

# Gender Disaggregated Data Gap Assessment Report for SADC Region

Enhancing the use of  
gender disaggregated data  
by SADC regulators and  
FSPs to mainstream gender  
in regional development

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# Table of Contents

List of Acronyms .....	iii
Executive Summary .....	iv
Supply-side Gender-Disaggregated Data in the SADC region.....	iv
Summary findings.....	iv
Key recommendations .....	v
Demand-side Gender-Disaggregated Data and Women's Economic Empowerment Financial Inclusion (WEE-FI) .....	vi
Initial observations.....	vi
Important insights to be implemented going forward.....	vii
1. Introduction .....	1
1.1. Overview and background .....	2
PART ONE: SUPPLY-SIDE GENDER DISAGGREGATED GAP ANALYSIS.....	3
2. Description of the Key Stakeholders Being Assessed .....	3
3. Gap Assessment Objectives, Purpose and Scope .....	4
4. Gap Assessment Methodology .....	5
4.1. Assessment framework .....	5
4.2. Technical approach and process .....	6
5. Gap Assessment Results.....	7
5.1. Availability of sex-disaggregated data on focus indicators .....	7
5.2. Processes and procedures relating to supply-side gender disaggregated data.....	8
5.2.1. Central banks .....	8
5.2.2. Commercial banks.....	13
5.2.3. Mobile money operators and other money transfer service providers .....	15
6. Challenges and Opportunities for closing the identified gaps .....	16
6.1. Central banks .....	16
6.2. Commercial banks and MNO/other money transfer providers.....	19
7. Summary of Key Findings, Gaps Identified and Recommendations .....	21
PART TWO: DEMAND-SIDE WOMEN'S ECONOMIC EMPOWERMENT (WEE) INDICATORS – GAP ANALYSIS.....	26
8. Background to FinMark Trust WEE-FI Demand-side Pilots.....	26
9. Purpose.....	26
10. Background to the WEE-FI Candidate Indicators.....	27

10.1.	<i>Elements and dimensions of the WEE conceptual framework of Buvinic et al (2020)</i> .....	27
10.1.1.	<i>Achievements (final outcomes)</i> .....	27
10.1.2.	<i>Process (intermediate outcomes)</i> .....	28
10.1.3.	<i>Resources (independent variables, determinants)</i> .....	28
10.2.	<i>The FinEquity WEE-FI framework (2023)</i> .....	29
10.3.	<i>About the FinEquity WEE-FI candidate indicators and questions</i> .....	30
11.	<i>Comments on the FinEquity WEE-FI Framework and Questionnaire</i> .....	32
12.	<i>FinMark Trust WEE-FI Demand-side Pilots</i> .....	33
12.1.	<i>About FinScope surveys</i> .....	33
13.	<i>Results</i> .....	34
13.1.	<i>Gap analysis summary</i> .....	34
13.2.	<i>WEE-FI DSS pilot gap analysis</i> .....	34
13.3.	<i>Pilot implementation process</i> .....	35
13.3.1.	<i>FinScope Botswana Consumer 2024</i> .....	35
13.3.2.	<i>FinScope South Africa Consumer 2024</i> .....	35
13.4.	<i>Summary of DSS gap analysis process and next steps</i> .....	37
13.5.	<i>DSS pilot gap analysis reporting</i> .....	37
13.5.1.	<i>Resources indicators</i> .....	38
13.5.2.	<i>Agency and confidence indicators</i> .....	39
13.5.3.	<i>Achievement indicators</i> .....	47
13.6.	<i>Summary of DSS Pilot Gap Results</i> .....	54
14.	<i>Mainstreaming WEE-FI into future FinScope surveys</i> .....	57
15.	<i>Important Reflections and Insights</i> .....	61
	<i>Annexes</i> .....	62
	<i>Annex 1: Focus indicators/data points</i> .....	62
	<i>Annex 2: Country-level preliminary analysis on selected banking and mobile money indicators</i> .....	63
	<i>Annex 3: FinScope Consumer South Africa 2024 detailed implementation of WEE-FI questions</i> .....	78

# List of Acronyms

AFI	Alliance for Financial Inclusion
CGAP	Consultative Group to Assist the Poor
D-GDD	Demand-side Gender-Disaggregated Data
DMAC	Data Management and Analytics Capability
FAS	Financial Access Survey
FI	Financial Inclusion
FSP	Financial Service Providers
GDD	Gender Disaggregated Data
IMF	International Monetary Fund
KIIs	Key Informant Interviews
KYC	Know -Your – Customer
M&E	Monitoring and Evaluation
MIS	Management Information Systems
MNOs	Mobile Network Operators
MSME	Micro, Small and Medium Enterprise
NFIS	National Financial Inclusion Strategy
SADC	Southern Africa Development Community
S-GDD	Supply-side Gender-Disaggregated Data
ToC	Theory of Change
UNCDF	United Nation Capital Development Fund
WEE-FI	Women's Economic Empowerment Financial Inclusion
WEE	Women's Economic Empowerment
WFID	Women Financial Inclusion Data

# Executive Summary

Gender inequality persists as a substantial global concern, particularly within the financial sector. Facilitating access to the use of financial services among all demographics is essential for mitigating gender imbalance. Notwithstanding advancements in financial inclusion, gender gaps in financial service access and use persist. Gender Disaggregated Data (GDD) is crucial for addressing these disparities and developing targeted solutions. Despite advancements in GDD from the demand-side data, primarily derived from surveys, there are still some gaps in supply-side data sourced from Financial Service Providers (FSP).

This report presents a GDD Gap Analysis in two parts:

1. **Supply-side Gender-Disaggregated Data (S-GDD) in the SADC region:** This part assesses gaps in data on financial inclusion indicators (banking and mobile money) collected from financial service providers. It examines the data collection processes and provides recommendations for improving the collection, analysis, and use of S-GDD.
2. **Demand-side Gender-Disaggregated Data (D-GDD) and Women's Economic Empowerment Financial Inclusion (WEE-FI):** This part focuses on gaps in FinScope surveys in South Africa and Botswana, specifically regarding the piloting of WEE-FI indicators developed by FinEquity.

## Supply-side Gender-Disaggregated Data in the SADC region

### Summary findings

GDD awareness is inconsistent across different departments of central banks. While financial inclusion departments, as expected, have greater awareness of GDD, other key departments, such as banking supervision and national payments, need improvement in this area. These departments are essential for GDD, and raising their awareness is necessary for better integration of gender data.

Although there may not be a gap in overarching financial inclusion policies, these strategies lack specific gender action plans, like the one outlined in the SADC strategy<sup>1</sup>. Such plans are important for implementing targeted measures to promote S-GDD. The absence of explicit regulation mandating central banks to collect S-GDD is not seen as a major issue, as current legal frameworks empower central banks to collect necessary data including GDD.

Data collection on GDD is influenced by external institutions like the International Monetary Fund (IMF), and AFI, which emphasise the need for greater awareness of GDD. Gender is one of several data points that we use to identify specific market segments. Increasing the availability of GDD should be driven by an understanding that increased capacity to understand market segments (including women) supports financial inclusion

. While most countries report on aggregated GDD data, some fail to collect key attributes such as location and age, which are crucial for understanding gender dimensions.

Data quality is generally good, with most countries using systems like BSA with built-in validation checks. However, data quality issues persist in countries that handle GDD manually and rely on email

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<sup>1</sup> SADC Strategy on Financial Inclusion and SMEs Access to Finance 2023 - 2028

transmission of Excel templates. Although templates for GDD collection are provided by SADC and IMF, there is a lack of detailed toolkits and protocols for the collection, analysis, and dissemination of GDD across all focus indicators.

Currently, no SADC country has published gender-specific fact books or statistical bulletins on S-GDD, although some are attempting to report on gendered credit uptake. S-GDD data is typically not available on central bank websites and must be requested. The unavailability of data is often due to missing information from primary data providers (FSPs/Mobile Network Operators (MNOs)), including a lack of GDD frameworks at central banks.

Despite the expectation that data on banking and mobile money access, uptake, and usage should be reported, no SADC country fully reports on all focus indicators (identified in annex 1). Commercial banks have low levels of awareness regarding GDD, especially those not offering gender-specific products. Many banks also lack the capacity to analyse gender inclusive finance and manage client data outside their systems, hindering seamless GDD data extraction.

Some commercial banks often do not collect additional demographic data points, such as location or age, which could enhance understanding of gender dynamics. They share GDD-related information only when requested by central banks, and data quality is compromised in banks managing data outside their Management Information Systems (MIS). There are no established protocols to guide commercial banks in the analysis and reporting of GDD, limiting their ability to use GDD effectively.

Mobile money operators and money transfer service providers also demonstrate low levels of awareness of GDD. Gender may not be a key focus in their business models, and some do not include gender as a variable in their databases. These operators may need to redesign their data management systems to become more gender-responsive. Additionally, like commercial banks, operators relying on Excel templates for reporting may face data quality challenges. No guidelines exist to help service providers with internal GDD collection, analysis, and reporting, leaving them dependent on templates from central banks.

## Key recommendations

To enhance GDD collection and use, financial inclusion initiatives and development partners must focus on raising awareness among all frontline departments within central banks. Historically, central banks have prioritised financial inclusion departments, while banks supervision and national payments agencies have received less attention. Raising awareness within these departments is essential for improving GDD integration. Central banks may also consider appointing dedicated gender specialists to ensure that gender and social inclusion safeguards are implemented within their operations.

SADC should collaborate with member states to ensure the effective implementation of the SADC Financial Inclusion Gender Action Plan. Each country with an updated National Financial Inclusion Strategy (NFIS) should develop a gender action plan to address the GDD gaps identified in the report. Central banks should amend or enhance legal frameworks for data collection, explicitly addressing GDD, or create policies requiring FSPs to collect and report GDD for all financial inclusion indicators. These policies should make GDD reporting mandatory, with clear data requirements and reporting timelines.

Raising awareness about the importance of GDD among central banks is crucial. Knowledge products should be developed to showcase how GDD has been used in other countries to inform gender-sensitive policies and set gender targets in financial inclusion strategies. SADC countries should develop comprehensive national frameworks for GDD collection and analysis, which should also include supplementary data points to improve gender analysis. Gender audits and national stakeholder consensus should precede the establishment of these frameworks.

To improve data quality, countries managing GDD collection manually and via email should transition to banking supervision applications to reduce errors. SADC and development partners should collaborate to create comprehensive protocols and toolkits for GDD data collection and analysis, aligning with best practices in financial inclusion statistics. These toolkits should focus on priority banking and mobile money indicators and be consistent with national and regional financial inclusion strategies.

GDD communication and dissemination strategies should be formulated, ensuring alignment with data governance and privacy regulations. In cases where GDD is unavailable due to issues with primary data providers, central banks should work with FSPs to identify and address the underlying causes, implementing strategies to resolve these issues.

To raise awareness of GDD among FSPs, programmes like the Data Management and Analytics Capability (DMAC) could be adapted to emphasise the value of GDD, helping FSPs understand its benefits. Central banks should require FSPs managing KYC data outside their MIS to redesign their systems to include gender as a primary variable, facilitating the extraction of GDD. Additionally, frameworks should be established for collecting supplementary data during the KYC process.

The goal is to help FSPs move beyond regulatory compliance and use GDD to enhance service delivery, particularly for women and girls. Central banks should also require commercial banks to manage all client data within an MIS, improving data quality and oversight. Capacity-building initiatives should involve both the private sector, including commercial banks, and mobile money operators (MNOs), focusing on GDD understanding and its value. MNOs should redesign their KYC systems to incorporate gender as a main variable, ensuring they align with GDD requirements.

Finally, central banks should require MNOs to use system-to-system data transfers for reporting to improve data quality. Protocols for GDD should apply to all financial sector stakeholders, including MNOs and money transfer service providers, and be integrated into capacity-building efforts.

## **Demand-side Gender-Disaggregated Data and Women's Economic Empowerment Financial Inclusion (WEE-FI)**

### **Initial observations**

Since the weighted data from the pilots has not yet been received, the current gap analysis focuses on the preparation process for the pilots, representing an interim phase. The analysis compares the content of the FinScope questionnaires used in the pilots with the FinEquity Co-Lab Women's Economic Empowerment Financial Inclusion (WEE-FI) pilot instrument.

At the conclusion of this process, FinMark Trust will review the FinEquity WEE-FI framework, prioritising the measures for future use. This prioritisation will inform the creation of template questions that cover the key WEE-FI indicators, guiding their inclusion in future surveys. The gap analysis will be revised based on this prioritisation, ensuring alignment with the FinEquity WEE-FI framework.

For the mainstreaming of WEE-FI indicators into FinScope surveys, a systematic process will be applied in each country:

1. Presenting the WEE-FI framework to gather feedback and secure buy-in from key stakeholders.
2. Integrating the appropriate WEE-FI indicators into the survey.
3. Continuously assessing and reporting on key data points, adjusting indicators as necessary.

The initial gap analysis compares the pilot questionnaires with the FinEquity Co-Lab WEE-FI pilot instrument, describing the process undertaken and the anticipated steps ahead. Once FinMark Trust has analysed the pilot data, it will refine the gap analysis to prioritise relevant WEE-FI indicators for landscape reporting, separate from specific interventions, and develop a template for phrasing WEE-FI questions for future FinScope surveys.

At the time of the project's initiation, no FinScope surveys were available for gender data disaggregation pilots. However, Botswana Consumer had draft questionnaire approved, and another survey in South Africa had a limited scope for questionnaire input. No additional surveys will be implemented within the study's timeline.

## Important insights to be implemented going forward

FinScope surveys are time-sensitive and driven by stakeholder engagement, funding cycles, and key milestones. For the sustainable mainstreaming of new content into these surveys, a structured process is needed. This process will ideally follow these steps:

1. **Review proposed indicators:** Proposed indicators should be evaluated within the context of an underlying measurement framework or theory of change.
2. **Align with FinMark Trust:** This framework will be adapted to align with FinMark Trust's financial inclusion goals and developmental priorities.
3. **Prioritise indicators:** Proposed indicators will be ranked based on their relevance and alignment with FinMark Trust's priorities.
4. **Identify gaps:** The identified priority indicators will be compared with existing FinScope surveys to identify existing questions and any gaps where indicators are not yet covered.
5. **Conceptualise questions:** Recommended questions will be developed to best integrate into existing FinScope questionnaires, considering the scope and capacity of each country's survey.
6. **Pilot and review:** The proposed questionnaire will be piloted in an upcoming FinScope survey, and the data will be analysed for gaps and integration guidelines.
7. **Mainstreaming framework:** The mainstreaming process begins with summarising the underlying framework and its intended outcomes. This overview will be presented to key stakeholders early in the FinScope process for their feedback and endorsement, ensuring alignment with financial inclusion priorities.
8. **Ongoing review:** The process includes continual analysis, reporting, and updating of the content for appropriate integration into surveys.



# 1. Introduction

The SADC policy context substantially supports FinMark Trust's work to promote S-GDD, notably the emphasis on gender equality, gender mainstreaming, the need for robust gender statistics, and the growing focus on inclusive economic development and financial inclusion. FinMark Trust and FSD Africa are implementing the project "Enhancing the use of gender disaggregated data by SADC regulators and FSPs to mainstream gender in regional development" to achieve this.

SADC Secretariat actively engage with Member States to improve financial inclusion in the subregion by addressing supply, demand, and policy/regulatory restrictions, and has developed the SADC Strategy on Financial Inclusion and SME Access to Finance covering the period 2023-2028 which was informed by SADC Industrialisation Strategy and Roadmap 2015-2063 (SISR). The industrialisation approach views access to finance as a binding barrier to industrialisation and proposes transmission mechanisms for financial inclusion to contribute to industrialisation, inclusive growth, and a sustainable future. Additionally, SADC's efforts to increase financial inclusion are backed by a variety of protocols, the most important of which are those dealing to finance and investment, women, commerce, trade in services, and industry.

The Protocol on Finance and Investment, as well as the Protocol on Gender and Development, are particularly important. The protocols aim to develop and sustain coordination among major institutions representing member states, such as central banks and other financial sector participants. The SADC Financial Inclusion Strategy also aims to promote gender-responsive economic development and economic justice for disadvantaged groups, particularly women, through Women's Economic Empowerment (WEE) and assistance to Women-Owned Enterprises (WOE).

The SADC Financial Inclusion Gender Action Plan was developed as part of the SADC's financial inclusion plan to guarantee that it is gender-inclusive and responsive, with an emphasis on boosting financial inclusion for women entrepreneurs. This is also related to the SADC Gender Statistics Strategy (2023-2030), which focusses on promoting worldwide statistical best practices and facilitating the update and use of gender data. To achieve these goals of promoting gender statistics, FinMark Trust is implementing a project with FSD Africa to support the implementation of the data component of the SADC Financial Inclusion Gender Action Plan, which includes ensuring the availability of both demand and supply-side financial inclusion data. As a result, conducting an S-GDD gap evaluation among SADC member states was critical for understanding contextual and systematic concerns.

Gender inequality persists as a substantial global concern across all sectors, including the financial sector. Facilitating access to and encouraging the utilisation of financial services across all demographic segments has been recognised as a crucial factor in reducing gender disparity. Despite considerable progress in recent years to enhance financial inclusion, the gender disparity in access to and usage of financial services persists. Availability of sex-disaggregated data is essential for effectively addressing this gap and designing targeted interventions. Although there have been substantial improvements in the availability of sex-disaggregated data on the demand side, primarily derived from surveys, gaps continue to exist in the supply-side data, which is mostly derived from administrative sources.

This report is aimed at presenting the results of Gender Data Disaggregated (GDD) Gap Analysis, which has been outlined in two parts:

- Part one focuses on the gap assessment for Supply-side Gender-Disaggregated Data (S-GDD) within the Southern African Development Community (SADC) region concerning specific financial inclusion indicators (banking and mobile money). S-GDD refers to data sourced from financial service providers (FSPs) that is classified by sex. Additionally, an examination of processes related to data collection and analysis pertinent to S-GDD has been articulated. The primary aim is to pinpoint critical gaps and offer recommendations to improve the collection, analysis, and application of S-GDD.
- The second part outlines the procedures associated with the piloting of Women's Economic Empowerment Financial Inclusion (WEE-FI) indicators, developed by FinEquity, within the FinScope surveys for South Africa and Botswana. This entails a gap analysis concerning Demand-side Gender Disaggregated Data (D-GDD), with a limited focus on identifying deficiencies within the current FinScope surveys pertaining to (WEE-FI) indicators.

### 1.1. Overview and background

Financial inclusion has seen steady progress across the SADC region over the last decade, with total inclusion rates reaching approximately 74% for women and 76% for men as of 2023. Despite these gains, significant gender disparities persist, particularly in access to and usage of financial services. These disparities are compounded by the lack of comprehensive gender-disaggregated data. Only six countries in the SADC region have gender disaggregated data for at least one of the 21 indicators currently being tracked. Furthermore, existing demand-side surveys do not adequately address women empowerment constructs such as access, agency and achievement in line with the FSD (Financial Sector Deepening) Market System Development approach. Central banks have not mandated the collection of gender disaggregated data, which indicates that this is currently not a priority within Central banks. This lack of gender data<sup>2</sup> contributes to gaps in policy and regulatory development within the financial sectors across the region to cater to financial products and services for women.

This project addresses the critical gap in gender-disaggregated data collection, which is essential for understanding and addressing the unique financial needs and barriers faced by women. By building capacity among central banks and developing standardised guidelines and tools, the project aims to ensure that financial inclusion efforts effectively support women's economic empowerment. FinMark Trust's FinScope Consumer and MSME (Micro, Small, and Medium Enterprises) surveys are a tool that is already in use in the SADC region to collect data on the financial sector for development purposes. FinMark Trust is also engaging with the SADC secretariat in securing contracts to implement FinScope (consumer and MSME) in the region. This provides an opportunity to ensure that the WEE indicators are adequately addressed in the forthcoming FinScope surveys in the region. The project is timely and aligns with broader regional and international efforts to promote gender equality and financial inclusion.

The project was initiated as part of the broader Gender CoPro initiative, a collaborative programme within the Financial Sector Deepening (FSD) Network, which is co-funded by the Bill & Melinda Gates Foundation and administered by FSD Africa. The initiative aims to develop a shared learning agenda, jointly undertake a portfolio of interventions, and share lessons and expertise on addressing gendered barriers to financial inclusion. This project builds on previous gender market assessments in Eswatini,

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<sup>2</sup> Influenced by various gaps and is the major focus of this assessment

Lesotho, Botswana, and South Africa, which highlighted the need for improved data on women's financial inclusion.

# Part One: Supply-Side Gender Disaggregated Gap Analysis

## 2. Description of the Key Stakeholders Being Assessed

Though there are many stakeholders in financial inclusion data, including both producers and users, this gap assessment focused solely on the major producers of administrative data, such as central banks and financial service providers (banks, mobile money operators, and other money transfer operators), as shown in Table 1.

