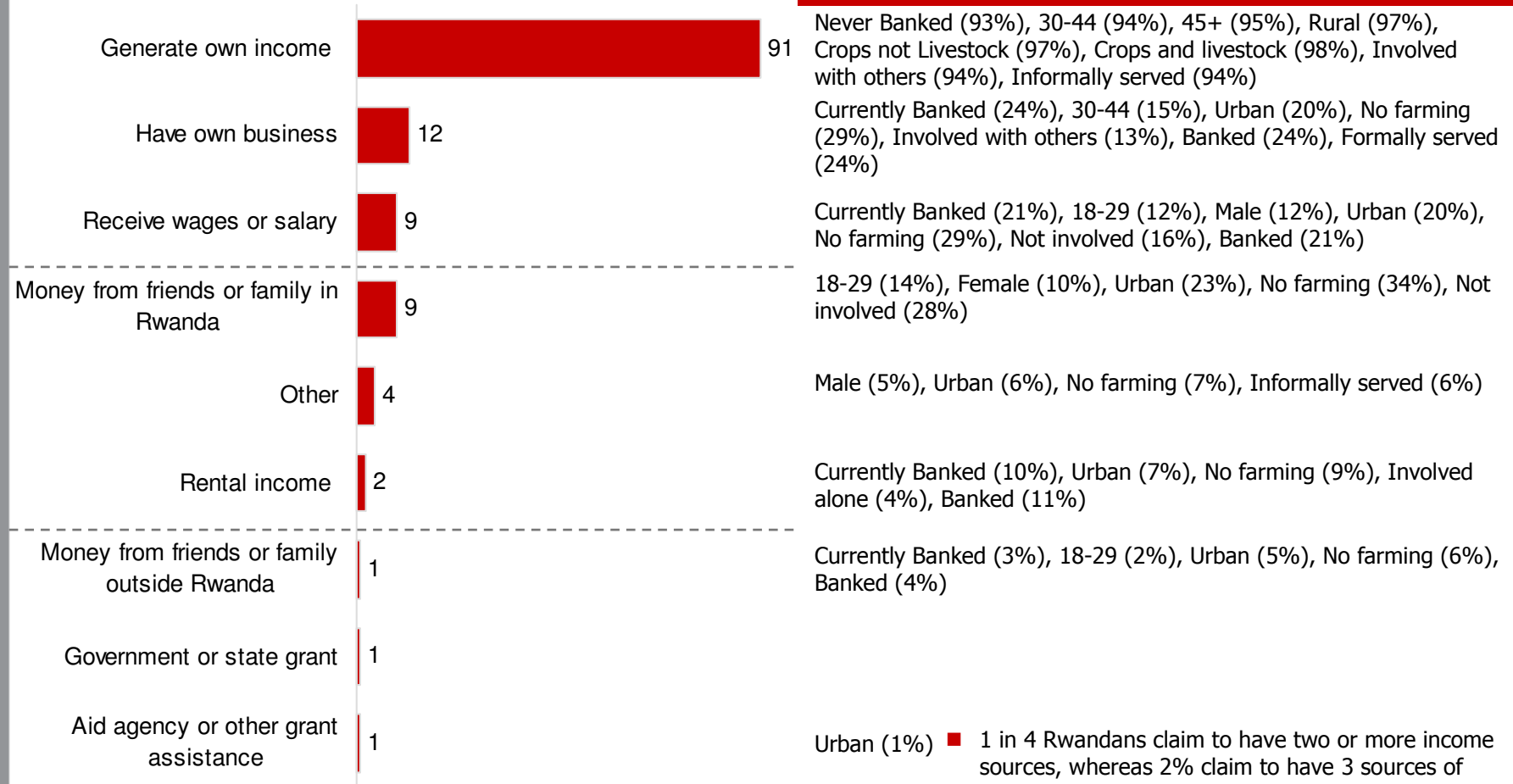
- 61% of households with no involvement in farming are in Kigali
- Province du Sud accounts for a third of both cattle and livestock farming

Read: 25% of those whose household is only involved in farming are classified as living in Province de L'est

Sources of Income

(n=2000)

SKEWS



- Generate own income includes farming, selling produce and handicrafts, bartering, banque lambert
- Have own business examples include bike repair, renting car as taxi

- 1 in 4 Rwandans claim to have two or more income sources, whereas 2% claim to have 3 sources of income. Note that this does not preclude multiple types of the same source (e.g. having both bike repair and renting car as taxi are captured as one type of source)
- Additional income sources has an urban and banked skew

Source: Q.4.1, Q.4.2

	Total sample (n=2000)	Own income (n=1731)	Own business (n=230)
Age			
18-29	31	28	35
30-44	42	43	53
45+	27	28	12
Gender			
Male	43	43	49
Female	57	57	51
Area			
Urban	15	9	26
Rural	85	91	74
Marital status			
Married	60	61	67
Single, never married	15	12	15
Widowed	14	15	6
Divorced	6	6	5
Have a life partner or living with a partner	5	5	8
Education level			
No formal education	28	30	7
Primary grade 1-3	14	15	10
Primary grade 4-6	46	46	58
Secondary, university or other higher	11	8	24
Vocational training	1	1	1

↕
Column %

Read: 31% of the total sample are aged between 18-29

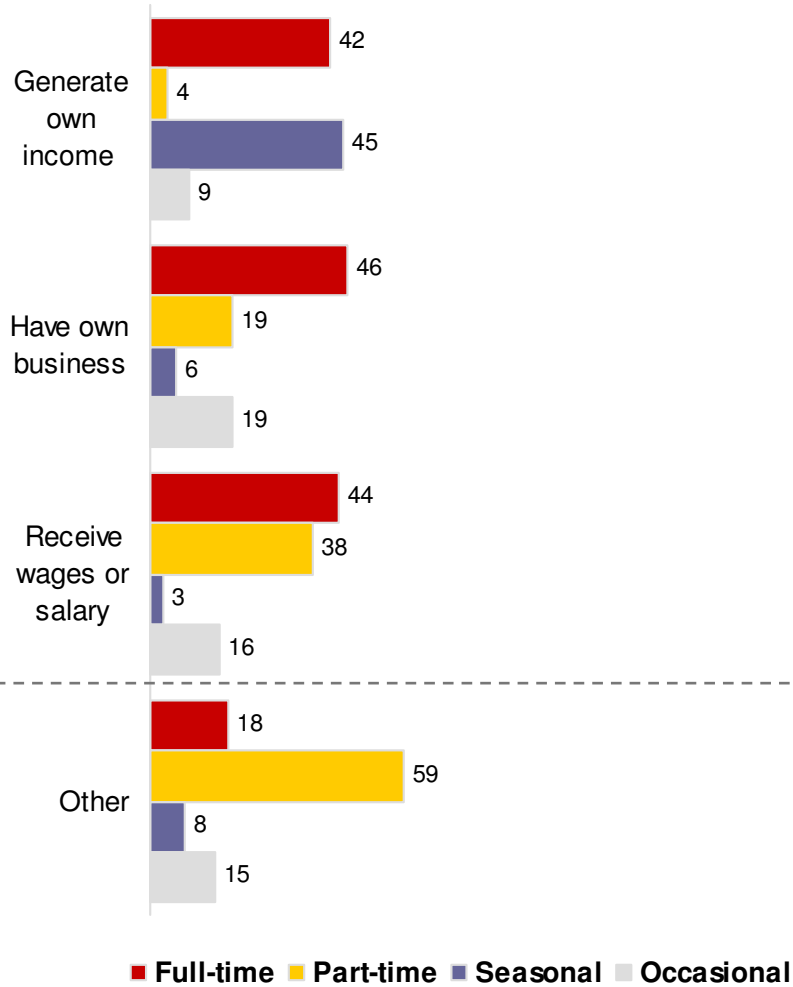
	Total sample (n=2000)	Own income (n=1731)	Own business (n=230)
Farming			
Crops not Livestock	30	32	23
Crops and livestock	63	68	59
No farming	7	0	18
Household decision-making			
Involved alone	28	28	22
Involved with others	64	66	70
Not involved	8	6	8
Banking Status			
Currently Banked	15	14	31
Previously Banked	8	7	6
Never Banked	77	79	62
Access			
Banked	14	13	29
Formally served	7	7	14
Informally served	26	27	30
Not served	52	53	27

Column %

Read: 30% of the total sample only farm crops

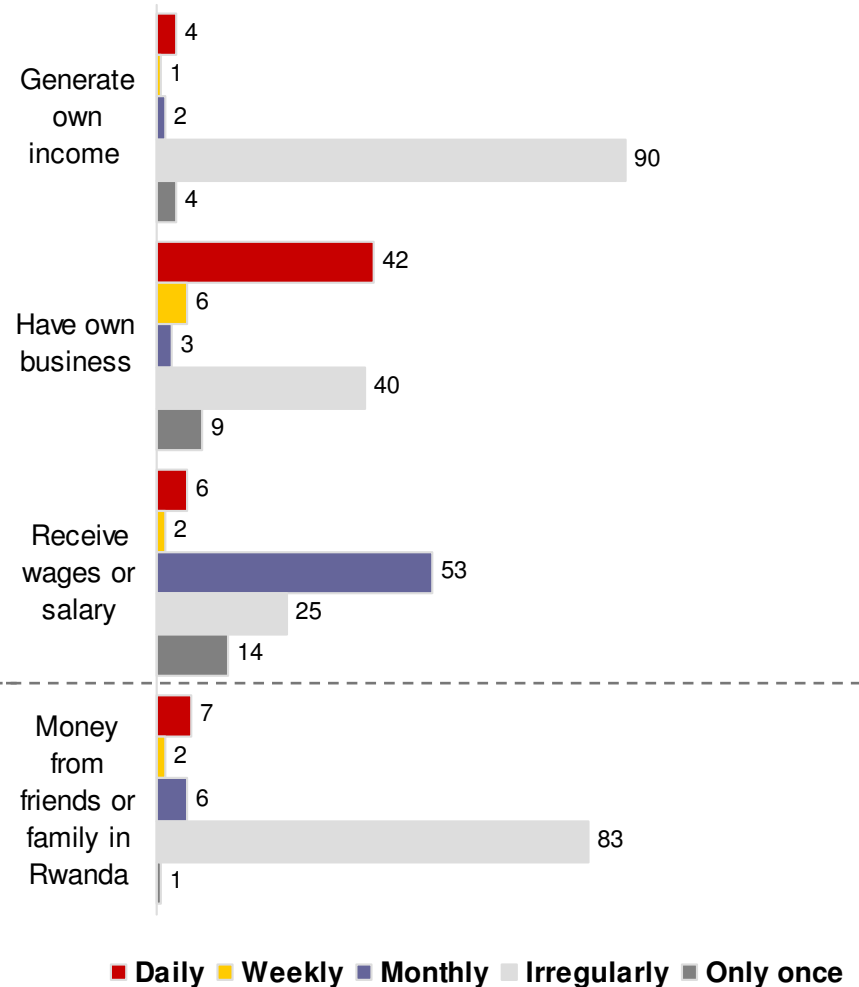
Nature of employment

(n=1892)



Receipt frequency

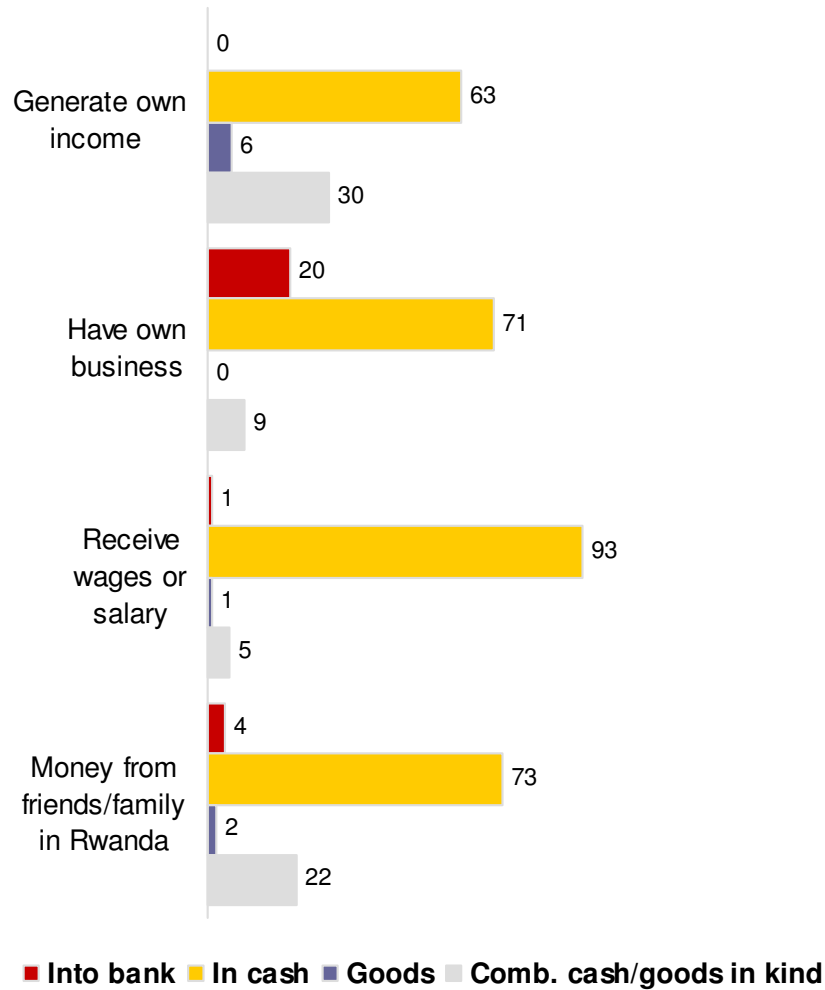
(n=1999)



Source: Q.4.3, Q.4.4

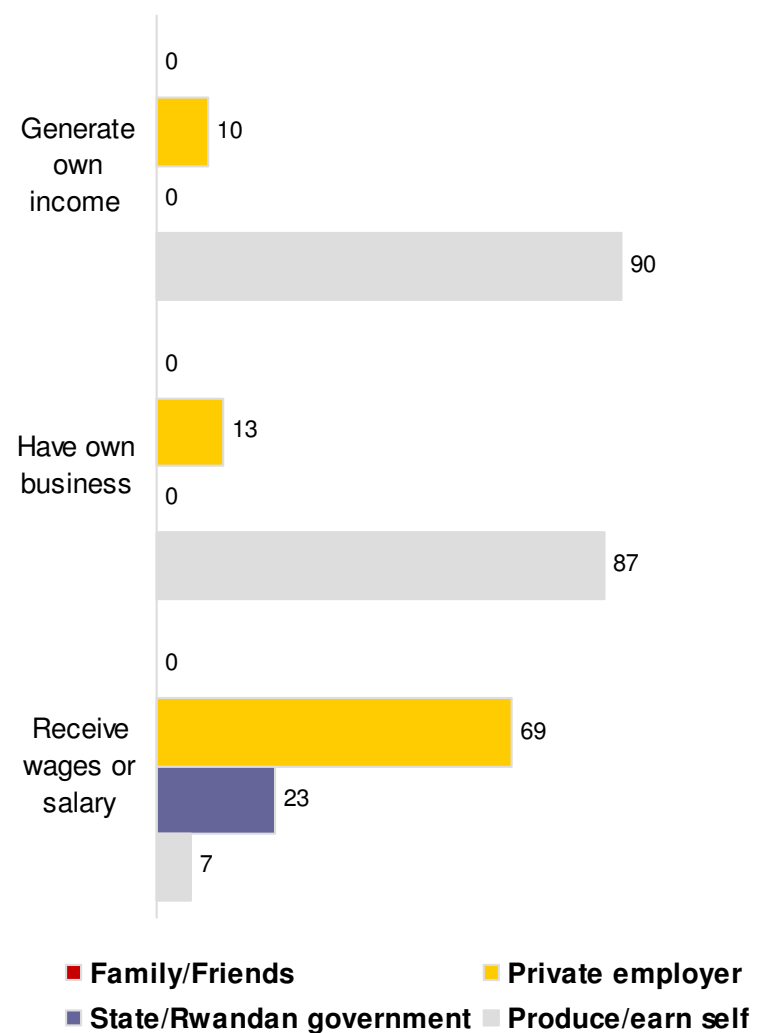
Payment method

(n=1999)



Source of income

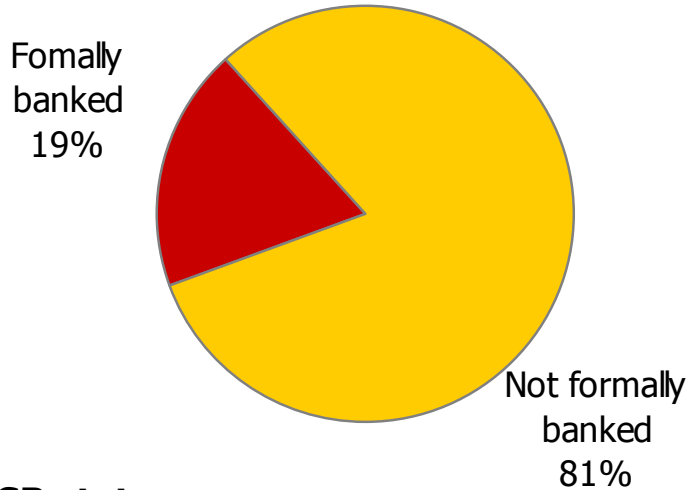
(n=1999)



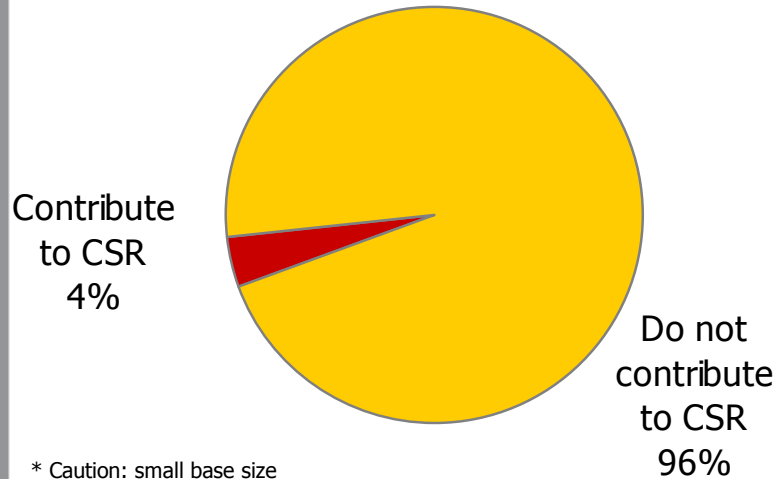
Source: Q.4.5, Q.4.6

Full time Prvt. Employer wage/salary (n=137)

Formal banking



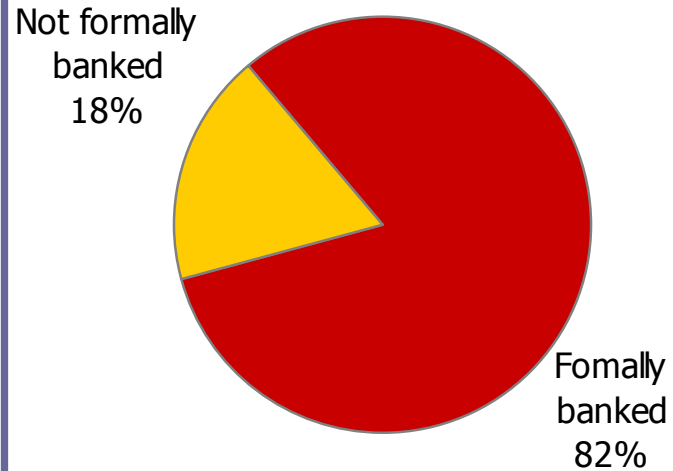
CSR status



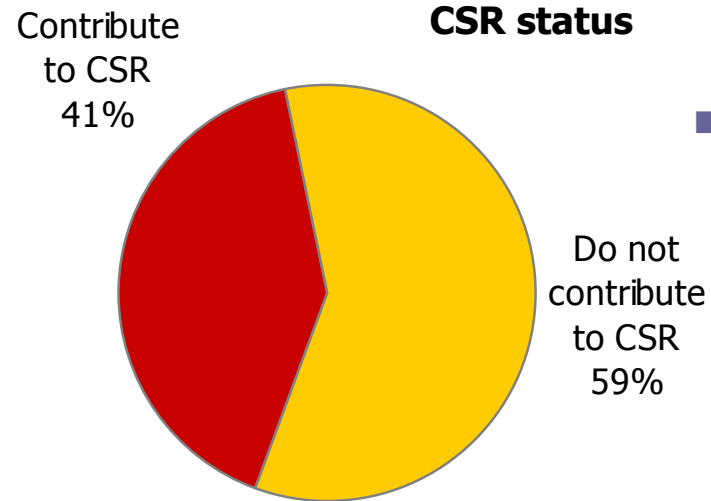
* Caution: small base size

Full time State wage/salary (n=42*)

Formal banking



CSR status



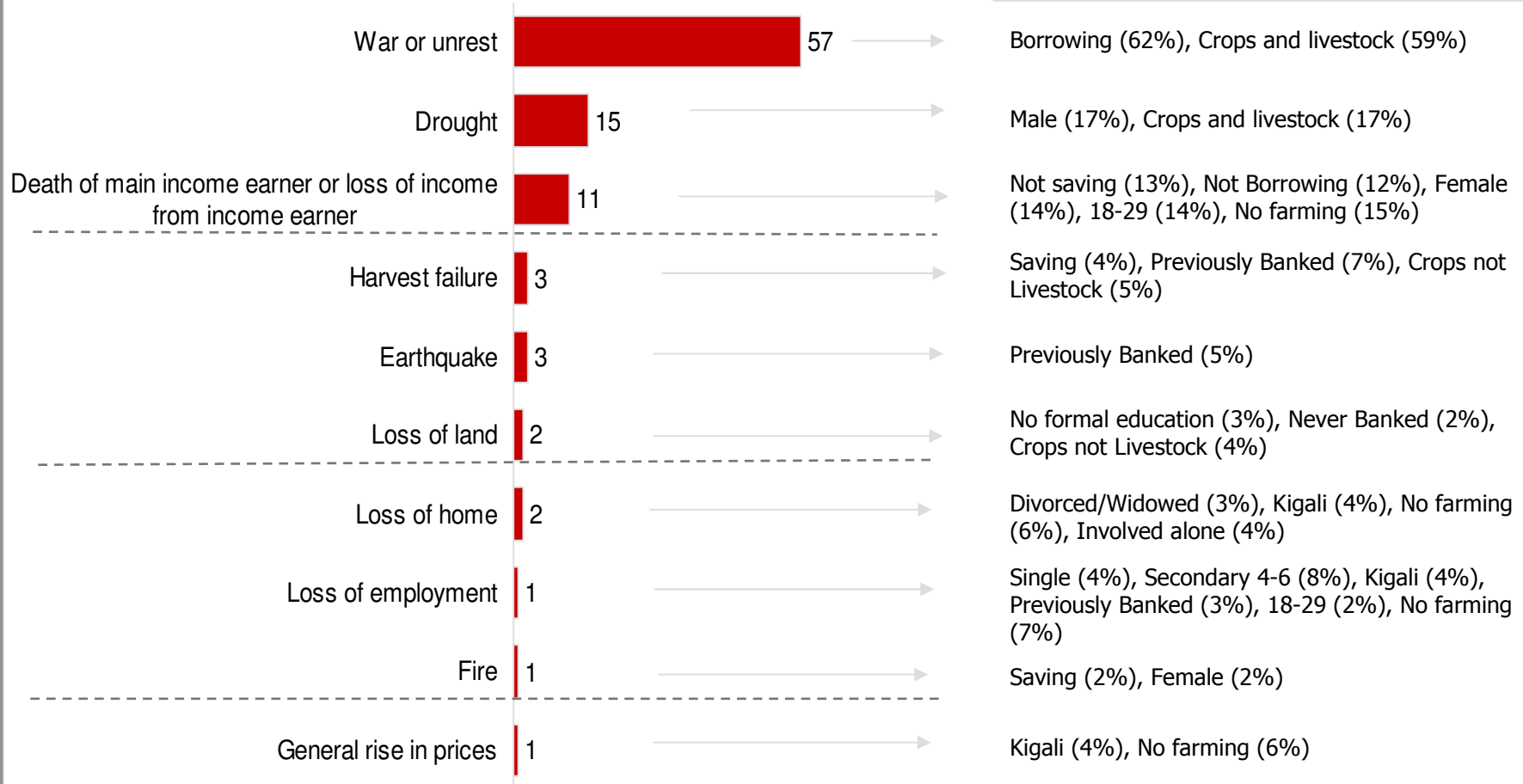
■ People employed by the government are far more likely to have both bank accounts and CSR retirement provision

■ Even the most sophisticated people in the economy have very little income going into the bank

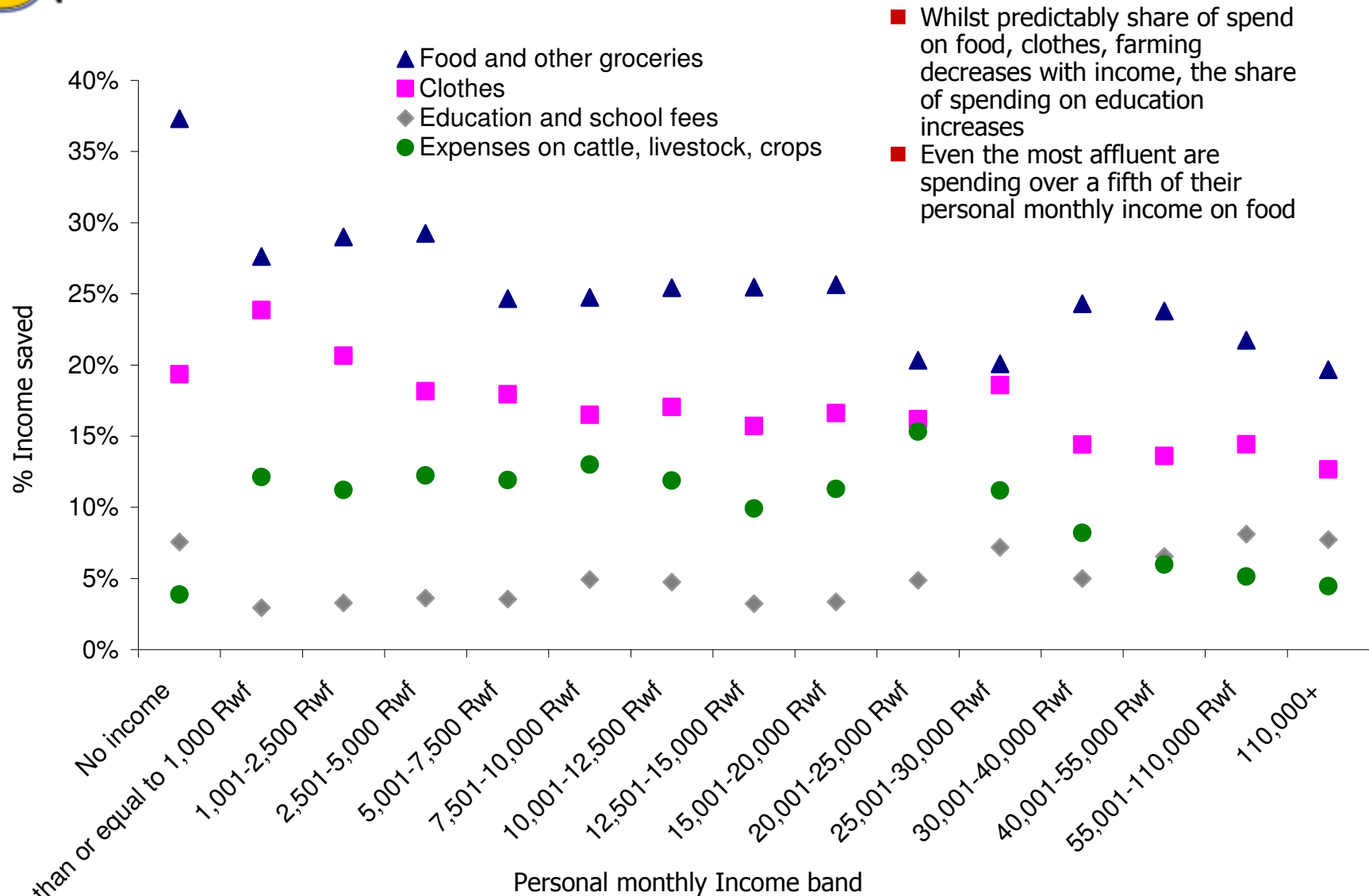
Perceived risks to income

(n=2000)

SKEWS



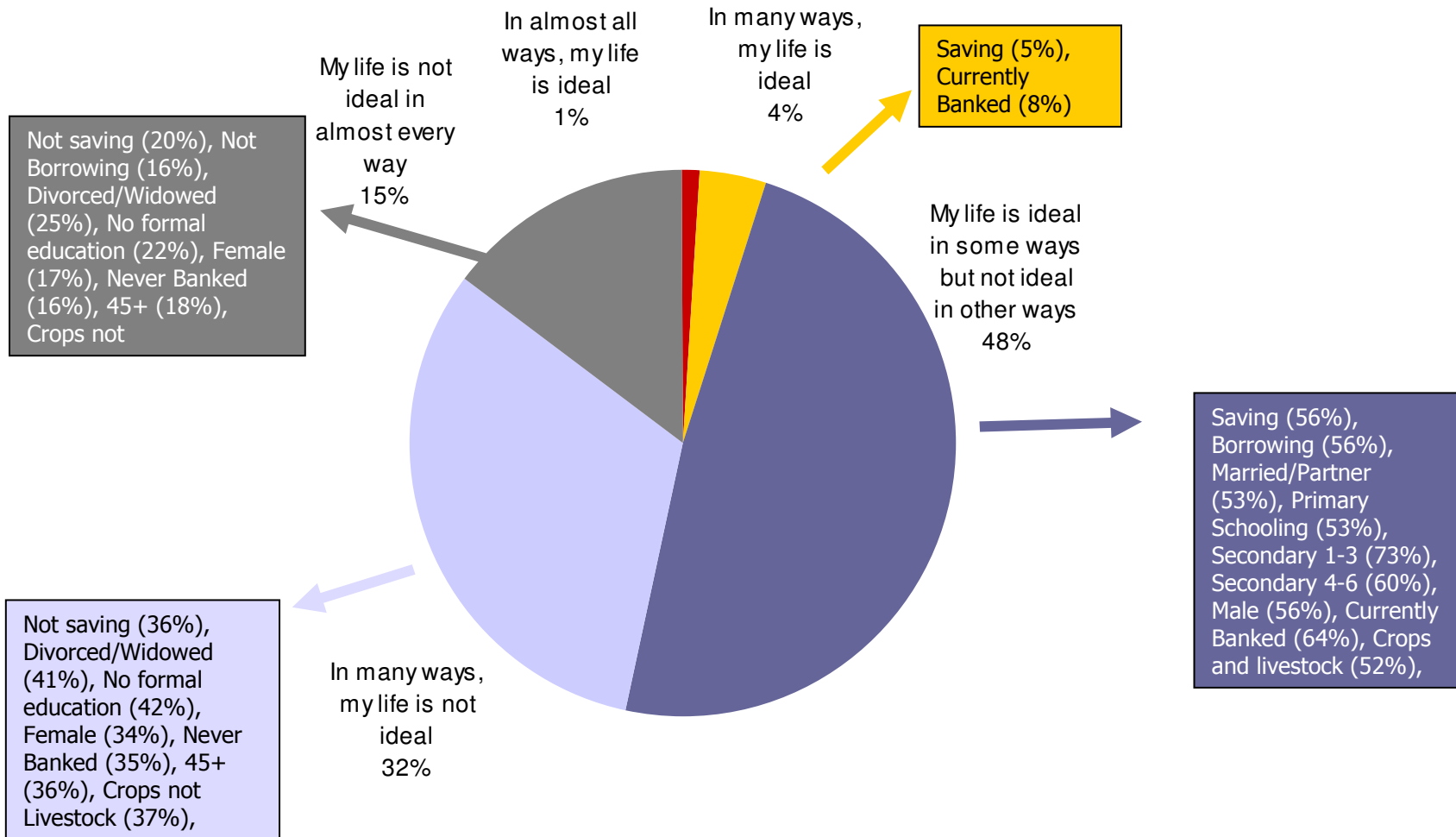
Source: Q.6.1



- Whilst predictably share of spend on food, clothes, farming decreases with income, the share of spending on education increases
- Even the most affluent are spending over a fifth of their personal monthly income on food