**Table 1: Description of stakeholders targeted during S-GDD gap assessment**

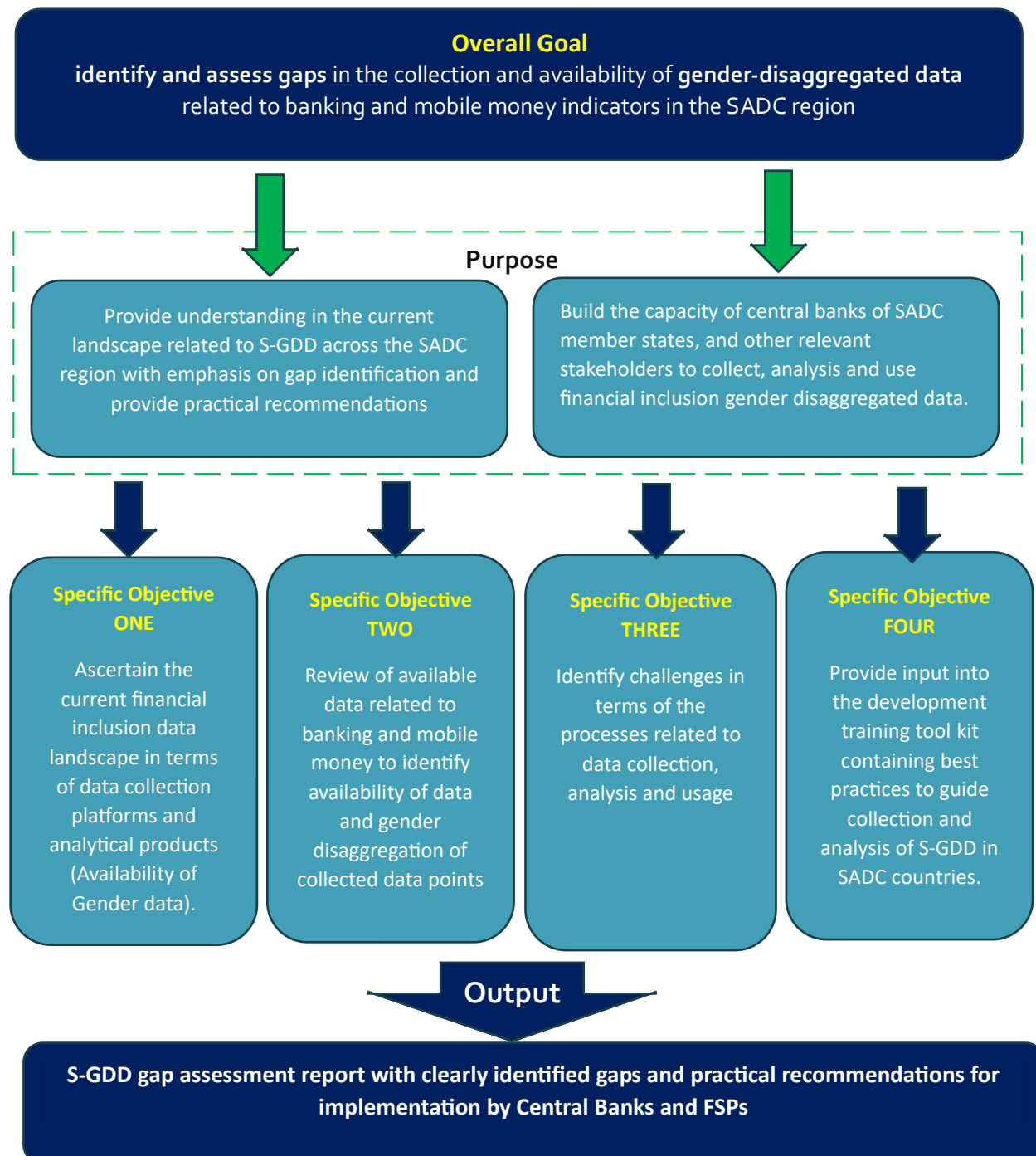
Type of stakeholder	Description	Role	Purpose of data
Central Banks	The national entity regulating a country's monetary system, managing the money supply, and enforcing monetary policy. Central banks promote economic stability by managing inflation, regulating interest rates, and safeguarding the overall health of the financial system.	Secondary producer and user	To carry out their supervisory and regulatory mandate, central banks collect large volumes of data from FSPs such as account ownership, access to credit and digital financial services. Financial inclusion data being collected by central bank is used to design financial sector policies as well as monitoring the implementation of financial inclusion policies and strategies.
Banks	Financial institution that offers a variety of financial services, such as deposits, loans, remittances and facilitating other financial transactions.	Primary producers and users	FSPs, being the key provider of financial products and services, collect data for three purposes; <ul style="list-style-type: none"><li>• Reporting to regulators</li><li>• Part of customer onboarding to enhance Know your customer (KYC)</li><li>• Performing detailed analysis in understanding and designing customer centric products</li></ul>
Mobile money operators	Companies or services that allow users to conduct financial transactions via mobile phones, usually in areas where traditional banking services are limited or less accessible. These operators provide a platform for consumers to deposit, transfer, and withdraw money, as well as pay bills, purchase goods and services, and occasionally even access		
Other money transfer service operators			

savings and loans, all from their mobile smartphones.

### 3. Gap Assessment Objectives, Purpose and Scope

The overall goal, purpose, objectives and main output of this gap assessment are shown in Figure 1.

**Figure 1: Assignment goal, aims, objectives and outputs**



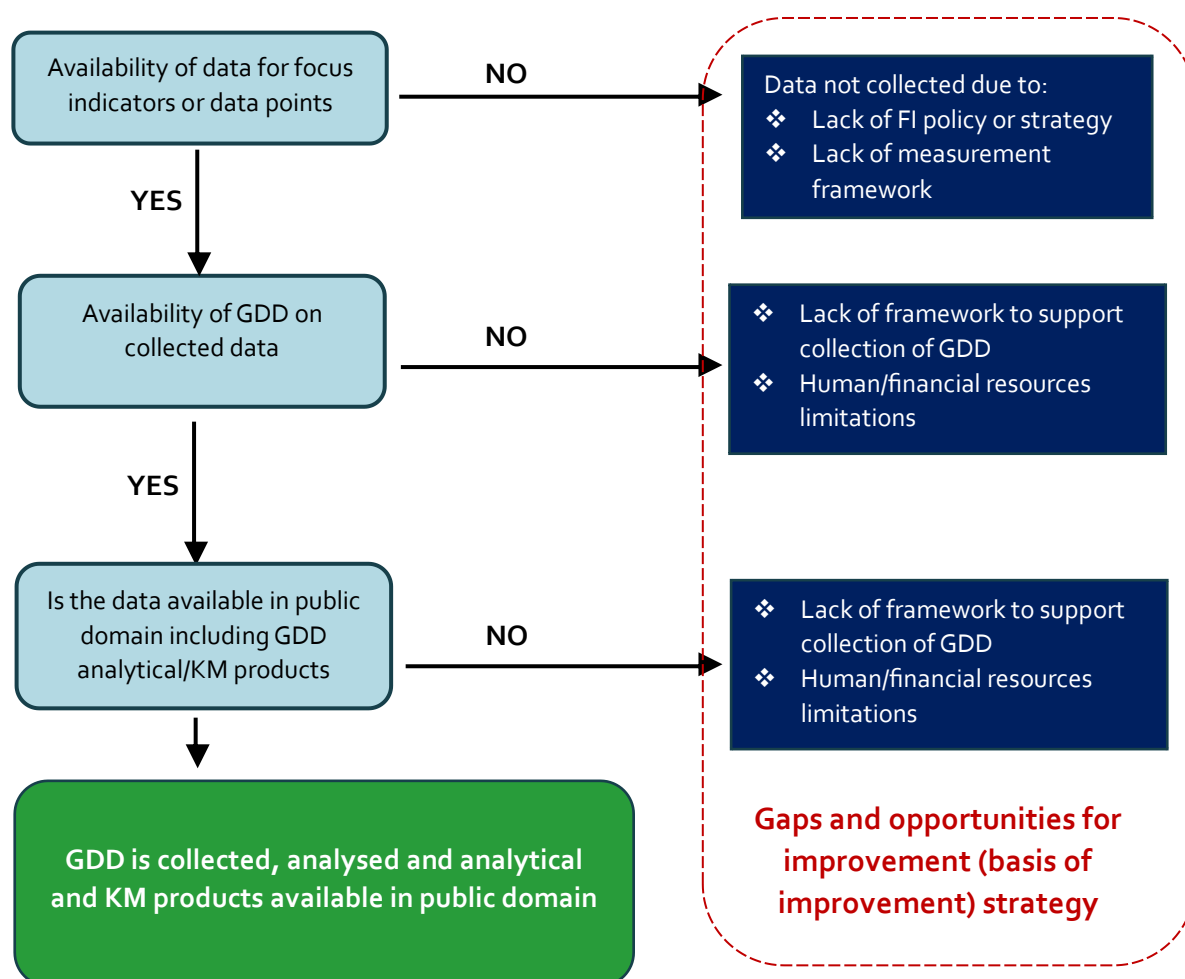
The scope of the gap assessment is the critical processes (awareness, data collection, data analysis and data availability/usage) within the data value chain with special focus on banking and mobile money indicators as shown in Annex 1.

## 4. Gap Assessment Methodology

### 4.1. Assessment framework

The approach used to complete the S-GDD gap assessment on priority indicators (presented in Annex 1) includes selected steps specified in the World Bank's Strengthening Gender Statistics guidelines<sup>3</sup>. Figure 2 depicts a summary assessment framework<sup>4</sup>.

**Figure 2: S-GDD gap assessment framework**



<sup>3</sup> How to Assess Gender Data Gaps in Economic Domains  
<http://documents.worldbank.org/curated/en/099459401262342058/IDU135f62ff01732a1494e19af619494132c3606>

<sup>4</sup> The framework focuses on data aggregated by the central bank from FSPs

## 4.2. Technical approach and process

The gap assessment employed a mixed, non – non-experimental design involving desk review and qualitative and quantitative approaches. The prescribed methodologies, which informed the detailed S-GDD, are shown in Table 2.

**Table 2: S-GDD gap assessment technical approach**

<b>Desk review</b>	<p>This process involved identifying and obtaining all the necessary documents on the current literature on financial inclusion GDD to get a wider perspective in terms of focus issues and appropriate methodologies. Part of the documents reviewed includes:</p> <ol style="list-style-type: none"> <li>1. Consultative Group to Assist the Poor (CGAP) working paper on S-GDD for advancing financial inclusion</li> <li>2. World Bank guidance note on how to assess gender data gaps in economic domains</li> <li>3. UN Women, SADC and FinMark Trust status report on financial inclusion and gender in the SADC sub-region</li> <li>4. FinEquity background paper on Women Economic Empowerment (WEE) Measurement in Financial Inclusion</li> <li>5. Women Financial Inclusion Data (WFID) Partnership Common Women's Financial Inclusion Indicator/Variable Types</li> <li>6. AFI Guidance Note on Sex-disaggregated Data Report templates</li> <li>7. UNCDF Gender-disaggregated Data Mapping Tool 2023</li> <li>8. FSD Market System Development Approach – structural barriers and inefficiencies in financial systems that perpetuate exclusion.</li> </ol>
<b>Quantitative</b>	<p>To get a baseline understanding of the availability of S-GDD, a preliminary gaps assessment was conducted for all SADC countries based on the indicators/data points sourced from the SADC Financial Inclusion M&amp;E Portal and the IMF Financial Access Survey (FAS). The analysis was based on indicators shown in Annex 1. 37 data points for each country were reviewed to assess the proportion of data points requiring GDD for which data is collected and the proportion of data points for which data is collected with available GDD. This analysis outlined the level of GDD development and sophistication at the country level.</p>
<b>Qualitative</b>	<p>To get insights on the level of awareness on GDD and the processes related to collection, analysis and reporting, as well as associated challenges for GDD, primary data was collected using a semi-structured S-GDD gap analysis tool, which provided the guidance during Key Informant Interviews (KII). The focus of the KII interviews was Central Banks, Banks, MNOs and Other money transfer service providers who were purposively sampled across the SADC region<sup>5</sup>. The institutional breakdown of KII was as follows:</p> <ol style="list-style-type: none"> <li>1. Central Banks (Angola, Eswatini, Lesotho, Madagascar, Namibia, Seychelles and Zimbabwe)</li> </ol>

<sup>5</sup> The purposive nature of the sample was to reflect diversity across the region in addition to availability with a set timeframe for data collection

2. Banks (Centenary Bank – Malawi and Nedbank -Zimbabwe)
3. Mobile Money Operators (Airtel Money – Malawi, Vodacom – Lesotho and Ecocash – Zimbabwe)
4. Other Money transfer service providers – Mukuru – Zimbabwe and Mukuru – Lesotho.

## 5. Gap Assessment Results

### 5.1. Availability of sex-disaggregated data on focus indicators

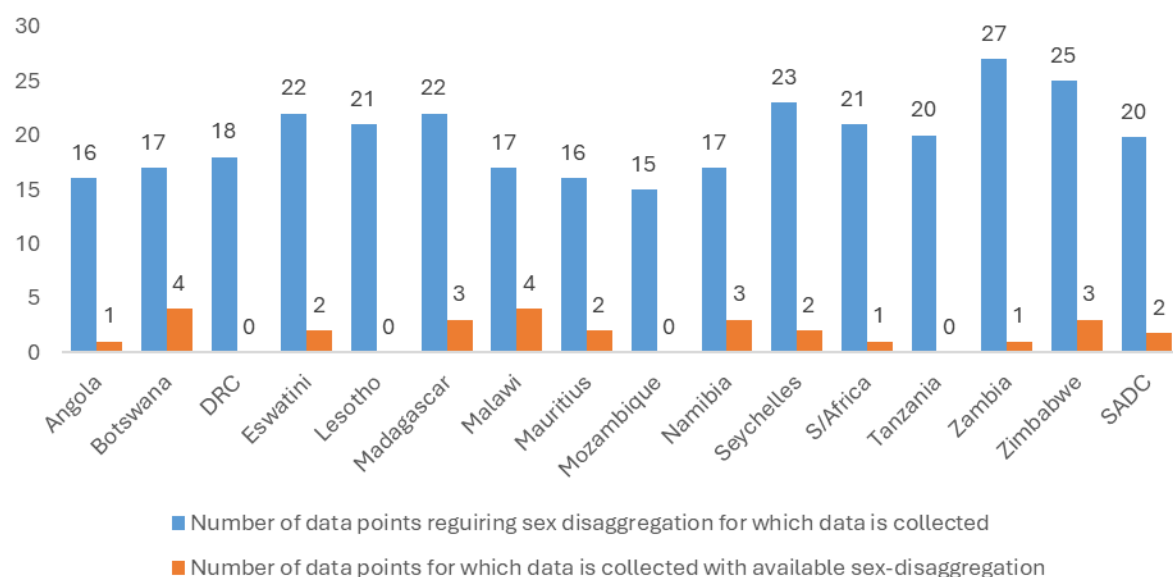
The first stage when conducting S-GDD gap assessment is to determine the availability of sex-disaggregated data on indicators of interest shown in Annex 1. As a result, the assessment parameters included two key questions about the target indicators.

#### Assessment parameters

1. Is the data currently being collected for the focus indicator?
2. Do we have sex-disaggregated data for the data currently being collected?

According to Annex 1, which delineates the relevant indicators for banking and mobile money, there are 37 data points that were evaluated against the assessment parameters utilising the data reported on the SADC Financial Inclusion M&E portal and the IMF annual FAS. As shown in Figure 3, out of the 37 indicators, on average in the SADC region, only 20 are currently being reported and available, of which two have sex-disaggregated data. At the country level, there are variations with only eight countries (Eswatini, Lesotho, Madagascar, Seychelles, South Africa, Tanzania, Zambia and Zimbabwe) reporting at least 50% of the banking and mobile money-related indicators either through the SADC FI M&E portal or FAS. With regards to the availability of sex-disaggregated data, some countries (DRC, Lesotho, Mozambique and Tanzania) are not reporting any sex-disaggregated data for the focus indicators. For detailed country-level analysis, refer to Annex 2.

**Figure 3: Data availability for banking and mobile money indicators in SADC region**



#### Gap analysis:

1. Though the expectation is that data should be available and reported on banking and mobile money access, uptake and usage indicators, the reality is different as no SADC member country is reporting all focus indicators in totality.
2. Some countries are reporting more indicators than others, and that may be a reflection of the level of development regarding their quest to report banking and mobile money indicators. Hence, the gap in some countries may be non-availability and incomplete data for banking and mobile money indicators.
3. There seems to be a huge gap in the SADC region with regards to the availability of sex-disaggregated data on banking and mobile money indicators, as there are four countries (DRC, Lesotho, Mozambique and Tanzania) with completely no sex – sex-disaggregated data. Angola, South Africa and Zambia only have one indicator disaggregated by sex, while Eswatini, Mauritius and Seychelles have at least two indicators. Countries that may be ranked better with at least 3 or 4 indicators with available sex-disaggregated indicators include: Botswana, Madagascar, Malawi, Namibia and Zimbabwe.
4. The total 90-day active mobile money accounts indicator is collected and reported in a sex-disaggregated form in at least eight SADC countries (Angola, Botswana, Eswatini, Madagascar, Malawi, Namibia, South Africa and Zimbabwe) and is the indicator with the least gap.

## 5.2. Processes and procedures relating to supply-side gender disaggregated data

KIIs were conducted with central banks and FSPs to gain a more comprehensive understanding of the issues associated with the availability of GDD across the SADC member countries. One of the primary objectives of the KIIs was to comprehend the processes and procedures. The main findings are presented for each stakeholder, which are grouped at three levels: central banks, banks, and MNO/money transfer service providers.

### 5.2.1. Central banks

Category	Key finding
Awareness of GDD	<p>Central banks are progressively acknowledging the significance of GDD in advancing financial inclusion<sup>6</sup>, with an awareness that GDD facilitates a comprehensive understanding of the distinct demands and challenges encountered by women and men in accessing and utilising financial services.</p> <p>The central banks<sup>7</sup> that were contacted are all aware of the necessity of ensuring that data collection, analysis, and reporting include critical financial inclusion indicators such as gender in both demand and supply data.</p> <p>Nonetheless, the degree of awareness regarding GDD differs internally, as</p>

<sup>6</sup> *Alliance for Financial Inclusion 2024.*

<sup>7</sup> *Central banks from the following countries were part of the sample; Angola, Eswatini, Lesotho, Madagascar, Namibia, Seychelles and Zimbabwe*



	<p>certain departments within the central banks have far greater awareness than others. Departments responsible for overseeing financial inclusion possess greater awareness than their colleagues in national payments systems and banking regulation. This is mostly due to the increased tendency of financial inclusion departments to engage more with other programmes that prioritise GDD.</p> <p>The banking supervision department is likely unaware of GDD, as gender may not fall within their primary responsibility, which focuses more on the prudential oversight of the banking industry. Nonetheless, GDD awareness within the bank supervision department is crucial, since they serve as the initial contact and engage more frequently with FSPs and MNOs during the reporting process.</p>
Guiding policies and strategies to support GDD in financial inclusion	<p>Accurate and complete GDD is essential for the effective promotion of gender equality and financial inclusion. Therefore, regulatory requirements aimed at supporting financial inclusion policies and strategies may be necessary for financial institutions to collect, analyse, and report GDD. The regulatory requirements must be based on the data necessities for the execution and oversight of the Financial Inclusion Strategy at the national level.</p> <p>Most SADC nations possess well-established policies and strategies to facilitate financial inclusion, as several are executing their second NFIS. These strategies are consistently revised and include a measurement framework with clearly defined metrics to monitor financial inclusion. Although gender is integrated into most SADC countries and gender considerations may be included in the measurement framework by disaggregating indicators by sex, it is essential to ensure that financial inclusion strategies are significantly more gender-inclusive and possess a deliberate gender action plan. The SADC has indicated that its Strategy on Financial Inclusion and SMEs Access to Finance 2023-2028 includes a gender action plan, with one outcome being the development and/or updating of gender-responsive financial inclusion strategies by SADC Member States. The primary observation is that none of the central banks included in the sample has explicit policies or provisions within their National Financial Inclusion Strategies to advance women's financial inclusion; rather, they rely only on the integration of gender issues across various sectors.</p> <p>While there are no explicit regulatory reporting obligations requiring financial service providers to report GDD to central banks, those central banks collection GDD from the institutions they regulate are leveraging existing legislation, such as the Banking and Financial Services Act and the National Payments Act, which empowers them to collect a broad spectrum of information from the institutions they oversee. The broader spectrum of information may encompass GDD; hence, there may be no necessity to implement legislation or regulations that would authorise central banks to gather GDD from banks, MNOs and other non-banking financial service providers.</p> <p>Among the seven central banks, only Seychelles reported that they do not collect GDD, a situation not ascribed to regulatory deficiencies or a lack of</p>

	<p>authority to collect GDD, but rather to other factors. Seychelles may not currently be collecting and reporting on GDD as gender is not a factor in the adoption and utilisation of financial services; nevertheless, they are developing a statistical framework in response to requests from stakeholders such as SADC and the IMF.</p>
<b>GDD collection general issues</b>	<p>Section 4.1 and Annex 2 emphasise that few sex-disaggregated indicators are gathered by countries in the SADC region, primarily due to the absence of sufficient guidelines and tools for the collection and reporting of sex-disaggregated data. The limited data points being reported are derived from the framework being built by FinMark Trust for the FI M&amp;E portal and the templates provided by the IMF during the yearly FAS implementation. Consequently, the external requests from both SADC and the IMF provide a platform to ensure the collection and reporting of GDD.</p> <p>While numerous countries may be gathering sex-disaggregated data beyond the primary indicators of banking and mobile money service uptake and usage, primarily to inform the formulation and execution of their financial inclusion policies and strategies, it is noteworthy that the collection of GDD by SADC member states is predominantly influenced by external actors (SADC, IMF, WB, AFI etc.).</p>
<b>Data structure</b>	<p>The evaluation of the data structure for GDD in this gap analysis concentrated on granularity, data type, and classification. All central banks involved in this study stated that they gather highly aggregated data from financial service providers, which is essential for compliance with data privacy and protection regulations. The collection and reporting of granular banking and payment data may violate data privacy rules, posing a risk in many countries. All countries indicated that their emphasis is on collecting quantitative data rather than qualitative data, as dictated by their current administrative procedures.</p> <p>In addition to gender, it is essential to gather background factors such as region, location, rural/urban status, occupation, industry, and age, as this information can enhance the understanding of multiple gender dimensions. Five of the seven nations are collecting additional variables, whereas Lesotho and Namibia have indicated that they are not currently doing so; these data may be essential for further elucidating gender characteristics.</p>
<b>Data quality checks and transmission channels</b>	<p>An extensive evaluation of data quality and transmission for GDD in financial inclusion is crucial to guarantee the reliability and applicability of the data. Consequently, the pertinent data quality issues identified during this assessment include inconsistent data collection methods, lack of data validation and cleaning, and data accuracy and completeness. Given that S-GDD is administrative and gathered routinely, it is imperative for central banks to establish mechanisms to ensure the integrity of all data acquired, including GDD. Many central banks utilise Banking Supervision Application (BSA) systems for data gathering, which possess inherent functionalities to guarantee the authenticity, correctness, and completeness of the data. Moreover, when the transmission of data from financial service providers to</p>

	<p>central banks is facilitated by a system, this further diminishes the probability of human error in data management. The mentioned data management procedures are not exclusive to GDD but are integral to the broader strategies employed by central banks in their data gathering and management responsibilities. Consequently, any subsequent development and improvement of GDD should leverage the existing data management systems. Outside the BSA system, there could be other specific data requirements processed through Excel templates, which are transmitted via email. For such, there could be data quality concerns, although some level of guarantee is provided to ensure all the validation checks are enforced.</p> <p>As not all countries, such as Madagascar, which has shown continued reliance on manual transmission via emails and not through the BSA application for return management, there may be some deficiencies with regard to the management of overall data, including GDD.</p>
<b>Presence of protocols to guide data collection and reporting</b>	<p>In addition to data validation and transmission verification, it is crucial to establish standards (protocols) that govern the collection of GDD, since this enhances the quality of provided data and ensures consistency and comparability across nations for related indicators. The central banks consulted during primary data collection indicated that they possess broader processes for data gathering that may not be specifically related to GDD. They are utilising a predefined template for data gathering, with definitions for data points provided to assist FSPs. Several countries collecting GDD have indicated that they have established a standardised definition for the required GDD points and data fields, primarily influenced by the templates supplied by either SADC or the IMF, both of which have a vested interest in GDD. Nevertheless, nations that do not collect GDD on certain data points attribute this to the lack of systems (framework and protocol) for guidance; thus, there may be a need to enhance existing protocols to encompass all relevant indicators.</p> <p>Orientation of FSPs to the existing procedures is essential to augment their comprehension of their data-gathering mandate. Most central banks indicated that they collaborate with financial service providers to evaluate their ability to gather GDD, but this occurs on an as-needed basis and may necessitate additional enhancement considering both financial and human resource constraints.</p>
<b>GDD analytics</b>	<p>This section aims to examine data analytics skills. Enhancing data analytics, customised to the specific type and structure of the data under examination, is crucial for GDD, as it enables the detection of gender trends, challenges, and disparities. Data analysis enables evidence-based decision-making, monitors progress in gender equality, evaluates gender-specific interventions, clarifies underlying variables, strengthens advocacy efforts, and generates evidence for research and policy discourse. Consequently, it is anticipated that all central banks will do data analytics on all gathered data, including GDD. The data collected from selected central banks during primary data collection and desk review indicated that, although central banks may engage in numerous analyses as part of their research mission, such analyses are generic and lack</p>

	gender specificity. Selected countries, such as Zambia and Tanzania, are endeavouring to present sex-disaggregated data in their credit market monitoring reports, which may serve as notable examples of the application of gender-disaggregated data in the analysis of credit uptake utilising supply-side data.
<b>GDD usage and dissemination</b>	On GDD usage and dissemination, the expectation is for countries to have clearly documented dissemination plans in place to facilitate usage and sharing of analytical outputs, which should include gender fact books, abstracts, policy briefings, statistics bulletins and interactive dashboards. In most SADC countries, even central banks are sharing and disseminating a wide variety of financial inclusion data, but there are limited to no GDD products which are made available, given that central banks have access to huge amounts of data. Though there may be concerns in central banks disseminating data, such should be done in an aggregated way and in conformity with data protection and privacy regulations. One key observation made during this gap assessment is that the dissemination of S-GDD may not be happening due to a lack of well-documented guidelines, as is the case with demand-side data.

#### Gap analysis:

1. Awareness of GDD is inconsistent across multiple departments within the central bank, since some departments in charge of financial inclusion are more aware than their banking supervision and national payments counterparts. Because bank supervision and national payments departments are crucial for GDD, there may be a need to raise their levels of GDD awareness.
2. There may be no gap related to the overarching policies and strategies for financial inclusion. However, the strategies are not accompanied by a specific gender action plan, as is the case with the SADC strategy on financial inclusion. This is important as it will enable countries to put in place deliberate measures to promote S-GDD.
3. The lack of explicit regulation to mandate central banks to collect S-GDD may not be an impeding factor, as the current legal framework, such as the national payment act and the banking and financial services act, empowers central banks to collect all data that may be deemed necessary.
4. Collection of specific data points on GDD may not be internally driven in line with country-specific measurement frameworks, as it is influenced by other institutions such as SADC, IMF and AFI. This may reaffirm the need for more awareness on GDD, as the collection of sex-disaggregated data should also be driven by the need to understand different market segments.
5. Though most countries<sup>8</sup> are reporting on GDD aggregated data, not all are collecting other key attributes such as location, age and this may be necessary to further understand other gender dimensions within the data.
6. Data quality may not be a major concern as most countries are utilising systems such as BSA within built validation checks. However, major data quality gaps are imminent in countries that are still handling GDD manually and using email transmission of Excel templates.
7. Though the current collection of GDD is driven by templates developed by SADC and IMF (FAS), there may be a lack of well-developed, detailed protocols in the form of toolkits for all focus indicators, as such will guide GDD collection, analysis and dissemination.

<sup>8</sup> Four out of the sixteen countries are not collection any sex disaggregated data based on Figure 3

8. Currently, none of the SADC nations have produced specific gender fact books or statistics bulletins relating to S-GDD; however, a few are attempting to present additional data points related to credit uptake by gender. It is also crucial to note that S-GDD is not publicly available on central bank websites but may only be obtained upon request.

### 5.2.2. *Commercial banks*

Category	Key finding
Awareness of GDD	Commercial banks' awareness of S-GDD varies among SADC countries, according to the banks surveyed during primary data collection. Banks, such as Nedbank of Zimbabwe, are more aware of GDD since they offer products tailored to women and various age groups. This is especially true in other countries, where it has been noted that commercial banks that provide specific products to distinct demographic groups are more likely to be aware of GDD. GDD knowledge among commercial banks is primarily motivated by two factors: the desire to identify market potential within social demographic groups and the regulatory obligations imposed by central banks, which oblige banks to report on GDD.
GDD collection general issues	Though GDD collection is tied to regulatory reporting requirements for banks, banks gather huge amounts of data, some of which may not be included in reports submitted to central banks. All banks collect personal data as part of the KYC onboarding process, and sex is one of the primary variables. However, the administration of KYC data varies amongst institutions. In some banks, KYC data is not part of the core banking system and is held in a ledger system, whilst others have a fully functional MIS that stores all customer data and allows for the seamless extraction of sex as a variable. It is also crucial to note that all the banks reached out to are gathering all the data points (bank accounts ownership, type, volume, and value), and such data points can be disaggregated by sex. However, this can be done manually for those storing the data outside the MIS.
Data structure	Commercial banks serve as the principal source of supply-side financial inclusion data within the data value chain, as they collect granular data, but primarily restricted to fundamental demographic details such as gender and age, which are included in the national ID submitted during the KYC onboarding process. Other background variables, such as area, geographical location, rural/urban status, occupation, and industry, may not be included in the data collected and maintained by banks, as they may fall beyond the purview of KYC regulations. Commercial banks indicated that client location data is gathered in the form of addresses, although issues arise in capturing this information, particularly in rural areas where addresses may be inadequately defined. Consequently, the extraction of supplementary variables to encompass additional socio-economic and demographic factors, essential for a comprehensive analysis of S-GDD, may necessitate revisions to onboarding standards, which differ by country.

Data quality checks and transmission channels	Commercial banks managing KYC data in ledger form are likely to encounter substantial data quality concerns when collecting and utilising S-GDD, despite asserting that they have implemented data quality checks to assure the accuracy and validity of reports extracted from such data. For banks utilising MIS to manage data, data quality may not be a significant issue when retrieving aggregated information to address GDD-related enquiries from central banks.
Presence of protocols to guide data collection and reporting	Commercial banks should implement complete processes in the form of protocols to efficiently collect, analyse, and report S-GDD. These protocols must encompass multiple facets, including data collection, storage, analysis, and reporting. Discussions with a sample of commercial banks revealed that they possess overarching standards for data management and client data protection but lack specific protocols to govern GDD. Nevertheless, when reporting on GDD requests from central banks, they depend on shared templates which have detailed definitions of data points.
GDD analytics, usage and dissemination	<p>Commercial banks prioritise their analyses in data analytics to understand their overarching business needs in accordance with key performance indicators. It is anticipated that commercial banks will employ data analytics to extract significant insights from their existing data sets, including GDD. This will enable them to customise their products and services to more effectively meet the needs of underserved populations, such as women. It was observed that commercial banks that have specific products designed for women are conducting descriptive analyses to better understand the needs of women and improve the design of their products. Nevertheless, commercial banks that offer general products may not be performing any GDD-related analytics as such is not part of their business needs.</p> <p>The performance of detailed analytics (predictive and prescriptive) related to GDD may not be happening among commercial banks due to insufficient capacity, and this may necessitate further enhancement. The mandate of commercial banks does not include the dissemination of GDD-related information. They are only disseminating GDD information in accordance with their compliance requirements from central banks. Additionally, there are no established protocols that can serve as a guide for the analysis and reporting of GDDs in commercial banks currently. Additionally, it is important to consider that commercial institutions may not be able to disclose comprehensive client information, which would be in violation of data protection and privacy regulations.</p>

#### Gap analysis:

1. There is limited awareness of GDD among commercial banks, especially those who are not offering gender specific products.
2. GDD-related information is collected as part of the KYC onboarding process. However, some banks that are still managing client data outside of their MIS may have difficulties in extracting GDD-related information, as such information cannot be extracted seamlessly. Such commercial banks may need to redesign their system to align it with GDD requirements.



3. Not all commercial banks are collecting other social-demographic data points (location, age, industry, etc.), which can enhance further understanding of gender dimensions within the data.
4. Commercial banks sharing GDD-related information are limited to what the central bank requests, though they are collecting a lot of data.
5. Commercial banks that are still managing client data outside the in-built MIS are likely to experience data quality issues.
6. There are presently no established protocols to assist commercial banks in the analysis and reporting of GDD, as the analytics they are conducting are restricted to their business requirements.

### 5.2.3. *Mobile money operators and other money transfer service providers*

Category	Key finding
Awareness of GDD	The low levels of awareness of GDD were determined from the few MNOs and money transfer services providers that were interviewed. Some MNOs are currently unaware of GDD, as they do not perceive a necessity for gender considerations in their business model, as they exclusively provide generic products. Nevertheless, other money transfer providers and MNOs are somewhat aware of GDD, as they engage with their respective central banks, which have recently implemented GDD reporting requirements.
GDD collection of general issues and data structure	MNOs, like commercial banks, collect granular data from their clients as part of the KYC process. Currently, most nations may not have a mandate to collect gender, but the national identity card, from which gender can be retrieved, is part of the KYC requirement. Some operators indicated that they do not have gender as a variable in their database and that it takes longer to extract gender from each record in their client data. On the other hand, other operators have included gender as a primary variable in their MIS, and those MIS are more responsive to GDD. All the operators confirmed that they are collecting data for all focus data points, including mobile money agents, accounts, active and inactive accounts, transaction volumes, and value.
Data quality checks and transmission channels	Given that all providers utilise MIS for client data management, data quality issues may not be a significant concern, as they possess automated mechanisms for extracting necessary information for reporting purposes. In certain SADC countries, such as Zimbabwe, regulators can access data collected by service providers at any time due to linked systems. The sole risk identified pertains to the transmission of reports to central banks in certain countries, which depends on templates sent by email. It was also disclosed that in certain countries, the manual transmission of reporting templates to central banks will come to an end, since system applications have been built to facilitate the reporting process.

Presence of protocols to guide data collection and reporting	MNO/money transfer service providers, like commercial banks, only have generic standards to assist analysis and reporting for their specific requirements. The only GDD protocols available are those from central banks as part of the reports, which provide definitions for some variables that require sex-disaggregation for advice.
GDD analytics, usage and dissemination	Conducting GDD-related data analytics may fall outside the primary scope of the providers in this category, as they offer more generic products. Nonetheless, other suppliers with a greater awareness of GDD and who have gender as a variable in their databases are conducting limited GDD-related analytics for internal purposes to understand specific customer segments. Money transfer service providers, like any other financial service provider, have restrictions on the degree of precise information they disclose. Consequently, information may only be disseminated in an aggregated format when reporting to regulators.

#### Gap analysis:

1. Limited understanding of GDD among mobile money operators and other money transfer service providers, as gender may not yet be a primary focus in their business models.
2. Some operators do not include gender as a key variable in their database, despite the presence of a national identity card. Consequently, they may necessitate the restructuring of their data management systems to render them gender adaptive.
3. Data quality issues may arise for operators who continue to manage the reporting process using Excel templates sent via email.
4. No guidelines exist to assist service providers in the internal collection, analysis, and reporting of GDD; they solely depend on templates supplied by the central banks.

## 6. Challenges and Opportunities for closing the identified gaps

The challenges and opportunities associated with GDD have been categorised by stakeholder type (central banks, commercial banks and MNO/other money transfer providers).

### 6.1. Central banks

As part of this gap analysis, the following broad categories of challenges were examined central bank level: lack of awareness and necessary resources to drive GDD; the absence of policies and strategies to support GDD; the absence of well-defined protocols, and the use of flawed data collection and analysis methods which may result in relevant indicators not computed; and lack of disaggregation by sex or other characteristics at the source.

Challenges	Opportunities
1. Lack of awareness and necessary resources	



<p>Despite most central banks that are AFI members (all SADC countries except Botswana and DRC) and signatories to the Denarau Action Plan appointing gender champions at senior levels to oversee gender-inclusive finance in accordance with AFI requirements, challenges persist regarding GDD at the technical and operational level. There is an inconsistency in awareness among key departments, such as national payments and bank supervision, which are expected to be primary actors in GDD. Furthermore, there is a perceived deficiency in gender analysis capacity at the central bank level. This is because all central banks interviewed during the primary data collection indicated that they lack a dedicated gender specialist within their institutions, even though gender is mainstreamed across departments. Moreover, the limited GDD internal capabilities and understanding inside central banks were identified as a significant challenge being encountered.</p>	<p>An opportunity exists to ensure that central banks appoint a dedicated gender specialist or gender focal person to coordinate comprehensive gender issues, including GDD, thereby bridging the capability gap. This competence will ensure awareness generation throughout all sections of the central bank. The primary lesson learnt regarding general gender statistics is that National Statistics Officers should employ a dedicated gender statistician to improve gender analysis within statistical systems. This may also be necessary for S-GDD.</p>
<h2>2. Absence of policies and strategies to support GDD</h2>	
<p>At present, there is no policy or legislation in any of the SADC countries that supports GDD, even though central banks are relying on several general provisions within the extant legislation. This, in turn, has led to the voluntary collection, analysis, and sharing of GDD, which explains the presence of numerous data gaps. An additional obstacle is that the measurement framework that is included with NFIS has not specified the way the SADC gender action plan's recommendations for bridging gender data gaps will be implemented.</p>	<ul style="list-style-type: none"> <li>• An opportunity exists to either establish specific requirements that compel central banks to collect GDD from FSPs, thereby making the process mandatory rather than voluntary. In the interim, it is more practical to maintain the present general provisions, as central banks are obligated to collect any other piece of information deemed necessary for both supervisory and regulatory purposes.</li> <li>• Commencement of the execution of the SADC Financial Inclusion Gender Action Plan, which is a component of the SADC Strategy on Financial Inclusion and SME Access to Finance, agreed by the SADC Council in 2023, is also one of the opportunities that exist. The specific action point under Outcome 5 of the SADC Financial Inclusion Gender Action Plan mandates institutionalisation collection and utilisation of gender-disaggregated data across all institutions (regulatory and non-regulatory).</li> </ul>

### 3. Data quality issues (Absence of well-defined protocols, and the use of flawed data collection and analysis)

To address the data quality concerns of accuracy, completeness, and comparability, it is necessary to establish well-defined protocols. At present, one of the inherent challenges is the absence of protocols that should be in place to identify indicators, prescribe data collection and analysis for priority banking and mobile money indicators. The implementation of the SADC financial inclusion gender action plan has been significantly impeded by the absence of protocols. The following challenges have been further exacerbated by the absence of detailed protocols for S-GDD:

- The absence of standardisation in the collection of gender data is a challenge, as various stakeholders may employ varying definitions and methodologies, which complicates the process of comparison and analysis. The only comparable indicators are those that are collected within the same framework, such as FAS.
- Inaccurate or incomplete data: Data collected by financial institutions may frequently be inaccurate or incomplete, particularly in the context of gender disaggregation, as it is contingent upon the definitions of indicators.
- Even for those collecting GDD, their analyses are conducted at a generic level depending on individual needs rather than according to worldwide best practices. Some central banks indicated that their issues are specific to insufficient analytical GDD skills.

The absence of a unified protocol among SADC member states has presented an opportunity for development partners and market facilitation agencies to collaborate with these states in formulating a protocol that aligns with international best practices to address data quality issues as specified in the identified challenges. Protocols must provide explicit guidance to central banks concerning the collection, analysis, and dissemination of S-GDD.

### 4. Lack of disaggregation by sex or other characteristics at the source

A significant challenge faced by central banks is the unavailability of GDD at its source, since they are merely aggregators and not the primary source of information. Consequently, although some indicators may be incorporated into returns templates shared with FSPs for the collection of GDD, the absence of data explains why numerous indicators are neither collected nor reported by most central banks (As can be confirmed in Annex 2). Non-availability of data from FSPs is partly driven by the following;

An opportunity arises for central banks to mandate FSPs that are yet to develop their systems to fit the GDD criteria. Additionally, a collaborative opportunity exists among key financial sector stakeholders to engage with development partners and mobilise resources for the further upgrade and development of systems to render them GDD adaptable.

<ul style="list-style-type: none"> <li>• Insufficient systems at the FSP level that are more amenable to GDD. For example, FSPs who have not included gender as one of the key variables in their database may need to restructure their system to ensure that indicators linked to account ownership, volume and value of transaction may be queried by gender.</li> <li>• Insufficient GDD technical competence at the FSP level, as the collection, analysis, and reporting of GDD necessitate specialised skills that may be lacking among FSPs. This is because FSPs have limited to no motivation to invest in GDD-related training for internal staff.</li> </ul>	
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## 6.2. Commercial banks and MNO/other money transfer providers

The challenges and opportunities that commercial and MNOs face are comparable, as they are all primary data providers within the GDD data value chain. GDD provides a critical platform for commercial banks, MNOs, and other Fintech to improve financial inclusion by identifying the specific requirements and preferences of women and men. Ultimately, this can generate an opportunity to empower banks and other FSPs to design customer-centric products and services. However, FSPs faces several challenges which has prevented them to fully utilise the potential that exist within GDD. Some of the broader challenges being experienced by FSPs includes limited capacity and lack of awareness for GDD, limited technical systems to support GDD and lack of guidelines on GDD analytics.