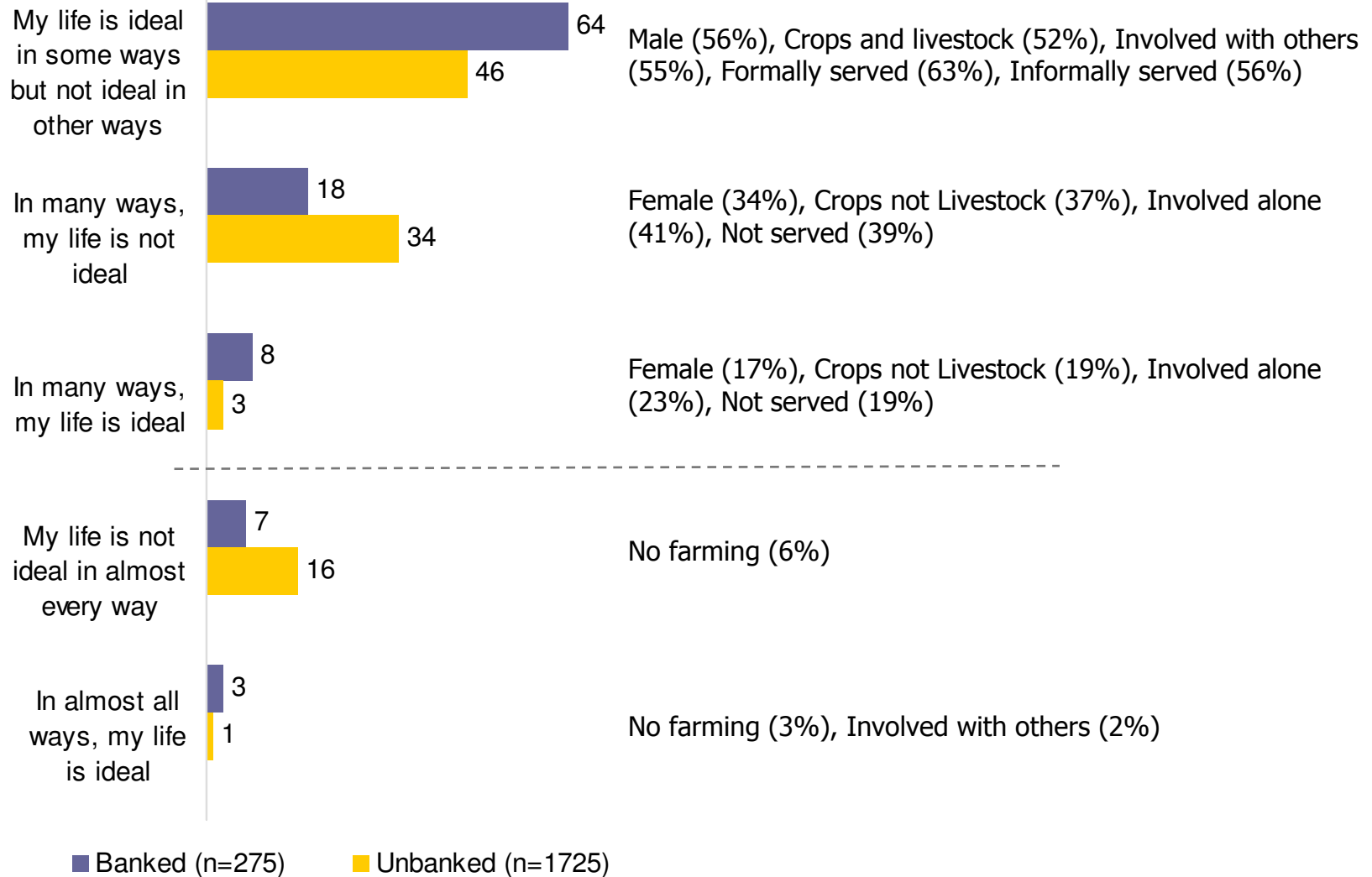
Source: Q.13.7, 4.8

Total (n=2000)



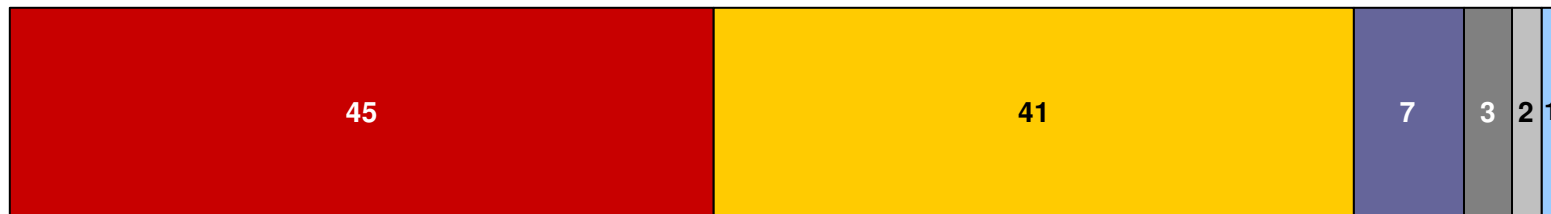
Source: Q.13.4

SKEWS



Source: Q.13.4

- The Household assets index is derived from measures of:
 - Assets (such as beds, radios, etc.) that are in the house and
 - The number of cattle, goats and sheep that are owned by the household
- The higher the index score, the better the level of assets



■ 0 - 2.5 ■ 2.6 - 5 ■ 5.1 - 7.5 ■ 7.6 - 12.5 ■ 12.6 - 25 ■ 25.1 - 100

People with **low** household assets are more likely to:

- Live in a rural area
- Be female
- Be head of the household and widowed or divorced
- Have no formal education
- Farm crops only
- Not be financially served

People with **high** household assets index are more likely to:

- Live in an urban area
- Be living in their house less than 20 years
- Be single
- Have secondary or higher education
- Be banked

Rwanda has one of the **fastest growing economies** in Africa, but the question of whether this development is sustainable and whether this change and development will reach the extremely poor and rural remains.¹

Adult literacy levels are poor at 60% and 45% of Rwandans will not survive past age 40.²

Almost 90% of Rwandan adults have agricultural tools, beds and lanterns in their homes. **Technology access is low** with less than 1 in 4 people having any access to cars and cell phones.

The majority of **income is received irregularly** and often as a combination of cash and goods of any kind. The huge reliance on rain fed subsistence farming is high risk, but interestingly the biggest perceived **threat to income is war or unrest**.

However, overall sentiment is fairly positive with over half claiming some elements of their life are ideal.



¹ The Star 25 July 2008

² http://www.hdrstats.undp.org/countires/country_fact_sheets/cty_fs_RWA

Over a quarter of the adult population has **no formal education (31% of women)**. But positively 97% are involved in decision making about their own money and 92% are involved in their household's decision-making.

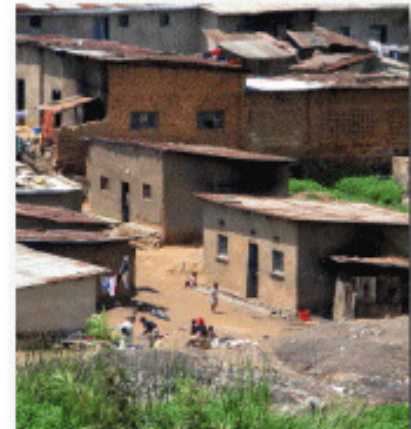
Over half the adult population have a personal **income of less than 5,000 Rwf**. Those with the lowest income levels are more likely to be females, not served financially and rural. **Going without cash income** is a constant or often occurrence for **59% of the population**.

People **not involved in farming spend** proportionately more on **education**, whereas people who only **farm crops spend** proportionately more of their money on **food** than other people do.

For those that travel to the bank, the most common form of transport is to walk but on average this takes **over an hour**. However this is on a par with the time taken to access healthcare and secondary schooling, indicating that physical access is not an issue associated only with banking. The cost of public transport and availability of services (especially for people who live outside Kigali) are the barriers to using public transport.

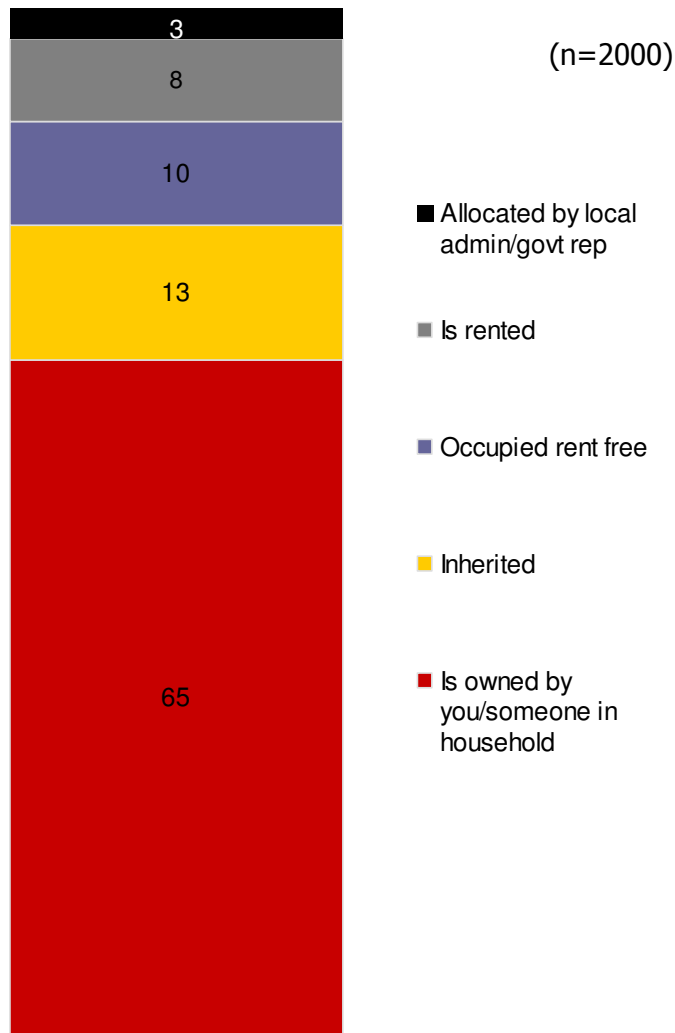


HOUSING



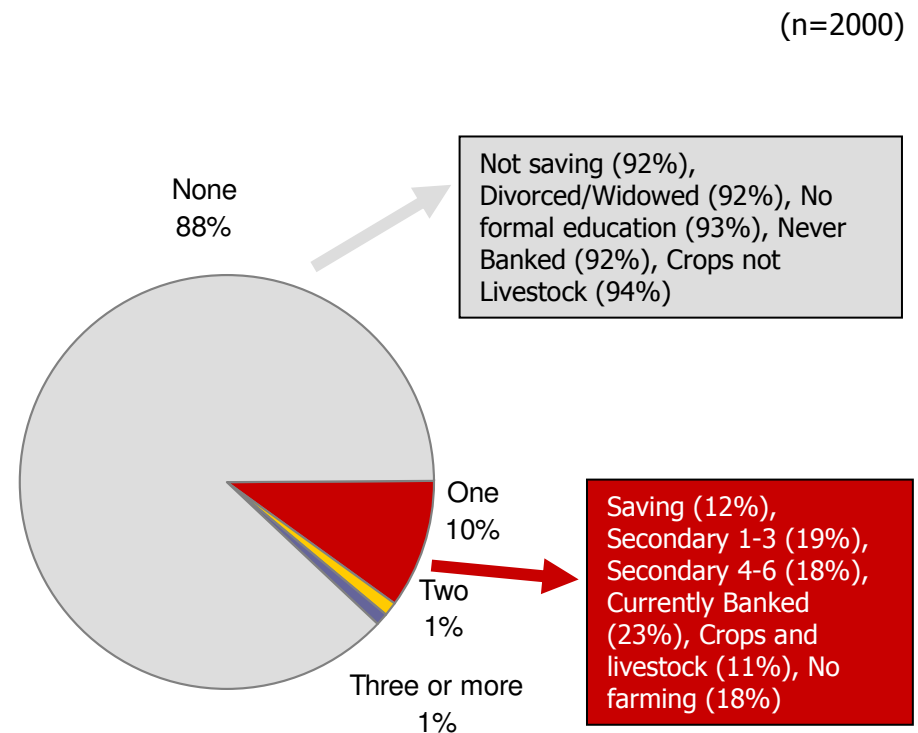
2008

Owned vs. rented homes



Source: Q1.3 & Q1.4

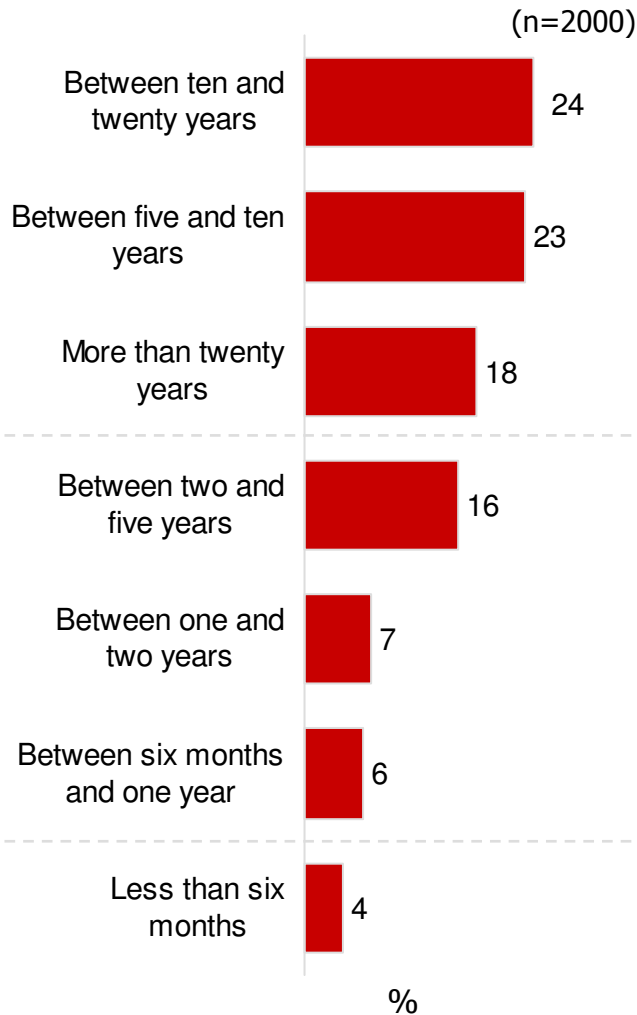
Number of additional properties owned



Not saving (92%),
Divorced/Widowed (92%), No formal education (93%), Never Banked (92%), Crops not Livestock (94%)

Saving (12%),
Secondary 1-3 (19%),
Secondary 4-6 (18%),
Currently Banked (23%), Crops and livestock (11%), No farming (18%)

- Nearly 2/3 live in owner occupied homes, only 8% of homes are rented
- Ownership of more than one property is rare and skewed towards the educated, non farming banked population



SKEWS

Borrowing (29%), Female (26%), 30-44 (33%), Crops and livestock (28%)

Married/Partner (26%), Primary Schooling (24%), Male (25%), Currently Banked (29%), 30-44 (27%)

Single (27%), Divorced/Widowed (27%), No formal education (26%), Never Banked (20%), 45+(40%), Crops and livestock (22%), Not involved (25%)

Primary Schooling (18%), 18-29 (23%), Crops not Livestock (21%), No farming (22%)

Married/Partner (8%), Kigali (13%), 18-29 (10%), No farming (17%)

Kigali (9%), 18-29 (10%), Crops not Livestock (9%), No farming (10%)

Single (6%), Secondary 4-6 (9%), Kigali (10%), 18-29 (7%), Crops not Livestock (6%), No farming (12%)

Source: Q.1.2

(n=2000)

	Number of rooms*
One	1
Two	10
Three	15
Four	26
Five	23
Six	12
Seven	7
Eight	3
Nine	2
Ten	1
Eleven or more	1
Mean	4.6

(n=2000)

	People**
One	1
Two	6
Three	12
Four	18
Five	18
Six	18
Seven	13
Eight	8
Nine	4
Ten	1
Eleven or more	1
Mean	5.3

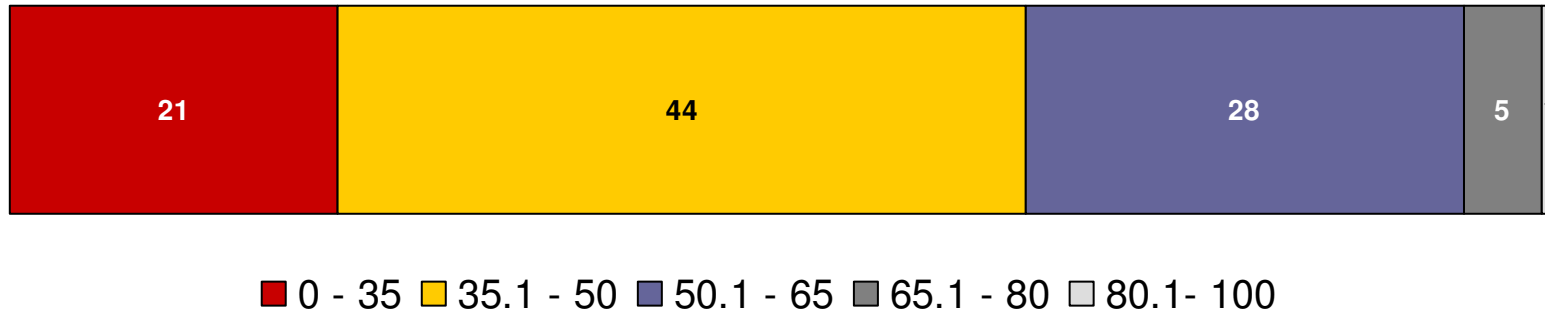
(n=2000)

	Sleeping rooms***
One	22
Two	52
Three	20
Four	4
Five	1
Mean	2.1

*Living purposes. Excludes bathrooms and toilets
 **Includes rooms on property even if not part of main structure
 ***Includes people who sleep in room but don't form part of household

Source: Q.1.5, Q.1.6 & Q.1.7

- House size index looks at the number of rooms in the house that are used for:
 - Overall living purposes and
 - Sleeping purposes
- The higher the index score the bigger the house

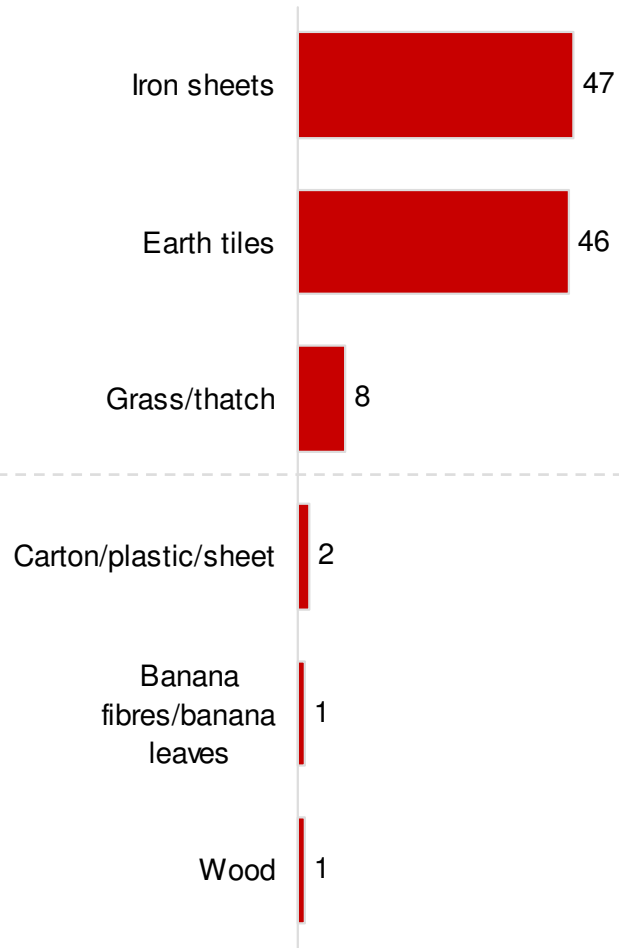


People with **low** house size index are more likely to:
 Be female
 Live in a rural area
 Not be financially served

People with **high** house size index are more likely to:
 Be male
 Not be involved in farming
 Live in an urban area
 Be banked

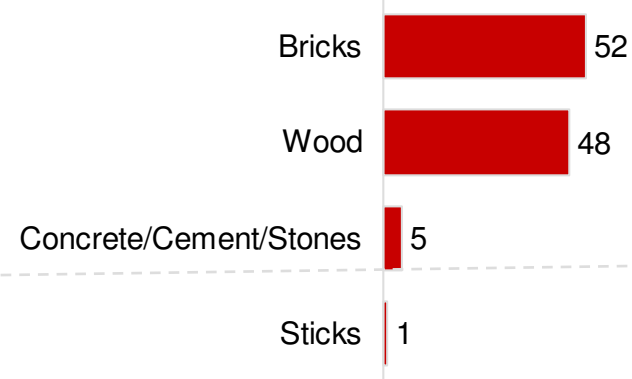
Type of roof

(n=2000)



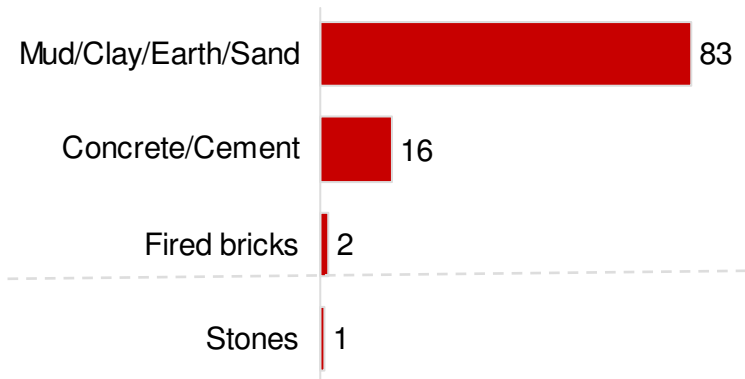
Type of wall

(n=2000)



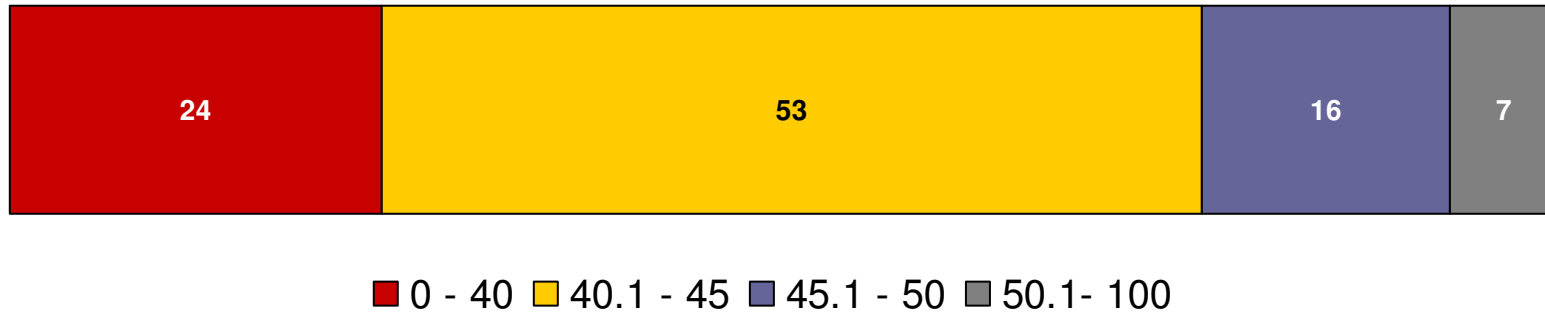
Type of floor

(n=2000)



Source: Q.1.8, Q1.9, Q1.10

- House quality index looks at the materials that a person's:
 - Roof
 - Walls and Floor are made of
- The higher the index score, the better the "quality" of a person's house

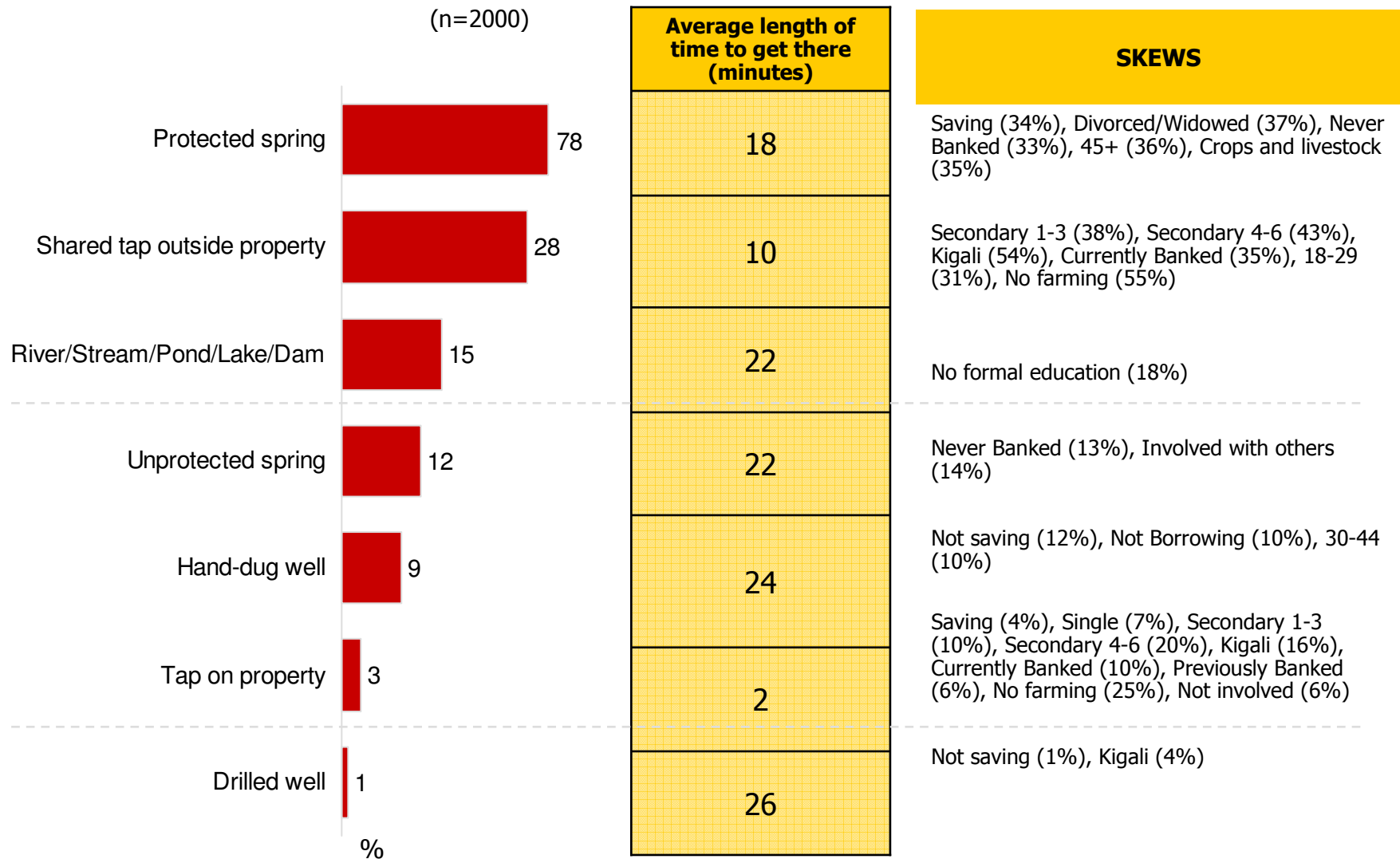


People with **low** house quality index are more likely to:

- Live in a rural area
- Involved in farming
- Never have been banked
- Use "informal" financial products

People with **high** house quality index are more likely to:

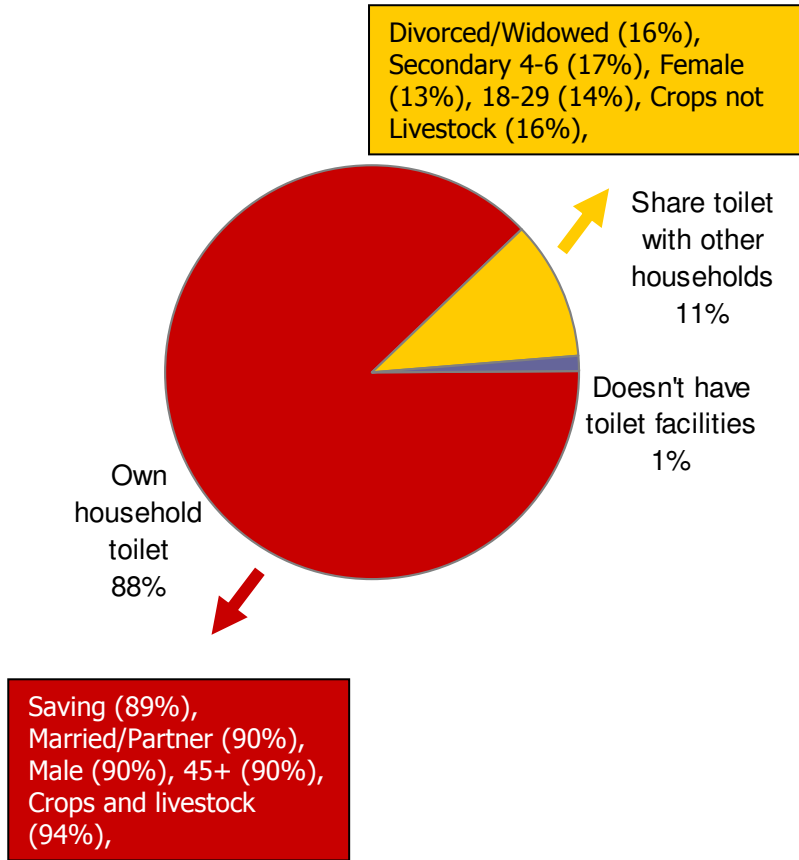
- Not be involved in farming
- Live in an urban area
- Be banked



Source: Q.1.11 & Q.1.12

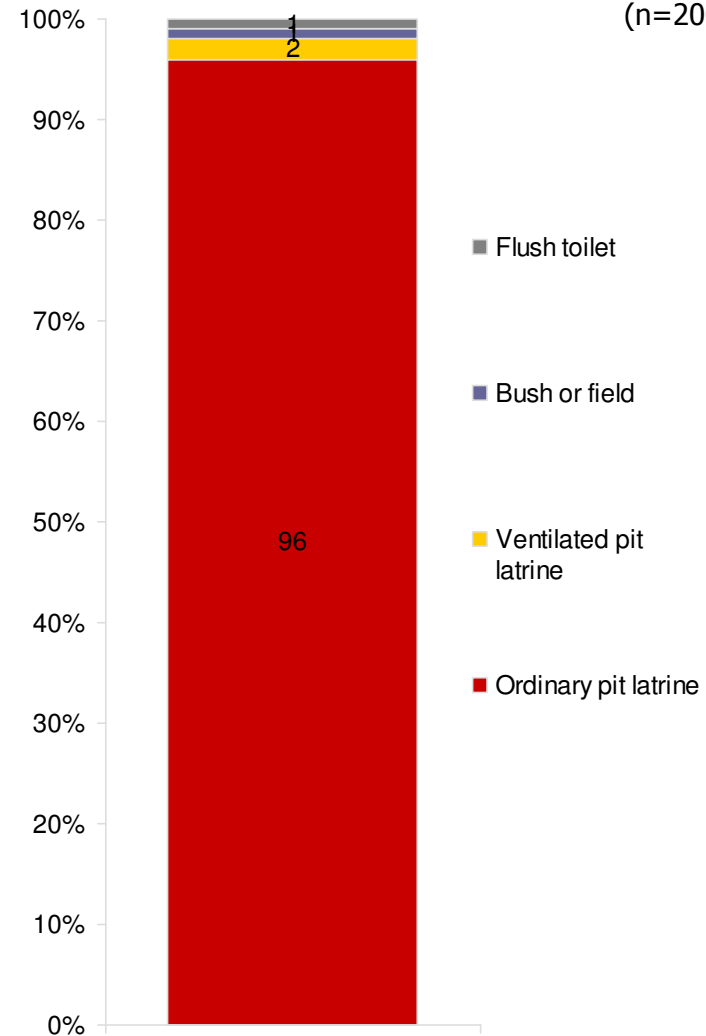
Access to toilet facilities

(n=2000)



Type of toilet

(n=2000)



Source: Q1.13, Q1.14

- The Water and sanitation index is based on:
 - The main type of water source used
 - The length of time it takes to get to this water source
 - The main type of toilet facilities used

- The higher the index score, the better the level of water and sanitation



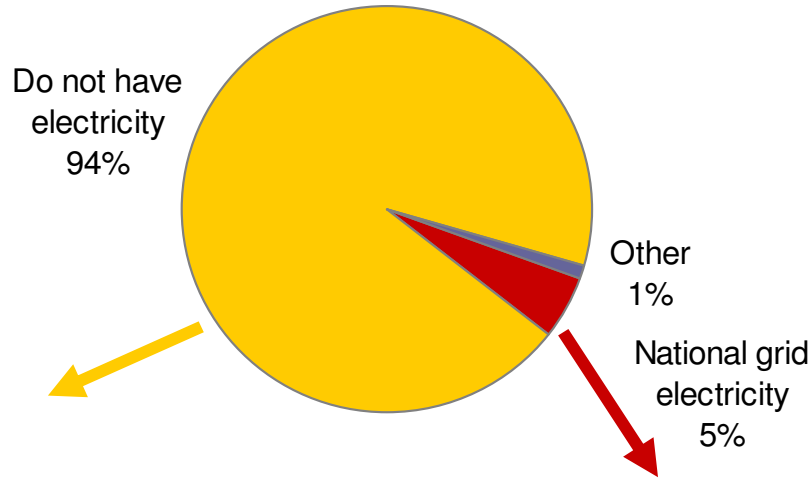
■ 0 - 60 ■ 60.1 - 65 ■ 65.1 - 70 ■ 70.1 - 80 ■ 80.1 - 100

People with **low** water and sanitation index are more likely to:
Involved in crop farmig

People with **high** water and sanitation index are more likely to:
Live in an urban area
Have secondary or higher education

Electricity access

(n=2000)



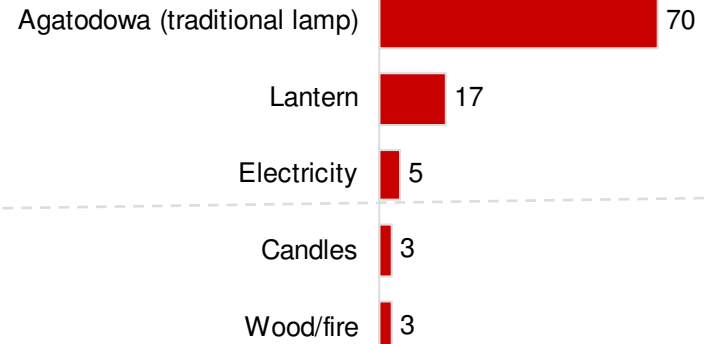
Not saving (97%), Divorced/Widowed (98%), Married/Partner (96%), No formal education (99%), Primary Schooling (96%), Never Banked (97%), 45+ (98%), Crops not Livestock (98%), Crops and livestock (97%), Involved alone (96%)

Saving (7%), Single (14%), Secondary 1-3 (16%), Secondary 4-6 (34%), Currently Banked (17%), Previously Banked (11%), 18-29 (9%), No farming (46%), Not involved (15%)

Source: Q.1.15, Q1.16, Q1.17

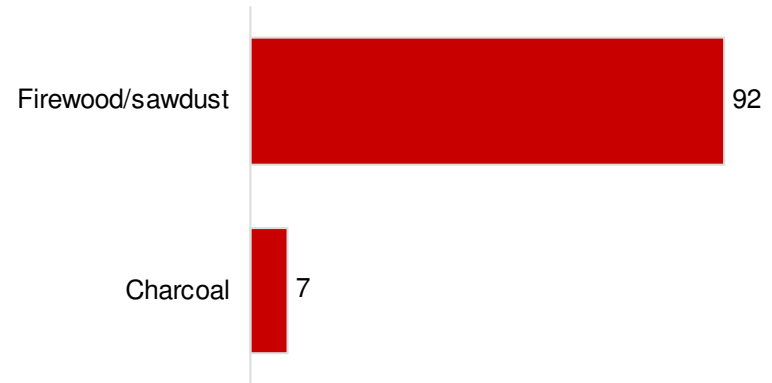
Lighting source

(n=2000)

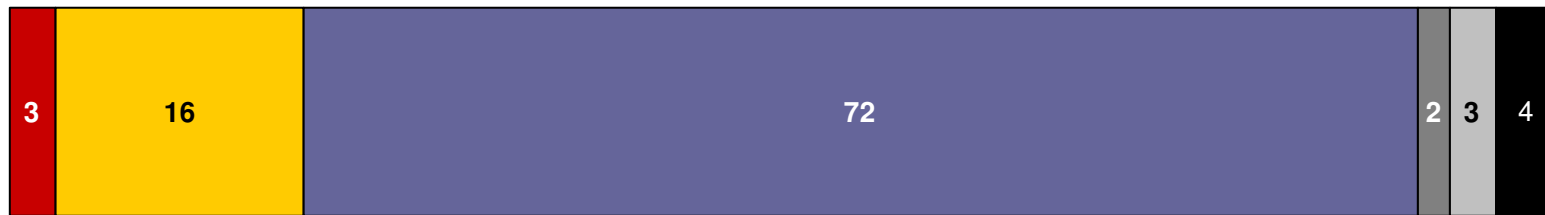


Fuel for cooking source

(n=2000)



- The Energy index is based on:
 - Whether people have electricity
 - The energy source used for cooking and lighting
- The higher the index score, the higher the level of energy usage

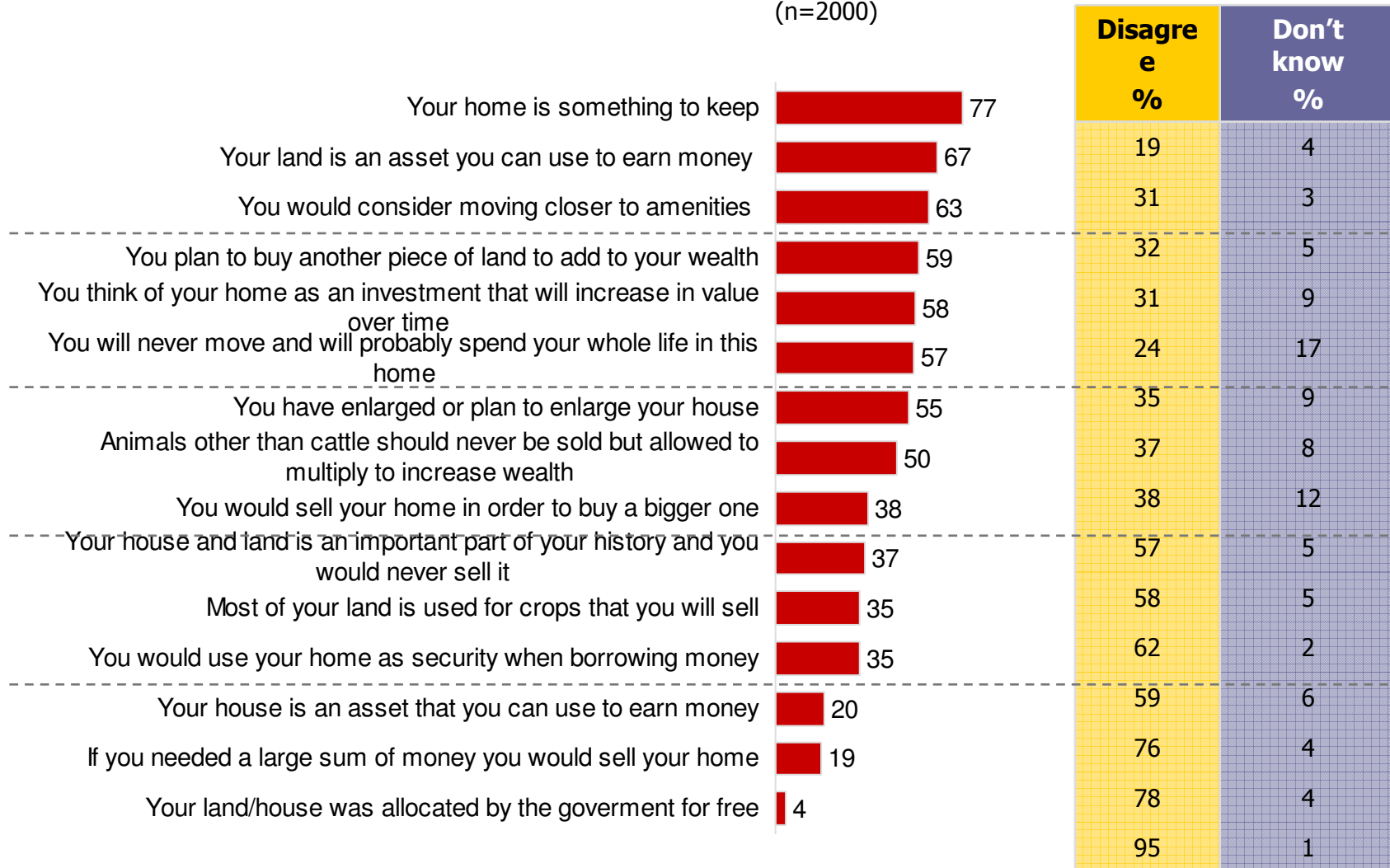


■ 0 - 15 ■ 15.1 - 20 ■ 25.1 - 30 ■ 30.1 - 35 ■ 35.1 - 90 ■ 95.1 - 100

People with **low** energy index are more likely to:
 Be involved in farming
 Not be financially served

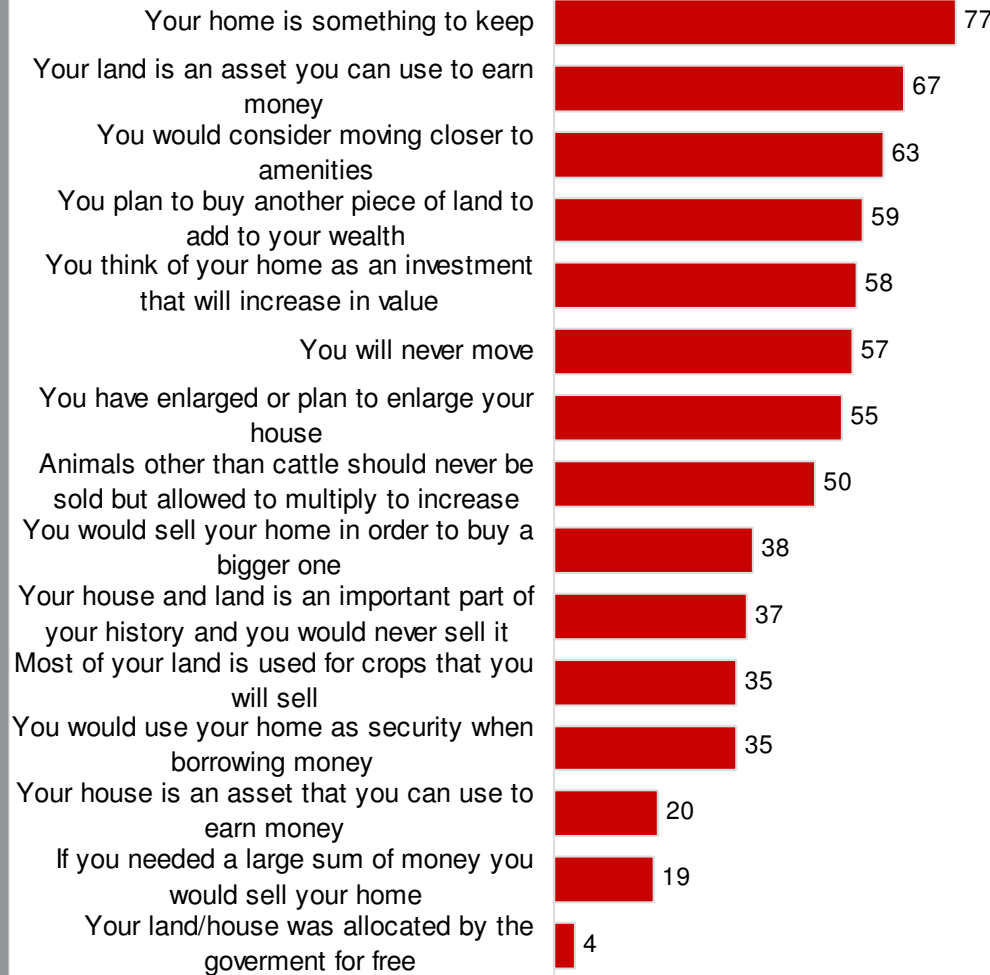
People with **high** energy index are more likely to:
 Live in an urban area
 Not be involved in farming
 Have secondary or higher education
 Be banked

(n=2000)



Source: Q.3.5

(n=2000)



Source: Q.3.5

SKEWS

Living more than twenty years in house (89%), House was inherited (87%), House is owned by someone in the home (84%), Married (81%), Crops and livestock (84%), Employed in agriculture sector (81%), Informally served (81%)

House was inherited (76%), Have a life partner or living with a partner (84%), Rural (70%), Crops and livestock (73%), Employed in agriculture sector (70%)

Living less than 20 years in house (66%), House is rented (73%), Crops not Livestock (69%)

Spouse of head of household (66%), Living less than 20 years in house (61%), Other/don't know about ownership status (68%), Male (65%), Banked (74%)

Own 1 or more houses (71%), Married (61%), Urban (64%), Employed in both agriculture and non-agriculture sectors (68%), Banked (75%)

Head of the household (61%), Living more than twenty years in house (68%), Widowed (73%), Crops and livestock (63%)

House owned by someone in home (60%), You and spouse make decisions (65%), Male (62%), Crops and livestock (59%), Banked (70%)

Other/don't know about ownership status (68%), Have a life partner or living with a partner (66%), Crops and livestock (55%)

You and spouse only make financial decisions (41%), Married (42%), Male (44%), Urban (44%), Agriculture and non-agriculture (45%), Banked (50%)

House inherited (54%), Crops and livestock (41%), Informally served (46%)

House inherited (43%), Have a life partner or living with a partner (53%), Crops and livestock (39%), Banked (42%)

Own 1/more houses (52%), Married (40%), Male (41%), Urban (41%), Banked (56%)

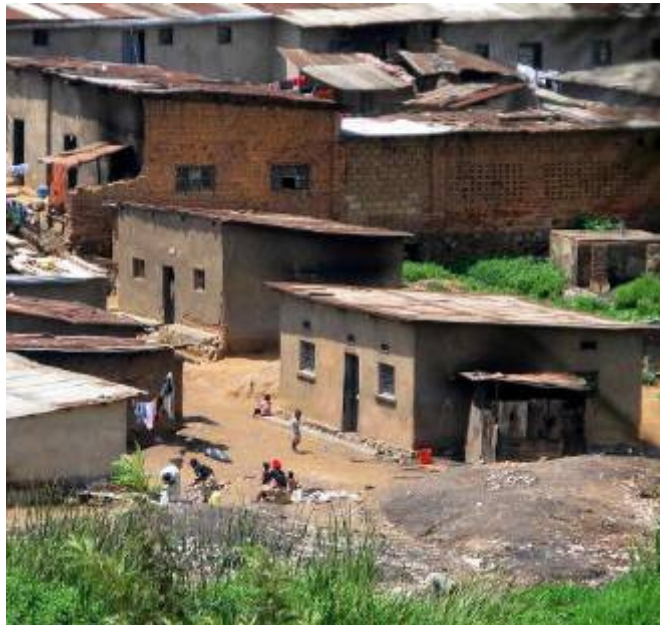
Own 1 or more houses (41%), Single, never married (25%), Urban (32%), No farming (35%), Banked (32%)

Married (22%), Male (23%), Urban (24%), Banked (28%)

Living less than 20 years in house (5%), Other/don't know about ownership status (19%), Widowed (8%), Female (5%)

Nearly 2/3 live in owner occupied homes and **over half the population has lived in their home for more than 5 years**. This reflects attitudes towards the home with the majority agreeing that their home is an asset, an investment that will grow in value and they would never move.

The primary source of water is a **protected spring** which on average takes 18 minutes to travel to. The majority of households have their **own toilets** which is most likely to be an ordinary pit latrine. Very few households have electricity – lamps are used for lighting and firewood for cooking.



The main materials used in housing are iron sheets and earth tiles for roofs, bricks and wood for walls and mud/clay for floors.

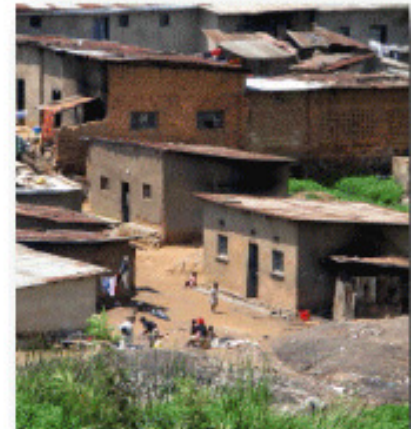
67% see their **home as an asset** they use to make money but only 35% say that the majority of their land is used for crops to sell.

35% would use their home as security when borrowing money but only 19% would sell their home if they needed a large sum of money.

¹ The Star 25 July 2008

² http://www.hdrstats.undp.org/countires/country_fact_sheets/cty_fs_RWA

FINANCIAL LITERACY



2008

(n=2000)

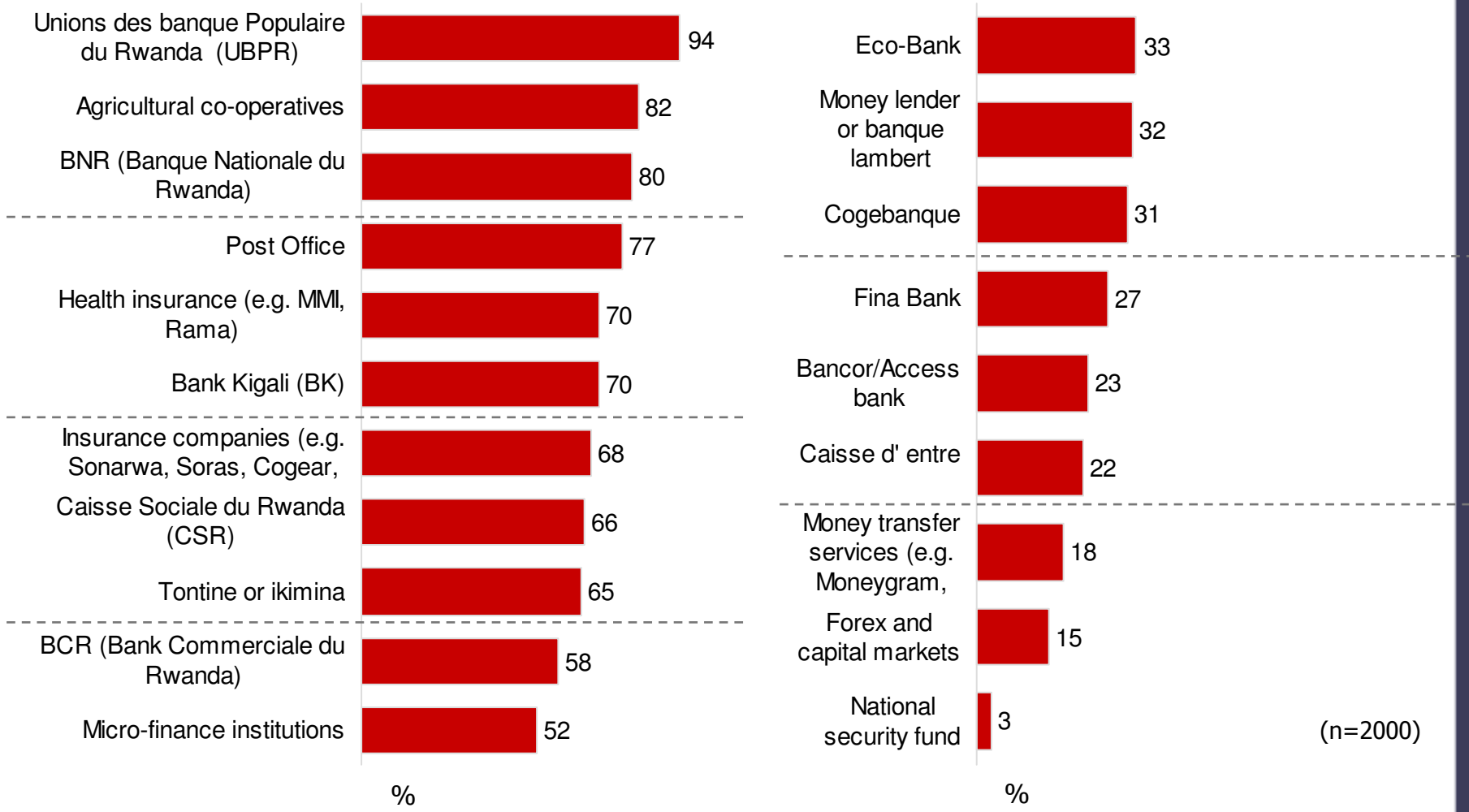
	Heard –claim to understand %	Heard – don't understand %	Never heard %
Loans	95	4	1
Leasing	92	7	1
Credit	89	8	3
Assets	79	11	10
Inflation	79	19	2
Insurance	68	26	7
Interest on loans	56	29	14
Savings account	46	31	22
Interest on savings	37	37	26
Investments	35	43	22
Micro-finance institutions	33	38	28
Shares	32	32	36
Current account	29	32	39
Budget	24	49	28
Grace period for loans	14	28	57
ATM	1	2	97
Visa Horizon/Debit card	1	3	96

■ It seems that people in Rwanda are reluctant to admit when they don't understand something

Source: Q.7.3

Note: Questionnaire fully translated into Kinyarwanda

Aided awareness of institutions

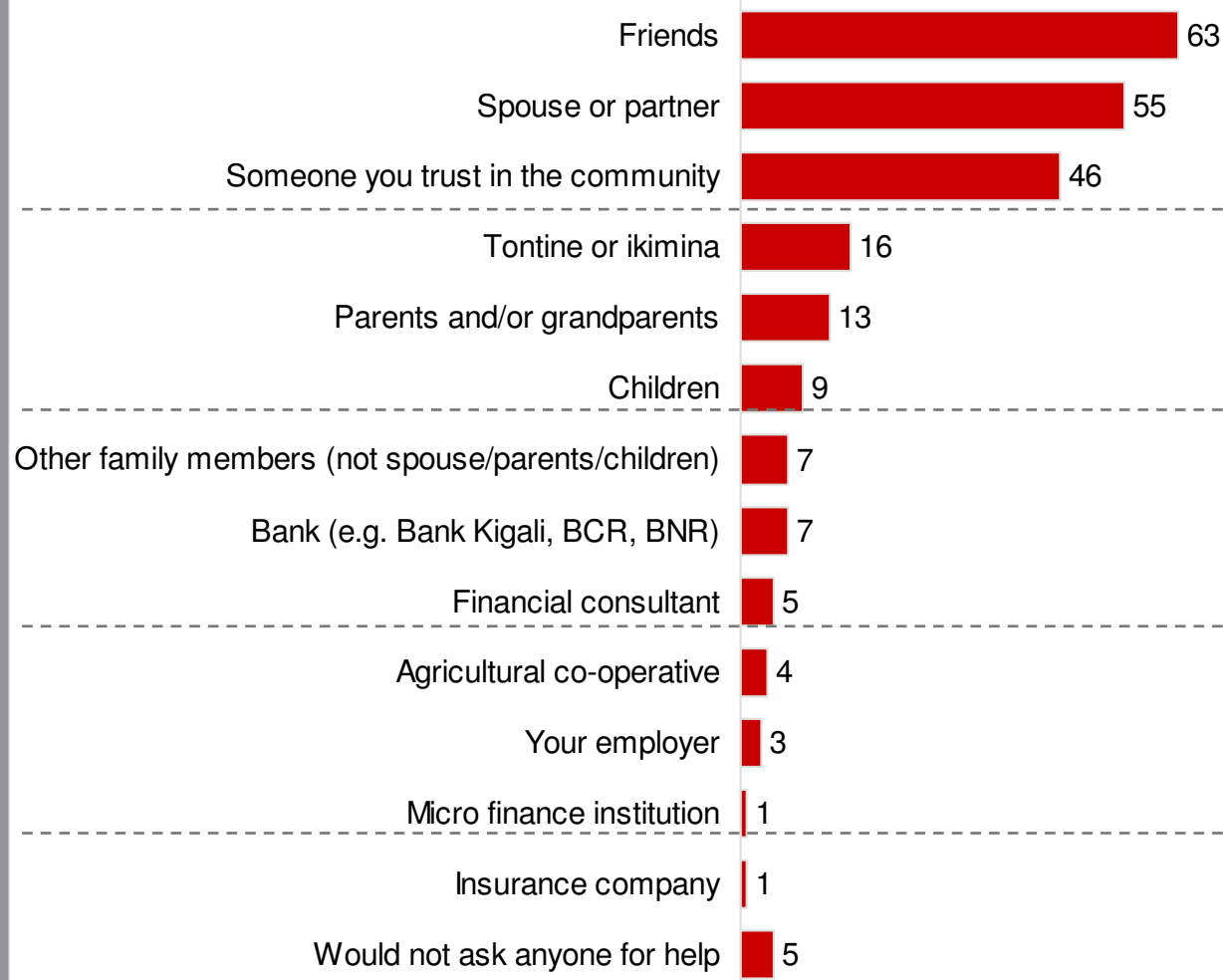


(n=2000)

Source: Q.7.4

(n=2000)

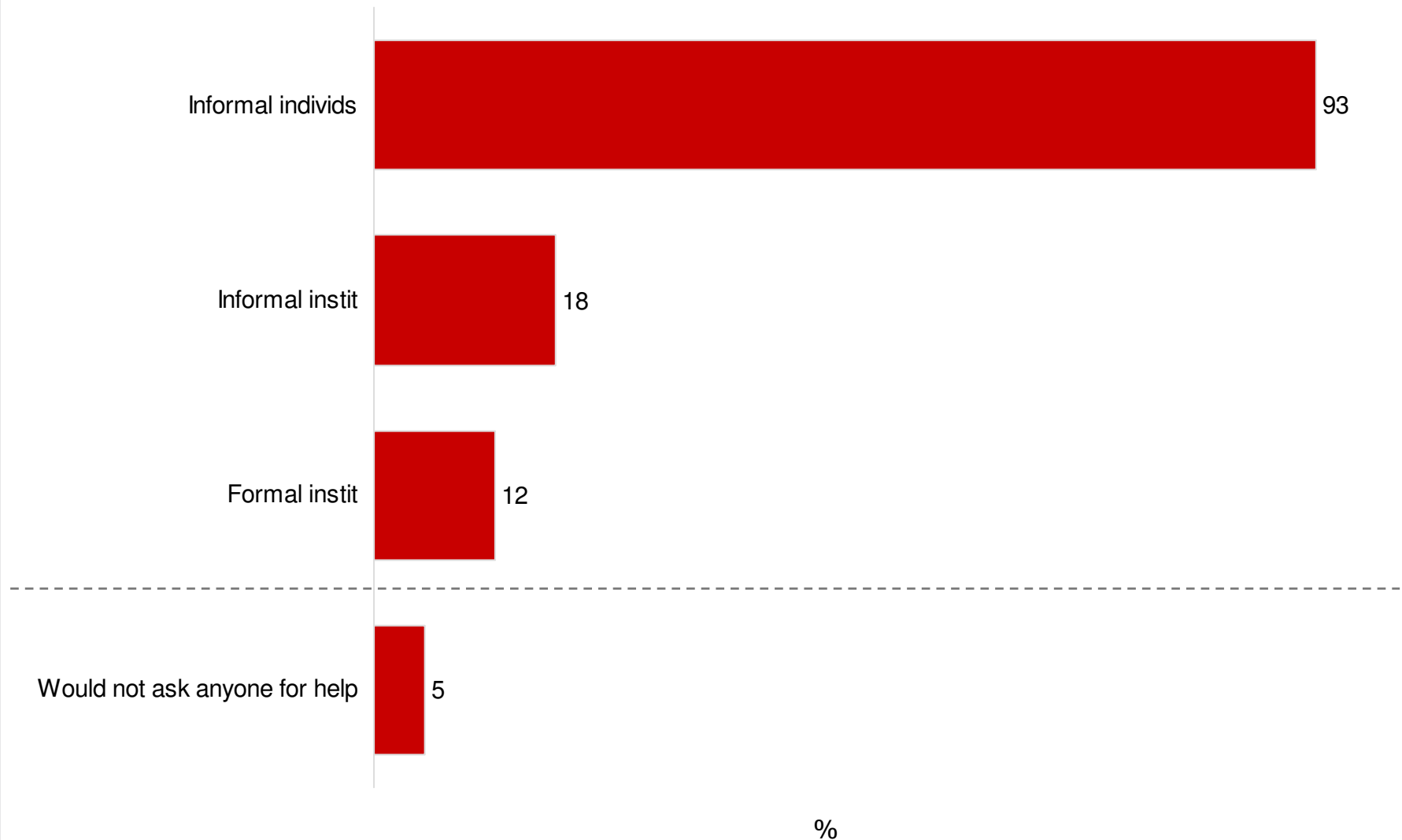
Banked people are more likely to ask a greater number of people for financial advice



%

Source: Q.7.5

(n=2000)

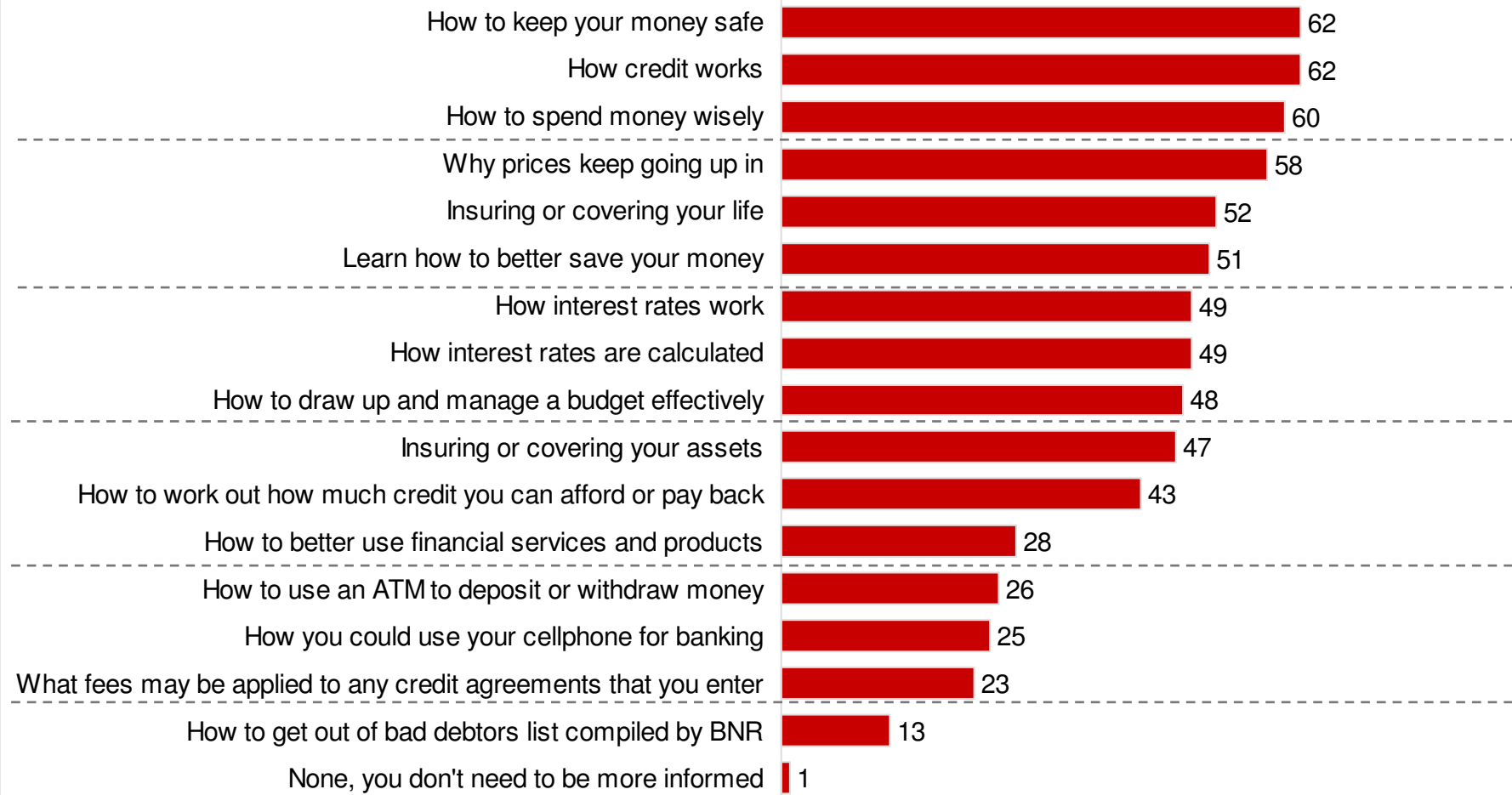


Source: Q.7.5

%

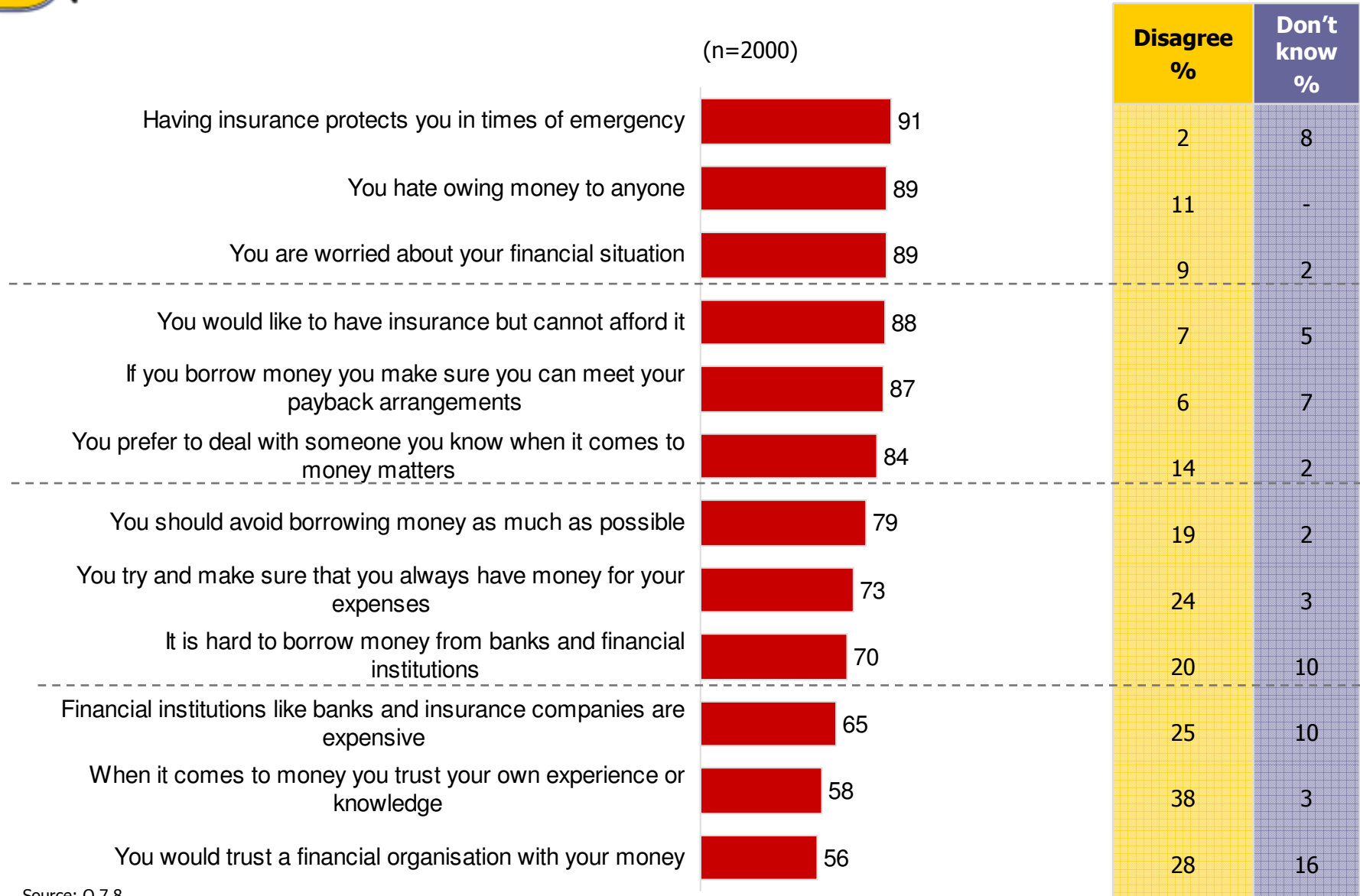
Which would you like to know more about to better understand financial matters