Challenges	Opportunities
<b>1. Limited staff capacity and lack of awareness for GDD</b>	
There is a significant knowledge divide regarding GDD both within and among FSPs, as there is a lack of awareness and appreciation for the value proposition that GDD brings. The primary obstacle is that the data analytics frameworks presently in place for the majority of FSPs are not tailored to address gender-related issues. Consequently, capacity development may be inadequate, as gender is not a priority and is not included in the Key Performance benchmarks.	Implementations of initiatives aimed at increasing awareness, such as capacity-building activities on GDD by central banks and development partners. By increasing awareness among FSPs, there is a potential for them to gain a deeper understanding and appreciation of the value of GDD. This will enable them to better comprehend the various market segments among women and men, resulting in enhanced product design. This is because, at present, the value of GDD is not recognised by all FSPs, apart from those FSPs that provide gender-specific products.
<b>2. Limited technical systems to support GDD</b>	

<p>Some FSPs continue to encounter obstacles associated with data management systems that fail to facilitate the seamless collection, storage, and analysis of data. For instance, certain FSPs continue to conduct manual data collection, in which the KYC records are maintained in the form of ledgers without the individual records being transcribed into the MIS. Such FSPs are confronted with the dual challenges of assuring that the historical records are entered into the database after the MIS is designed and the absence of an appropriate MIS. The challenge of entering the accumulation of data from the manual records is also being faced by some FSPs that have recently upgraded their systems to comply with the GDD requirements of central banks.</p>	<p>FSPs have the opportunity to fully design their systems to collect and store GDD to be prepared to fully respond to GDD data demands from central banks and other financial inclusion stakeholders. This will also generate a subsequent internal opportunity to realise the value proposition from GDD.</p>
<h3>3. Lack of guidelines on GDD analytics</h3>	
<p>Added to staff capacity and systems challenges, there is also a lack of detailed guidelines (protocols covered under central banks) that should further guide FSPs to collect, analyse and utilise the insights from GDD. This too has resulted in also exacerbating the data quality issues where some of the GDD data currently being collected by the FSPs are incomplete, lack accuracy and not compatible because data is not collected based on the common guidelines.</p>	<p>Due to the lack of standard guidelines among FSPs, there has been an opportunity for development partners (UN Women, SADC, AFI and IMF) and market facilitation agencies (Financial Sector Deepening Programmes) to work together with all players within the GDD data value chain and formulate guidelines to address this challenge.</p>

## 7. Summary of Key Findings, Gaps Identified and Recommendations

SN	Finding/gap identified	Recommendation
Central banks		
1	Awareness GDD is inconsistent across multiple departments with the central bank, since some departments in charge of financial inclusion are more aware than their banking supervision and national payments counterparts. Because bank supervision and national payments departments are crucial for GDD, there may be a need to raise their levels of GDD awareness.	Financial inclusion initiatives and other development partners formulate programmes to raise awareness among all GDD frontline departments inside central banks. Historically, in many countries, the emphasis has been on collaborating with financial inclusion departments, while insufficient attention has been given to bank supervision and national payments agencies. Ultimately, if resources allow, central banks may contemplate appointing dedicated gender specialists tasked with raising awareness and ensuring the implementation of gender and social inclusion safeguards within the operations of central banks.
2	There may be no gap related to the overarching policies and strategies for financial inclusion. However, their strategies are not accompanied by a specific gender action plan, as is the case with the SADC strategy on financial inclusion. This is important as it will enable countries to put in place deliberate measures to promote S-GDD.	The SADC must collaborate with its member states to guarantee the comprehensive execution of the provisions detailed in the SADC Financial Inclusion Gender Action Plan. Consequently, each member state with an updated NFIS must additionally formulate a gender action plan that delineates the strategies for addressing the GDD gaps identified in the report.
3	The lack of explicit regulation to mandate central banks to collect S-GDD may not be an impeding factor, as the current legal framework, such as the national payment act and the banking and financial services Acts, empowers central banks to collect all data that may be deemed necessary.	Central banks at the country level should either amend and enhance the existing legal frameworks utilised for data collection for regulatory and supervisory objectives, explicitly addressing GDD issues, or ultimately develop specific policies mandating all FSPs to collect and report GDD and all necessary financial inclusion indicators. The policies should outline data requirements and timelines of reporting so that GDD reporting is mandatory rather than voluntary and adherence to such policies should be made part of compliance requirements.

4	Collection of specific data points on GDD may not be as internal as it is influenced by other institutions such as SADC, IMF and AFI. This may reaffirm the need for more awareness on GDD, as the collection of sex-disaggregated data should also be driven by the need to understand different market segments.	This also necessitates increasing awareness among central banks regarding the significance of GDD. Either FinMark Trust or SADC should create knowledge products demonstrating how GDD has been utilised in other countries to formulate gender-sensitive policies and to inform the establishment of gender targets in Financial Inclusion Strategies.
5	Though all countries are reporting on GDD aggregated data, not all are collecting other key attributes such as location, age, and this may be necessary to further understand other gender dimensions within the data.	Countries in the SADC area should develop national comprehensive frameworks to govern the collection and analysis of GDD, which should also require central banks to gather supplementary data points to improve the analysis of gender dimensions. The establishment of such frameworks should be preceded by gender audits and securing consensus from all national stakeholders.
6	Data quality may not be a major concern as most countries are utilising systems such as BSA with built-in validation checks. However, major data quality gaps are imminent in countries that are still handling GDD manually and using email transmission of Excel templates.	To improve overall data quality at the central bank level, countries manually managing the collection of returns data, including GDD, and transferring data via email are advised to utilise banking supervision applications for all returns data management, thereby minimising human interactions that may be error-prone.
7	Though the current collection of GDD is driven by templates developed by SADC and IMF (FAS), there may be a lack of well-developed detailed protocols in the form of toolkits for all focus indicators, lack of well-developed detailed protocols in form of toolkits for all focus indicators as such will guide GDD collection, analysis and dissemination.	SADC and FinMark Trust must collaborate with other development partners to provide comprehensive protocols in the form of toolkits or manuals that outline methods for data collection and analysis. These toolkits must also delineate the priority indicators pertinent to banking and mobile money, ensuring alignment with the SADC Financial Inclusion and SME Access to Finance strategy, as well as the financial inclusion strategies at the country level within the SADC region. The toolkit must conform to worldwide best practices in the collection and management of financial inclusion statistics.
8	Currently, none of the SADC nations have produced specific gender fact books or statistics bulletins relating to S-GDD; however, a few are attempting to present additional data points related to credit uptake by gender. It is also crucial to	The availability of GDD and other related knowledge products is essential for addressing GDD data gaps. SADC or FinMark Trust should collaborate with central banks to formulate their respective GDD communication and dissemination strategies, detailing the data

	note that S-GDD is not publicly available on central bank websites but may only be obtained upon request.	to be shared and the knowledge products to be generated and disseminated. The communication strategy must align with the data governance and privacy regulations at the national level.
9	The unavailability of GDD data at the central bank level is sometimes driven by the lack of necessary data from primary data providers (FSPs/MNOs) and not because they have not developed GDD frameworks.	In cases where GDD is unavailable at the source due to deficiencies in systems or protocols among primary data providers, central banks are urged to collaborate with such FSPs to ascertain the underlying causes, which should include conducting a root cause analysis to address the fundamental issues. Following the root cause study, central banks should collaborate with financial service providers to formulate implementation strategies specifically aimed at addressing the fundamental cause.
10	Though the expectation is that data should be available and reported on banking and mobile money access, uptake and usage indicators, the reality is different as no SADC member state through their central bank is reporting all focus indicators in totality.	The SADC secretariat can engage with member states by adopting the protocols specified in (7) and establishing an implementation timeframe for countries to commit to and commence reporting on all priority indicators with GDD.
<b>Commercial banks</b>		
1	There are low levels of awareness on GDD issues among commercial banks, especially those who are not offering gender specific products. Coupled with low awareness levels, there is also limited capacity for gender finance among FSP staff members.	To enhance awareness of GDD among FSPs, Financial Deepening Programmes and FinMark Trust could contemplate collaboration with funding agencies and mobilise resources to develop initiatives focused on assisting FSPs in formulating a value proposition from GDD. These projects may resemble the Data Management and Analytics Capability (DMAC) developed and executed by FSD Africa in specific nations, including Tanzania and Zambia. A DMAC-type programme specifically on gender will help FSPs understand the value of GDD.
2	GDD-related information is collected as part of the KYC onboarding process. However, some banks that are still managing client data outside of their MIS may have difficulties in extracting GDD-related information, as such information	Central banks and other authorities should require FSPs managing KYC data outside of management information systems to establish systems and databases that incorporate gender as a primary variable, facilitating the extraction of gender-disaggregated data from such

	cannot be extracted seamlessly. Such commercial banks may need to redesign their system to align it with GDD requirements.	databases. This recommendation advocates for the redesign of the KYC database to provide compatibility with GDD.
3	Not all commercial banks are collecting other social-demographic data points (location, age, industry, etc.), which can enhance further understanding of gender dimensions within the data.	Central banks should collaborate with FSPs, such as banks, to establish frameworks that require the collection of supplementary background factors beyond gender during the KYC onboarding process.
4	Commercial banks sharing GDD-related information are limited to what the central bank requests, though they are collecting a lot of data.	Enhancing the capabilities of FSPs to guarantee that the knowledge generated on the collection of GDD transcends mere regulatory compliance, aiming instead to derive value propositions from GDD that facilitate improved service delivery to all demographic segments, especially women and girls. This should be done through capacity building using the requisite tools and manuals on GDD.
5	Commercial banks that are still managing client data outside the in-built MIS are likely to experience data quality issues.	Central banks ought to require commercial banks to maintain all client data within a MIS, which should, if feasible, be integrated with regulators to improve oversight. Utilising systems instead of ledgers for client data management is expected to enhance overall data quality, not only GDD.
6	There are presently no established protocols to assist commercial banks in the analysis and reporting of GDD, as the analytics they are conducting are restricted to their business requirements.	The GDD protocols and guidelines outlined by central banks should outline and assist commercial banks in the collection and analysis of GDD. This means that FinMark Trust and SADC should also include private sector players such as banks during their capacity-building training.
<b>Mobile network operators (MNOs) and other money transfer service providers</b>		
1	Limited understanding of GDD among mobile money operators and other money transfer service providers, as gender may not yet be a primary focus in their business models.	SADC, FinMark Trust, and other development partners should incorporate MNOs and other money transfer service providers in their capacity-building programmes regarding GDD. This will guarantee the development of essential abilities and appreciation for GDD, which will be utilised not only in reporting but also in comprehending



		the value associated with GDD. In specific instances, central banks should spearhead capacity-building initiatives to enhance GDD understanding among financial sector stakeholders.
2	Some operators do not include gender as a key variable in their database, despite the presence of a national identity card. Consequently, they may necessitate the restructuring of their data management systems to render them gender adaptive.	MNOs, too, should redesign their KYC MIS to include gender as the main variable and not merely capture the national ID, as this will make such systems amenable to GDD requirements.
3	Data quality issues may arise for operators who continue to manage the reporting process using Excel templates sent via email.	Central banks should require MNOs to manage data transfers during reporting using systems-to-systems applications, since this will improve and ensure data quality.
4	No guidelines exist to assist service providers in the internal collection, analysis, and reporting of GDD; they solely depend on templates supplied by the central banks.	Protocols developed by FinMark Trust and SADC should apply to MNOs and other money transfer service providers, as well as be included in capacity-building initiatives.

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# Part Two: Demand-Side Women's Economic Empowerment (Wee) Indicators – Gap Analysis

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## 8. Background to FinMark Trust WEE-FI Demand-side Pilots

This exercise is an activity that stemmed from the initial Gender Scoping exercise for FinMark Trust (funded through the FSD CoPro). An important finding from that exercise is that although there are existing measures of Women's Economic Empowerment Financial Inclusion (WEE-FI) in FinScope surveys, there are differences across country studies, and even the most comprehensive FinScope data had important content gaps that may limit a better understanding of gender dynamics. The content gaps identified fall under the WEE-FI umbrella.

There are several different WEE-FI frameworks, which are driven by the implementation missions of the organisations that publish them. As FinMark Trust has not yet established its own framework, the FinEquity WEE-FI framework was adopted for the purpose of this DSS piloting exercise.

**NB:** *This project has highlighted the need for FinMark Trust to curate its own overall WEE-FI framework. The framework would provide a structured approach to prioritising potential measures, ensuring a cohesive and strategic focus. This is an activity we have tabled for the organisation to pursue.*

## 9. Purpose

The objectives of this project are to pilot the WEE-FI indicators in the FinScope Consumer Surveys in Botswana and South Africa. Data analysis and identification of data gaps are integrated using the FinScope survey data that served as data collection pilots.

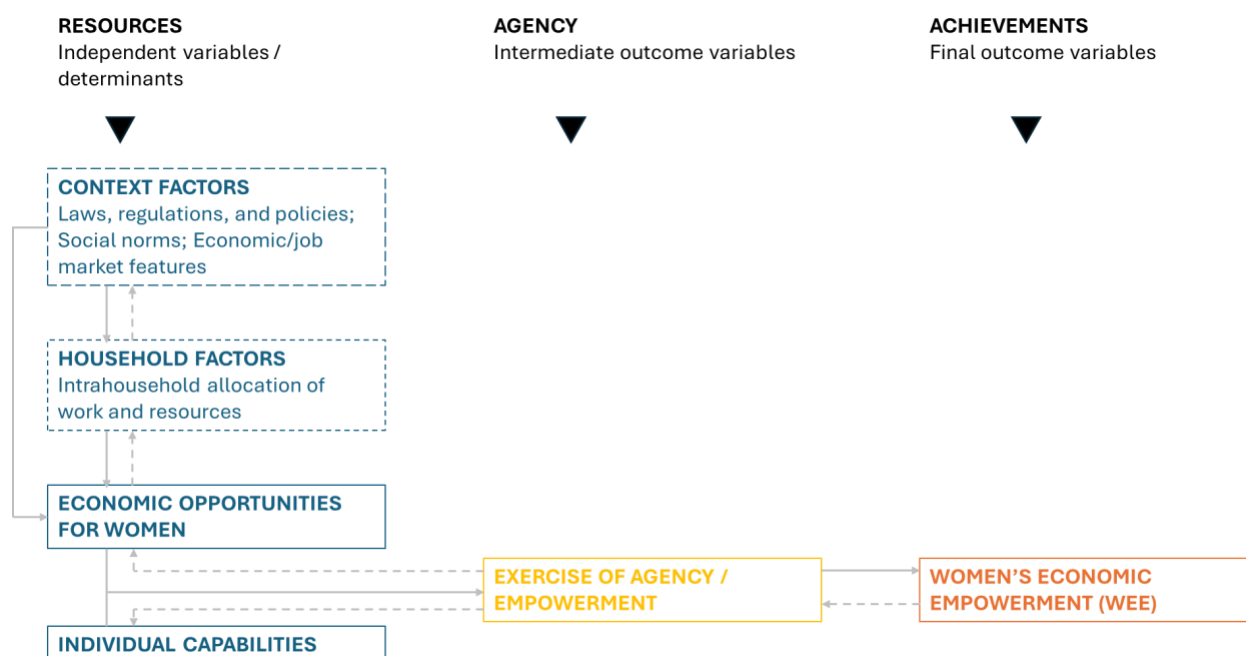
The ultimate goal is to:

- Integrate WEE-FI indicators into FinScope Surveys following pilot testing, thereby enhancing the quality and relevance of data collected for measuring WEE.
- Develop and disseminate standardised guidelines and tools for gender-disaggregated data collection to be used by central banks and financial service providers.

## 10. Background to the WEE-FI Candidate Indicators

In 2020 Buvinic et al<sup>9</sup> published a compendium of Women's Economic Empowerment (WEE) tools to apply to different purposes. They included a high-level WEE framework synthesised from the key content generally covered by these WEE tools.

**Figure 4: Women's Economic Empowerment Framework**



They also unpacked their identified dimensions into several elements used across WEE tools.

### 10.1. Elements and dimensions of the WEE conceptual framework of Buvinic et al (2020)

#### 10.1.1. Achievements (final outcomes)

##### Economic achievements

- Income (all sources)
- Savings (financial)
- Household and business assets
- Amount of leisure time
- Vulnerability to shocks
- Type of and quality of work (e.g. formal – informal, job security. and access to benefits)

<sup>9</sup> Buvinic, Mayra, Megan O'Donnell, James C. Knowles, and Shelby Bourgault. 2020. "Measuring Women's Economic Empowerment A Compendium of Selected Tools." Washington D.C.: Center for Global Development and Data2X. <https://www.cgdev.org/sites/default/files/measuring-womens-economic-empowerment.pdf>

## **Economic empowerment**

- Control over household expenditure
- Control over savings and investment
- Control over productive assets (including documented ownership, use, purchase, transfer, right to inherit and bequeath)
- Increased financial independence/autonomy
- Absence of stress/economic well-being (peace of mind)
- Leadership roles
- Self-confidence/self-esteem

### **10.1.2. Process (intermediate outcomes)**

#### **Agency/empowerment/power to set goals and make strategic choices**

- Control over household expenditure
- Control over savings and investment
- Control productive assets (including documented ownership, use, purchase, sale, transfer and right to inherit and bequeath)
- Increased financial independence/autonomy
- Absence of stress/economic well-being (peace of mind)
- Leadership roles
- Self-confidence/self-esteem

### **10.1.3. Resources (independent variables, determinants)**

#### **Individual factors (individual capabilities)**

- Health
- Education (including basic literacy and numeracy, digital and financial literacy)
- Willingness to take risks, optimism, determination (grit)
- Soft skills (e.g. teamwork)
- Work experience
- Personal access to networks
- Participation in women's advocacy organisations, cooperatives and labour unions

#### **Economic opportunities for women**

(picks up the dimensions of context and household factors)

#### **Household factors** (intra-household allocation of work and resources)

- Division of household work and child/elder care
- Bargaining power inside the household
- Ability to make or participate in decisions about household expenditures

#### **Context factors:**

#### **Laws, regulations, policies (formal institutions)**

- Property rights (i.e. right to purchase, sell, transfer, and bequeath productive assets)
- Absence of gender discrimination in legal codes and regulations (e.g. work, marriage, and divorce)

- Protection against violence and sexual harassment
- Equal rights to start and operate a business
- Social norms (informal institutions)
- Attitudes toward gender roles (e.g. work away from home or start a business)
- Women's freedom of mobility

#### Context factors:

#### Economic/job market features

- Availability of paid work
- Ability to work in male-dominated occupations
- Absence of discrimination in wages and benefits
- General business environment
- Women's access to business and financial services (e.g. open a bank account or borrow money)
- Women's access to markets (e.g. agriculture, business, and international trade)
- Availability of infrastructure (e.g. transportation, communications, electricity, and water and sanitation)
- Social capital (e.g. existence of networks, social cohesion, trust, and community cooperation)

## 10.2. The FinEquity WEE-FI framework (2023)

Before Buvinic et al (2020), FinEquity also reviewed WEE measurement frameworks to identify dimensions and elements suited to measure WEE in the context of Financial Inclusion. FinEquity is a global community of stakeholders prioritising women's economic empowerment through financial inclusion. The purpose is to establish a set of common WEE indicators that will be used to understand the outcomes of increased financial inclusion for women, how these outcomes are being achieved, and to better identify what works and what does not in promoting WEE through greater financial inclusion.

A core group of advisors oversaw the process. This involved surveying various institutions active in the WEE in the FI space and their frameworks, as well as reviewing other definitions of WEE. From these processes, the authors identified key constructs, developed a theory of change, and elaborated underlying indicators. This is what forms the FinEquity WEE-FI framework<sup>10</sup>. The authors further prioritised underlying constructs and indicators, based on the interpretation of responses received from the key stakeholders surveyed. Unsurprisingly, there is a large overlap between the more generic Buvinic et al (2020) framework and FinEquity's one.

FinEquity emphasises WEE encompassing:

- **Access to or use of resources; (direct outcomes)**
  - Material, human, and social endowments, including education, skills, good health, digital technologies, markets, and business training, all within a suitable enabling environment.
- **The exercise of agency (intermediate outcomes)**
  - The skills and resources to compete in markets

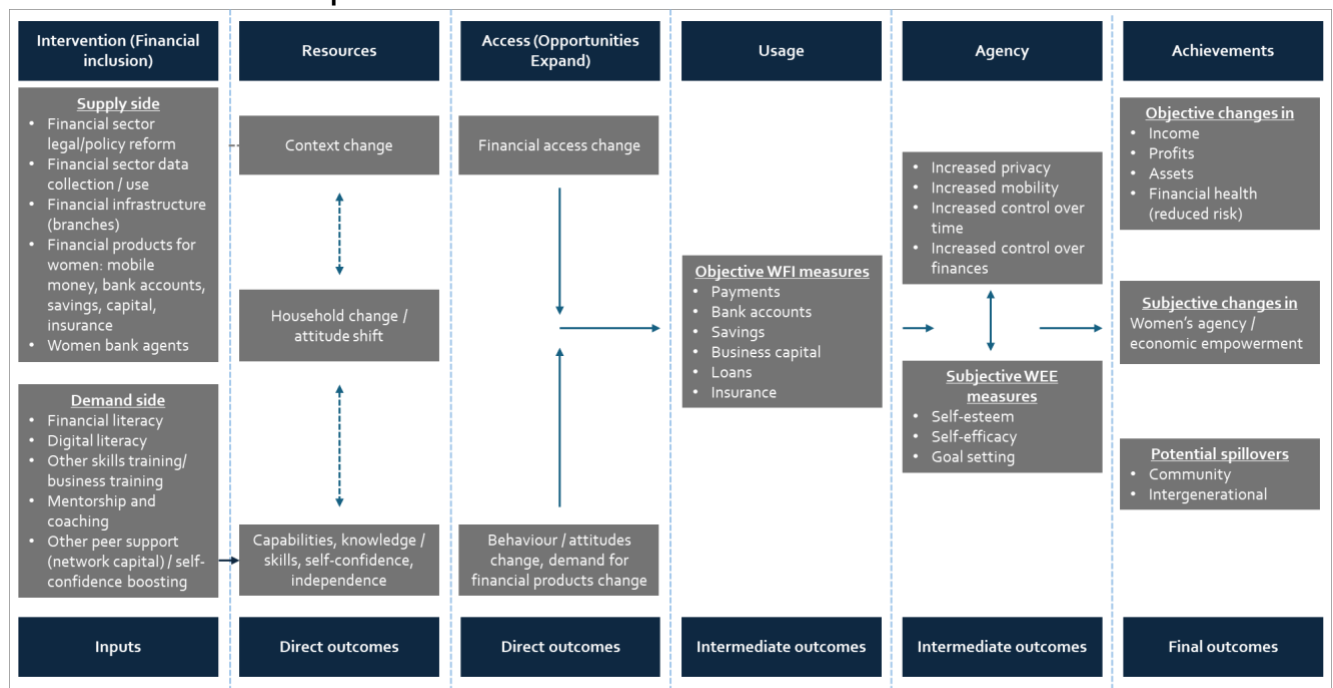
<sup>10</sup> Morgan, Jenny, Megan O'Donnell, and Mayra Buvinic. 2023. "Women's Economic Empowerment (WEE) Measurement in Financial Inclusion." Washington, DC: Center for Global Development. <https://www.cgdev.org/sites/default/files/womens-economic-empowerment-wee-measurement-financial-inclusion.pdf>

- Fair and equal access to economic institutions
- Power to make and act on decisions and control resources and profits within households, businesses, and communities
- **Economic achievements (final outcomes)**
  - Final outcomes of the empowerment process, measured by objective business profits, subjective well-being and self-esteem.