(n=2000)



%

Source: Q7.7



Source: Q.7.8

(n=2000)

		Disagree %	Don't know %
You try to save regularly	53	45	1
You would rather deal with people face to face than use electronic machines	51	25	24
You work to a budget	41	41	18
<hr/>			
You trust people you know more than large institutions	39	54	8
Banks take advantage of poor people	35	41	24
People often ask your advice on money matters	26	72	2
<hr/>			
You can easily live your life without having a bank account	24	67	9
Most services offered by banks are also available from non-banking groups or organisations	23	37	40
You trust tontines/ikiminas and other community groups more than banks	23	64	14
<hr/>			
You know quite a bit about money matters	15	81	4
You don't save because other people will use that money if you die	4	91	5

Source: Q.7.8

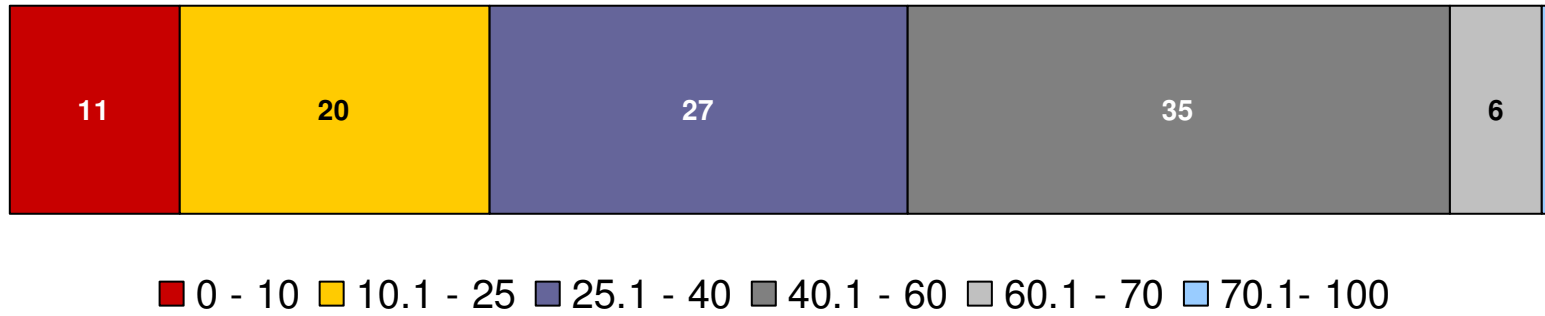
(n=2000)



■ ° = Correlation < 0.50
 Source: Q.7.6

- The Education, knowledge and literacy index is derived from a number of measures including
 - People's functional literacy
 - Their desired financial education
 - Their level of education
 - The ability to send children to school
 - Knowledge of financial terms

- The higher the index score, the better the level of education, knowledge and literacy



People with **low** education, knowledge and literacy are more likely to:

- Live in a rural area
- Be female

People with **high** education, knowledge and literacy are more likely to:

- Live in an urban area
- Be male
- Not be involved in farming
- Be banked

Aided awareness of the major financial institutions is high, with UBPR, BNR and agricultural co-operatives all having aided awareness of more than 80%. Awareness of financial terms varies considerably with loans, leasing and credit scoring particularly high but specific banking terms such as current account, ATM and micro-finance far lower.

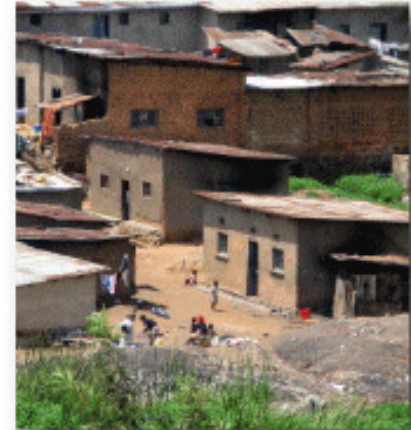
Informal sources of financial advice are very prevalent, with the majority relying on friends, family members or a trusted member of community. Tontines or ikiminas are more likely to be approached than banks or agricultural co-operatives despite the high awareness of these institutions.

People list **spending, budgeting, basic financial understanding and safety** as educational needs. Overall people feel that their financial knowledge is poor but they still avoid borrowing where possible and ensure they can make any repayments.

The **desire for insurance** is particularly high, perhaps linked to safety and perceived risks. Locally known individuals are more popular than banks – which are perceived as expensive and difficult to access.



BANKING



2008

(n=2000)

	Have now	Used to have	Never had
Banking			
Bank account	15	8	77
Savings book at a bank	15	7	78
Savings account a at a bank	15	7	78
Current or cheque account	3	1	96
Cheque card	1	0	99
ATM card	0	0	100
Debit card	0	0	100
Foreign bank account	0	0	100
Overdraft facilities	0	0	100

- 15% of the population are banked – there is an overlap between those who state they have a bank account and savings account or books at the bank
- Of those banked, 14% are banked at an institution that is classified as a formal bank
- No claimed usage of card or overdraft facilities

Source: Q.8.1

	Total sample (n=2000)	Current /cheque account (n=64)
Age		
18-29	31	36
30-44	42	50
45+	27	14
Gender		
Male	43	58
Female	57	42
Area		
Urban	15	44
Rural	85	56
Marital status		
Married	60	67
Single, never married	15	16
Widowed	14	7
Divorced	6	3
Have a life partner or living with a partner	5	8
Education level		
No formal education	28	2
Primary grade 1-3	14	4
Primary grade 4-6	46	37
Secondary, university or other higher	11	54
Vocational training	1	2

↕ Column %

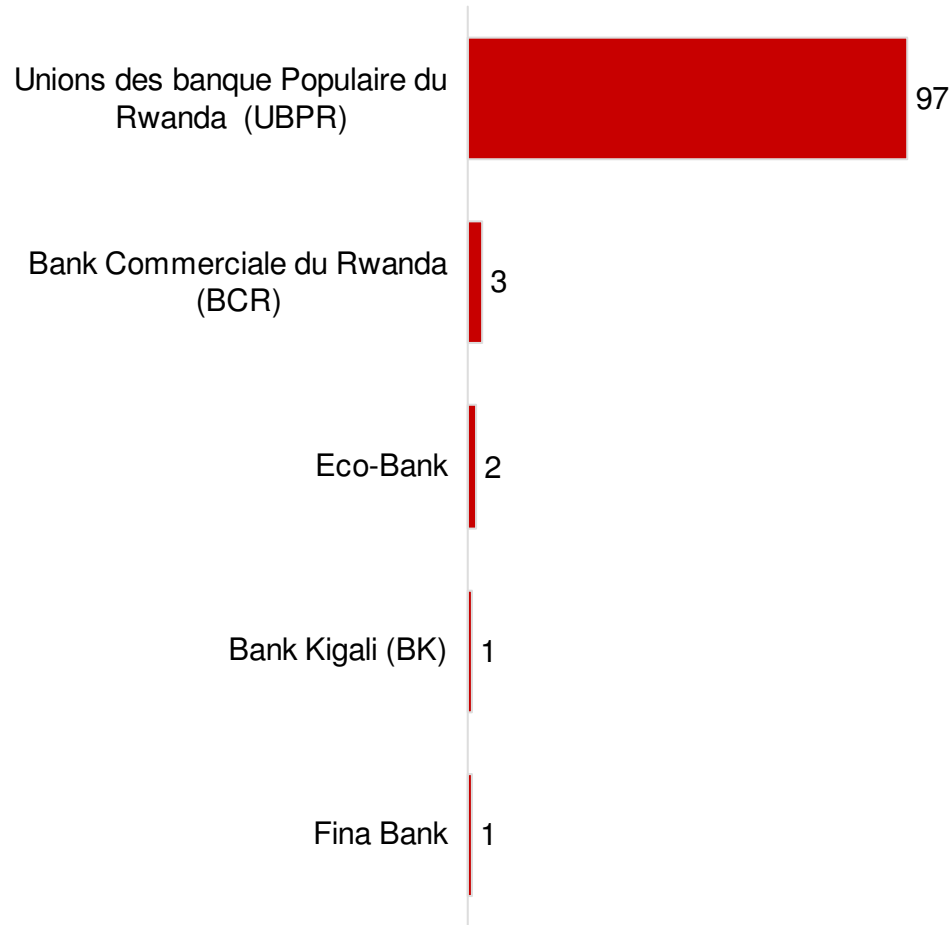
Read: 31% of the total sample are aged between 18-29

	Total sample (n=2000)	Current /cheque account (n=64)
Farming		
Crops not Livestock	30	21
Crops and livestock	63	56
No farming	7	23
Household decision-making		
Involved alone	28	33
Involved with others	64	62
Not involved	8	5
Banking Status		
Currently Banked	15	100
Previously Banked	8	0
Never Banked	77	0
Access		
Banked	14	100
Formally served	7	0
Informally served	26	0
Not served	52	0

Column %

Read: 30% of the total sample only farm crops

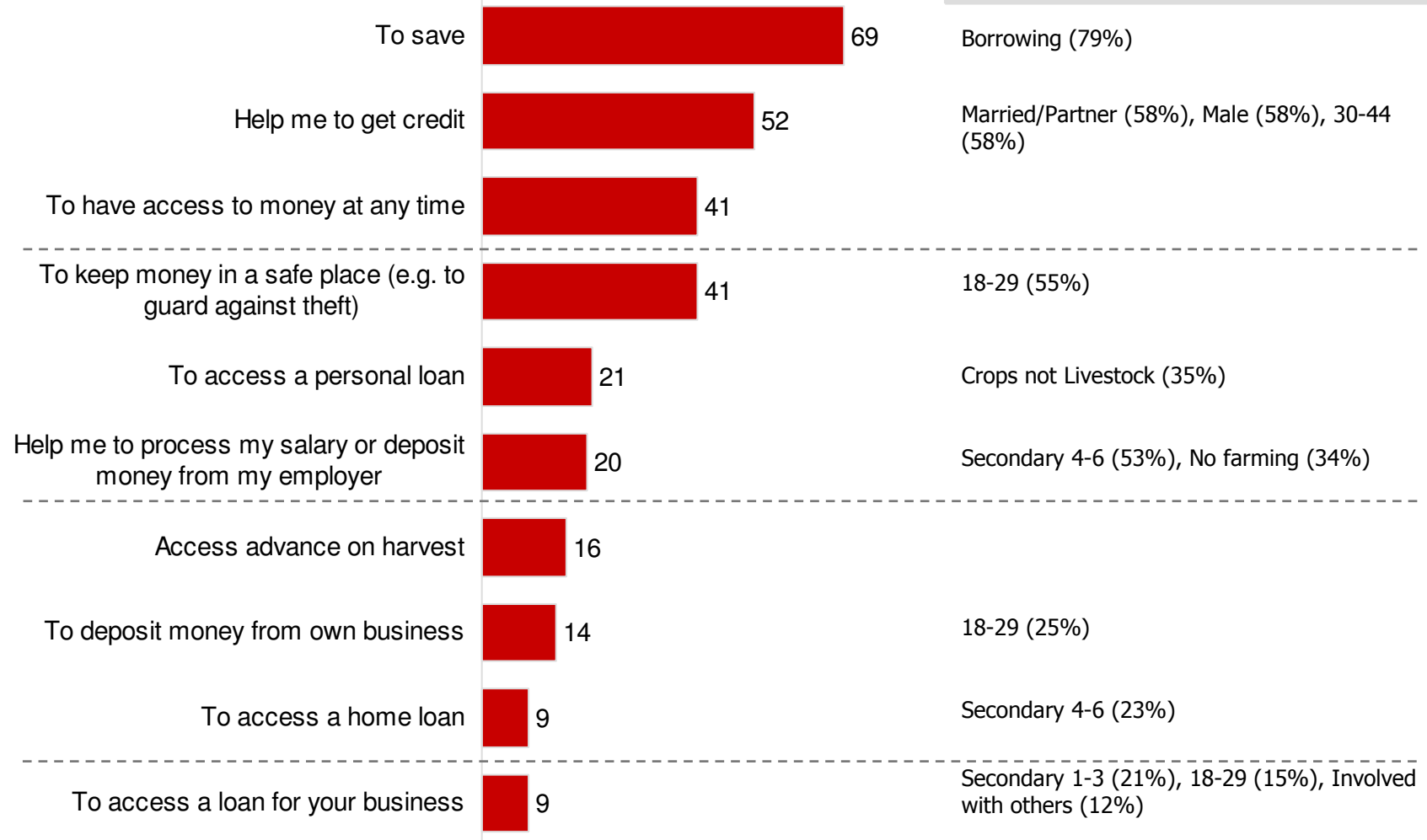
(n=275, currently formally banked)



Source: Q8.2

(n=275, currently formally banked)

SKEWS



Source: Q.9.1

Reasons for having a bank account

Top 10



(n=1703, previously & never banked)

After covering my living expenses I have no money left to put in a bank



83

Only people who get salaries need bank accounts



22

Bank accounts are for rich people



17

I cannot afford bank costs or service charges



10

No need since I have no income



6

I don't understand how banks work



5

Banks are too far from me



5

I don't know where to go to to apply



4

I don't know how to apply



3

I don't meet the requirements of the bank



2

SKEWS

Married/Partner (85%)

Not Borrowing (24%), Single (27%), Secondary 1-3 (36%), Not involved (29%)

Not saving (20%), Not Borrowing (19%), Never Banked (18%)

Borrowing (14%), Primary Schooling (11%), Secondary 1-3 (17%)

Not saving (9%), Not Borrowing (7%), No formal education (8%), 45+ (9%), No farming (10%)

Not saving (6%), Never Banked (5%), Crops not Livestock (7%)

No formal education (6%)

No formal education (5%), Never Banked (4%)

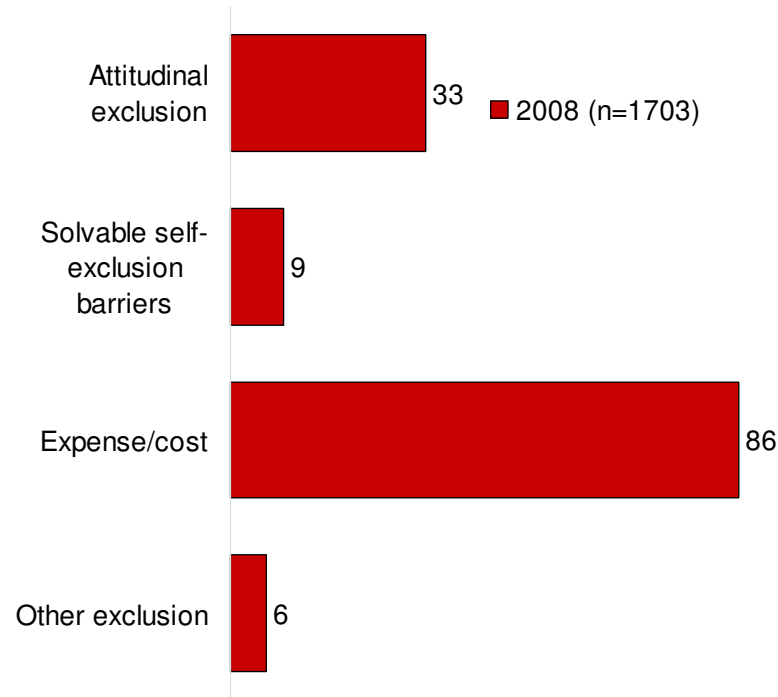
Not saving (4%), Single (6%), No formal education (5%), Female (4%), Not involved (6%)

Source: Q.8.4

Reasons for not having a bank account

Top 10





The reasons are categorised as:-

- **attitudinal exclusion (choice)** e.g. don't want to be identified, don't want to be registered for tax, don't trust banks
- **solvable self exclusion** e.g. don't understand, don't know how to get this, don't know where to go to get this, don't understand benefits can get
- **expense / cost** e.g. no need – no income, cannot afford bank costs/service charges
- **Other exclusion** e.g. don't meet bank requirements, don't have ID/salary slip, too old, banks too far away, banking hours not convenient

SKEWS

Work in agricultural sector (92%), Govt. social support (90%), Married (91%), rural (89%)

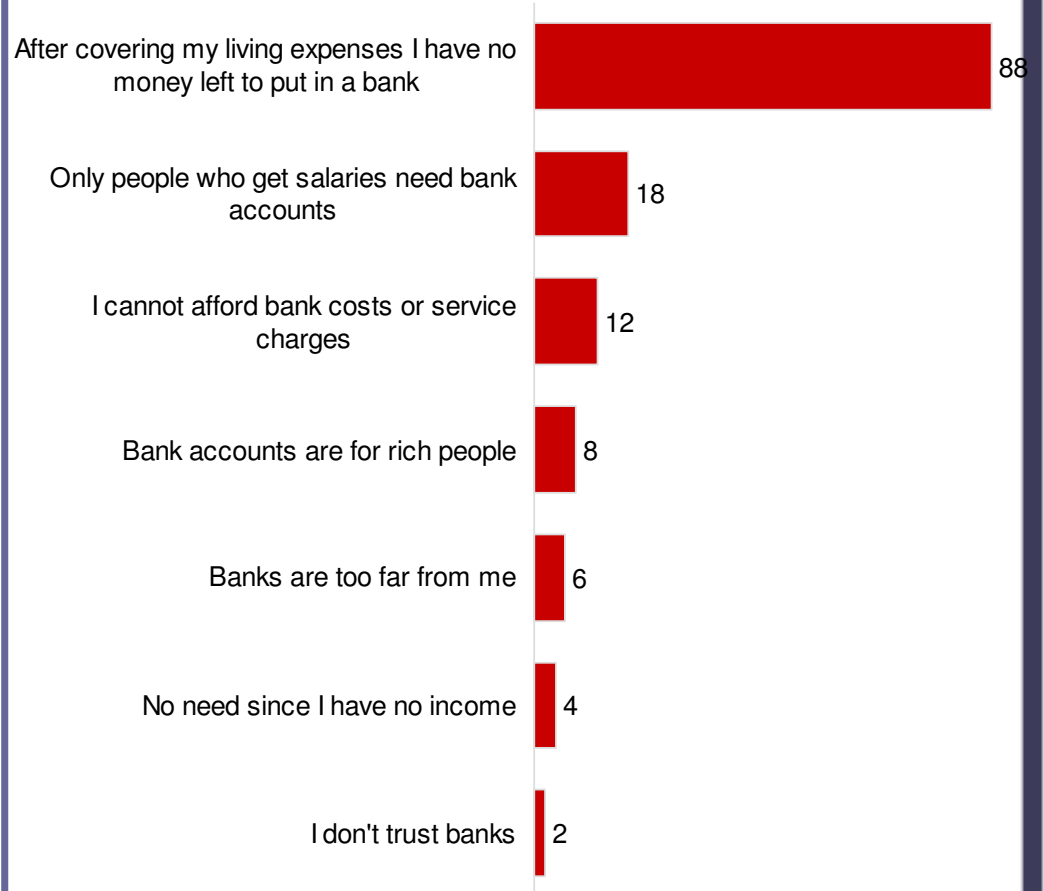
Source: Q.8.4

	Banked – formal (n=275)	Previously Banked (n=148)
Demographics		
Male	50	59
Female	50	41
Married	72	76
No formal education	4	23
Primary grade 1-3	7	7
Primary grade 4 - 6	52	49
Secondary, university or higher	34	17
Savings have now		
Formal savings	15	8
Informal savings	63	80
Do not have savings	2	19
Access strand		
Formally served	0	8
Informally served	0	38
Not served	0	54

Key differences shown only

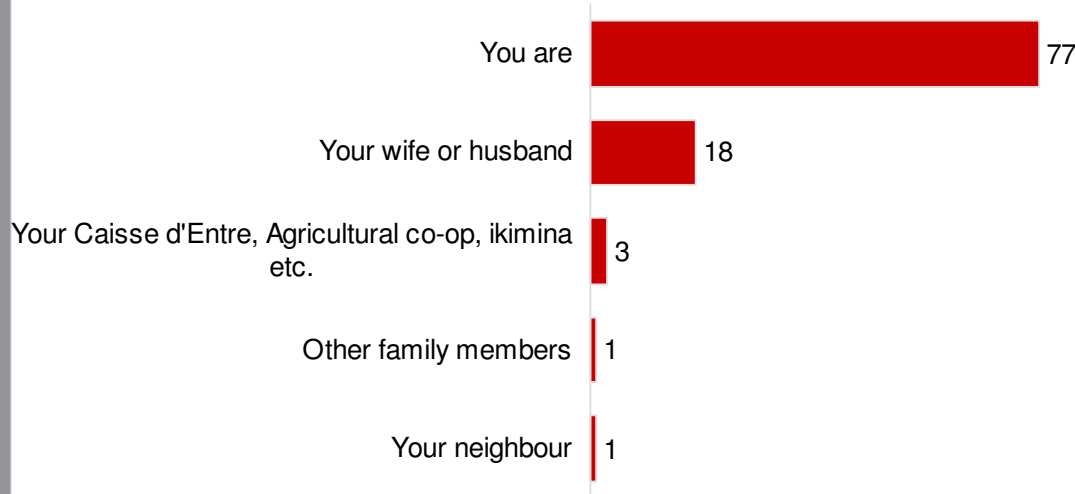
Reasons for not having a bank account

(n=148, previously banked)



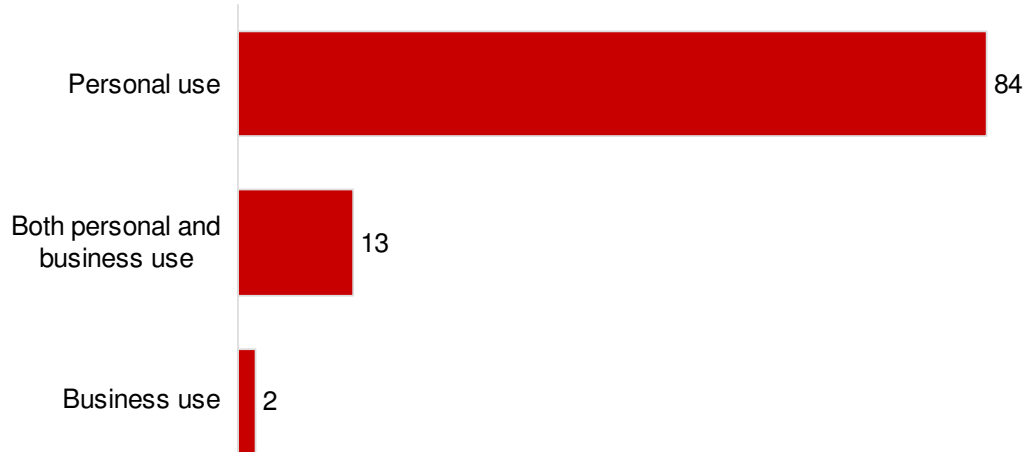
Who is the Bank Account Holder?

(n=298)



Account used for?

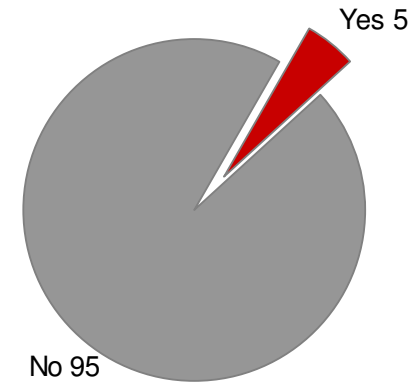
(n=224)



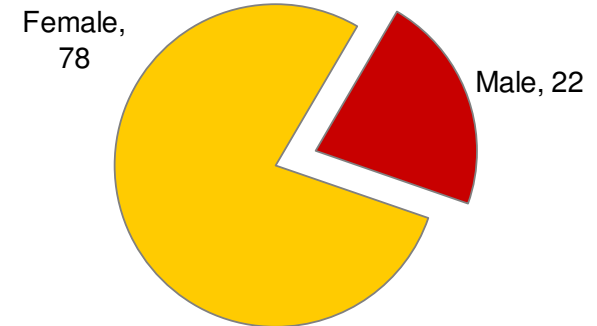
Source: Q.9.3, Q.9.4, Q.9.5

(if use someone else's account) - do they charge you to use it?

(n=74)



Indirect bank use gender split



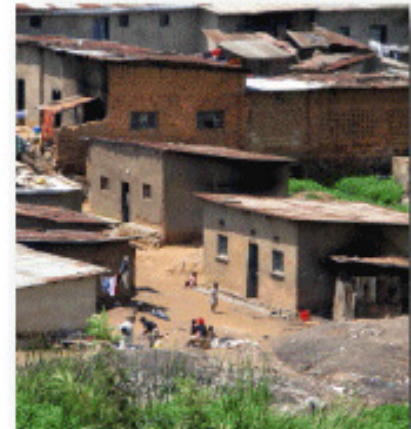
The majority of those with bank accounts are using them for **saving**, although having **access to credit and loans** is also a key factor.

The overwhelming barrier to banking is purely **lack of income** after paying for living expenses. To a much lesser extent there is a perception that **banking is purely for those with salaries or rich people**.

The majority of banked people are the account holder, although **18% have access through their spouses**. Of those using someone else's account – 5% are being charged to use it. Females make up the majority of individuals using someone else's account.

Although the high percentage of previously banked suggests a strong market for reactivation, the majority of lapsed reasons for not having a bank account is income related rather than fee or access linked.

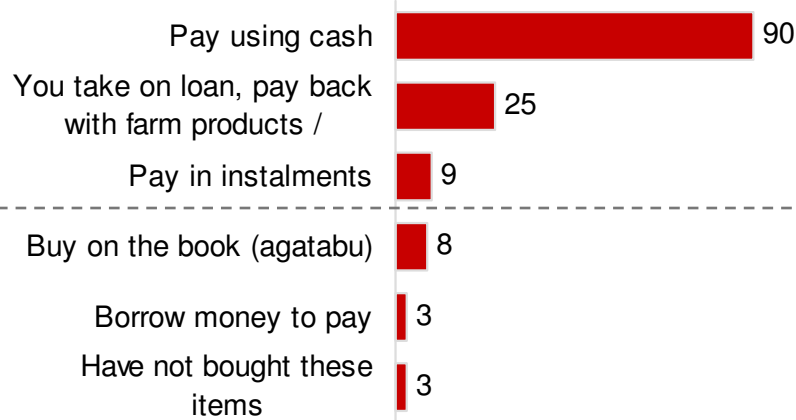
TRANSACTIONS & PAYMENTS



2008

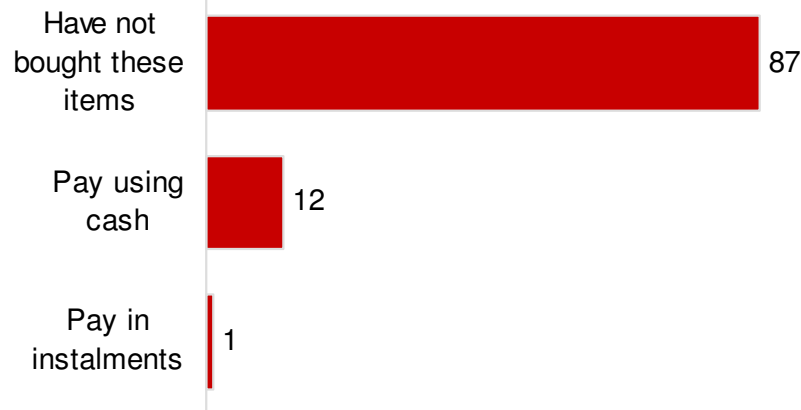
Food

(n=2000)



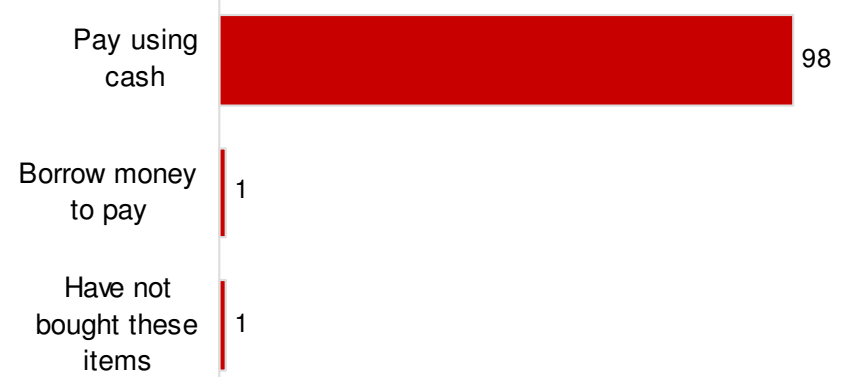
Large appliance/furniture

(n=2000)



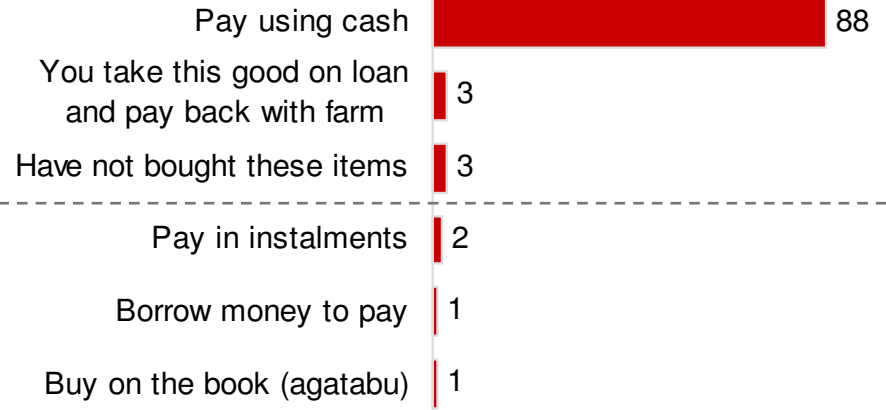
Clothing

(n=2000)

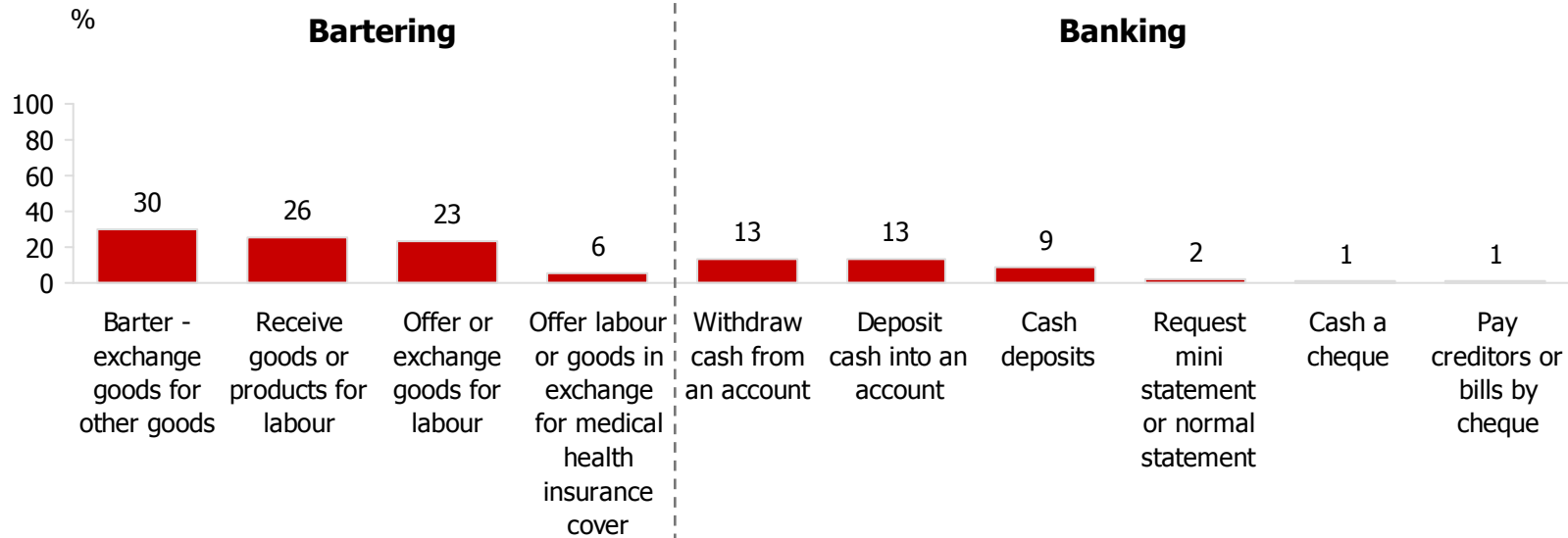


Farming expenses

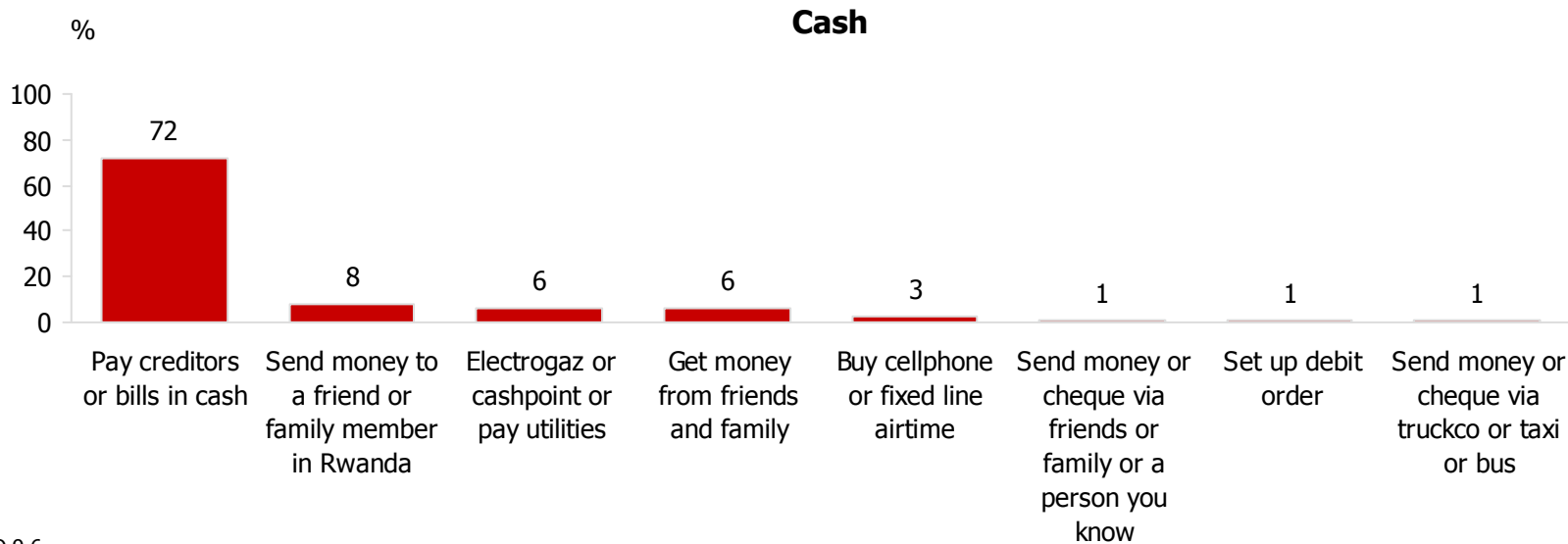
(n=2000)



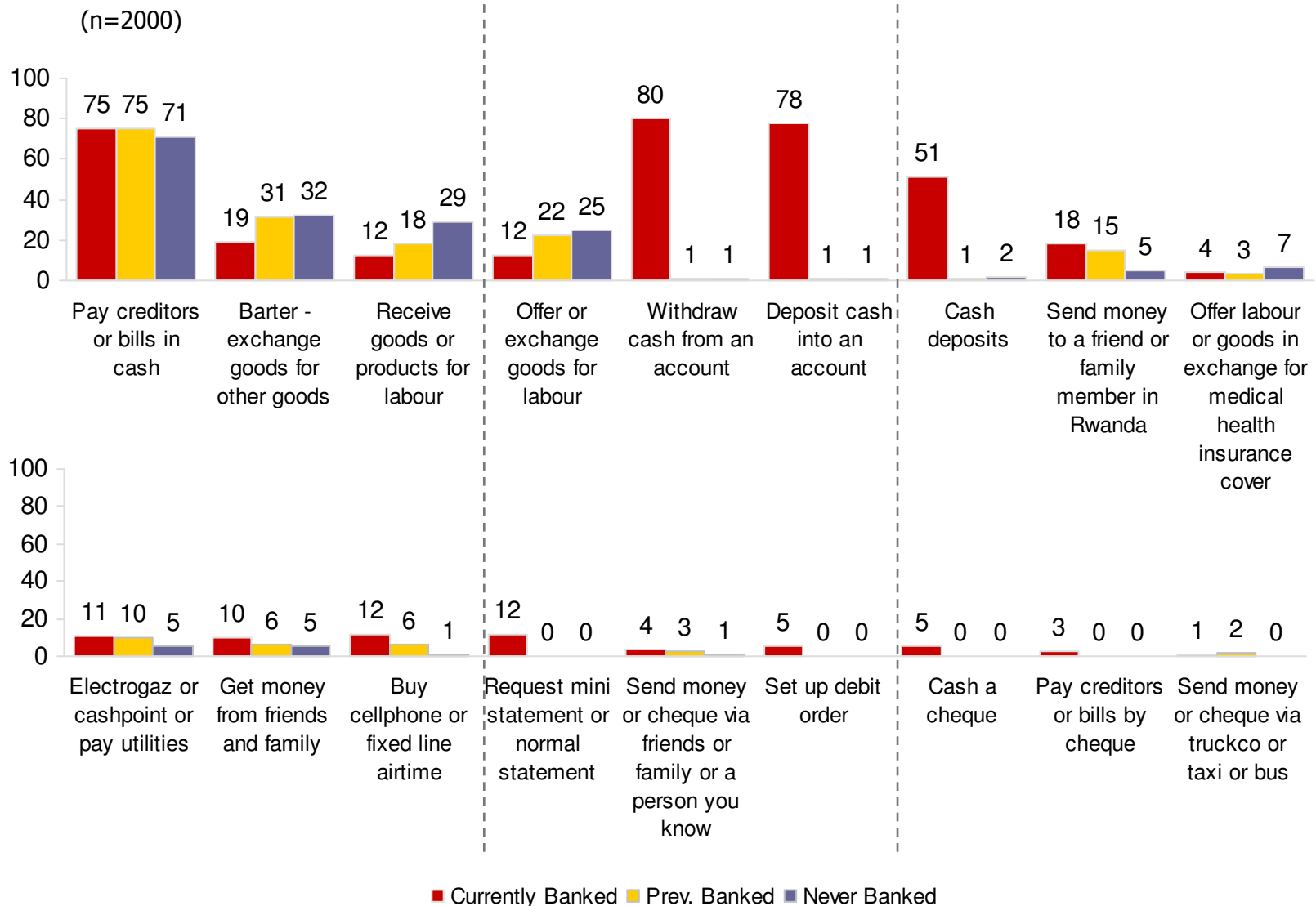
Source: Q.4.9, Q.4.10, Q.4.11, Q.4.12



(n=2000)



Source: Q.9.6



Source: Q.9.6

	Total Sample (n=2000)	From inside Rwanda (n=228)	From outside Rwanda (n=28)
Area type			
Urban	15	41	63
Rural	85	59	37
Province			
Ville de Kigali	8	25	45
Province de L'est	23	14	18
Province du Nord	18	21	0
Province du Sud	26	16	27
Province de L'oues	25	24	10
Marital status			
Single, never married	15	38	37
Divorced	6	34	38
Widowed	14	15	15
Married	60	9	2
Have a life partner or living with a partner	5	5	8
Education level			
No formal education	28	27	18
Primary grade 1-3	14	11	11
Primary grade 4-6	46	36	32
Secondary, university or other higher	11	25	37
Vocational training	1	0	2
Personal income			
Less/equal to 5,000 Rwf	53	53	23
5,000 to 25,000 Rwf	33	29	39
25,000+ Rwf	9	13	39

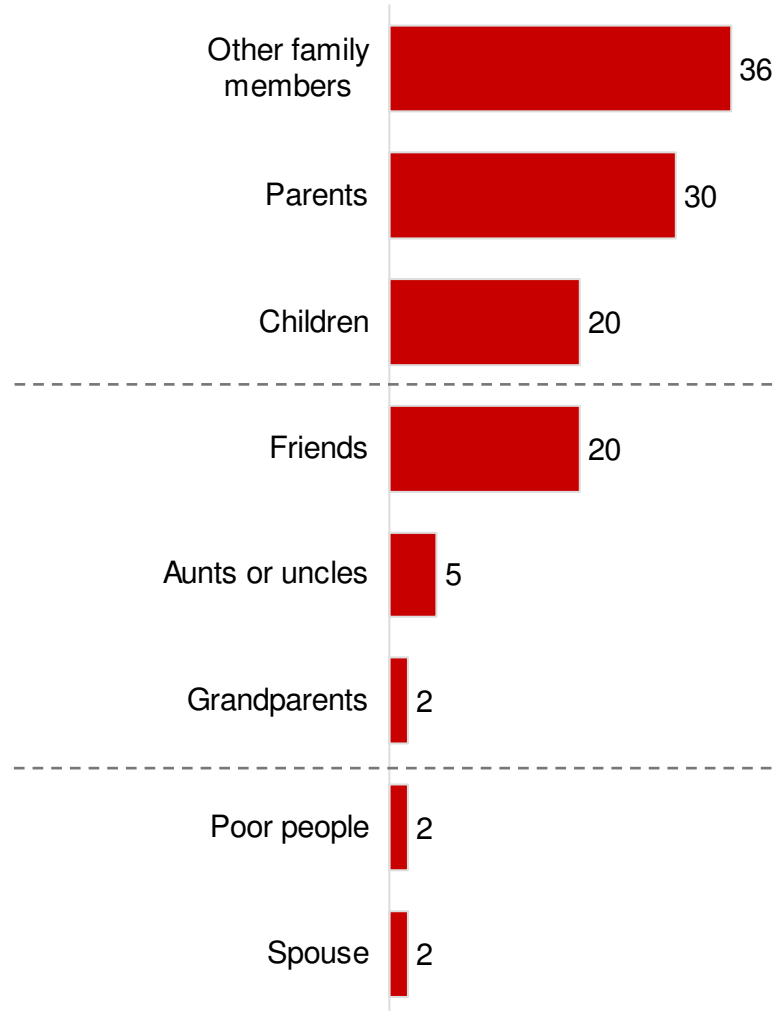
↕ Column %

Read: 15% of the total sample live in an urban area

	Total sample (n=2000)	From inside Rwanda (n=228)	From outside Rwanda (n=28)
Farming			
Crops not Livestock	30	19	17
Crops and livestock	63	53	48
No farming	7	28	35
Household decision-making			
Involved alone	28	23	33
Involved with others	64	51	61
Not involved	8	25	6
Access			
Banked	14	12	44
Formally served	7	5	14
Informally served	26	24	10
Not served	52	59	31
Medical providers			
Private doctor	1	2	8
Public hospital or clinic	93	84	90
Private hospital	4	9	2
Traditional healer or alternative healer	1	4	0
Savings products held			
Bank savings	14	12	44
Formal savings	9	5	27
Informal savings	68	58	75
Where money/goods have been borrowed from			
Bank borrowing	3	2	2
Formal borrowing	2	1	5
Informal borrowing	22	27	15

Column %

Who has money been sent to in past year
(n=188)



■ Almost all money is sent in cash

SKEWS

18-29 (52%), Non-agriculture sector (51%)

30-44 (42%), Urban (41%), No farming (46%), Non-agriculture sector (47%)

Currently Banked (31%), 45+ (64%), Female (30%), Involved alone (37%), Banked (32%)

Involved with others (26%), Informally served (31%)

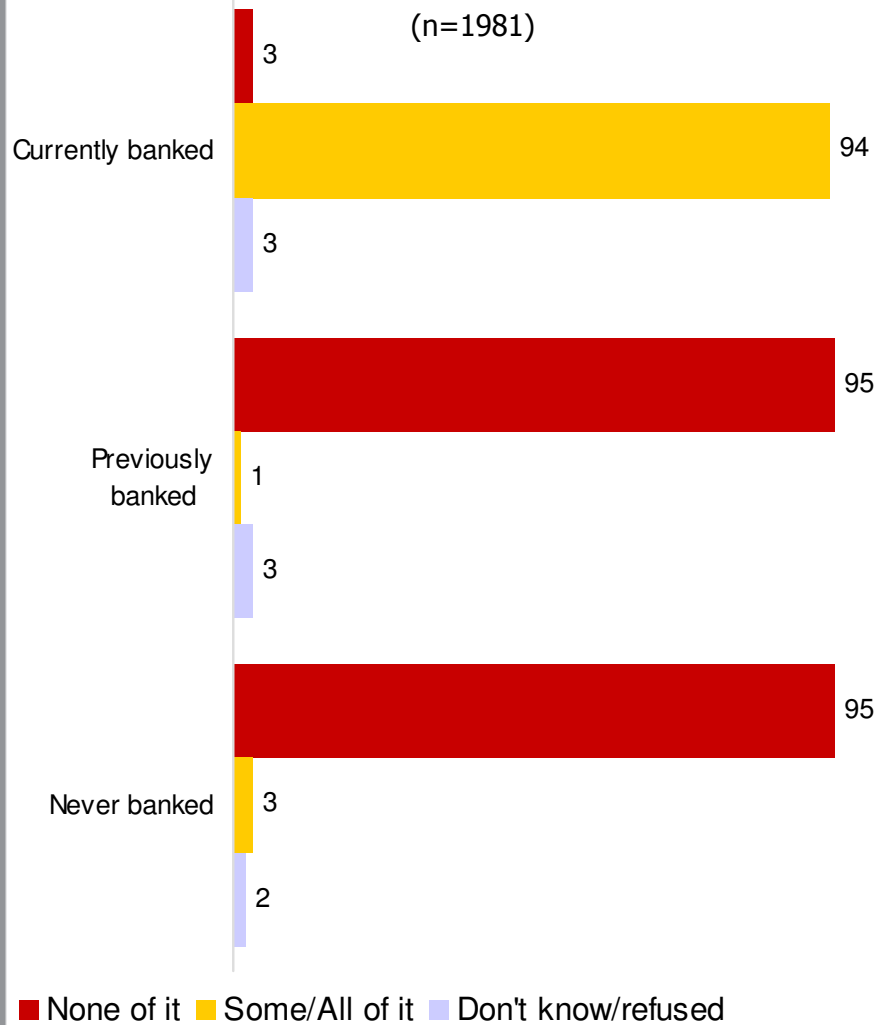
Male (9%), Informally served (11%)

Not served (6%)

Informally served (7%)

45+ (8%), Involved alone (7%)

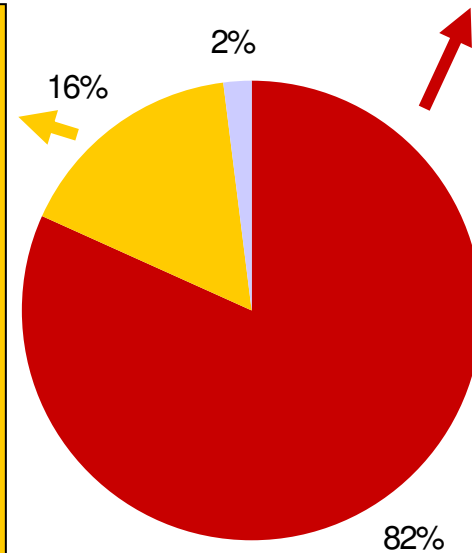
Source: Q.9.7, Q.9.8, Q.9.9



Total

Not saving (97%), Not Borrowing (83%), Single (88%), Divorced/Widowed (85%), No formal education (94%), Female (84%), Previously Banked (95%), Never Banked (95%), 18-29 (86%), Crops not Livestock (87%), Not involved (93%)

Saving (29%), Borrowing (22%), Married/Partner (19%), Secondary 1-3 (37%), Secondary 4-6 (49%), Male (20%), Currently Banked (93%), 30-44 (22%), Crops and livestock (18%), No farming (32%)



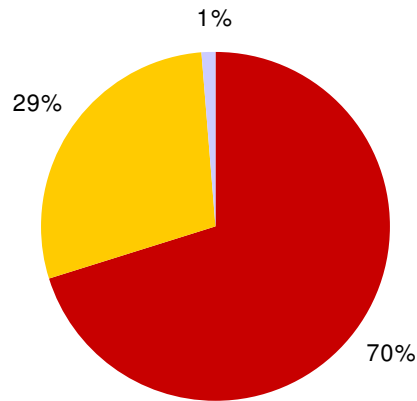
■ None of it ■ Some of it ■ All of it ■ Don't know/refused

Source: Q.13.8

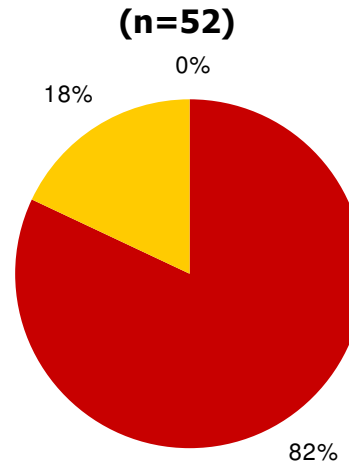
Portion of income deposited into bank account

- Of those working full time, the majority are not depositing any of their wages or salaries into their bank account
- Of those working for the state / Rwandan government 4 out of 5 people deposit some of it into a bank account

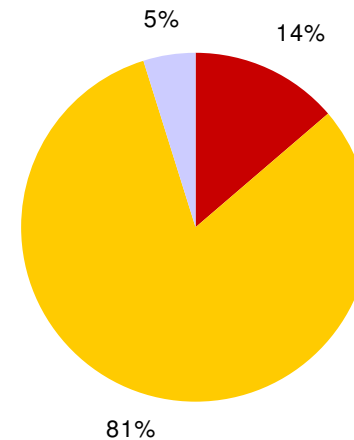
Private employer (n=94)



Family/friends (n=52)



State/Rwandan govt. (n=35*)



■ None of it ■ Some of it ■ All of it ■ Ref used

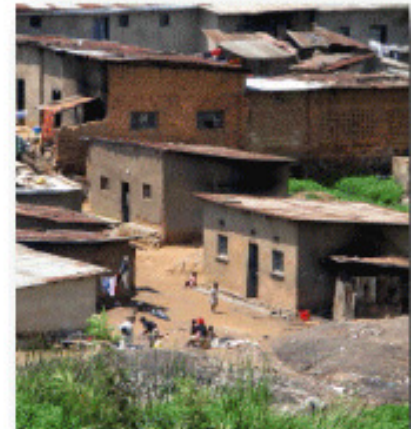
* Caution: small base size

FT wage / salary deposited into bank by source of income

The majority of payments for items such as food, clothing and farming expenses are **cash based**, although bartering and exchange is used for food items – fully **25% of payments for food are made in exchange for farm products and livestock**. Worryingly 9% of people are paying for food in instalments.

Even amongst those who are **banked, cash is still dominant**. Banked individuals are as likely to pay bills in cash as those unbanked, although banked people are less likely to barter and exchange. Even those who are banked are not using their bank accounts for depositing all their income, highlighting the use of bank accounts for **savings or safe storage rather than transactions**.

INSURANCE & MEDICAL



2008

(n=2000)

	Have now	Used to have	Never had
Insurance			
Medical insurance	82	8	10
Third party insurance	0	0	100
Household insurance	0	0	100
Life insurance	1	0	99
Other insurance	1	0	99

- 80% of Rwandans have medical insurance with Mutuel de Sante, whereas 2% of Rwandans use other medical insurance schemes
- This is far higher than the 37.8% previously quoted as covered*

Source: Q.8.1

*Rwanda's health system and sickness insurance schemes, Musango, Butera, Inyarubuga & Dujardin, 2006

	Total Sample (n=2000)	Mutuel de Sante (n=1583)	Private cover (n=45*)	No medical cover (n=353)
Age				
18-29	31	30	25	36
30-44	42	43	57	37
45+	27	28	17	27
Gender				
Male	43	43	41	40
Female	57	57	59	60
Area				
Urban	15	14	48	18
Rural	85	86	52	82
Farming types				
Crops not Livestock	30	29	22	39
Crops and livestock	63	65	41	54
No farming	7	6	37	6
Marital status				
Married	60	62	80	48
Single, never married	15	14	7	21
Widowed	14	14	7	15
Access strand				
Not served	52	50	0	72
Informally served	26	28	0	25
Formally served	7	7	13	3
Banked	14	15	87	0

Column %

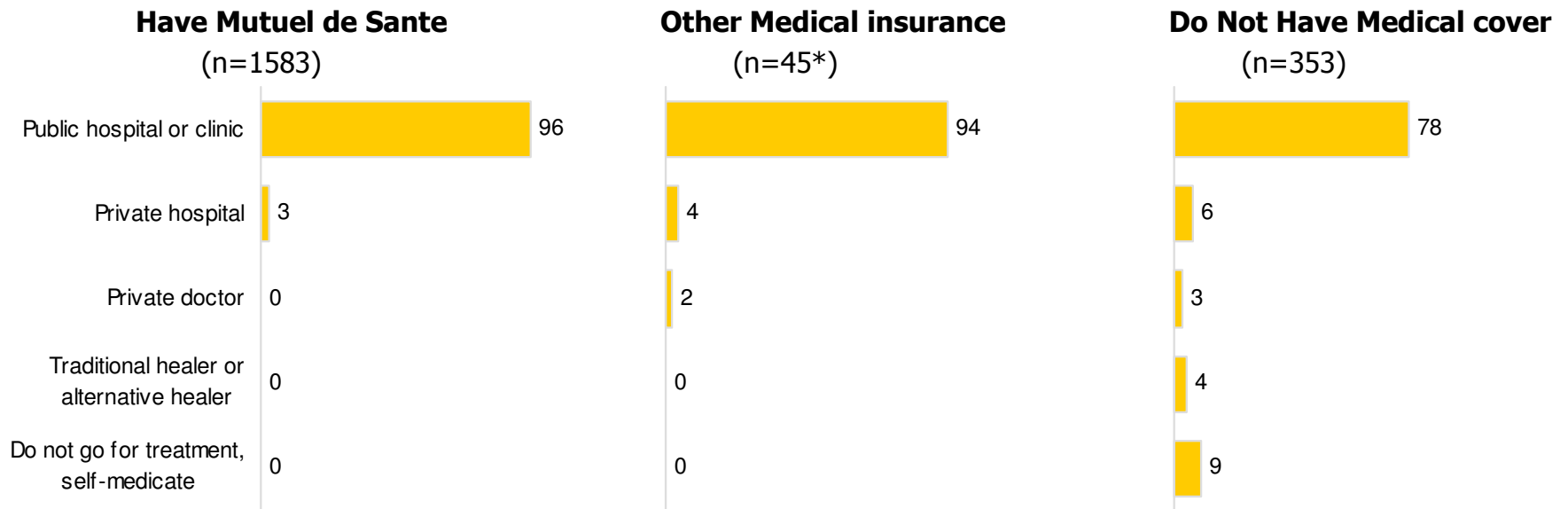
Read: 31% of the total sample are aged between 18-29
 Caution: small base size

	Mutuel de Sante (n=1583)	Private cover (n=45*)	No medical cover (n=353)
Gender			
Male	81	2	16
Female	80	2	17
Area			
Urban	72	6	20
Rural	82	1	16
Farming types			
Crops not Livestock	76	1	22
Crops and livestock	83	1	14
No farming	69	9	17
Marital status			
Married	83	2	13
Single, never married	75	1	24
Widowed	80	1	18
Access strand			
Not served	77	0	23
Informally served	84	0	16
Formally served	86	3	8
Banked	82	11	0



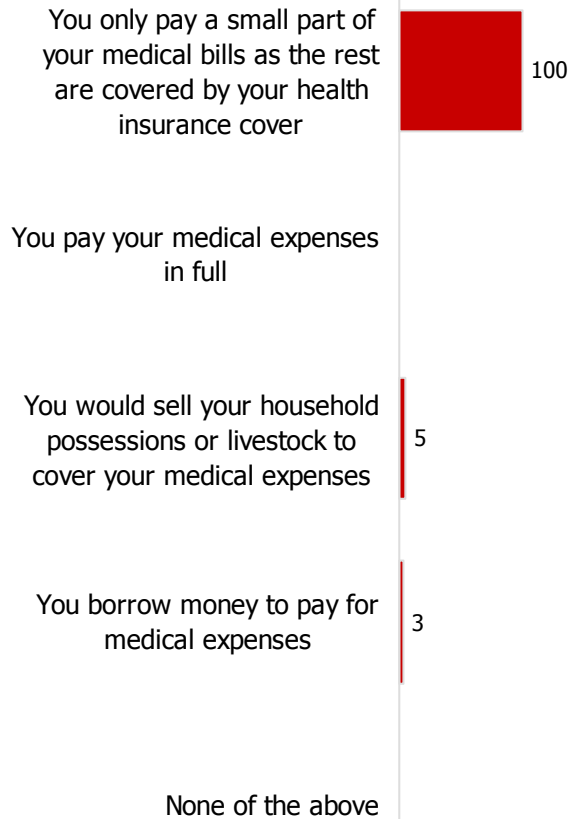
Row %

Read: 81% of those who are male have Mutuel de Sante medical cover
 Caution: small base size

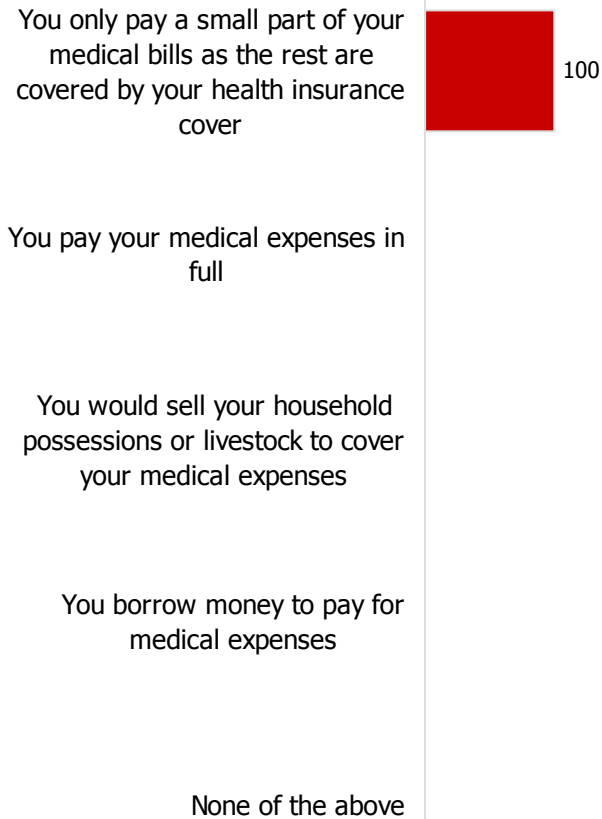


Source: Q2.2
 Caution: small base size

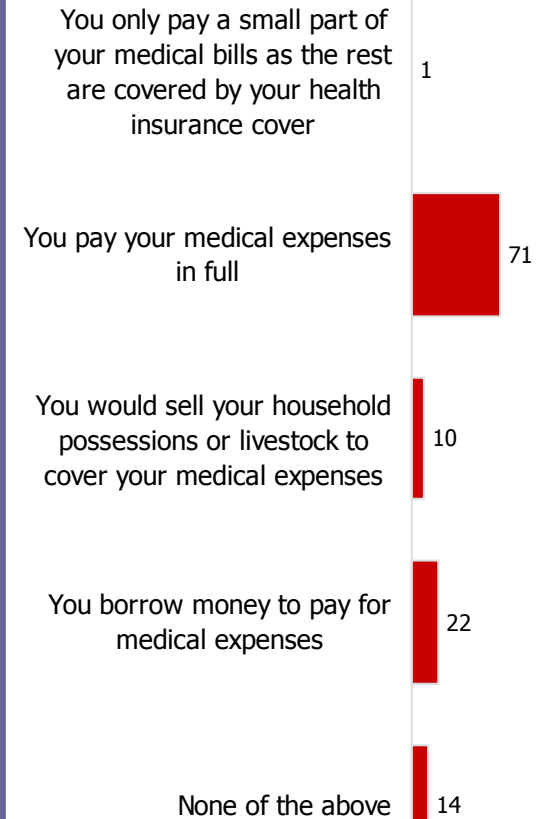
**Mutuelle de Santé
(n=1583)
%**



**Other medical insurance
(n=45*)
%**

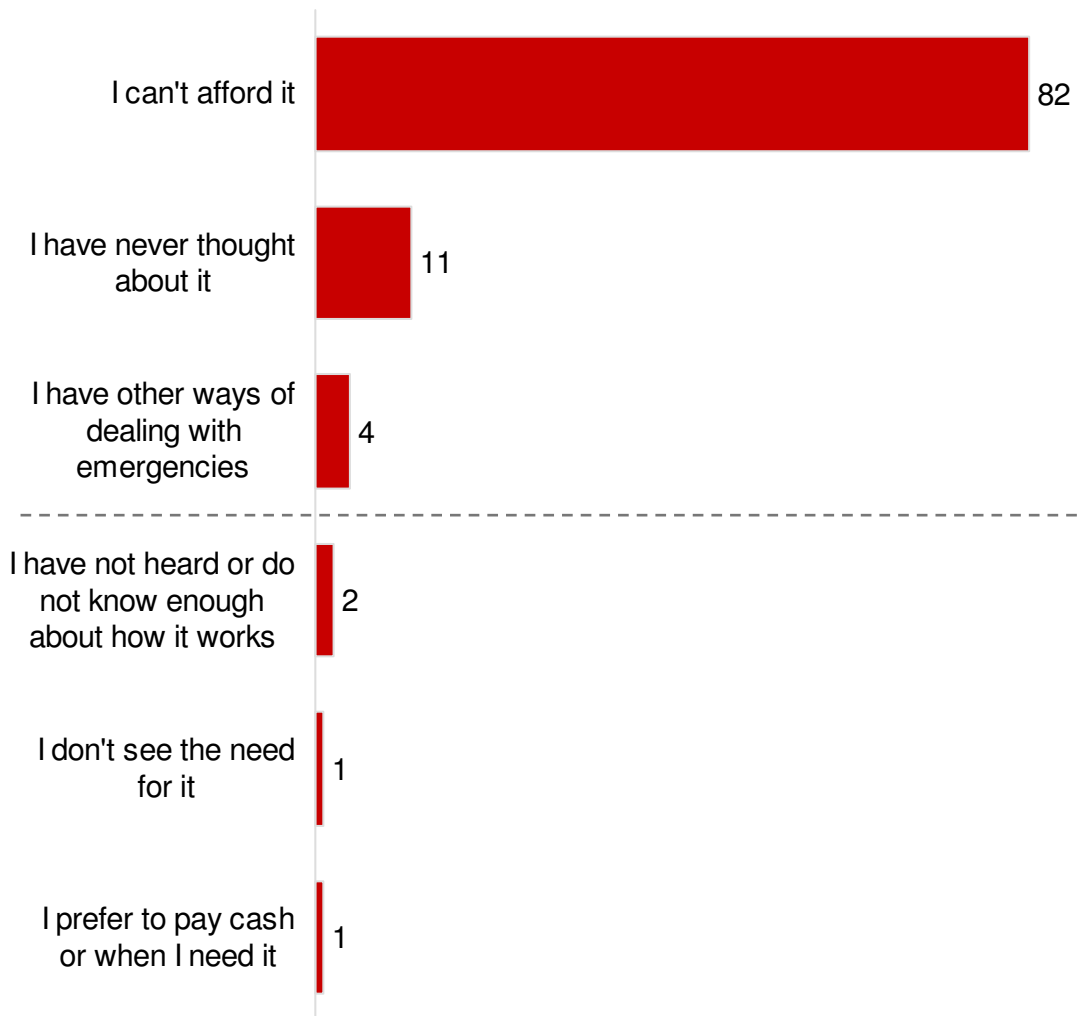


**No medical coverage
(n=353)
%**



Source: Q.10.2
Caution: small base size

(n=366)