Although these are the three dimensions FinEquity emphasises, there are another three dimensions in their theory of change, namely:

- Inputs/interventions
- Access, which is a direct outcome
- Usage, which is an intermediate outcome.

**Figure 5: FinEquity Theory of Change for how Financial Inclusion Interventions Impact Women's Economic Empowerment Outcomes**

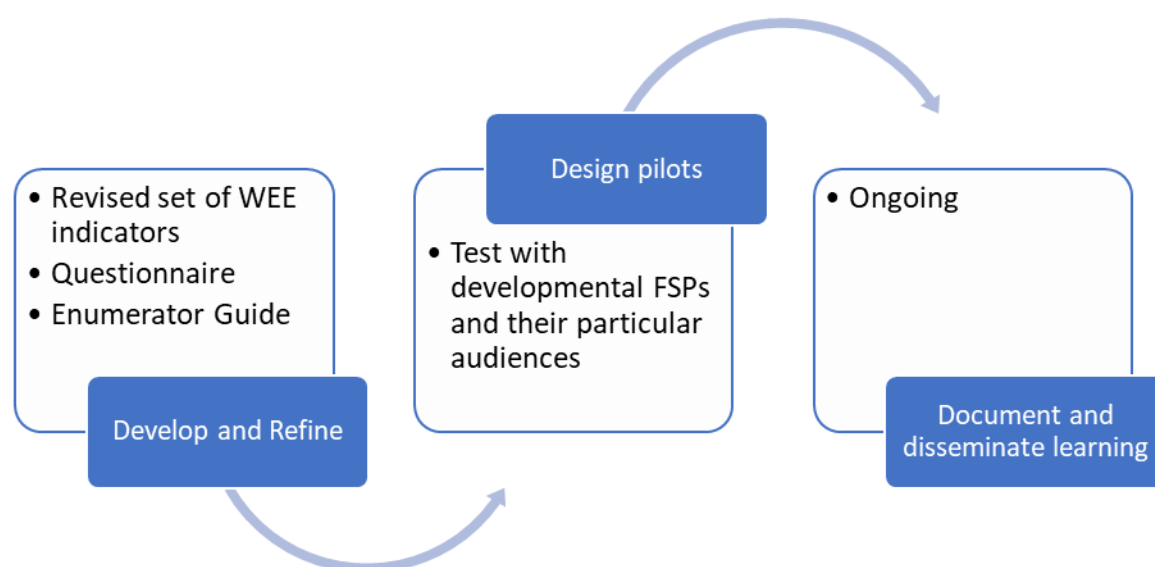


### 10.3. About the FinEquity WEE-FI candidate indicators and questions

As mentioned, FinEquity did further work to identify key content areas and indicators across these 6 dimensions of their theory of change. Altogether, they came up with 21 indicators.

After this, under the FinEquity Co-Lab and together with IPA, Joanna Ledgerwood and colleagues have piloted the framework in a few settings with cohorts of respondents. As part of the translation of the FinEquity framework to a questionnaire and other pilot tools, the Co-Lab team expanded the original indicators to 27.

**Figure 6: FinEquity Co-Lab Indicator testing process**



In initial public dissemination, they have summarised the dimensions and indicators down to the following 19. However, several of these are multi-dimensional, and the full 27 indicators are constituents.

**Table 3: FinEquity WEE measurement indicator**

A: Direct Outcomes: Resources		
No.	Dimension	Indicator
A1	Attitudes about paid work	% of women who believe women should be free to choose employment or business outside the home
A2	Economic participation	% of women participating in income-generating activities
A3	Equity in household labour	Men's level of participation in household tasks
A4	Confidence using financial products	Level of confidence in using financial products
B: Intermediate Outcomes: Agency and Confidence		
B1	Financial autonomy	% of women able to make financial decisions without consulting others
B2	Household financial decision-making	Level of participation in household financial decisions
B3	Mobility	% of women able to leave the household for work or personal business without consulting others
B4	Time use	Level of control over how women use their time
B5	Privacy	% of women able to maintain a private savings account or make private calls
B6	Self-confidence in managing finances	Level of confidence in managing one's own financial situation

B7	Goal setting	% of women who set and pursue financial goals
B8	Subjective control over finances	% of women who feel they have control over their own finances
B9	Satisfaction with financial situation	% of women who are satisfied with their financial situation
<b>C: Final Outcomes: Achievements</b>		
C1.a	Financial health	Level of financial security
C1.b	Financial health	% of women able to come up with 1/20 <sup>th</sup> GNI per capita within 30 days
C2	Community respect	% of women who feel women have influence in their households and communities
C3	Assets	% of women who have made major purchases for household or business purposes
C4.a	Income	% of women who state they have seen an increase in the levels of individual and household income
C4.b	Income	Median income earned in the last 12 months

Note that the Financial Service Providing Organisations that hosted the pilots indicated the pilot questionnaire experience fatigued respondents. This is an important observation and challenge for the objective of mainstreaming these FinEquity WEE-FI indicators into the FinScope surveys, highlighting the need for refinement and streamlining of the questionnaire to minimise respondent burden.

## 11. Comments on the FinEquity WEE-FI Framework and Questionnaire

1. WEE frameworks, including FinEquity's, focus on person-level measurements. Enterprises, particularly MSMEs, are a priority FI focus for FinMark Trust. The FinScope MSME surveys, which focus on enterprise-level measurement, are as important as the FinScope Consumer surveys, which focus on person-level measures.

While the full FinEquity framework, including any questions that cover business aspects, has been formulated for surveys of individuals, FinMark Trust needs a measurement framework that covers both person-level economic empowerment and enterprise empowerment on dimensions relevant to our FI mandate. This framework should cover dimensions relevant to our financial inclusion (FI) mandate, including key enterprise empowerment dimensions that indicate improved economic development prospects and inform targeted interventions. Disaggregating these dimensions by gender will guide activities to better support women-owned enterprises.

By design, enterprise empowerment measurement is missing from the FinEquity WEE-FI framework, but this is a gap we need to close and will explore internally at FinMark Trust, using a similar approach to the FinEquity WEE-FI framework.

2. FinEquity's WEE-FI framework tries to provide a comprehensive set of measures to cover person-level WEE impacts relevant to various potential FI interventions. The input dimension covers a



range of different interventions, and the other five dimensions cover potential changes in output and impact elements affected by the intervention(s).

This means that which indicators are most relevant will vary by specific FI interventions, and their outcome and impact goals. The range of institutions, respondents and interventions featured in the FinEquity WEE-FI survey pilots demonstrates this.

All FinScope surveys are landscape surveys. While it is desirable to cover all potential measures of interest, there are already many stakeholders and FI dimensions using FinScope for reporting. This requires a careful balance to determine the specific indicators to use for each FI dimension, given the competing stakeholders and space constraints.

FinScope surveys are also not linked to specific interventions. For such landscape reporting, not all WEE measures will be relevant. Without explicit interventions to evaluate the impacts of, we need to determine specific WEE-FI elements and measures appropriate to measure and track. In addition to piloting and reporting the full set of WEE-FI questions for Botswana, a key part of this FinMark Trust study will be determining which measures are appropriate for the FinScope Consumer landscape survey reporting.

## 12. FinMark Trust WEE-FI Demand-side Pilots

Initially, WEE-FI pilots were envisaged to be standalone exercises. However, there was insufficient budget to accommodate standalone pilots. Therefore, FinScope surveys were identified as the vehicle to pilot WEE-FI questions.

### 12.1. About FinScope surveys

The FinScope methodology is designed to support expanding access to financial services for individuals and micro- and small businesses to help them manage their life-cycle needs, grow their businesses, and contribute to economic development. It also creates the space to convene a wide range of stakeholders around evidence-based country diagnostics and dialogue, and leads to the development of national financial inclusion roadmaps. FinMark Trust owns the FinScope methodology.

FinScope uses nationally representative surveys on individuals (consumers), small business owners and smallholder farmers and their financial needs, i.e. sources of income, how they manage their financial lives and/or business financials, and broader engagement with the financial services sector (both formal and informal products/services). It also provides insight into attitudes and perceptions regarding money management, financial products, and services, as well as information regarding demographics and overall lifestyles. The FinScope brand has 3 surveys namely:

- FinScope Consumer Survey – This has been implemented in 37 countries across different continents. Surveys are currently underway in South Africa and Botswana and have recently been concluded in Malawi, Nigeria, Tanzania, Uganda, and Rwanda.
- FinScope MSME Survey – completed in 10 countries and currently being implemented in Botswana and Mozambique. Recently, the FinScope MSME Surveys were launched in South Africa (2024), Zimbabwe (2022) and Malawi (2019) and are soon to be launched for Eswatini, Lesotho and Rwanda. More information on FinScope MSME can be found [here](#).

Financial literacy/capability has also been a special survey focus in at least seven countries. Further details on these surveys are available from <https://finmark.org.za/data-for-financial-markets> or on request.

FinScope surveys are intended to be implemented every three to four years. However, implementation is subject to each country's specifics, particularly aspects such as raising required funding, the formalisation of a local FinScope Steering Committee, and scheduling of key domestic initiatives such as elections and census data collection.

This is important because piloting WEE-FI indicators in SADC FinScope surveys is dependent on which FinScope surveys were available for implementation during the project timeline. In this case, these were:

- FinScope Botswana Consumer 2024
- FinScope South Africa Consumer 2024
- FinScope Botswana MSME 2024-25

Note that at this stage none of the data is yet available for these surveys.

It is important to note that FinScope surveys are stakeholder driven. This means that studies are time-sensitive, with the entire process, including study timelines determined by the country's stakeholders.

## 13. Results

### 13.1. Gap analysis summary

This document provides the context for the demand-side component of the gap analysis measurement. As we have not yet received the weighted data from any of the pilots, the gap analysis currently focuses on the pilot preparation process, representing an interim stage in the study. The current gap analysis involves a comparative assessment of the content of the FinScope questionnaires used in the pilots against the FinEquity Co-Lab WEE-FI pilot instrument.

At the end of this process, through synthesis of underlying content and the pilot data, we anticipate FinMark Trust will have reflected on the FinEquity WEE-FI framework to determine the relative priority of measures for FinMark Trust purposes. This prioritisation will then be used to prepare template questions to cover the identified WEE-FI measures to guide mainstreaming of WEE-FI indicators in future surveys. The gap analysis will be revised to compare this guide against the FinEquity WEE-FI framework.

For future mainstreaming of a broader set of WEE-FI indicators into FinScope surveys than is currently the case, we anticipate applying the following process to each country:

1. Presenting the WEE-FI framework to elicit feedback and generate buy-in from key stakeholders
2. Integrate appropriate WEE-FI indicators into the survey
3. Analysis and reporting of key data points (continuous assessment of the suitability of indicators and redesign where necessary).

### 13.2. WEE-FI DSS pilot gap analysis

With the initial gap analysis comparing pilot questionnaires against the FinEquity Co-Lab WEE-FI pilot questionnaire, we briefly describe the process taken and the envisaged process going forward.

As indicated, the gap analysis will be revised later, once FinMark Trust has determined the relative priority of FinEquity's WEE-FI indicators for landscape reporting, relevant WEE-FI indicators delinked from specific interventions, created a template to guide phrasing of WEE-FI questions for inclusion in future FinScope surveys, and analysed pilot data.

### **13.3. Pilot implementation process**

At the time of project commissioning, there were no available FinScope surveys during the gender data disaggregation timeline to pilot with. However, two Botswana (Consumer and MSME) surveys had already approved their draft questionnaires. A third survey in South Africa is a syndicate-financed initiative with particularly limited scope for questionnaire input. Beyond these three, no other potential surveys will be implemented within this study's timeline.

Despite these limitations, we worked with all the survey project managers to "open" up their questionnaire process for this study. The key proviso was that we had to meet their tight timelines. We briefly discuss each in turn.

### **13.4. FinScope Botswana Consumer 2024**

This study had the tightest timeline for questionnaire input. It also had the most latitude. We integrated almost all the Co-Lab pilot questions word-for-word.

Withing the Agency and Confidence theme, aspects of the "Control over own money" and "mobility" dimensions were missed in the final data collection implementation. Although we always strive for completeness, external service providers sometimes inadvertently remove things in final execution. There are oversight risks under last-minute pressures to field large and complex questionnaires that have many modules and other moving parts.

Under the control over own money dimension the Co-Lab pilot questionnaire looks at 5 indicators to do without consulting others. In addition to "spend a small amount of money", which was included, "save money earned to use in future", "invest money earned in a business", "borrow money to make a purchase or invest in a business", and "sell things or conduct business transactions at a market" are unfortunately missing from the Botswana pilot.

Under mobility, we have covered the two main indicators that look at travel avoided due to actual or potential disapproval from family. There is a further follow-up indicator to these low incidence indicators that is missing from the pilot. These are the reasons for disapproval. Given the low incidence, this missing indicator would not have been informative.

From an initial gap analysis perspective the only gaps are these questions that were missed.

### **13.5. FinScope South Africa Consumer 2024**

This is a syndicated survey that is funded by several formal financial institutions and government entities. The questionnaire has the least flexibility and availability for hosting new questions.

We reviewed the questionnaire in detail and identified areas where questions could be accommodated that are likely to be of interest to the syndicate members. We also adapted wording to best integrate measures into the survey. This gives a flavour of what future mainstreaming could look like. Table 1

summarises the FinEquity WEE-FI indicators included and excluded from this pilot, as well as any differences in question wording for included indicators. A detailed comparison is provided in Appendix 1.

**Table 4: Gap analysis of FinEquity Co-Lab WEE-FI indicators against FinScope Consumer South Africa 2024 questionnaire**

Dimension	Indicator	Included?	Wording review
<b>Direct outcomes: Resources</b>			
Attitudes about paid work	% believe women should be able to choose employment of business outside the home	No	
Economic participation	% participating in income generating activities	Yes	Some
Equity in household labour	Level of participation in household tasks	No	
Confidence using financial products	Level of confidence using financial products	Yes	Limited to digital payments
<b>Intermediate outcomes: Agency and confidence</b>			
Financial autonomy	% able to make decisions without consulting others	No	
Household financial decision making	Level of participation in household financial decision making	Yes	
Mobility	% able to leave the household for work or personal business without consulting others	No	
Time use	Level of control over how use time	No	
Privacy	% able to maintain a private savings account or make private phone calls	No	
Self confidence in managing finances	Level of confidence in managing own financial situation	Yes	Limited to "good decisions"
Goal setting	% who set and pursue financial goals	Yes	Some differences
Subjective control over finances	% feel have control over own finances	No	
Satisfaction with financial situation	% satisfied with financial situation	No	
<b>Final outcomes: Achievements</b>			
Financial health	Level of financial security	No	
Financial health	% able to come up with 1/20 <sup>th</sup> GNI per capita within 30 days	Yes	Limited to 7 days
Community respect	% who feel women have influence in their households and communities	No	

Assets	% who have made major purchases for households or business purposes	No	
Income	% who have seen an increase in levels of household and individual income	No	
Income	Median income earned in the last 12 months	Yes	

### 13.6. Summary of DSS gap analysis process and next steps

We have included almost all the FinEquity Co-Lab WEE-FI pilot questions in the FinScope Botswana Consumer 2024 questionnaire. There are two gaps in the Agency and Confidence theme, mostly relating to control over own money.

Table 4 shows the indicators included and excluded from the South Africa Consumer 2024. Note that these are wording differences from those used in the Co-Lab pilots.

For both these surveys, we will analyse the data to further understand what measuring these indicators in this way means, and parse this for our future use.

We will then also reflect on the FinEquity WEE-FI framework to create a WEE-FI framework that is more relevant to FinMark Trust and partners. This will mean revising the gap analysis at a conceptual level and providing a firmer footing for the empirical data review.

### 13.7. DSS pilot gap analysis reporting

In this section, we provide outputs from the pilots. We align our reporting to the FinEquity WEE-FI framework and integrate both the Botswana and South Africa pilots into this structure. Table 3 shows how FinEquity's approach includes many indicators, which are classified into 17 sub-themes. These sub-themes are, in turn, categorised under either: 1. Resources, 2. Agency and Confidence or 3. Achievements.

For our reporting, we provide 17 charts. Each chart shows all the indicators collected in our pilots under a particular sub-theme. These sub-theme charts are arranged into their parent themes.

The question methodology varies across indicators. Some questions are yes/no, some are agree/disagree, and others use different attitudinal answer scales running from negative to positive responses. The FinEquity Co-Lab pilot questionnaire groups indicator dimensions into common question types.

Since there are many indicators, instead of charting all the answers, we have summarised the information. For every chart, we show two figures: i. The percentage of the total adult population that answers the statement as indicated, and ii. The percentage point gap between the percentage of women and men on this.

We have purposefully skewed reporting towards identifying gender gaps. When reviewing the table reports, we used answer options that show bigger differences between the male and female incidences. Across several indicators, an alternative treatment will report smaller gaps.

Although most of the FinEquity pilot methodology questions are positively framed, there are some dimensions/questions that have been negatively framed. For example, “financial concerns” is an Achievement dimension.

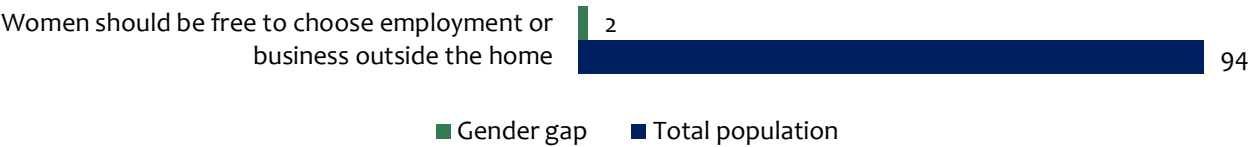
As conveyed, the question methodology varies across indicators. To address this, we provide a title above each figure. This title indicates the sub-theme covered by the charted indicators and the response to each indicator that we chart. For example, in Figure 7, we show the percentage that answers *it is permissible and should be encouraged* to “women should be free to choose employment or business outside the home”.

There are fewer pilot indicators to report on from South Africa. Where these are the same as for Botswana, we show them in the same chart. Where they are different, we have added a South Africa chart to compare the results against.

13.7.1. Resources indicators

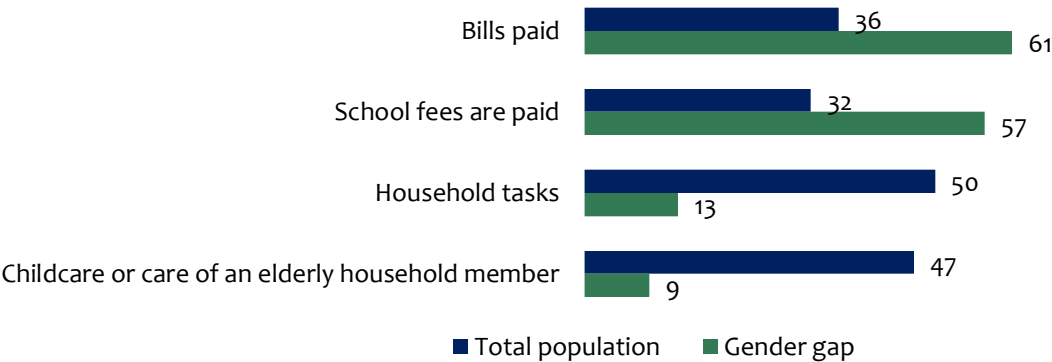
The resource indicators cover a) attitudes about freedom of women to choose work outside the home, b) division of labour in households and c) self-confidence using financial products. The pilot results for these are shown in Figures 7-9.