SKEWS

Not saving (88%), Divorced/Widowed (93%), No formal education (89%), Female (86%), Never Banked (86%), 30-44 (89%), Crops not Livestock (88%)

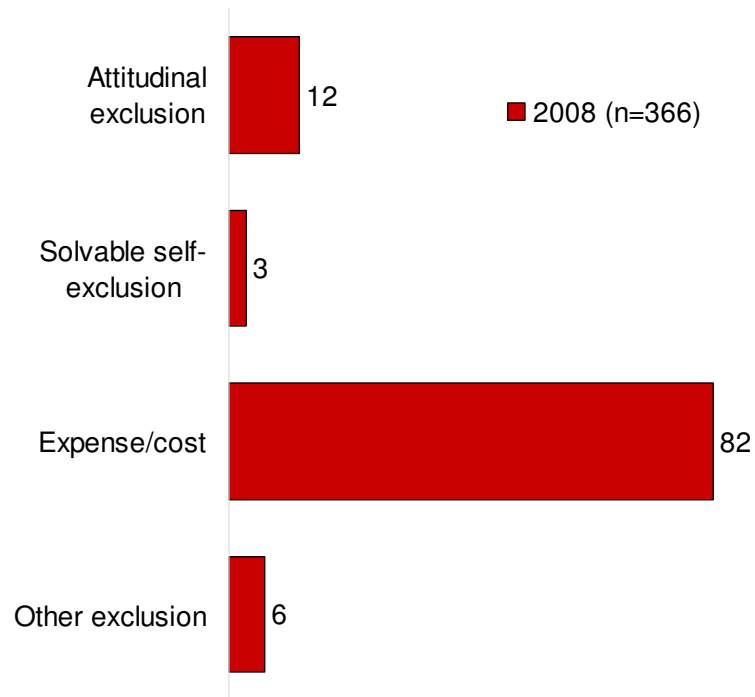
Male (16%), Kigali (29%), No farming (23%), Not involved (21%)

Kigali (10%), No farming (14%)

Not involved (11%)

Kigali (4%), No farming (5%)

Source: Q.10.3



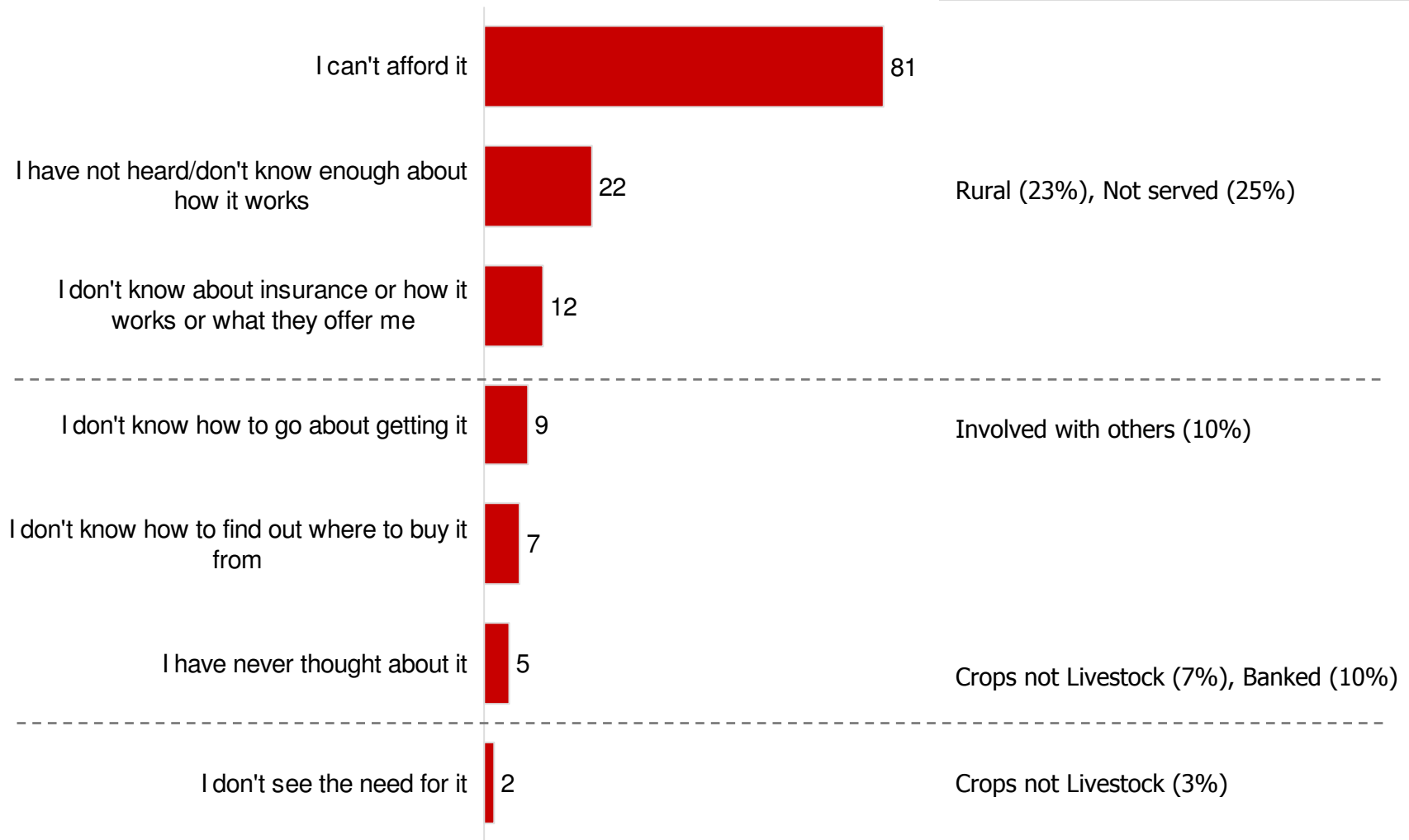
The reasons are categorised as:-

- **attitudinal exclusion (choice)** e.g. don't trust it, don't see need for it, never thought about it, prefer dealing in cash,
- **solvable self exclusion** e.g. have not heard/don't know how it works, don't know about it, don't know how to get it
- **expense / cost** e.g. I can't afford it
- **Other exclusion** e.g. someone else has it, have other ways to deal with emergencies

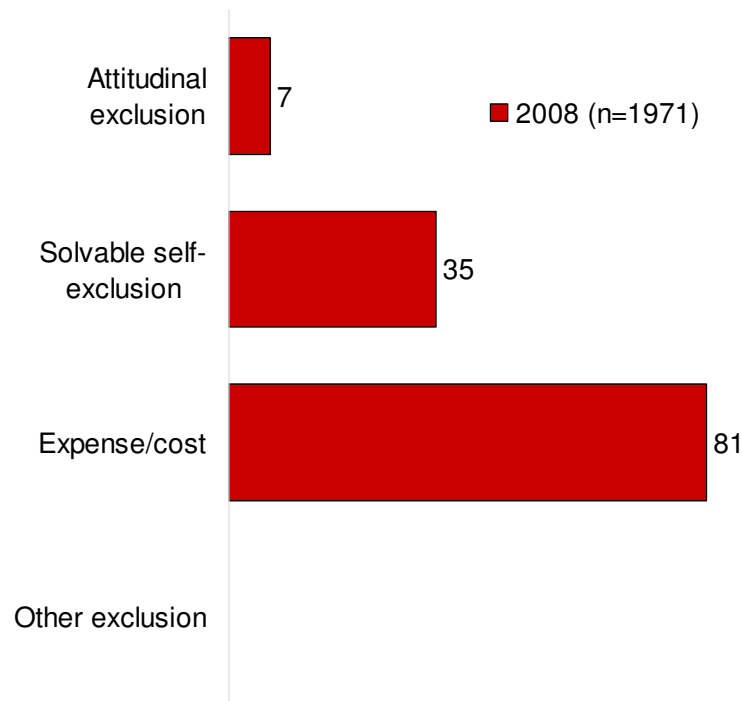
Source: Q.10.3

(n=1971)

SKEWS



Source: Q.8.5



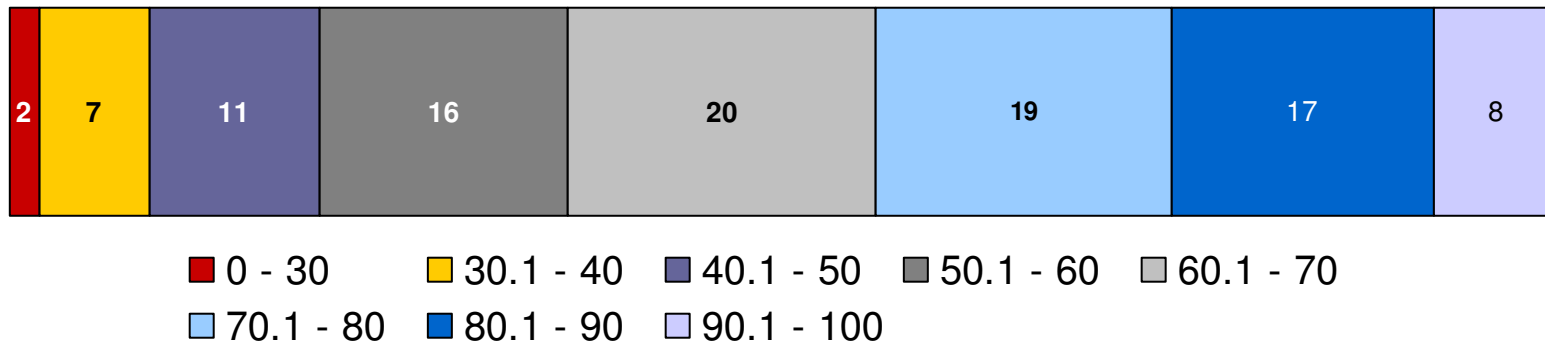
The reasons are categorised as:-

- **attitudinal exclusion (choice)** e.g. don't trust it, don't see need for it, never thought about it, prefer dealing in cash
- **solvable self exclusion** e.g. have not heard/don't know how it works, don't know about it, don't know how to get it
- **expense / cost** e.g. I can't afford it
- **Other exclusion** e.g. someone else has it, I am too old

Source: Q.8.5

- The Health and Nutrition index is derived from a number of measures including
 - Where people go for medical treatment
 - The number of adults and children under 5 who have died in past year
 - Statements about people's health
 - Measures of the frequency people have gone without health-related services and assets

- The higher the index score, the better the level of health and nutrition



People with **low** health and nutrition are more likely to:

- Earn less than 1,000 Rwf
- Only farm crops
- Not be financially served
- Have 5+ people per sleeping room

People with **high** health and nutrition are more likely to:

- Have secondary or higher education
- Live in an urban area
- Not be involved in farming
- Be banked

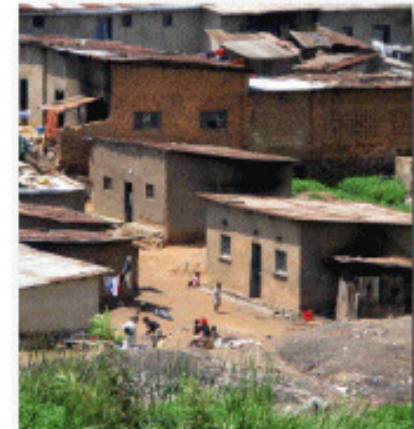
Although **82% of Rwandan adults have some form of medical cover**, the vast majority through Mutual de Sante, usage of other forms of insurance is almost non-existent.

Those with **no medical cover** are more likely to be **female, urban, not financially served and single**. They are less likely to use a public hospital, with 9% avoiding treatment or self medicating and 4% using a traditional/alternative healer.

22% of Rwandans would **borrow money** to pay medical expenses and 10% would **sell household possessions** or livestock.

Affordability is the key barrier to not having medical insurance, particularly amongst women (86%), divorced or widowed (93%) people and those not educated (89%).

SAVINGS & INVESTMENTS



2008



(n=2000)

	Have now	Used to have	Never had
Savings			
Keep cash at home or in a secret hiding place	57	13	30
Membership or Tontine/ikamina/umuryango	27	11	62
Savings at a bank	14	6	80
Give to someone else for safe keeping	12	11	77
Savings account at a agricultural co-op	5	7	88
Savings at a MFI	3	3	94
Membership of <i>Caisse de l'Entre</i>	1	1	99
Employer savings schemes	1	0	99
Savings at a post office	0	0	100
Capital/stock market	0	0	100
Retirement/pension			
Pension fund	2	0	98

- 47% of banked people, 74% of other formally served and 98% of those classified as informal have a financial product with a social institution
- Social institutions include *tontines*, *ikiminas*, *umuryangos*, agricultural cooperatives, *Caisse de l'Entres* and someone else for safekeeping
- If we focus on a subsegment of social products – products with agricultural cooperatives – we find that 13% of those banked, 59% of those formally served and 23% of the informally served have some form of product with an agricultural cooperative

Source: Q.11.3 , Q.8.1

	Total sample (n=2000)	Savings at Bank (283)	Members hip or tontine (492)	Keep cash at home (1126)	Give to someone (236)	Pension fund (n=30*)
Age						
18-29	31	10	21	57	16	13
30-44	42	19	32	54	9	46
45+	27	12	24	60	10	40
Gender						
Male	43	16	29	58	15	69
Female	57	12	25	55	9	31
Area						
Urban	15	25	18	49	9	26
Rural	85	12	28	58	12	74
Marital status						
Married	60	17	30	59	11	85
Single, never married	15	9	18	56	21	3
Widowed	14	10	24	51	7	11
Divorced	6	9	21	48	8	1
Have a life partner or living with a partner	5	7	24	56	9	0
Education level						
No formal education	28	2	18	58	10	0
Primary grade 1-3	14	16	30	59	12	7
Primary grade 4-6	46	7	26	55	10	23
Secondary, university or other higher	11	44	33	49	13	69
Vocational training	1	22	45	37	21	0

Column %

Read: 31% of the total sample are aged between 18-29
 Caution: small base size

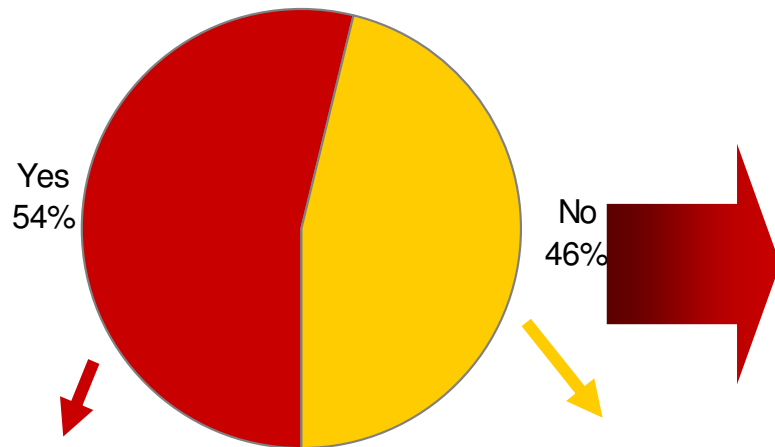
	Total Sample (n=2000)	Banked (n=275)	Govt. social support (n=1252)	Informal (n=87)	Not served (n=256)
Saving status					
Saving	54	97	46	67	25
Not saving	46	3	54	33	75
Savings products held					
Savings at a bank	14	97	0	0	0
Savings at a MFI	3	4	0	0	0
Savings at a post office	0	1	0	0	0
Employer savings schemes	1	3	0	0	0
Savings account at a agricultural co-op	5	8	1	0	0
Membership of Caisse d'Entre	1	3	0	0	0
Membership of Tontine/ikamina/umuryango	27	35	26	70	0
Give to someone else for safe keeping	12	9	12	41	0
Keep cash at home or in secret hiding place	57	42	61	73	48
Borrowing status					
Borrowing	27	35	24	35	16
Not borrowing	73	65	76	65	84

↕ Column %

Read: 54% of the total sample claim to be saving

Incidence of savings

(n=2000)

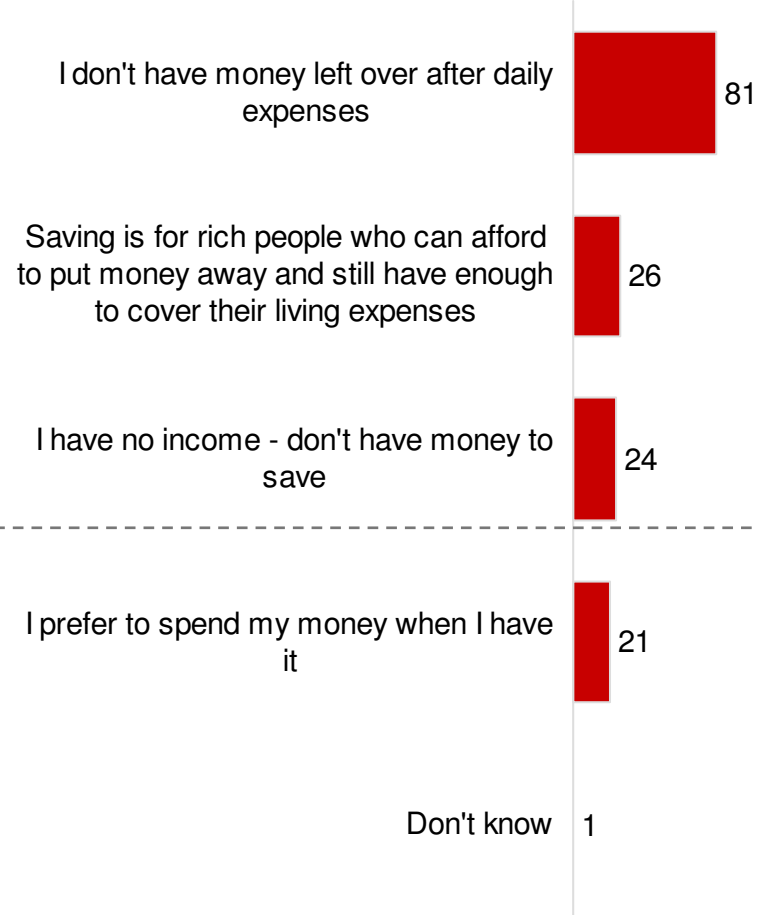


Yes (54%)
 Borrowing (71%), Married/Partner (59%), Primary Schooling (57%), Secondary 1-3 (73%), Secondary 4-6 (68%), Male (60%), Currently Banked (96%), Crops and livestock (60%), Involved with others (59%)

No (46%)
 Not Borrowing (52%), Single (55%), Divorced/Widowed (54%), No formal education (59%), Female (50%), Never Banked (54%), Crops not Livestock (58%), Involved alone (52%), Not involved (60%)

Reasons for not saving

(n=926)



Source: Q.11.1, Q.11.2

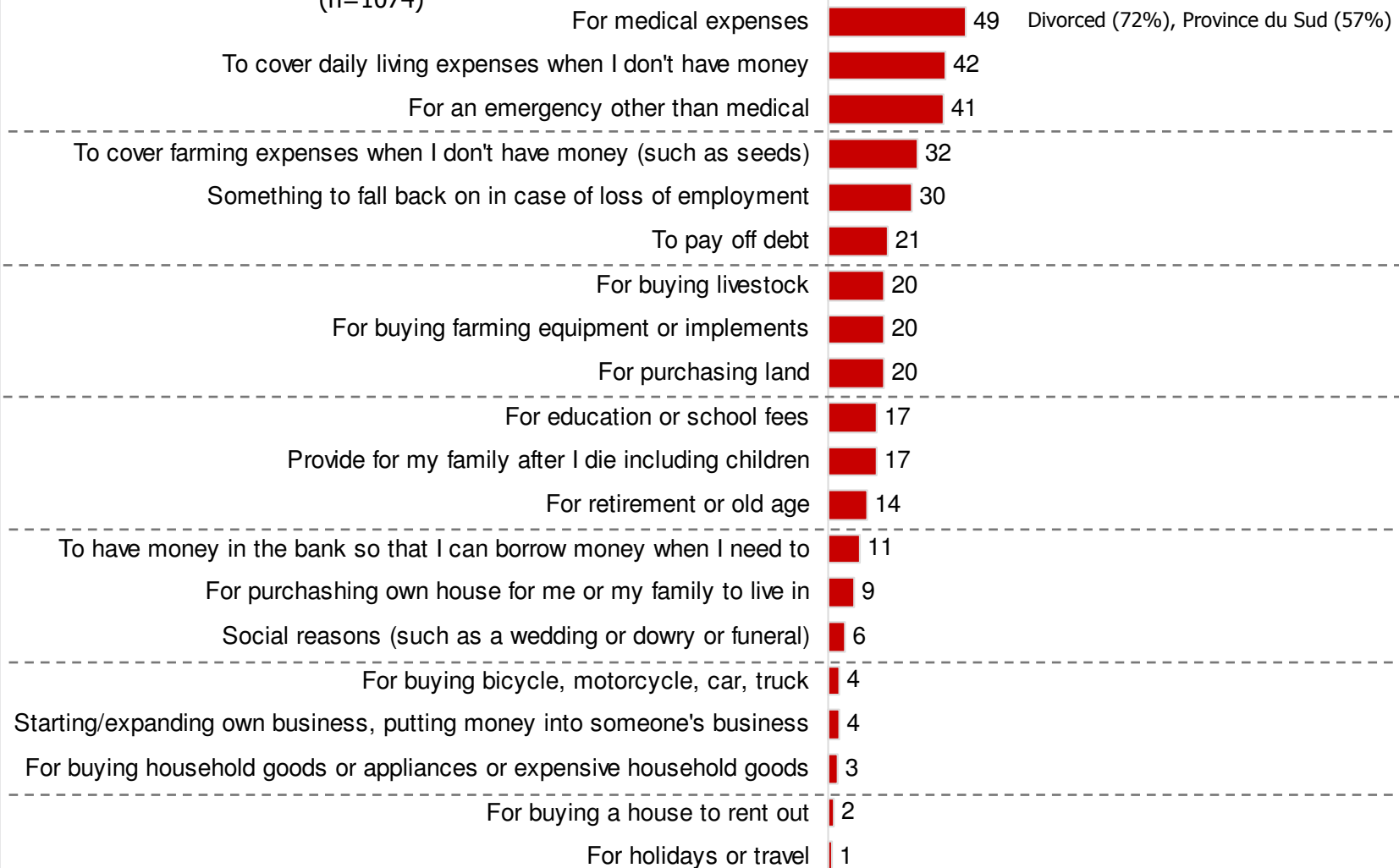
	Total Sample (n=2000)	Investment in land in Rwanda (n=1351)	Investment in other livestock (n=353)	Investment in cattle (n=257)	Investment in own business (194)
Age					
18-29	31	27	24	19	33
30-44	42	44	49	48	54
45+	27	29	27	33	13
Gender					
Male	43	43	45	55	44
Female	57	57	55	45	56
Area					
Urban	15	8	7	7	28
Rural	85	92	93	93	72
Marital status					
Married	60	63	66	84	67
Single, never married	15	11	12	4	15
Widowed	14	14	12	10	6
Divorced	6	6	4	2	4
Have a life partner or living with a partner	5	6	6	3	8
Education level					
No formal education	28	29	24	21	8
Primary grade 1-3	14	14	14	17	9
Primary grade 4-6	46	48	49	43	57
Secondary, university or other higher	11	8	12	16	24
Vocational training	1	2	2	3	2

Column %

Read: 31% of the total sample are aged between 18-29

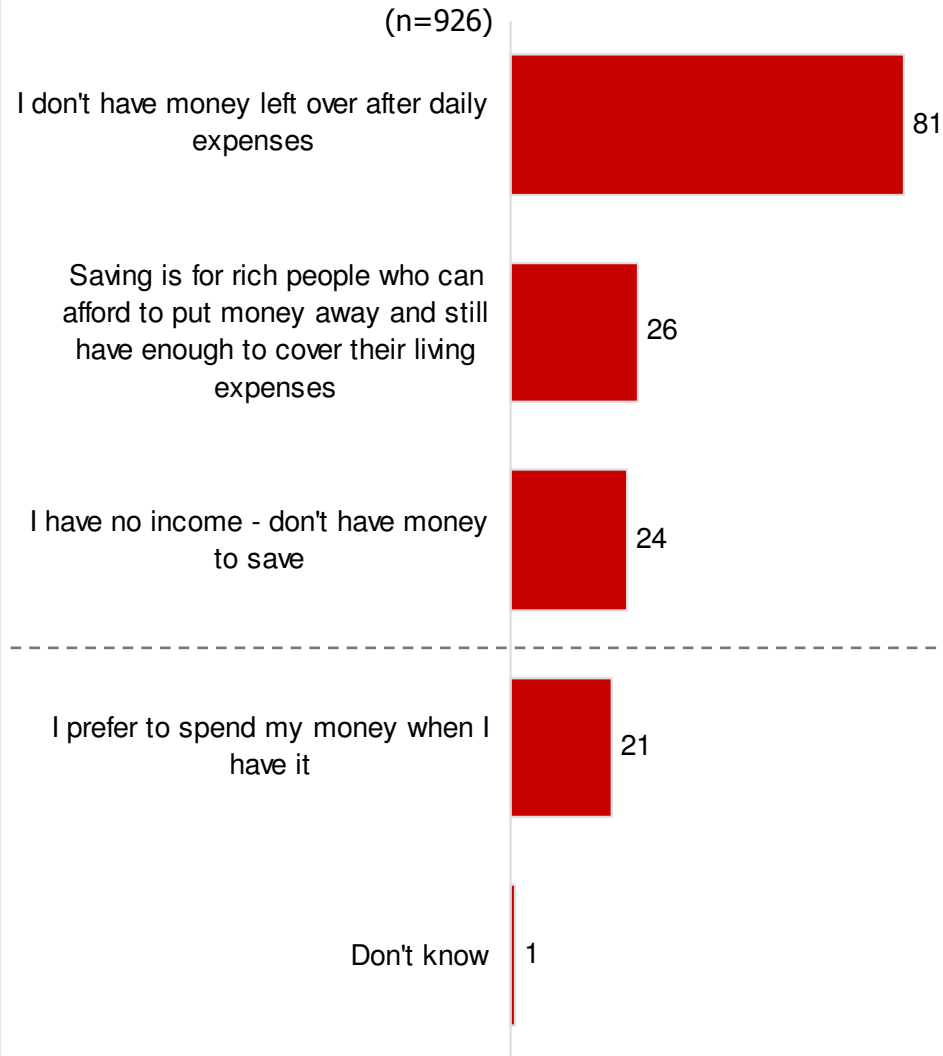
HAVE NOW SKEWS

(n=1074)



Source: Q11.6

SKEWS



Involved in household decision-making with others (86%)

Informally served (29%)

Source: Q11.6

	Total Sample (n=2000)	UBPR (n=259)	UDC (n=71)
Age			
18-29	31	22	21
30-44	42	56	47
45+	27	25	32
Gender			
Male	43	52	45
Female	57	50	55
Area			
Urban	15	27	3
Rural	85	76	97
Marital status			
Married	60	76	68
Single, never married	15	9	9
Widowed	14	11	17
Divorced	6	4	5
Have a life partner or living with a partner	5	2	
Education level			
No formal education	28	4	17
Primary grade 1-3	14	8	16
Primary grade 4-6	46	56	54
Secondary, university or other higher	11	32	6
Vocational training	1	2	6

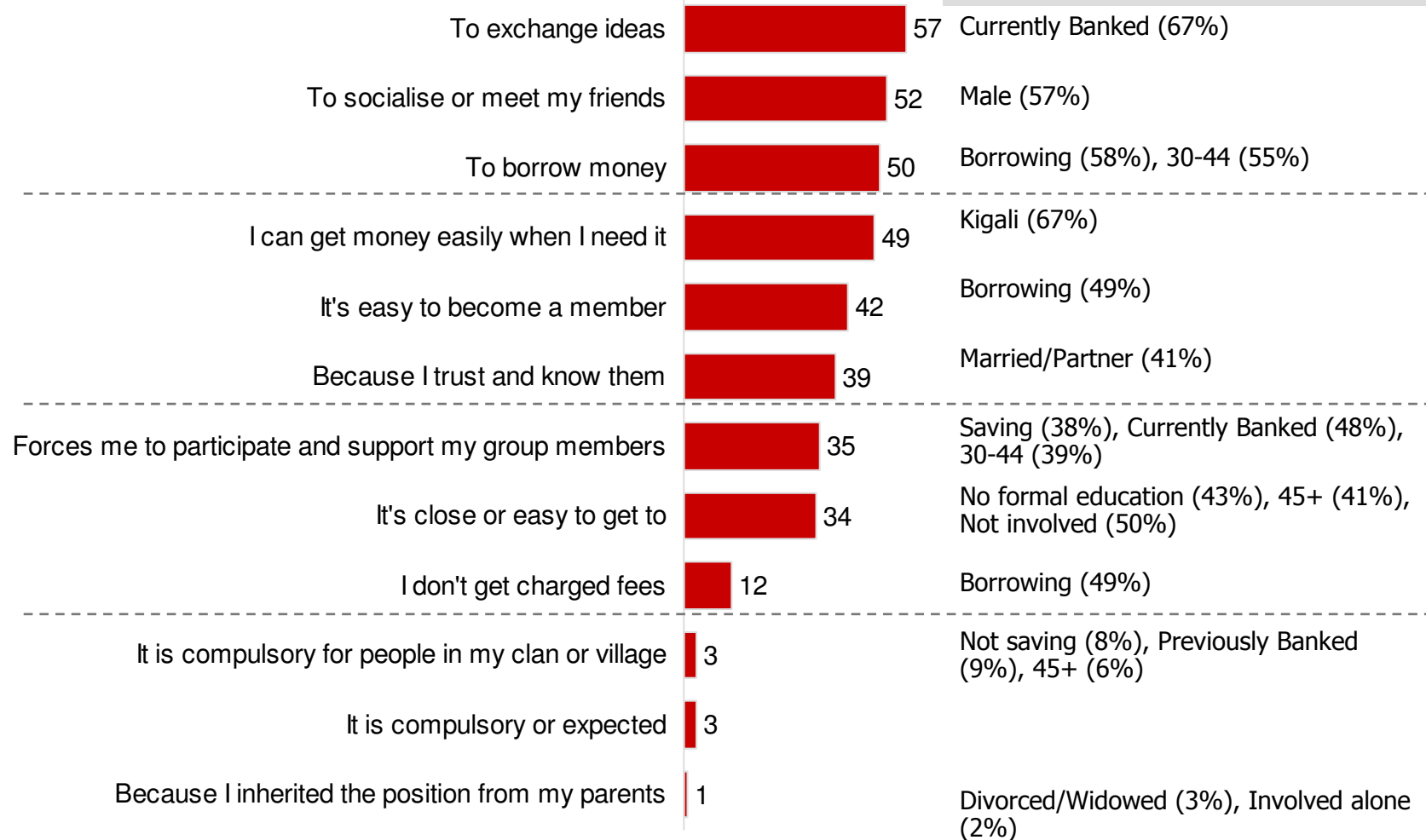
Column %

Read: 31% of the total sample are aged between 18-29

Why a member of a *tontine*, *ikimina*, agricultural co-op or *caisse de l'entree*