Figure 7: Botswana 2024 adult: attitudes about freedom of women to choose work outside home - % this is permissible, and should be encouraged



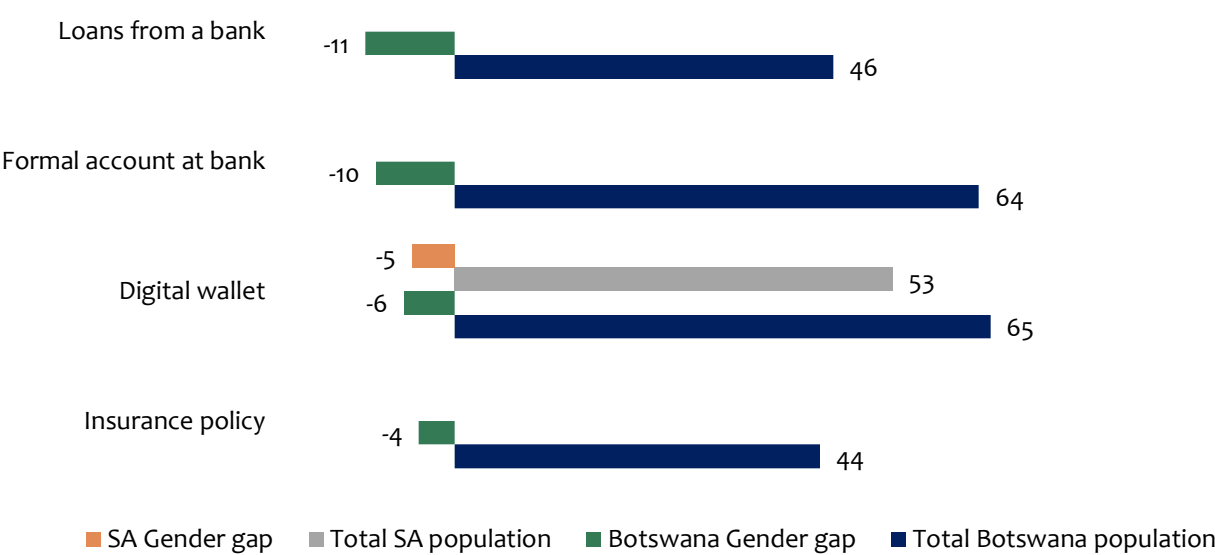
Almost 95% of Adult Batswana see it as permissible and encourage women to choose employment or business outside the home. Although small, two percentage points more Batswana women believe in this freedom for women.

Figure 8: Botswana 2024 adult: division of labour in the households - % involved in



There is a consistently large gender gap in division of labour, with a significantly greater proportion of women claiming to usually pay household bills, school fees, and undertake household tasks and childcare. Note that the gap in payments is much larger than for housework and care activities. Something may have taken place in the question implementation or administration, and these indicators should be treated with caution.

**Figure 9: Botswana and South Africa 2024 adult: self-confidence using financial products - % confident using**



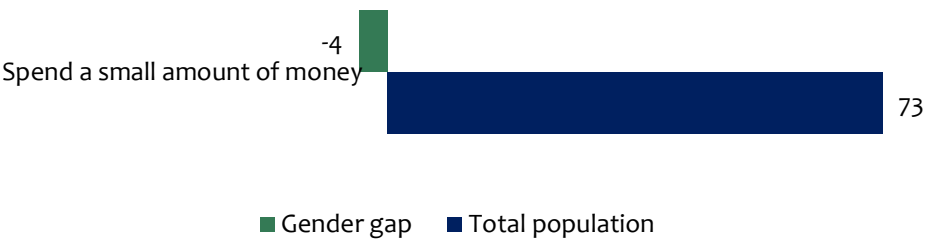
There is a consistently large gender gap in confidence when using financial products, with a significantly greater proportion of confident men than women. About two-thirds of Batswana claim confidence using transactional products, and fewer than half claim confidence using insurance policies and bank loans. The gender gap in confidence using is higher amongst the two bank products, but still significant amongst the formal non-bank products.

Digital wallet is the only indicator covered for South Africa. Although the incidence is lower than in Botswana, the gender gap is comparable.

### 13.7.2. Agency and confidence indicators

The resource indicators cover a) control over own finances, b) input into household financial decision-making, c) mobility, d) time use, e) privacy, f) self-confidence managing own financial situation, g) goal setting, and h) satisfaction with financial situation. The pilot results for these are shown in figures 10-17.

Figure 10: Botswana 2024 adult: control over own finances - % yes to

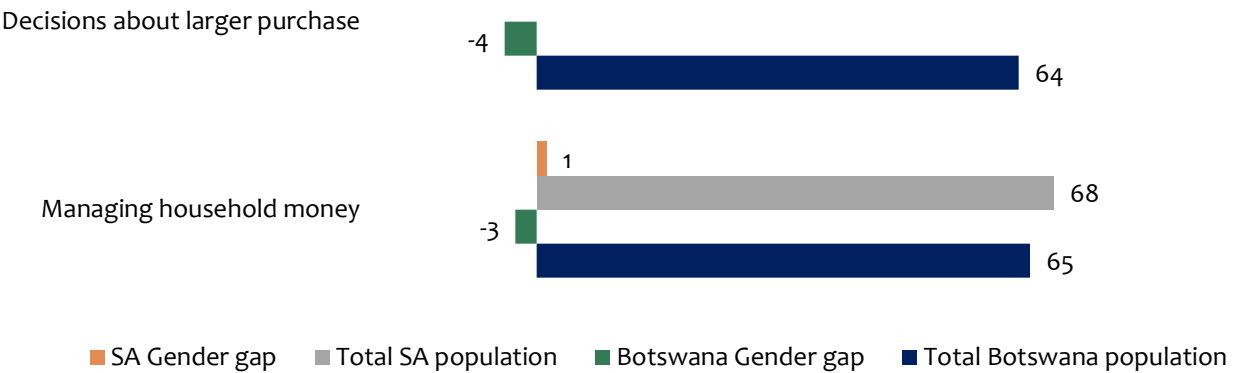


As indicated, aspects of this dimension were missed in the final data collection implementation. Under the control over own money dimension, the FinEquity Co-Lab pilot questionnaire looks at five indicators without consulting others. In addition to spending a small amount of money, there is also “save money earned to use in future”, “invest money earned in a business”, “borrow money to make a purchase or invest in a business”, and “sell things or conduct business transactions at a market”.

Seventy-three per cent of adult Botswana say that they can spend a small amount of money without consulting others. There is a medium gender gap, where four percentage points more men agree with this statement.



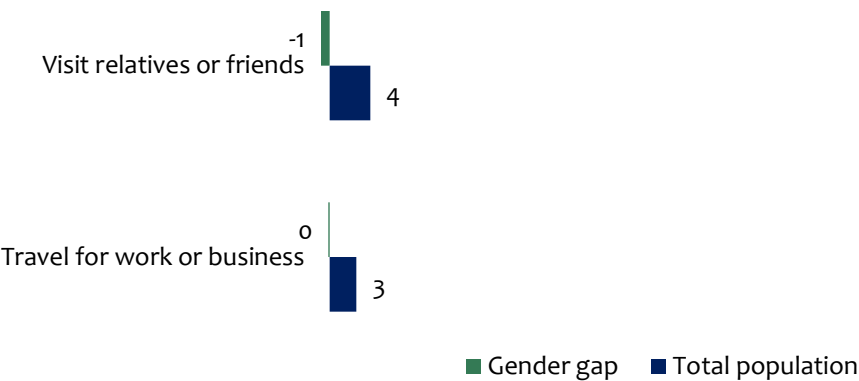
**Figure 11: Botswana and South Africa 2024 adult: involvement in household financial decision-making - % significant input into**



The indicators here are managing household money and decisions about larger household purchases. On both these household financial decision-making indicators in FinScope Botswana 2024, three to four percentage points more men than women claim sole responsibility or input into these decisions.

The South Africa pilot is only looking at managing household money. Here, the adult population incidence was similar to that of Botswana, but the gender gap is smaller and has a female skew.

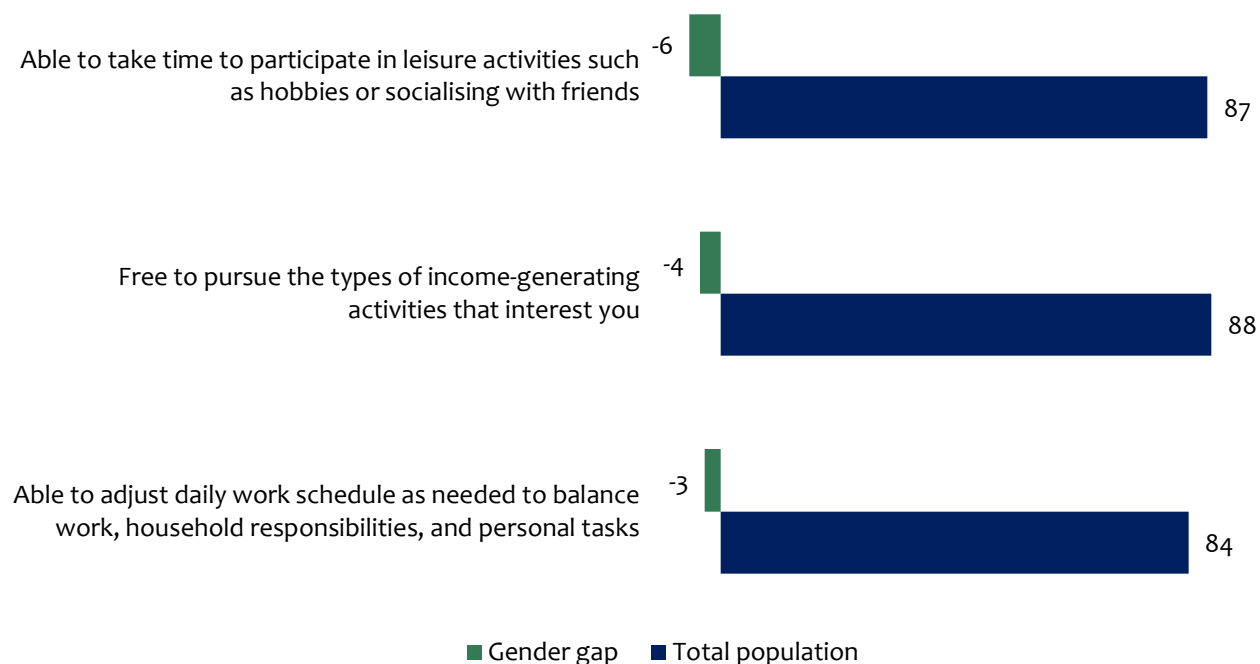
**Figure 12: Botswana 2024 adult: mobility - % wanted to ... over the past 12 months but did not because of possible or actual disapproval from husband or other family member**



Although there is a small gender gap in favour of men on the mobility indicators, the incidence amongst Botswana of restricting working outside the home or visiting family or friends because of actual or potential disapproval is very low.

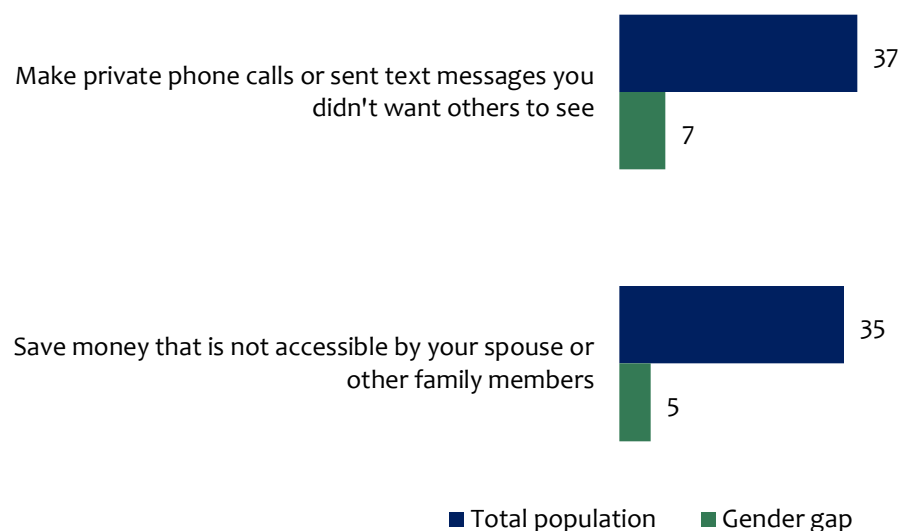
Note that there is a further follow-up indicator to these low-incidence indicators that is missing from the pilot. These are the reasons for disapproval. Given the low incidence, this missing indicator would not have been informative.

**Figure 13: Botswana 2024 adult: time use - % agree that**



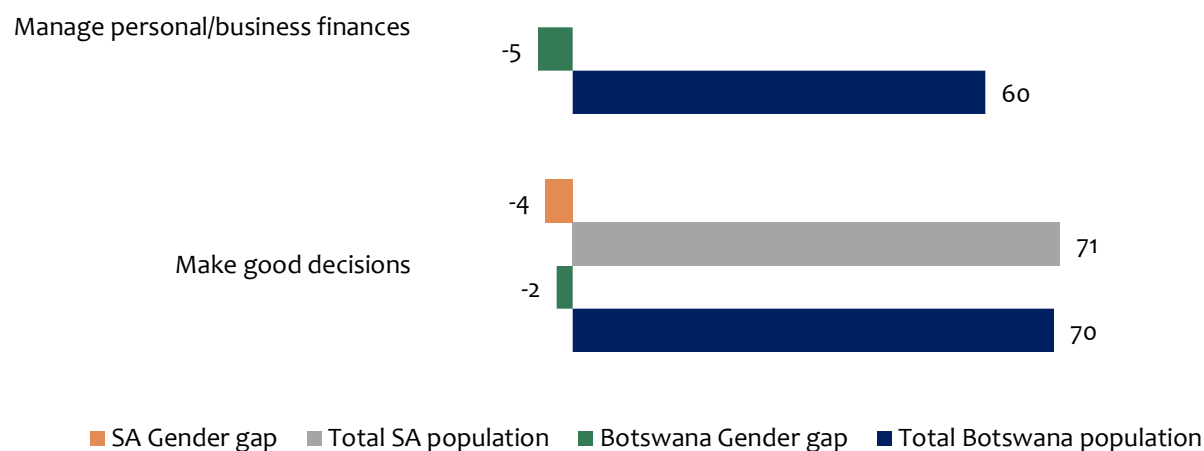
Over 80% of adult Botswana claim freedom to adjust their daily work schedules, pursue income activities or hobbies. However, there are gender gaps with greater proportions of men claiming this freedom. The reported incidence across all these activities is similar. Although also comparable across all indicators, the gender gap is largest for leisure and socialising, which may relate to division of labour, with women having greater responsibilities for house and care work.

**Figure 14: Botswana 2024 adult: privacy - % have not and would not be able to**



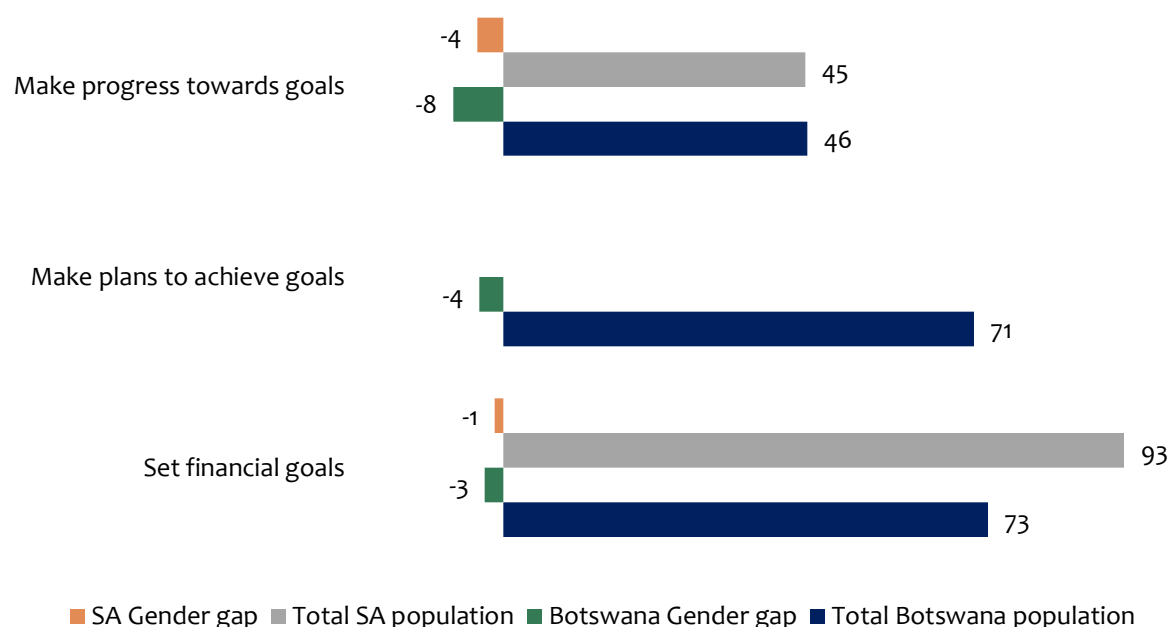
There is a large gender gap for the privacy subtheme in FinScope Botswana Consumer 2024, and both indicators show similar things. A little more than a third of adult Botswana say they have not and would not be able to have private savings. A similar proportion says the same about sending texts they do not want others to see. In both cases, there are relatively large gender gaps. About five percentage points more women say they have not and would not be able to have private savings. About seven percentage points more women say they have not and would not be able to make private telephone calls or send text messages.

**Figure 15: Botswana 2024 adult: self-confidence managing own financial situation - % agree that**



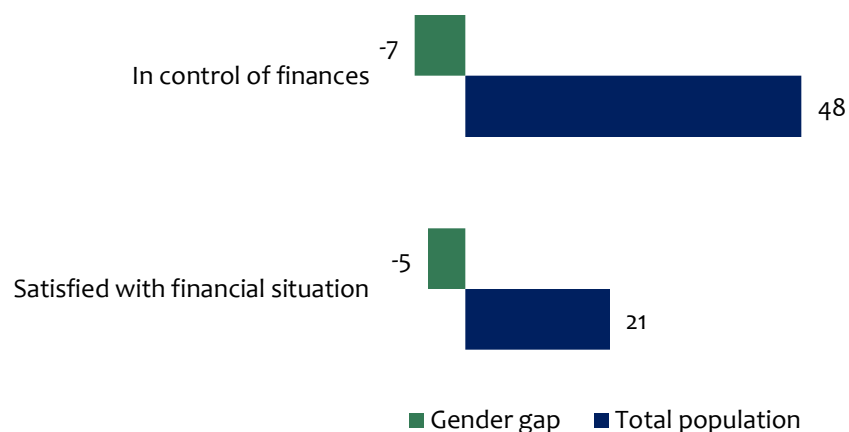
A greater proportion of men are confident in managing their personal finances and feel they make good decisions. Sixty per cent of adult Botswana are confident in managing their personal or business finances. However, five percentage points more men are confident in managing their finances. Seventy per cent of adults claim confidence in making good decisions. In South Africa, four percentage points more are confident about their financial decision-making, whereas in Botswana, it is two percentage points more men.

**Figure 16: Botswana 2024 adult: goal setting - % agree that**



The three indicators of goal setting align with different stages in the pursuit of goals. This starts with setting financial goals, proceeds to making plans to achieve goals, and measures progress towards goals. Whereas 73% of adult Botswana claim to set financial goals and 71% claim to make plans to achieve goals, only 46% claim to make progress towards goals. In both Botswana and South Africa, there is a male gender skew. In Botswana, three percentage points more men claim to set financial goals, four percentage points more make plans to achieve them, and eight percentage points more men make progress towards their goals. In South Africa, people were asked about their main financial goals, and we have used this approach to set financial goals and compare the two approaches. This approach may create a significant overclaim. Progress towards goals was asked in the same way. Population-level incidence is similar, and the South African gender gap is half that of Botswana's.

**Figure 17: Botswana 2024 adult: satisfaction with financial situation - % agree that**

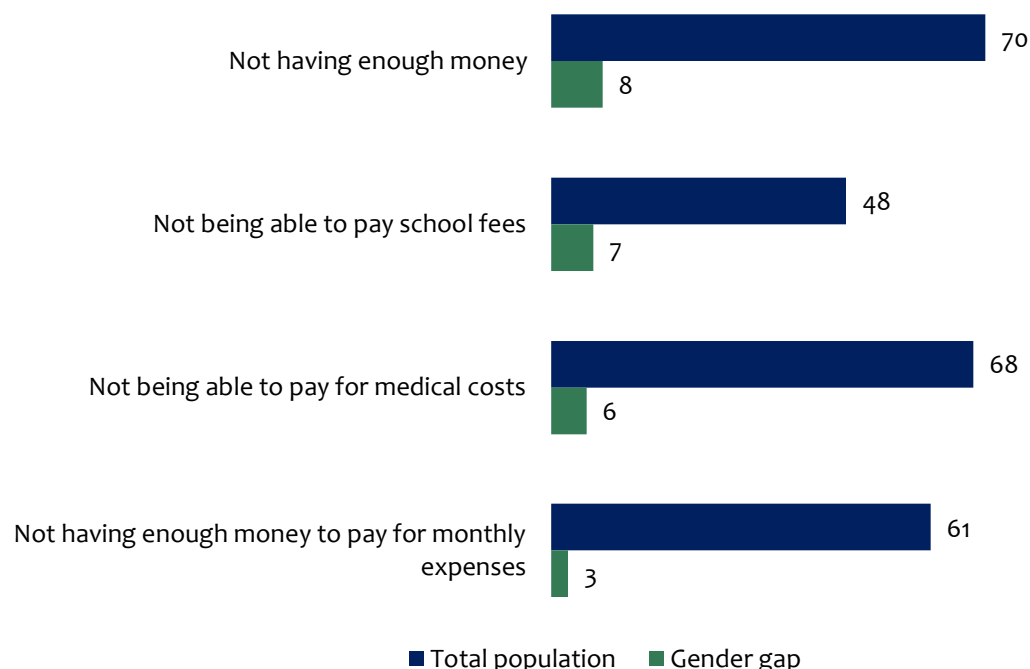


Whereas only 48% of adult Batswana claim to be in control of their finances, only 21% are satisfied with their financial situation. The gender gap on both indicators is large, with five percentage points more men satisfied with their financial situation and seven percentage points more in control of their finances.