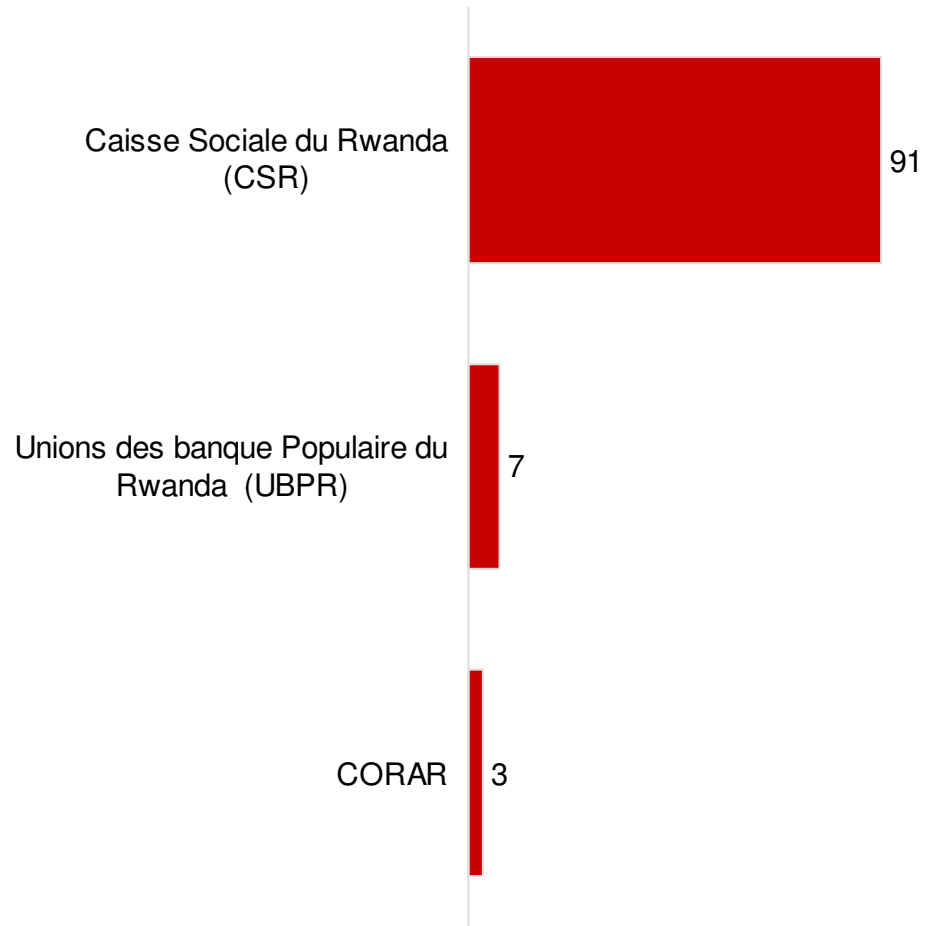
(n=556)

SKEWS

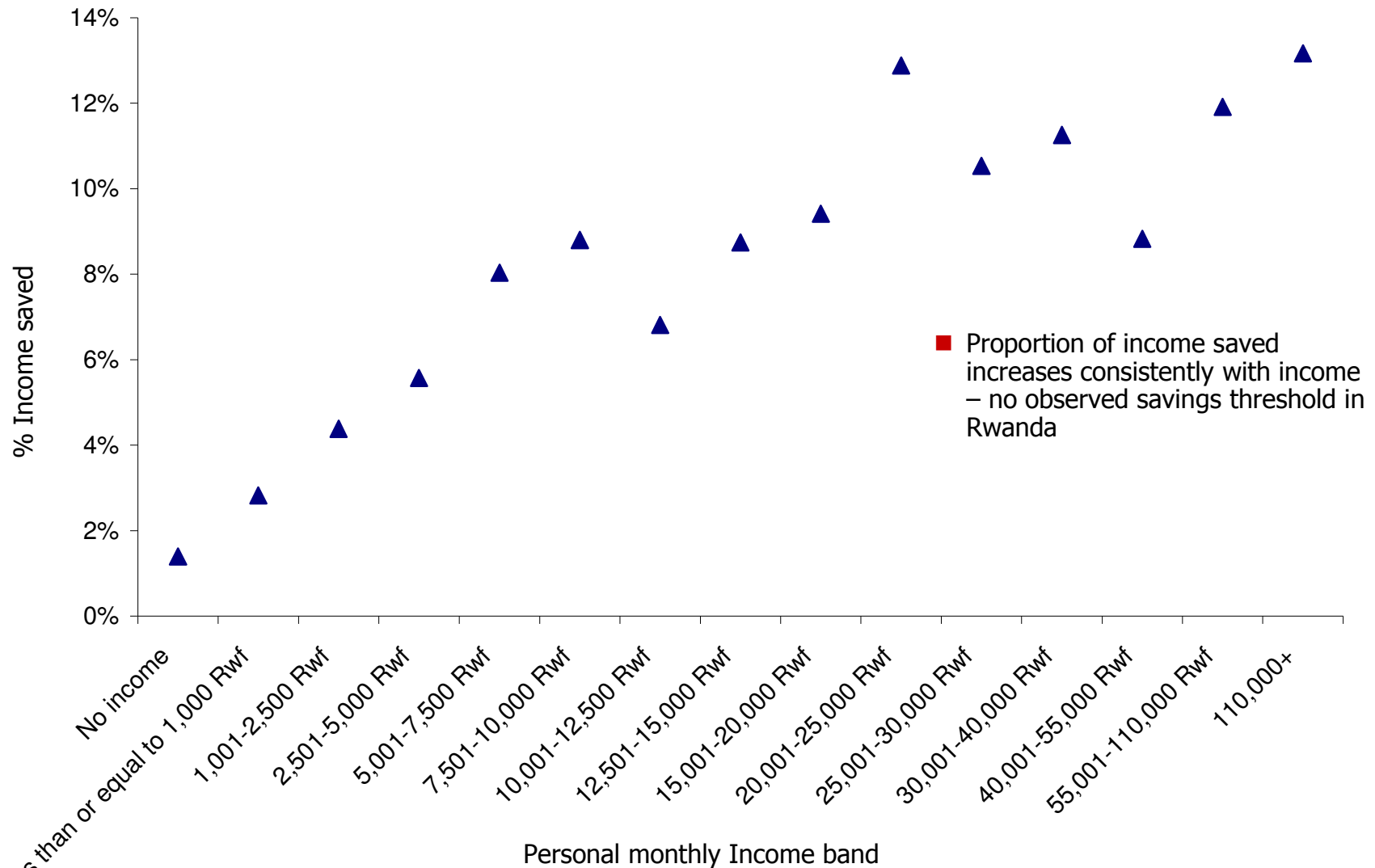


Source: Q11.5

(n=30*)

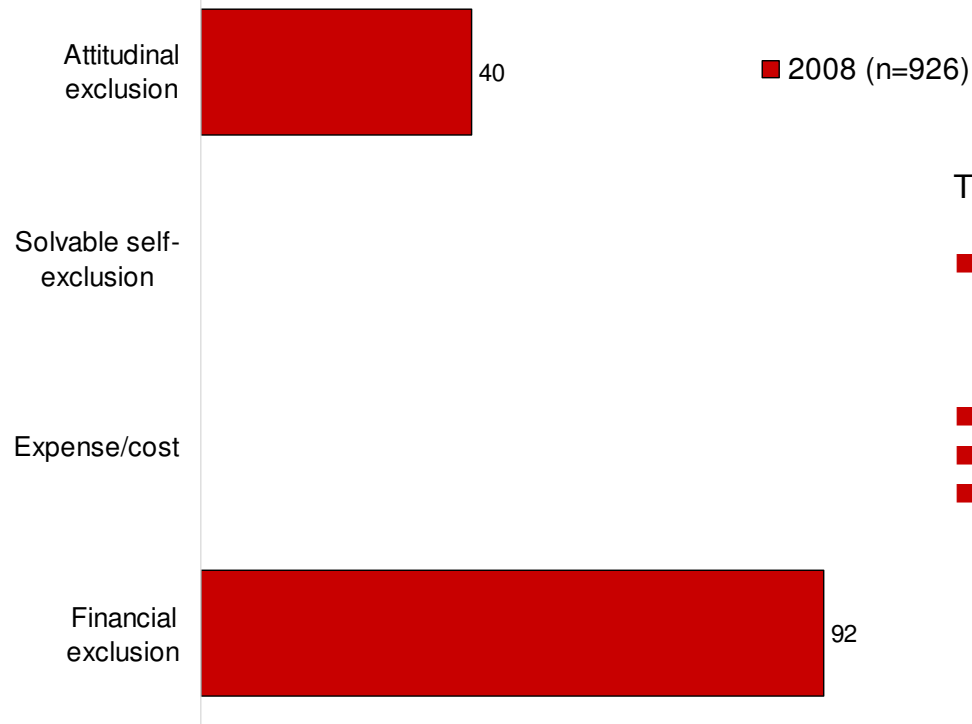


Source: Q.8.2
Caution: small base size



Source: Q.13.7, 4.8

Proportion of income saved by income group



The reasons would be categorised as:-

- **attitudinal exclusion (choice)** e.g. prefer to spend money when have it, worried who would get my money after I die, saving is for rich people
- **solvable self exclusion** N/A
- **expense / cost** N/A
- **(financial) exclusion** e.g. don't have money left after daily expenses, have no income – no money to save

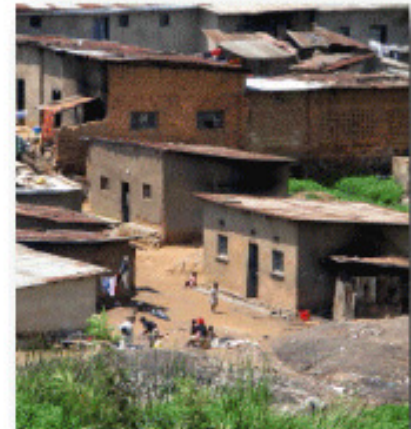
Source: Q.11.2

Over half the population claim to be saving. However the majority of savings is excluded from the access strand as it takes the form of **saving cash at home (57%)**, giving it to someone to keep it safe (12%).

Over a quarter are members of a **tontine or ikimina**. The reasons for belonging to a tontine or ikimina tend to be **social rather than financially related**, i.e. exchanging ideas (57%) or socialising (52%). Although 50% belong in order to borrow money (58% of all borrowers).

The most common reason for saving is for **medical expenses (49%)**. The Mutuel de Sante arrangement requires a small amount of cash to be used for medical expenses. Other reasons include to cover daily expenses and other emergencies that are not medical. Over half of people in Kigali who save claim to be saving in case of loss of employment

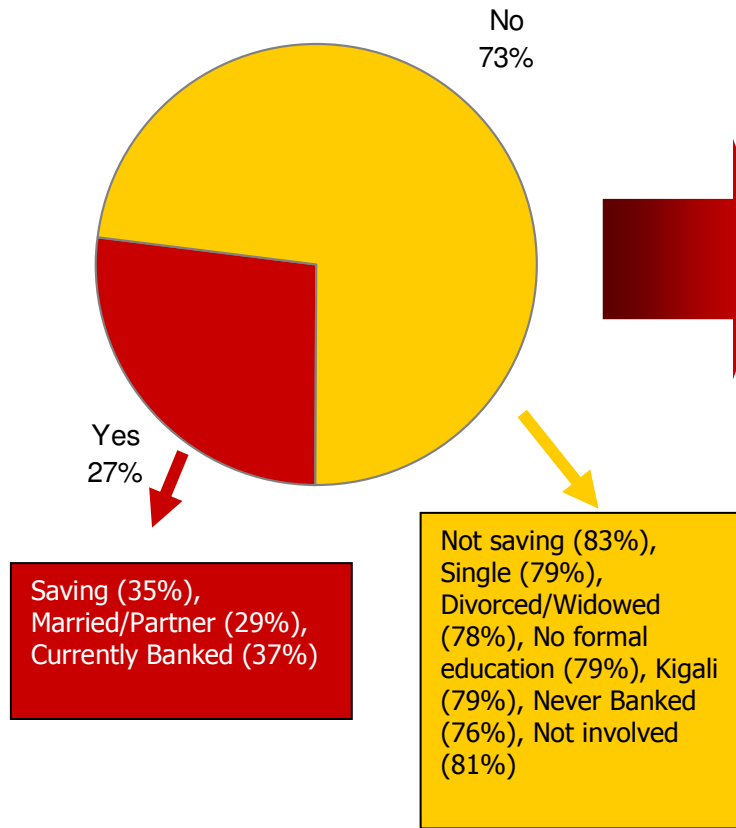
BORROWING



2008

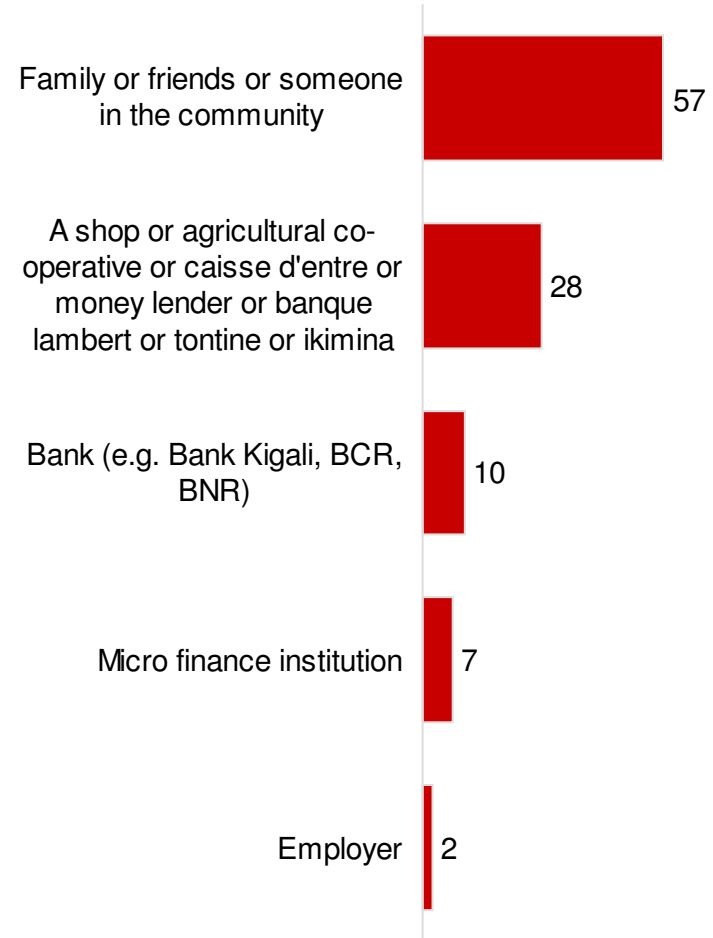
Incidence of borrowing

(n=2000)



Where borrowed from

(n=484)



Source: Q.12.1, Q.12.2

	Total Sample (n=2000)	Family/friends (n=278)	Shop/agricultural coop (n=127)	Bank (n=52)	MFI (n=30*)
Age					
18-29	31	38	18	11	15
30-44	42	38	53	68	62
45+	27	24	28	21	24
Gender					
Male	43	43	48	44	61
Female	57	57	52	56	39
Area					
Urban	15	12	7	25	22
Rural	85	88	93	75	78
Province					
Ville de Kigali	8	8	1	4	15
Province de L'est	23	17	19	30	34
Province du Nord	18	17	28	15	25
Province du Sud	26	21	28	22	17
Province de L'oues	25	37	23	29	8
Marital status					
Married	60	61	64	78	94
Single, never married	15	15	10	2	0
Widowed	14	10	15	10	2
Divorced	6	6	6	3	0
Have a life partner or living with a partner	5	8	5	7	4

↕ Column %

Read: 31% of the total sample are aged between 18-29
 Caution: small base size

	Total Sample (n=2000)	Family/friends (n=278)	Shop/agricultural coop (n=127)	Bank (n=52)	MFI (n=30*)
Education					
No formal education	28	26	23	4	0
Primary grade 1-3	14	14	17	5	0
Primary grade 4-6	46	48	52	42	62
Secondary, university or other higher	11	11	3	43	33
Vocational training	1	1	4	6	5
Farming					
Crops not Livestock	30	32	23	13	40
Crops and livestock	63	62	75	68	46
No farming	7	6	2	18	14
Source of income					
Earn a living	97	98	98	99	100
Grant assistance	2	1	2	2	0
Money from friends/family	10	13	10	8	5
Decision-making					
Involved alone	28	27	32	30	17
Involved with others	64	64	67	70	83
Not involved	8	9	2	1	0

↕ Column %

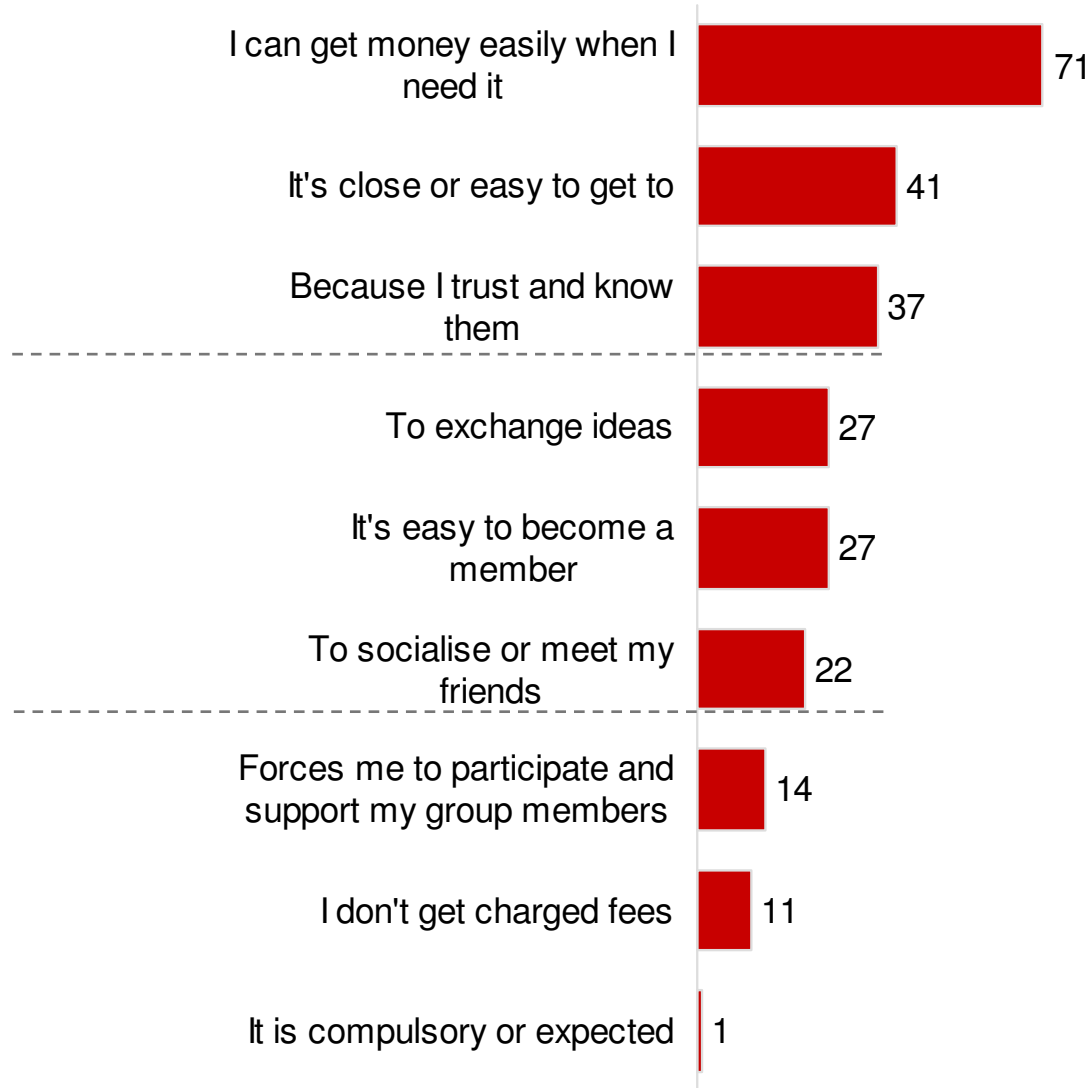
Read: 28% of the total sample have no formal education
 Caution: small base size

		(n=484)	Length of time to payback (months)	SKEWS
Cover daily living expenses when don't have money	24	3.8 (n=129)	Not involved (48%)	
For medical expenses	22	3.2 (n=103)	Not served (32%)	
For buying farming equipment/implements	12	3.9 (n=43)	Rural (14%)	
Cover farming expenses when don't have money	11	4.1 (n=54)		
To improve my home	11	13.1 (n=59)	No farming (22%), Banked (24%)	
To buy property	9	14.2 (n=38)	Involved with others (11%)	
To pay off debt	8	2.8 (n=36)		
To start or expand own/someone else's business	7	9.2 (n=31)	Urban (17%), No farming (26%), Formally served (21%)	
For education or school fees	6	3.9 (n=38)	Banked (12%)	
To buy other livestock	5	6.7 (n=18)	Crops and livestock (7%)	
Unexpected emergency	4	3.1 (n=19)	Male (7%)	
For social reasons	3	6.3 (n=15)		
To buy cattle	1	5.6 (n=8)		
For buying household goods/appliances	1	6.2 (n=3)		
To get basic services to my house	1	12 (n=2)	Banked (4%)	

Source: Q.12.3, Q12.4, Q12.5

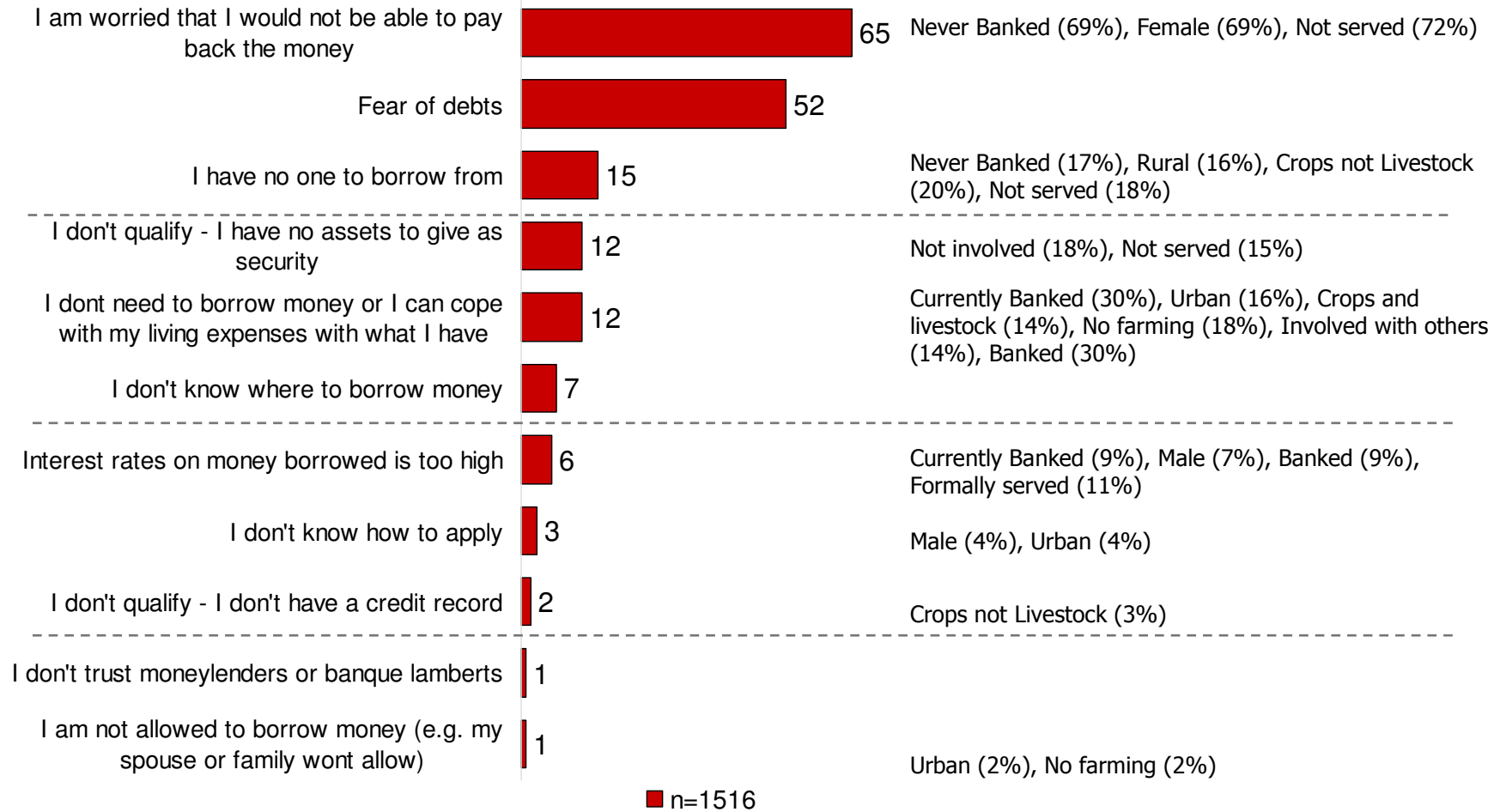
Reasons for borrowing from informal source

(n=127)



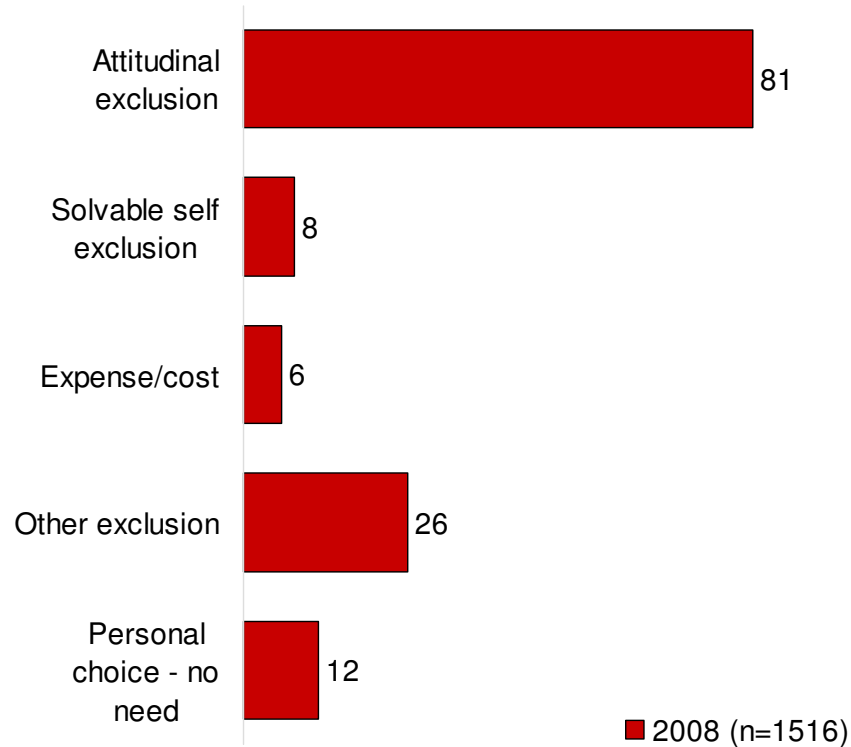
Source: Q.12.6, Q.12.7

SKEWS



Source: Q.12.2

Reasons for not borrowing



The reasons would be categorised as:-

- **attitudinal exclusion (choice)** e.g. fear of debts, worried won't be able to pay back, don't believe in borrowing, don't trust banks/MFIs, don't trust moneylenders/banque lamberts
- **solvable self exclusion** e.g. don't know where to borrow, don't know how to apply
- **expense / cost** e.g. interest rates on borrowed money is too high
- **Other exclusion** e.g. no-one to borrow from, don't qualify – to assets to give as security, don't have credit record, don't have ID, not allowed to borrow money
- **Personal choice** e.g. No need to borrow

Source: Q.12.2

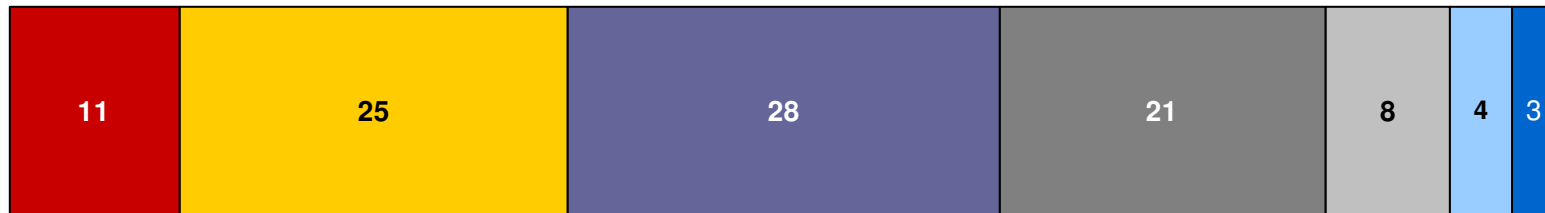
27% of the population claim to be borrowing. Most of the borrowing is from **family and friends (94%)** followed by shops and agricultural co-operatives (28%) and banks (10%).

The main reasons for borrowing are to **cover living expenses (24%)** and for medical expenses (22%). In other words affordability is not an issue – people are fixating on survival, and there is a strong cultural prioritisation of medical expenses.

The reasons for borrowing from an informal source (shop, tontine, money lender) are mainly due to **access, ease of getting money and trust.**

Fear of debt (52%) and not being able to meet repayments (65%) are the key reasons for not borrowing.