### **13.7.3. Achievement indicators**

The achievements indicators cover financial concerns/level of financial security, b) ability to raise funds, c) community respect, d) norms and attitudes, e) assets, and f) income. The pilot results for these are shown in Figures 18-23.

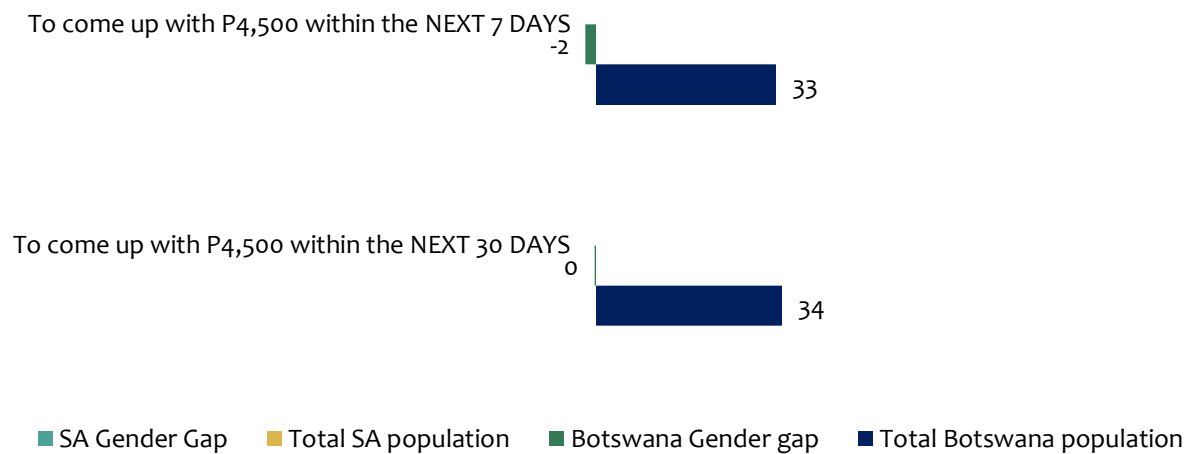
**Figure 18: Botswana 2024 adult: financial concerns/level of financial security - % very worried about**



There are four different kinds of financial concerns measured. The incidence amongst adult Botswana varies from 48% very worried about paying school fees to 70% very worried about not having enough money. A larger proportion of women are very worried about all these things. As many as eight percentage points more women worry about not having enough money, and seven percentage points more worry about not paying school fees. These gaps may reflect lower income opportunities for women as well as responsibility for certain types of expenses. In contrast, three percentage points more women are very worried about not having enough money to pay for monthly expenses. This is still a gender gap, but lower than others, and potentially reflects that monthly expenses are a household dimension with multiple income sources used to cover them.



Figure 19: Botswana and South Africa 2024 adult: ability to raise funds - % very difficult



Whether within seven days or 30 days, a third of Batswana adults say it would be very difficult for them to come up with 4,500 Pula for an emergency. Slightly more men than women say it would be very difficult to come up with the amount in the next seven days. There is no gender gap for the 30-day indicator.

The comparable question in the FinScope South Africa Consumer questionnaire asked, “What would be the main source of money that you would use to come up with R4,000 within the next seven days?” There was no 30-day indicator. This question asks a hypothetical source and doesn’t ask about the ease of raising this amount. It is very different from the Co-Lab questionnaire and thus cannot be charted against the Botswana data. A literal interpretation of answers to this question may overstate the true incidence of the population that could raise this amount in 7 days. Figure 20 summarises and charts this question. Ninety-two per cent of South African adults provide a main source, whether savings, borrowing or family/friends. Eight per cent don’t know/unsure, with a three-percentage-point gap. In other words, the incidence of uncertainty is higher amongst women.

Figure 20: South Africa 2024 adult: main source of funds in 7 days - % don't know/unsure vs specific

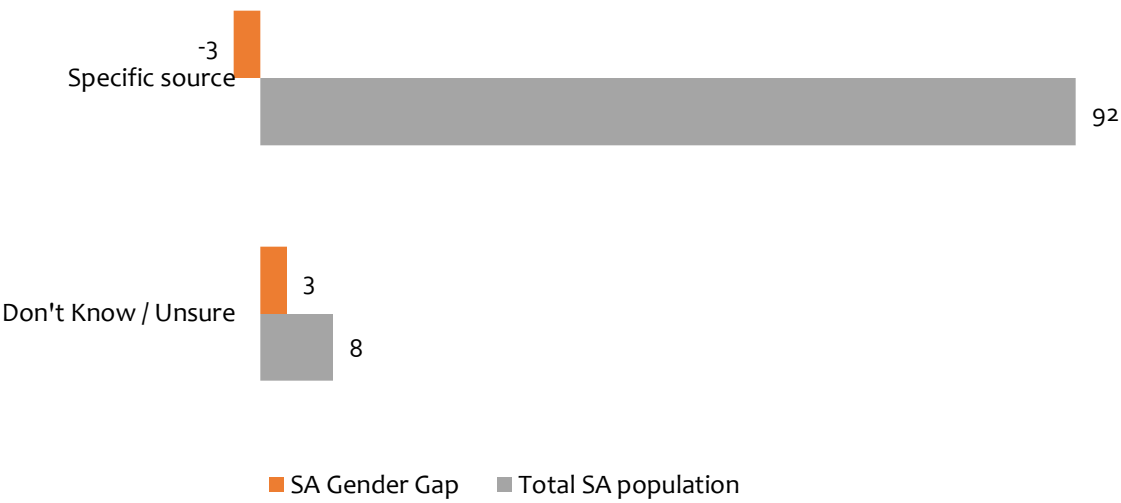
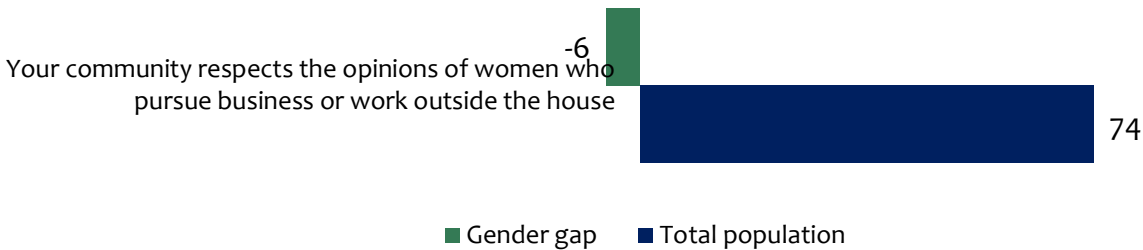
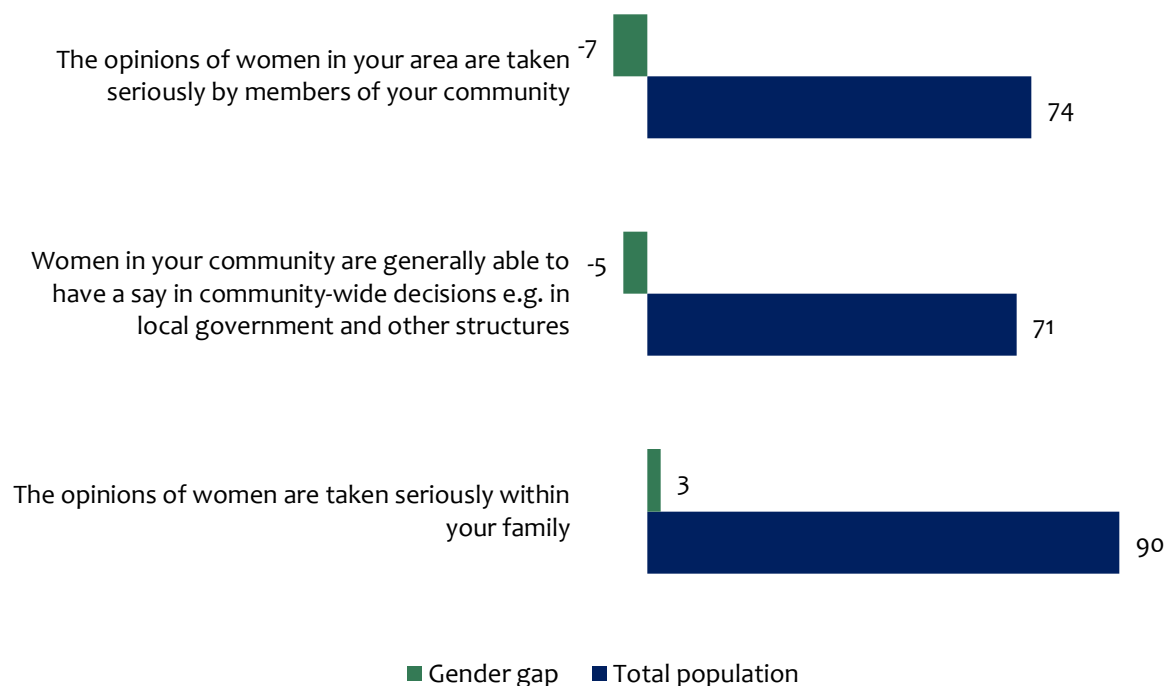


Figure 21: Botswana 2024 adult: community respect - % agree that



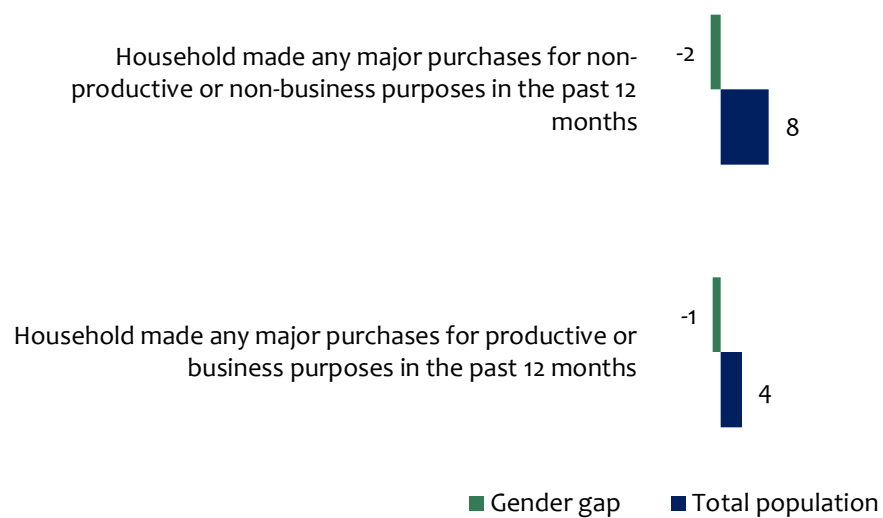
Seventy-four per cent of adult Batswana agree that their community respects the opinions of women who pursue business or work outside the home. However, women are less convinced than men. There is a large gender gap, where six percentage points more men agree with this statement.

Figure 22: Botswana 2024 adult: norms and attitudes - % agree that



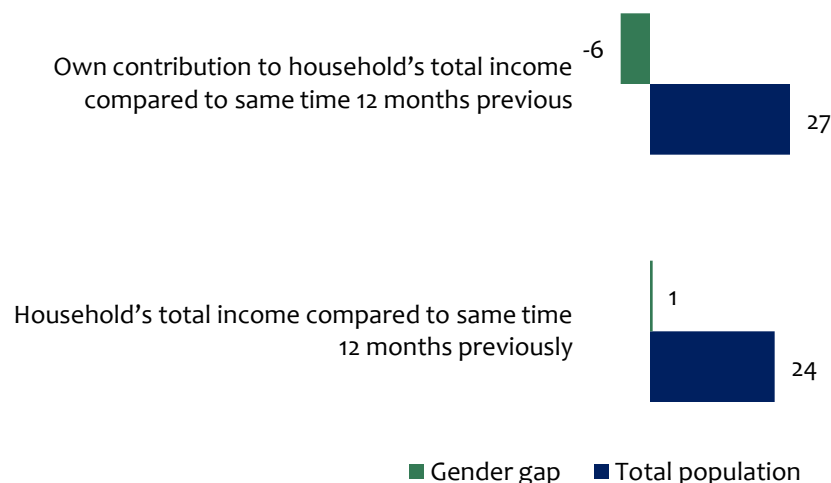
As with community respect, a greater proportion of men perceive women to have a strong voice in their communities. Overall, 74% of adult Batswana agree that the opinions of women in their area are taken seriously by members of their community. Again, there is a large gender gap, with seven percentage points more men agreeing. Similarly, five percentage points more men agree that women in their community are generally able to have a say in community-wide decisions. On the other hand, despite 90% of adult Batswana agreeing that the opinions of women are taken seriously with their family, three percentage points more women agree with this statement.

Figure 23: Botswana 2024 adult: assets - % yes



Although there is a small gender gap in favour of men on the household asset indicators, the incidence amongst Botswana of major household asset purchases over the past year is low. At 8% incidence, non-productive asset purchase incidence is twice that of productive.

**Figure 24: Botswana 2024 adult: income - % higher for**



Only 24% of adult Botswana say their household's income has increased in the past year. There is a very small gender gap in favour of women. 27% of adult Botswana say their contribution to household income has increased over the past year. This is a large gender gap, with six percentage points more men saying this.

### **13.8. Summary of DSS pilot gap results**

As shown in section 13.5, there are many indicators in the FinEquity Co-Lab pilot questionnaire. To consolidate all this information, Table 5 provides the simple average of the population incidence and gap size across the 17 dimensions. Note that for some dimensions, the incidence across indicators varies quite widely, so the average incidence may be somewhat misleading. Still, this is a useful way to report a high-level summary of the Botswana and South Africa pilot data.

Botswana generally shows male-skewed gaps across all dimensions. The exception is attitudes about freedom of women to choose work outside the home. Here, the incidence for both men and women is high, and the female-skewed gap is small.

Where indicators are based on the same questions, South Africa shows similar total population incidences to Botswana. The gaps differ, mostly smaller but in one case larger.

We also provide a categorisation of gaps, based on gap average gender gap size. We classify a gap of two or fewer percentage points as small. Medium gaps are between two and five percentage points, and large gaps are greater than five percentage points.

In the Botswana pilot, two of three Resources dimensions have large gaps. These are divisions of labour and self-confidence using financial products. Two of eight Agency and Confidence dimensions have large

gaps. These are satisfaction with the financial situation and privacy. Two of six Achievement dimensions have large gaps. These are community respect and financial concerns.

Most of the other gaps are medium-sized. Other than the ability to raise funds, where a third of Botswana adults report difficulty, overall incidence for the small gaps is generally very low (mobility limitations, large household asset purchases) or high (attitudes about freedom of women to choose work outside the home).

**Table 5: FinScope Botswana Consumer 2024 FinEquity WEE-FI pilot gap analysis summary**

Botswana 2024				South Africa 2024			
Dimension	Average incidence	Average gender gap	Gap category	Average incidence	Average gender gap	Gap category	Comments
Direct outcomes: Resources							
Attitudes about freedom of women to choose work outside home	94	2	small				The only positive-framed women-skewed gap
Division of labour in households	41	35	LARGE				Payment indicators are strange. Housework and carework gap still very large
Self-confidence using financial products	55	8	LARGE	53	5	Medium / LARGE	
Intermediate outcomes: Agency and Confidence							
Spend a small amount of money	73	4	Medium				Only 1 of 5 indicators included in pilot
Satisfaction with financial situation	34	6	LARGE				
Goal setting	63	5	Medium	69	3	Medium	One of the questions is different in

							South Africa
Control over own finances	73	4	Medium				
Time use	86	4	Medium				
Self-confidence managing own financial situation	65	4	Medium	71	4	Medium	
Household financial decision making	64	4	Medium	68	1	small	South Africa shows a small female skew
Mobility	4	1	small				
Privacy	36	6	LARGE				
Final outcomes: Achievements							
Community respect	74	6	LARGE				
Norms and attitudes	78	3	Medium				Community voice indicators have large gaps
Income	26	3	Medium				
Assets	6	2	small				
Ability to raise funds	34	1	small	8	3	Medium	Different question in South Africa
Financial concerns/level of financial security	62	6	LARGE				

In summary, most gaps are medium-sized and with a male skew. This will mean a high degree of correlation between all these indicators. There is a strong possibility that they are different ways of measuring the same underlying phenomena. As a result, an argument can be made to narrow down the set of indicators to measure, given that the high possibility of repetitiveness.



## 14. Mainstreaming WEE-FI into Future FinScope Surveys

This leads us to the next stage of the process going forward. What we currently have are initial pilots. We are mapping out a process for more intentional review of the frameworks and candidate measures. This will enable us to consider how best to mainstream into future FinScope surveys.

There are several aspects here, including:

- Given the country-led FinScope stakeholder process, sustainable incorporation of WEE-FI indicators into FinScope surveys requires conceptual understanding by key stakeholders, input and endorsement of these measures as important financial inclusion indicators for their own mandates. Introducing measurement frameworks, such as WEE indicators, should be managed with care from the very outset of planning a new FinScope survey round. To be successfully sustained, they need to resonate with the key stakeholders. From experience, prospective measures that are not incorporated into institutional reporting by key stakeholders are often significantly reduced or even discarded in repeat surveys. Given the timing of this project and the host FinScope surveys used as pilots, these key processes have not been addressed yet. Engaged key FinScope country stakeholders on WEE-FI indicators to inform on these concepts and source feedback on their resonance and perceived relevance is an important component for future piloting and mainstreaming efforts. Note that the following guidelines are informed by a similar exercise FinMark Trust previously implemented. This 'harmonisation' case study is captured in Box 1.
  - The timing for sustainability is important. This is best managed in the lead-up to a new survey round, to enable optimal integration into the survey instrument. If the gap until the next survey is too large, questionnaire integration will be challenging. In the interim, other modules may become more relevant, and there is a risk of key personnel churn and loss of key institutional memory.
  - Sustainability appears to work best when targeted institutions integrate indicators into their periodic, high-level, strategic reporting.
  - This requires understanding targeted institutions' current and potential future strategic priorities, linking this to targeted indicator thematics, and communicating these benefits to these institutions.
  - This also requires understanding the data collection instruments of these institutions and how best to adapt them to incorporate desired indicators.
  - There are various aspects of capacity-building, and this may require several interventions that target different stakeholders.
  - The best pathway to sustainability depends on the capacity of targeted institutions. When there is consistency and sophistication of staff, the targeted institutions may be better partners to focus on. Other times, an appropriate third party may be better.
- FinScope surveys are already long instruments, and the Co-Lab pilots themselves are long questionnaires – Co-Lab partners pointed to respondent fatigue in instruments of 20-40 minute durations. FinScope is already 70 minutes or longer. There are necessary limits on what can be accommodated.

- Indicators most relevant to future FinMark Trust activities – not all FinEquity measures are as relevant to FinMark Trust, and there may even be gaps in content in the FinEquity WEE-FI framework of WEE-FI measures relevant to FinMark Trust. There may be a ranking of WEE-FI measures that involve non-negotiables and then a ranked order of desirable (nice-to-haves) that will be space dependent. Since FinScope is adaptable to country needs, there may also be space for differences in WEE-FI measurement across countries determined by a combination of questionnaire space and stakeholder needs.
- Crafting questions to best integrate into existing FinScope surveys – our Botswana Consumer pilot took the Co-Lab questions as they are. South Africa adapted to the instrument. This is likely to be the approach going forward. Following the ranking of relevant indicators, we will craft indicative questions better suited to most FinScope studies. Although the intention is to have consistent questions across surveys, FinMark Trust adapts our templates to optimise instruments to each country's context.

### **Box 1: Harmonisation case study**

FinMark Trust has previous experience with enabling FI indicator sustainability.

#### **Background**

From 2016-2018 through its Demand Side Survey funding of the izi facility, FinMark Trust assisted The Gates Foundation with a harmonisation initiative of their Digital Financial Services (DFS) indicators. The Gates Financial Services for the Poor (FSP) programme funded annual bespoke surveys from 2013 in FSP focus countries. These Financial Inclusion Insights (FII) surveys produced 12 DFS indicators that Gates tracked in their internal annual reporting. The Gates Programme Officer responsible for these surveys wanted to continue receiving annual reporting on these indicators but reducing their data collection budget. They asked FinMark Trust to assist with this.