- The Financial products index is derived from measures of:
 - Whether people borrow
 - What products are invested in
 - The status regarding savings products
- The higher the index score, the better the level of financial products held



■ 0 - 5 ■ 5.1 - 10 ■ 10.1 - 15 ■ 15.1 - 20 ■ 20.1 - 25 ■ 25.1 - 30 ■ 30.1 - 100

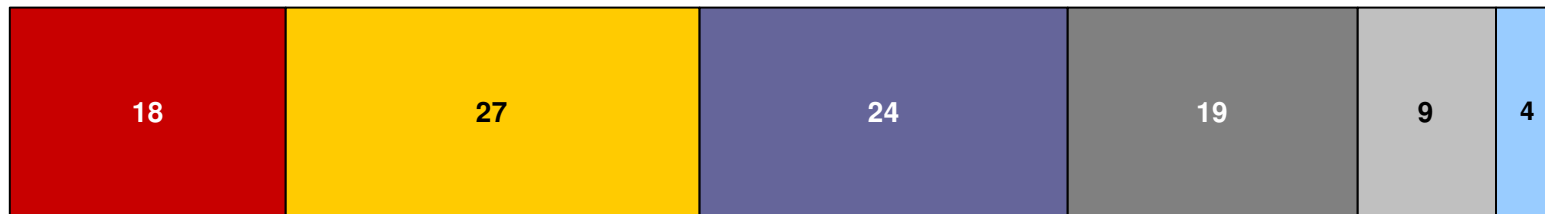
People with **low** financial products index are more likely to:

- Be single/widowed/divorced
- Not have formal education
- Live in an urban area

People with **high** financial products index are more likely to:

- Be head of the household
- Be married
- Have secondary/higher education
- Be male
- Live in an urban area

- The Poverty index is derived from Q.2.3 in the questionnaire
- It is therefore based on the frequency that people in Rwanda experience difficulties that include:
 - Not having cash income
 - Inability to support dependents
 - Having a member of the household go without shoes
- The higher the index score, the greater the level of poverty



■ 0 - 30 ■ 30.1 - 40 ■ 40.1 - 50 ■ 50.1 - 60 ■ 60.1 - 70 ■ 70.1- 100

People with **low** poverty are more likely to:

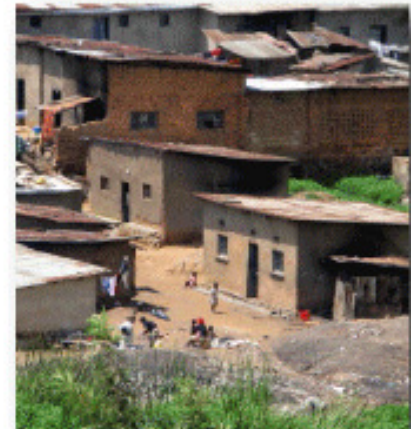
- Be married
- Have primary Gr. 4-6 or higher
- Live in an urban area
- Not be engaged in farming
- Be banked

People with **high** poverty are more likely to:

- Be **divorced**
- Have no formal education
- Have lower income
- Live in a rural area
- Only farm crops
- Be financially excluded

Vulnerability is marked for females who are head of household and divorced

KIGALI DWELLERS vs OTHER AREAS



2008

- Those who reside in Kigali are more likely to be banked and formally served.
- However the % not served is the same, demonstrating the impact of informal products and organisations outside of Kigali and the wide disparities of wealth in Kigali itself

Ville de Kigali

(n=240)



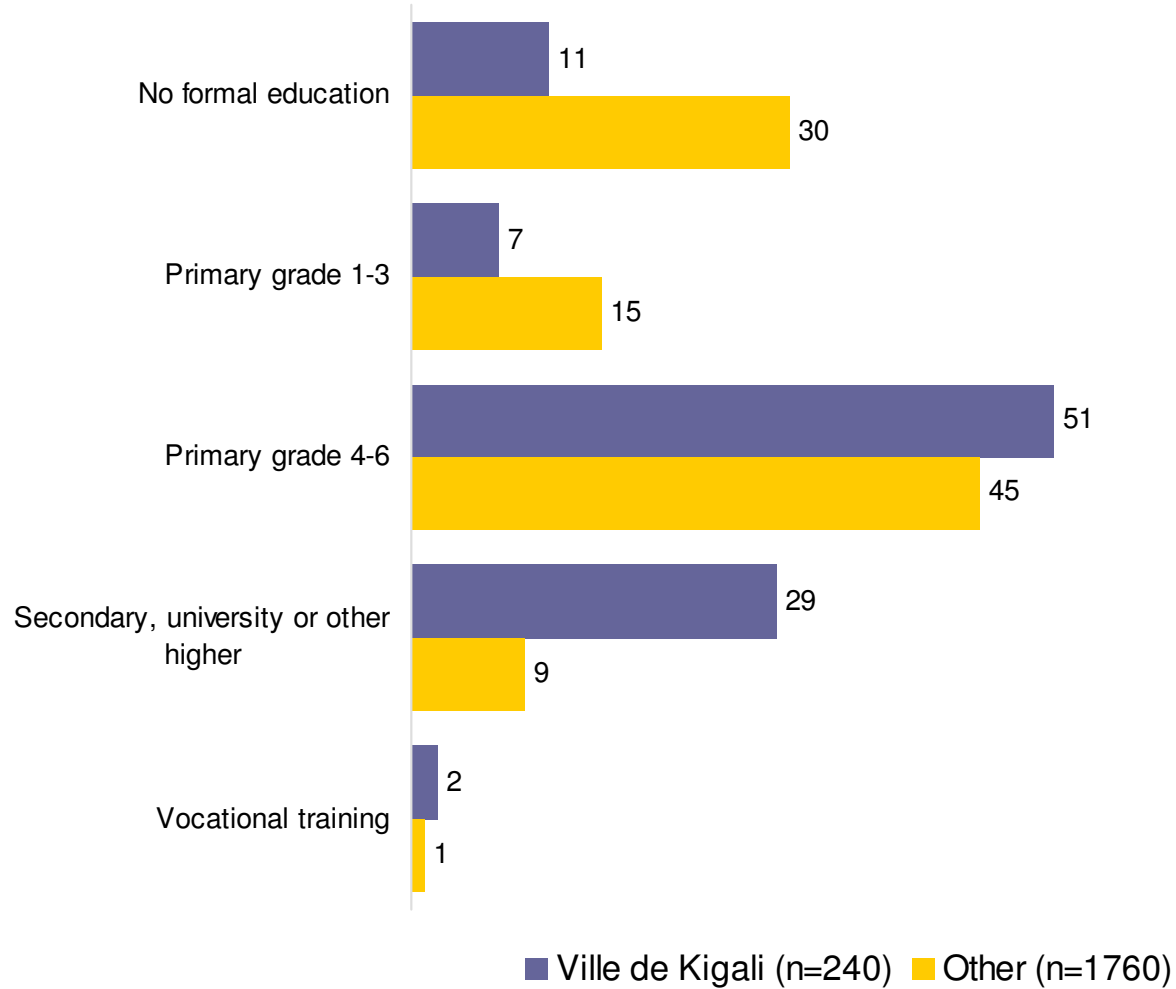
Other provinces

(n=1760)

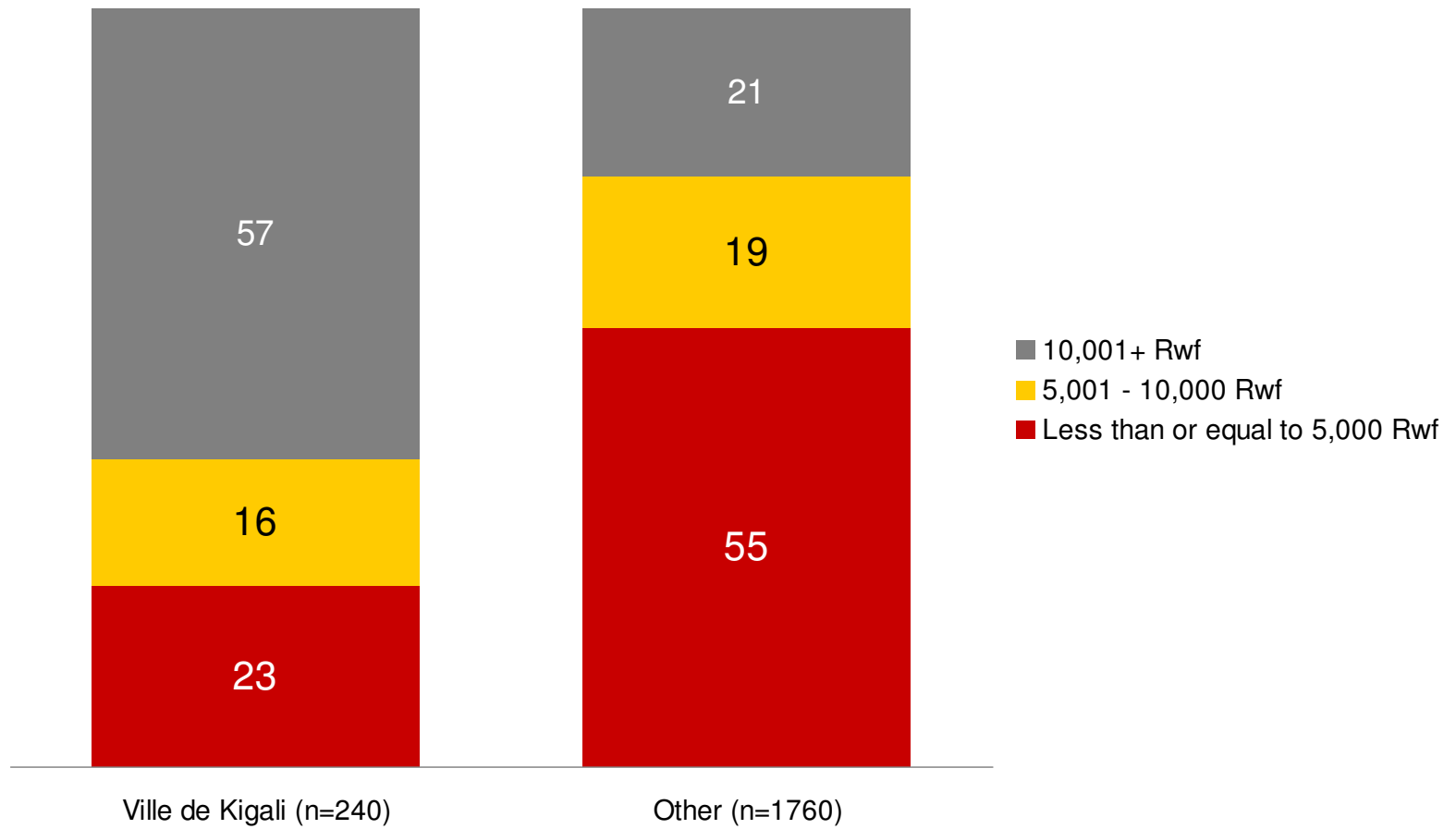


■ Banked ■ Formally served ■ Informally served ■ Not served

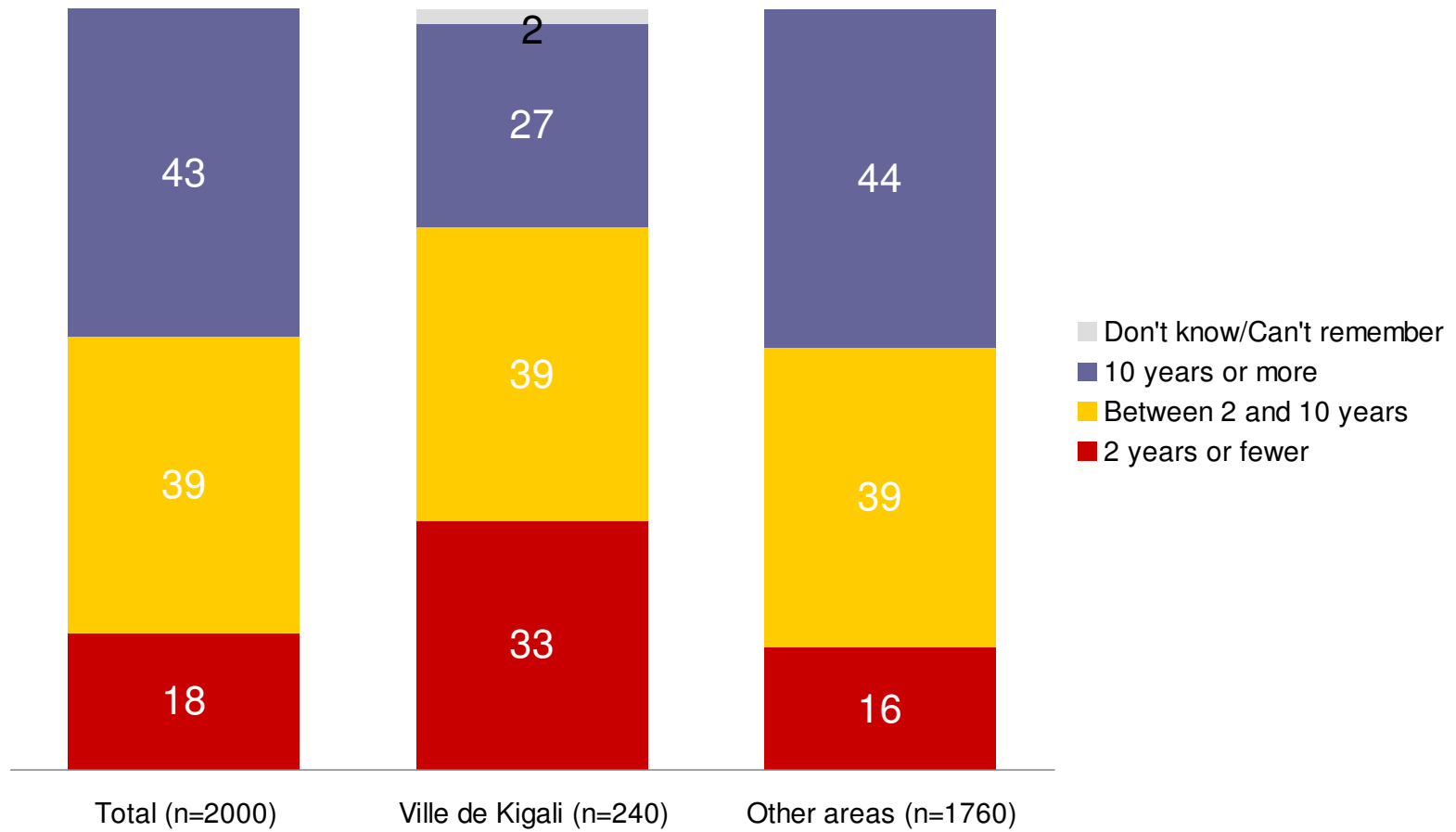
Source:



Source: Q.13.6

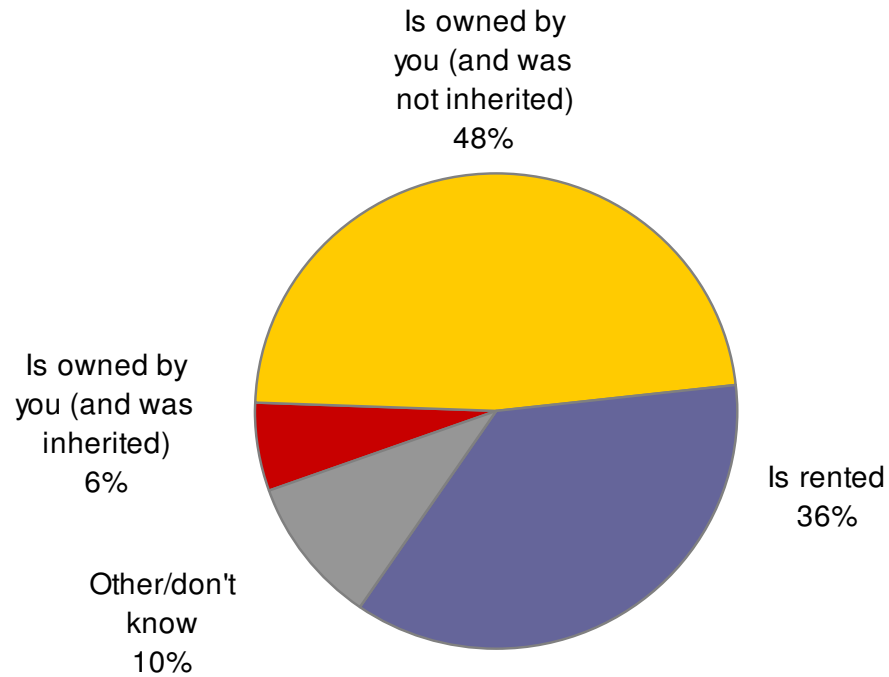


Source: Q13.7

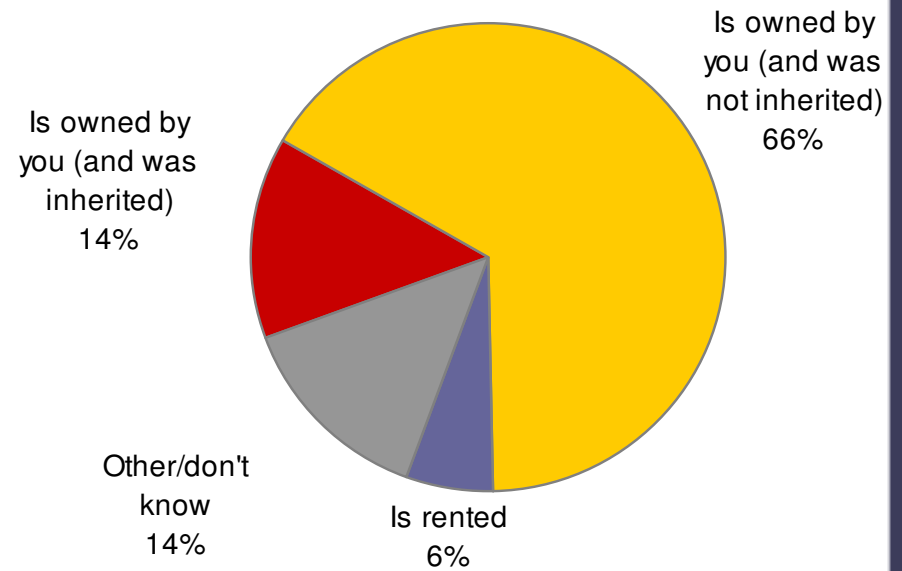


Source: Q1.2

**Ville de Kigali
(n=240)**



Other areas (n=1760)



Source: Q1.3

Those who live in Kigali are more likely to be banked but as likely to be not served as those who live in other provinces. They are more educated and have higher personal incomes.

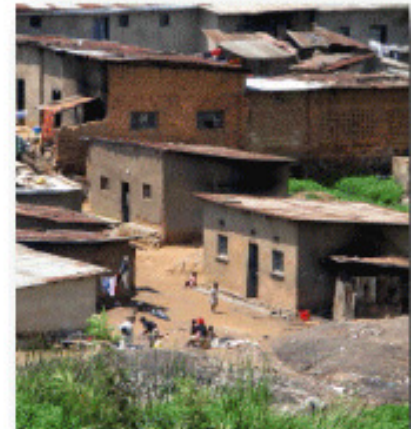
They are more transient overall with a third living in their homes for less than 2 years and their homes are more likely to be rented. They are more likely to own additional properties than those who live in other provinces.

Kigali households are much less likely to be involved in farming – 55% have no involvement at all. Income is more likely to come from having own business, receiving wages or salary and money received from friends and family outside of Rwanda, whereas in other provinces the majority of individuals (95%) generate their own income.

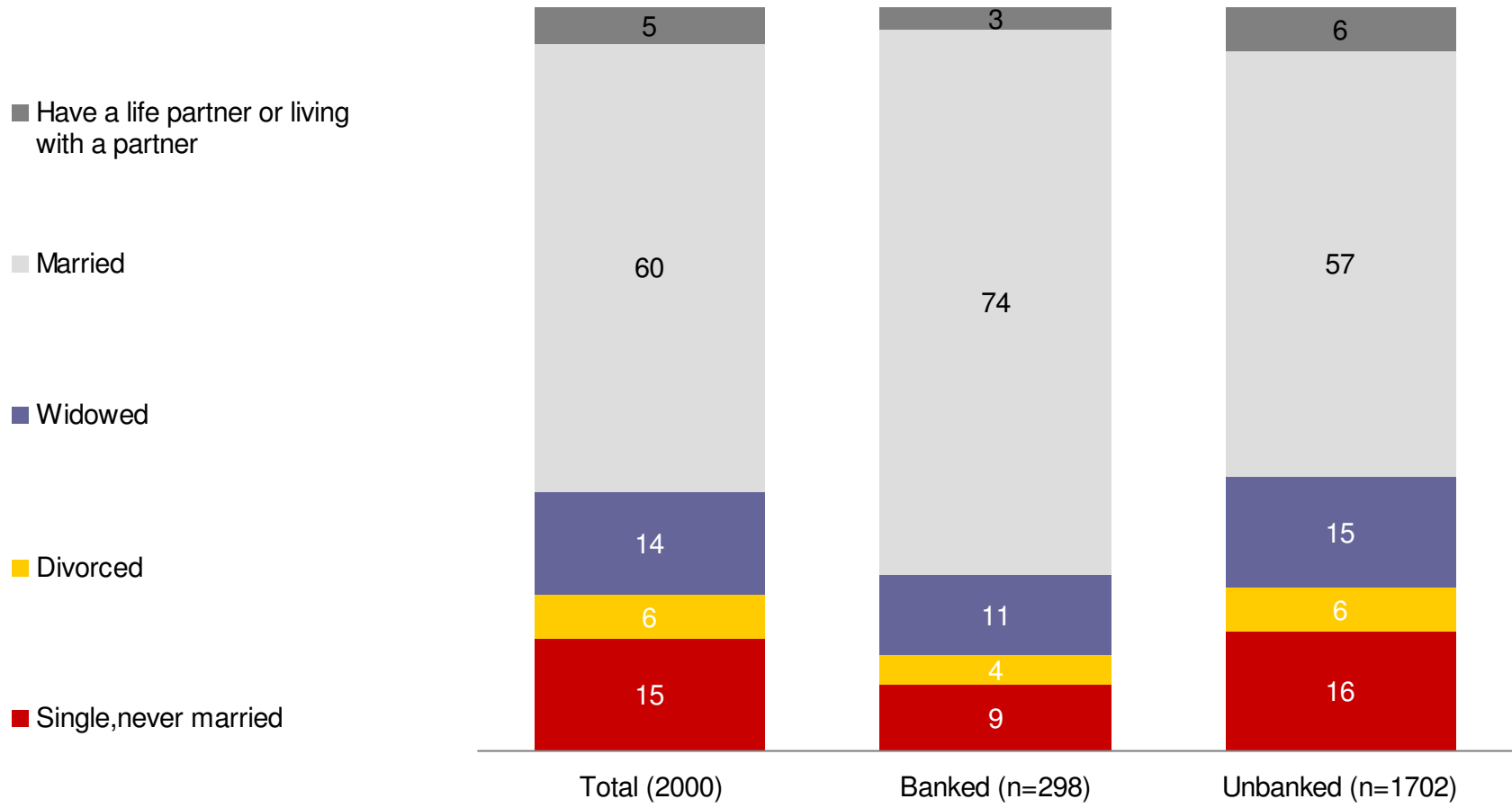
Those who live in Kigali have better access overall to facilities and although walking still predominates, they are far more likely than other provinces to use public transport, although cost is still a barrier to many. 42% of those who do not use public transport claim it is because they have access to their own transport.

Using informal sources of financial advice is as prevalent in Kigali as it is other provinces, particularly someone trusted in the community (68%).

BASIC DEMOGRAPHICS



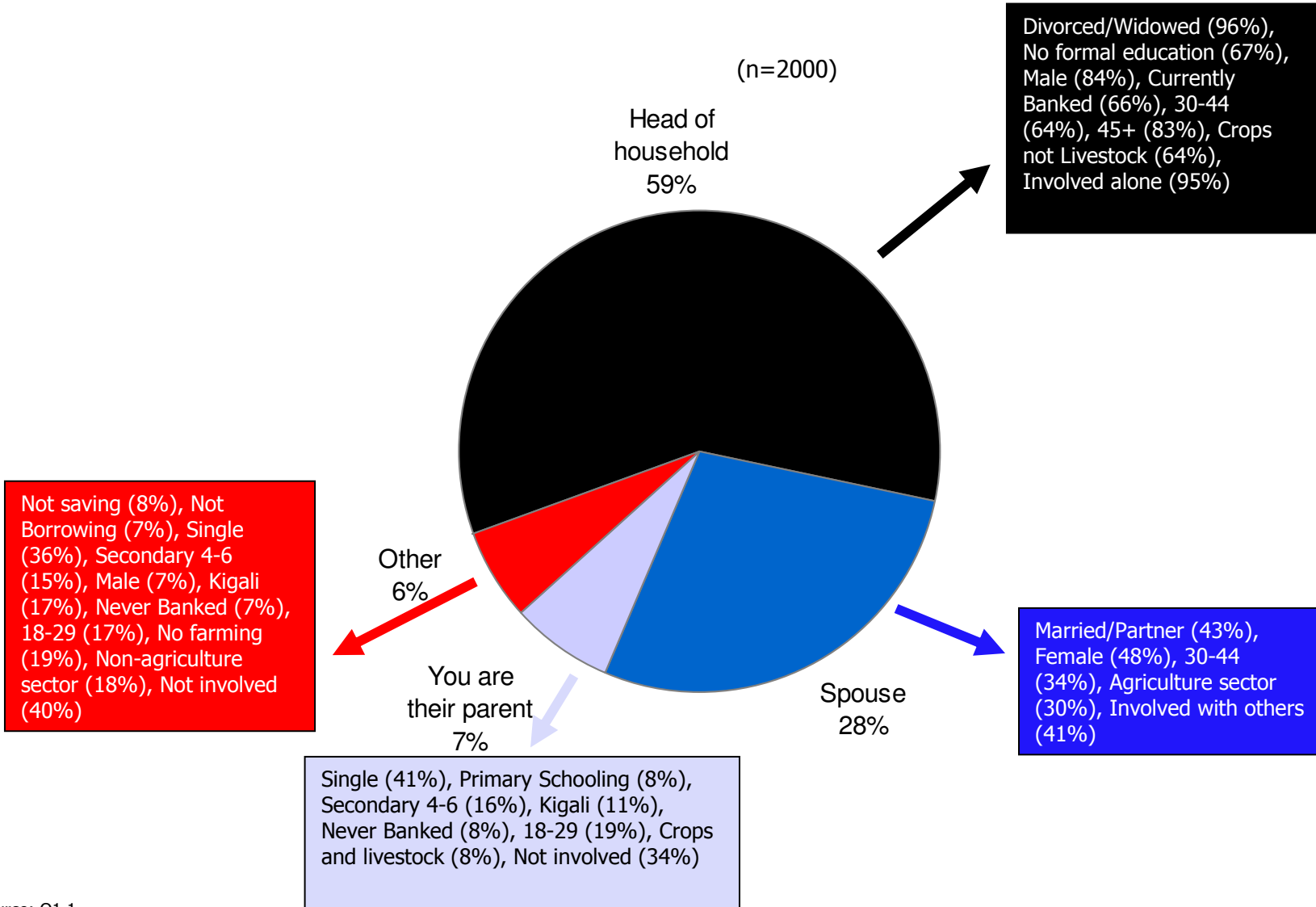
2008



Source: Q.13.1

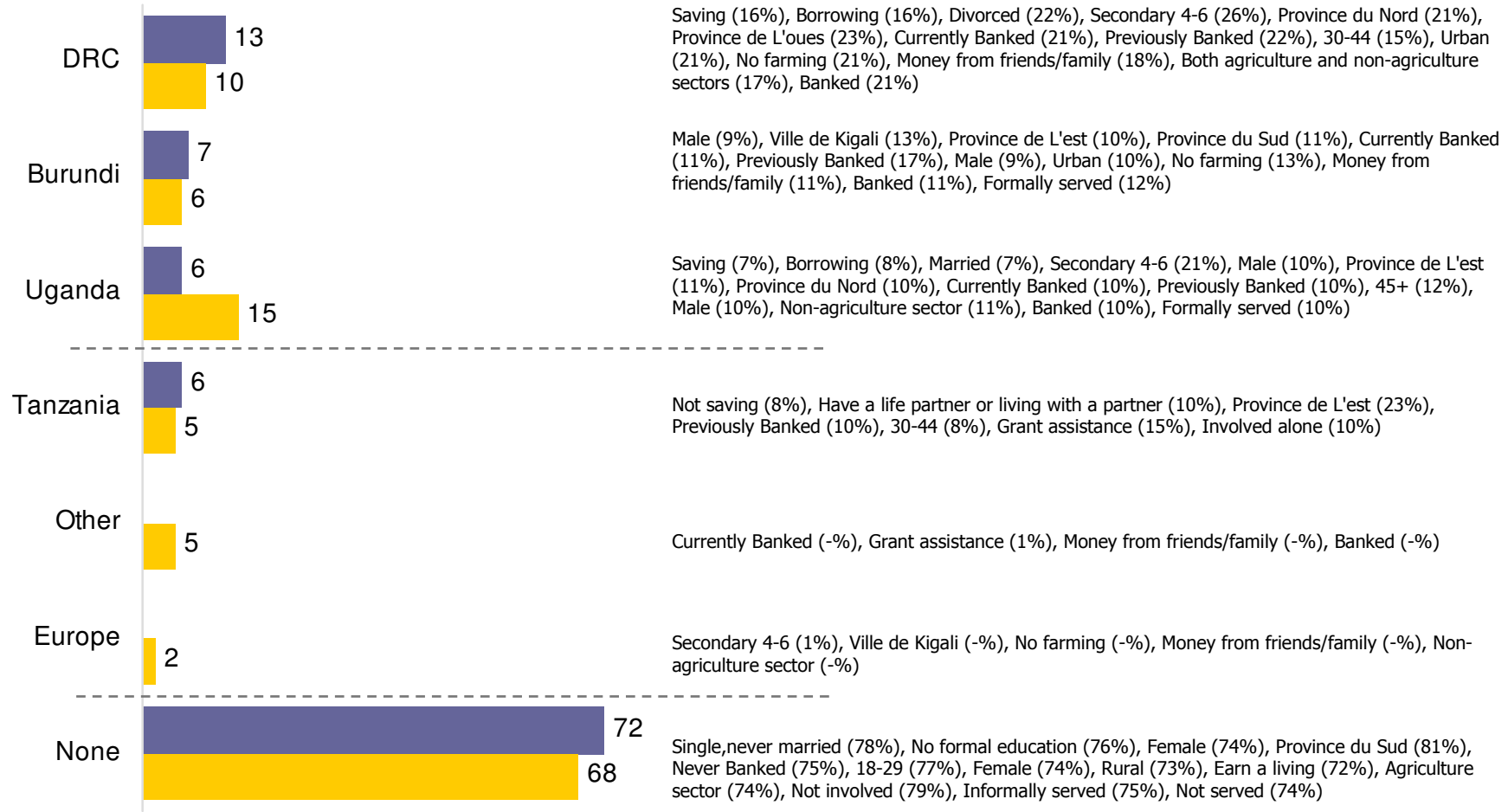
	Total (n=2000)	Male (n=1575)	Female (n=1908)	18-29 years (n=1191)	30-49 years (n=1150)	50+ years (n=704)
I am able to solve my problems by myself, without needing to involve other people	9	10	9	7	11	9
I can converse with all kinds of people - i.e. from different status levels	40	40	39	38	40	38
I have hope for the future	68	70	67	69	70	55
My family life is important to me	81	82	81	81	81	79
I worry about stress	49	47	50	46	48	55
So far I am satisfied with what I have achieved in my life	49	50	48	47	49	46
I feel like my life is emotionally empty	9	8	10	9	9	9
I don't feel really well most of the time	40	37	41	37	38	49
I feel I am a failure	17	14	18	16	17	22
I consider myself physically fit	29	32	28	31	30	24
I feel lonely	18	14	21	20	19	22
I feel alive and energetic	33	34	31	33	33	26
I don't think people think much of me or respect me much	23	21	24	24	23	21
Generally I am a happy and cheerful person	9	10	9	7	11	9

	Total (n=2000)	Male (n=1575)	Female (n=1908)	18-29 years (n=1191)	30-49 years (n=1150)	50+ years (n=704)
I feel anxious, tense and a sense of panic	26	23	28	28	25	28
I don't know very many people	22	21	22	24	21	19
People very seldom ask me for my advice	34	33	34	37	33	34
I don't feel I really belong - I want to be more accepted	26	26	27	27	26	25
Sometimes I feel quite frightened	49	20	25	23	23	23
I often drink three or more alcoholic drinks a day	4	4	3	3	4	4
I regard myself as a spiritual person	62	61	63	61	64	58
I don't really have a really close relationship with anyone	7	6	8	7	8	8
I have many dreams in life but will never achieve them	41	39	41	39	41	40
I feel well and in good health	26	26	24	26	26	19
I often feel calm or serene	32	34	30	32	32	28
I experience feelings of depression or hopelessness	23	19	25	24	22	25
I have friends and family to turn to whenever I need them	57	58	55	58	57	56
My life has meaning and purpose						
When I am not working I have lots of things that keep me busy						



Source: Q1.1

SKEWS



■ Countries ever lived in (n=2000)

■ Countries friends/family living in (n=2000)

Source: Q.13.2

	Total (n=2000)	Male (n=1575)	Female (n=1908)	18-29 years (n=1191)	30-49 years (n=1150)	50+ years (n=704)
Media accessed once a month or more						
Television	10	14	12	16	13	8
Radio	83	89	84	87	86	77
Newspapers	10	12	10	12	12	8
Magazines	1	3	2	3	2	1
Internet	2	3	2	4	3	2
None of these	16	12	16	13	13	22
Highest level of education						
No formal education	28	26	29	24	24	42
Primary grade 1-3	14	13	14	15	12	14
Primary grade 4-6	46	48	45	47	48	35
Secondary 1-3	6	6	6	6	7	4
Secondary 4-6	4	6	5	6	6	4
University or other higher education	1	1	1	2	2	1
Vocational training	1	1	1	1	2	1

Source: Q.13.5, Q13.6

	No income (n=19)	Less than 2500 Rwf (n=645)	2,501-10,000 Rwf (n=749)	10001-20000 Rwf (n=228)	20,001-40,000 Rwf (n=133)	40,000+ Rwf (n=199)
Media						
Television	11	6	10	11	22	55
Radio	68	73	88	93	92	96
Newspapers	16	4	8	15	20	46
Magazines	5	1	1	1	3	16
Internet	5	-	1	2	5	22
None of these	32	26	12	7	7	2
Education						
No formal education	42	43	25	14	14	3
Primary grade 1-3	21	14	16	11	5	5
Primary grade 4-6	32	37	49	58	51	34
Secondary 1-3		3	5	7	12	9
Secondary 4-6		2	2	5	13	33
University or other higher education	5	-	-	1	4	14
Vocational training	-	-	1	3	2	2

Source: Q.13.5, Q13.6