#### **Approach**

The solution to provide Gates with annual data involved two initiatives. The first was integrating their DFS indicators into the FSD face-to-face national financial inclusion surveys. Depending on the FSD, these typically take place every 2-5 years. The second initiative was to run a remote survey for the years that the FSD surveys did not take place. The remote survey was a separate standalone exercise that involved different modes of data collection, adapting survey questions appropriately, as well as complex modelling. It is less relevant to the WEE-FI project. Since the relevant sustainable indicator adoption lessons relate to institutional integration of indicators we focus on the first initiative.

For FSD survey integration, Gates focused on the FinScope surveys in Tanzania and Uganda, run through FSDT and FSDU respectively, FSD Kenya's FinAccess survey and EFinA A2F in Nigeria. The key steps were to:

1. Assess host survey structure and identify how best to emulate key FII DFS indicators in each FSD survey
2. Run and compare FSD survey proxy measures against actual FII values
3. Identify methodological differences between FII and FSD surveys that underpin gaps in DFS estimates
4. Develop optimised question wordings to apply in host questionnaire
5. Determine adaptations to FSD surveys to better update the established indicator trend values Gates has been using
6. Collaborate with FSD colleagues to implement recommended changes in surveys
7. Provide survey and relationship oversight to ensure desired DFS indicators are sustained.

## **Implementation**

Steps 1-4 were implemented for all 4 identified FSD surveys. After this, neither Tanzania nor Uganda implemented a FinScope survey during the izi facility's lifespan.

Steps 5-6 were implemented for FinAccess in Kenya and A2F in Nigeria. The approach in Kenya was to use existing questions across the FinAccess questionnaire were used with small tweaks. An entirely short, new module was created and added to the A2F questionnaire in Nigeria. For the initial update FSD survey implementations, FinMark Trust analysed processed both datasets to provide Gates with indicators for their reporting deadline.

## **Subsequent developments**

There was a change in the Programme Officer at the Gates Foundation who did not pursue harmonisation. Gates continued funding the mobile pilots as general proof of concept. It appears that Gates did not maintain annual reporting of their DFS indicators. Some of the Gates country Programme Officers may have continued to prioritise DFS indicator reporting for a period.

At some point, DFS reporting requests from Gates programme officers in Nigeria and Kenya ceased.

There was insufficient funding mobilised for FinScope surveys in Tanzania and Uganda until 2022/23. By this time, the izi facility had ended, and the Gates' conception of DFS indicators was no longer engaged. Other themes and measures superseded this when the new survey rounds took place.

## **Harmonisation legacy**

FSD Kenya integrated some DFS indicators into their 5-year annual strategy. They have continued to collect their adapted set and methodology in line with their strategy reporting.

The harmonisation module is still in Nigeria's A2F questionnaire, and this data continues to be collected through the 2023 cycle. However, this data is neither analysed nor reported on.

## 15. Important Reflections and Insights

As noted, FinScope surveys are time sensitive as the process is stakeholder-driven and susceptible to funding cycles and key milestone deadlines. In future, sustainable mainstreaming of added content into FinScope surveys will ideally be integrated into a process where:

1. Proposed indicators are reviewed in the context of an underlying measurement framework/theory of change.
2. This theory of change is adapted to align with FinMark Trust.
3. The proposed indicators are ranked in priority based on alignment with FinMark Trust's financial inclusion and developmental priorities.
4. These identified priority indicators are compared with existing FinScope surveys to identify existing questions that align with identified indicators, as well as gaps where indicators are not yet covered.
5. Recommended questions are conceptualised to best integrate into existing questionnaires. Note that what can be integrated will depend on the scope of the questionnaire to accommodate additional content. This will vary by country based on the duration of existing questionnaires and the extent to which proposed indicators align with the priorities of key stakeholders.
6. Such a questionnaire is then piloted in an upcoming FinScope, and the data is reviewed for gap analysis and other guidelines for mainstreaming. Note that country questionnaires vary, so there will be variance across countries when integrating proposed indicators into questionnaires, whether for piloting or long-term sustainable mainstreaming purposes.
7. Future mainstreaming starts with a summary of the underlying measurement framework, purpose, and intended outcomes. This is formalised into an overview that is presented to key stakeholders early in the FinScope process for their input and endorsement. In addition, the key financial inclusion host ministry is engaged to understand how well the measurement framework aligns with their Financial Inclusion priorities. If there is resonance, this is tracked through the process and integrated into longer-term FI M&E measurement and reporting.
8. Analysis, reporting, review and updating of content for appropriate integration.

This process has shown the importance of having a conceptual framework for key content, especially when the list of concepts is as detailed as for cases like WEE-FI.

# Annexes

## Annex 1: Focus indicators/data points

<b>SADC M&amp;E Portal</b>
<b>Access</b>
Total mobile money agents
<b>Uptake</b>
Total registered personal bank accounts
Current/Demand
Saving
Fixed/time deposit
Total registered mobile money accounts
Total go-day active mobile money accounts
Number of inactive bank accounts (12 months)
<b>Usage</b>
Total value of POS transactions (USD)
Total value of mobile money airtime purchases (USD)
Total value of mobile money person-to-person (P2P) transactions (USD)
Total volume of POS transactions
Total volume of mobile money airtime purchases
Total volume of mobile money person-to-person (P2P) transactions
Total value of mobile money person-to-business (P2B) transactions (USD)
Total value of mobile money business-to-person (B2P) transactions (USD)
Total value of mobile money government-to-person (G2P) transactions (USD)
Total volume of mobile money person-to-business (P2B) transactions
Total volume of mobile money business-to-person (B2P) transactions
Total volume of mobile money government-to-person (G2P) transactions
Total value of mobile money cash-in and cash-out (USD)
Total volume of mobile money cash-in and cash-out
<b>Other Indicators (Sourced from FAS)</b>
Value of outstanding balance by type of account (Demand/current, saving, fixed/time deposits and others)
Number of Outstanding Loan Accounts
Value of Outstanding Loan Accounts
No of mobile & internet banking transactions
Value of mobile & internet banking transactions
Debit card ownership
Credit card ownership
Number of Credit Card Transactions performed
Number Debit Card Transactions performed
Active Mobile Money Agents
Number of mobile money transactions made by customers.
Volume of mobile money transactions made by customers.

## Annex 2: Country-level preliminary analysis on selected banking and mobile money indicators

ANGOLA		
Data points requiring GDD		37
Number of data points requiring GDD for which data is collected		16
Number of data points for which data is collected with available GDD		1
	Data is collected	Availability of GDD (Data collected is sex disaggregated)
SADC M&E Portal		
Access		
Total mobile money agents	Yes	No
Uptake		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total go-day active mobile money accounts	Yes	Yes
Number of inactive bank accounts (12 months)	No	No
Usage		
Total value of POS transactions (USD)	No	No
Total value of mobile money airtime purchases (USD)	No	No
Total value of mobile money person-to-person (P2P) transactions (USD)	No	No
Total volume of POS transactions	Yes	No
Total volume of mobile money airtime purchases	No	No
Total volume of mobile money person-to-person (P2P) transactions	No	No
Total value of mobile money person-to-business (P2B) transactions (USD)	No	No
Total value of mobile money business-to-person (B2P) transactions (USD)	No	No
Total value of mobile money government-to-person (G2P) transactions (USD)	No	No
Total volume of mobile money person-to-business (P2B) transactions	No	No
Total volume of mobile money business-to-person (B2P) transactions	No	No
Total volume of mobile money government-to-person (G2P) transactions	No	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
Other Indicators (Sourced from International Monetary Fund Financial Access Survey)		
Value of outstanding balance by type of account (Demand/current, saving, fixed/time deposits and others)	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	Yes	No
No of mobile & internet banking transactions	Yes	No
Value of mobile & internet banking transactions	Yes	No
Debit card ownership	Yes	No
Credit card ownership	Yes	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	Yes	No
Number of mobile money transactions made by customers.	Yes	No

Volume of mobile money transactions made by customers.	Yes	No
<b>BOTWANA</b>		
Data points requiring GDD		37
Number of data points requiring GDD for which data is collected		17
Number of data points for which data is collected with available GDD		4
	Data is collected	Availability of GDD (Data collected is sex disaggregated)
<b>SADC M&amp;E Portal</b>		
<b>Access</b>		
Total mobile money agents	Yes	No
<b>Uptake</b>		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total go-day active mobile money accounts	Yes	Yes
Number of inactive bank accounts (12 months)	Yes	Yes
<b>Usage</b>		
Total value of POS transactions (USD)	Yes	No
Total value of mobile money airtime purchases (USD)	No	No
Total value of mobile money person-to-person (P2P) transactions (USD)	No	No
Total volume of POS transactions	No	No
Total volume of mobile money airtime purchases	No	No
Total volume of mobile money person-to-person (P2P) transactions	No	No
Total value of mobile money person-to-business (P2B) transactions (USD)	No	No
Total value of mobile money business-to-person (B2P) transactions (USD)	No	No
Total value of mobile money government-to-person (G2P) transactions (USD)	No	No
Total volume of mobile money person-to-business (P2B) transactions	No	No
Total volume of mobile money business-to-person (B2P) transactions	No	No
Total volume of mobile money government-to-person (G2P) transactions	No	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
<b>Other Indicators (Sourced from International Monetary Fund Financial Access Survey)</b>		
Value of outstanding balance by type of account (Demand/current, saving, fixed/time deposits and others)	Yes	Yes
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	Yes	Yes
No of mobile & internet banking transactions	Yes	No
Value of mobile & internet banking transactions	Yes	No
Debit card ownership	Yes	No
Credit card ownership	Yes	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	Yes	No
Number of mobile money transactions made by customers.	Yes	No
Volume of mobile money transactions made by customers.	Yes	No



DEMOCRATIC REPUBLIC OF CONGO (DRC)		
Data points requiring GDD		37
Number of data points requiring GDD for which data is collected		18
Number of data points for which data is collected with available GDD		0
	Data is collected	Availability of GDD (Data collected is sex disaggregated)
SADC M&E Portal		
Access		
Total mobile money agents	Yes	No
Uptake		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total go-day active mobile money accounts	Yes	No
Number of inactive bank accounts (12 months)	Yes	No
Usage		
Total value of POS transactions (USD)	Yes	No
Total value of mobile money airtime purchases (USD)	No	No
Total value of mobile money person-to-person (P2P) transactions (USD)	No	No
Total volume of POS transactions	Yes	No
Total volume of mobile money airtime purchases	No	No
Total volume of mobile money person-to-person (P2P) transactions	No	No
Total value of mobile money person-to-business (P2B) transactions (USD)	No	No
Total value of mobile money business-to-person (B2P) transactions (USD)	No	No
Total value of mobile money government-to-person (G2P) transactions (USD)	No	No
Total volume of mobile money person-to-business (P2B) transactions	No	No
Total volume of mobile money business-to-person (B2P) transactions	No	No
Total volume of mobile money government-to-person (G2P) transactions	No	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
Other Indicators (Sourced from International Monetary Fund Financial Access Survey)		
Value of outstanding balance by type of account (Demand/current, saving, fixed/time deposits and others)	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	Yes	No
No of mobile & internet banking transactions	Yes	No
Value of mobile & internet banking transactions	Yes	No
Debit card ownership	Yes	No
Credit card ownership	Yes	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	Yes	No
Number of mobile money transactions made by customers.	Yes	No
Volume of mobile money transactions made by customers.	Yes	No

ESWATINI		
Data points requiring GDD		37
Number of data points requiring GDD for which data is collected		22
Number of data points for which data is collected with available GDD		2
	Data is collected	Availability of GDD (Data collected is sex disaggregated)
SADC M&E Portal		
<b>Access</b>		
Total mobile money agents	Yes	No
<b>Uptake</b>		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total 90-day active mobile money accounts	Yes	Yes
Number of inactive bank accounts (12 months)	Yes	Yes
<b>Usage</b>		
Total value of POS transactions (USD)	Yes	No
Total value of mobile money airtime purchases (USD)	Yes	No
Total value of mobile money person-to-person (P2P) transactions (USD)	Yes	No
Total volume of POS transactions	Yes	No
Total volume of mobile money airtime purchases	Yes	No
Total volume of mobile money person-to-person (P2P) transactions	Yes	No
Total value of mobile money person-to-business (P2B) transactions (USD)	Yes	No
Total value of mobile money business-to-person (B2P) transactions (USD)	Yes	No
Total value of mobile money government-to-person (G2P) transactions (USD)	Yes	No
Total volume of mobile money person-to-business (P2B) transactions	Yes	No
Total volume of mobile money business-to-person (B2P) transactions	Yes	No
Total volume of mobile money government-to-person (G2P) transactions	Yes	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
<b>Other Indicators (Sourced from International Monetary Fund Financial Access Survey)</b>		
Value of outstanding balance by type of account (Demand/current, saving, fixed/time deposits and others)	No	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	No	No
No of mobile & internet banking transactions	No	No
Value of mobile & internet banking transactions	No	No
Debit card ownership	No	No
Credit card ownership	No	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	Yes	No
Number of mobile money transactions made by customers.	Yes	No
Volume of mobile money transactions made by customers.	Yes	No

<b>LESOTHO</b>
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<b>Data points requiring GDD</b>		<b>37</b>
<b>Number of data points requiring GDD for which data is collected</b>		<b>21</b>
<b>Number of data points for which data is collected with available GDD</b>		<b>0</b>
	<b>Data is collected</b>	<b>Availability of GDD (Data collected is sex disaggregated)</b>
<b>SADC M&amp;E Portal</b>		
<b>Access</b>		
Total mobile money agents	Yes	No
<b>Uptake</b>		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total go-day active mobile money accounts	Yes	No
Number of inactive bank accounts (12 months)	No	No
<b>Usage</b>		
Total value of POS transactions (USD)	No	No
Total value of mobile money airtime purchases (USD)	Yes	No
Total value of mobile money person-to-person (P2P) transactions (USD)	Yes	No
Total volume of POS transactions	No	No
Total volume of mobile money airtime purchases	Yes	No
Total volume of mobile money person-to-person (P2P) transactions	Yes	No
Total value of mobile money person-to-business (P2B) transactions (USD)	Yes	No
Total value of mobile money business-to-person (B2P) transactions (USD)	Yes	No
Total value of mobile money government-to-person (G2P) transactions (USD)	Yes	No
Total volume of mobile money person-to-business (P2B) transactions	Yes	No
Total volume of mobile money business-to-person (B2P) transactions	No	No
Total volume of mobile money government-to-person (G2P) transactions	No	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
<b>Other Indicators (Sourced from International Monetary Fund Financial Access Survey)</b>		
Value of outstanding balance by type of account (Demand/current, saving, fixed/time deposits and others)	No	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	No	No
No of mobile & internet banking transactions	Yes	No
Value of mobile & internet banking transactions	Yes	No
Debit card ownership	Yes	No
Credit card ownership	Yes	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	Yes	No
Number of mobile money transactions made by customers.	Yes	No
Volume of mobile money transactions made by customers.	Yes	No

<b>MADAGASCAR</b>		
<b>Data points requiring GDD</b>		<b>37</b>

Number of data points requiring GDD for which data is collected		22
Number of data points for which data is collected with available GDD		3
	Data is collected	Availability of GDD (Data collected is sex disaggregated)
SADC M&E Portal		
Access		
Total mobile money agents	Yes	No
Uptake		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total 90-day active mobile money accounts	Yes	Yes
Number of inactive bank accounts (12 months)	Yes	No
Usage		
Total value of POS transactions (USD)	No	No
Total value of mobile money airtime purchases (USD)	Yes	No
Total value of mobile money person-to-person (P2P) transactions (USD)	Yes	No
Total volume of POS transactions	No	No
Total volume of mobile money airtime purchases	Yes	No
Total volume of mobile money person-to-person (P2P) transactions	Yes	No
Total value of mobile money person-to-business (P2B) transactions (USD)	Yes	No
Total value of mobile money business-to-person (B2P) transactions (USD)	Yes	No
Total value of mobile money government-to-person (G2P) transactions (USD)	No	No
Total volume of mobile money person-to-business (P2B) transactions	Yes	No
Total volume of mobile money business-to-person (B2P) transactions	No	No
Total volume of mobile money government-to-person (G2P) transactions	No	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
Other Indicators (Sourced from International Monetary Fund Financial Access Survey)		
Value of outstanding balance by type of account (Demand/current, saving, fixed/time deposits and others)	Yes	Yes
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	Yes	Yes
No of mobile & internet banking transactions	Yes	No
Value of mobile & internet banking transactions	Yes	No
Debit card ownership	Yes	No
Credit card ownership	No	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	Yes	No
Number of mobile money transactions made by customers.	Yes	No
Volume of mobile money transactions made by customers.	Yes	No

MALAWI	
Data points requiring GDD	37
Number of data points requiring GDD for which data is collected	17

Number of data points for which data is collected with available GDD		4
	Data is collected	Availability of GDD (Data collected is sex disaggregated)
<b>SADC M&amp;E Portal</b>		
<b>Access</b>		
Total mobile money agents	Yes	No
<b>Uptake</b>		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total go-day active mobile money accounts	Yes	Yes
Number of inactive bank accounts (12 months)	Yes	Yes
<b>Usage</b>		
Total value of POS transactions (USD)	No	No
Total value of mobile money airtime purchases (USD)	No	No
Total value of mobile money person-to-person (P2P) transactions (USD)	No	No
Total volume of POS transactions	Yes	No
Total volume of mobile money airtime purchases	No	No
Total volume of mobile money person-to-person (P2P) transactions	No	No
Total value of mobile money person-to-business (P2B) transactions (USD)	No	No
Total value of mobile money business-to-person (B2P) transactions (USD)	No	No
Total value of mobile money government-to-person (G2P) transactions (USD)	No	No
Total volume of mobile money person-to-business (P2B) transactions	No	No
Total volume of mobile money business-to-person (B2P) transactions	No	No
Total volume of mobile money government-to-person (G2P) transactions	No	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
<b>Other Indicators (Sourced from International Monetary Fund Financial Access Survey)</b>		
Value of outstanding balance by type of account (Demand/current, saving, fixed/time deposits and others)	Yes	Yes
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	Yes	Yes
No of mobile & internet banking transactions	Yes	No
Value of mobile & internet banking transactions	Yes	No
Debit card ownership	Yes	No
Credit card ownership	Yes	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	Yes	No
Number of mobile money transactions made by customers.	Yes	No
Volume of mobile money transactions made by customers.	Yes	No

<b>MAURITIUS</b>	
Data points requiring GDD	37
Number of data points requiring GDD for which data is collected	16
Number of data points for which data is collected with available GDD	2

	Data is collected	Availability of GDD (Data collected is sex disaggregated)
<b>SADC M&amp;E Portal</b>		
<b>Access</b>		
Total mobile money agents	Yes	No
<b>Uptake</b>		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total 90-day active mobile money accounts	No	No
Number of inactive bank accounts (12 months)	No	No
<b>Usage</b>		
Total value of POS transactions (USD)	Yes	No
Total value of mobile money airtime purchases (USD)	No	No
Total value of mobile money person-to-person (P2P) transactions (USD)	No	No
Total volume of POS transactions	Yes	No
Total volume of mobile money airtime purchases	No	No
Total volume of mobile money person-to-person (P2P) transactions	No	No
Total value of mobile money person-to-business (P2B) transactions (USD)	No	No
Total value of mobile money business-to-person (B2P) transactions (USD)	No	No
Total value of mobile money government-to-person (G2P) transactions (USD)	No	No
Total volume of mobile money person-to-business (P2B) transactions	No	No
Total volume of mobile money business-to-person (B2P) transactions	No	No
Total volume of mobile money government-to-person (G2P) transactions	No	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
<b>Other Indicators (Sourced from International Monetary Fund Financial Access Survey)</b>		
Value of outstanding balance by type of account (Demand/current, saving, fixed/time deposits and others)	Yes	Yes
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	Yes	Yes
No of mobile & internet banking transactions	Yes	No
Value of mobile & internet banking transactions	Yes	No
Debit card ownership	Yes	No
Credit card ownership	Yes	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	Yes	No
Number of mobile money transactions made by customers.	Yes	No
Volume of mobile money transactions made by customers.	Yes	No

<b>MOZAMBIQUE</b>	
Data points requiring GDD	37
Number of data points requiring GDD for which data is collected	15
Number of data points for which data is collected with available GDD	0

	Data is collected	Availability of GDD (Data collected is sex disaggregated)
<b>SADC M&amp;E Portal</b>		
<b>Access</b>		
Total mobile money agents	Yes	No
<b>Uptake</b>		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total 90-day active mobile money accounts	No	No
Number of inactive bank accounts (12 months)	No	No
<b>Usage</b>		
Total value of POS transactions (USD)	Yes	No
Total value of mobile money airtime purchases (USD)	No	No
Total value of mobile money person-to-person (P2P) transactions (USD)	No	No
Total volume of POS transactions	Yes	No
Total volume of mobile money airtime purchases	No	No
Total volume of mobile money person-to-person (P2P) transactions	No	No
Total value of mobile money person-to-business (P2B) transactions (USD)	No	No
Total value of mobile money business-to-person (B2P) transactions (USD)	No	No
Total value of mobile money government-to-person (G2P) transactions (USD)	No	No
Total volume of mobile money person-to-business (P2B) transactions	No	No
Total volume of mobile money business-to-person (B2P) transactions	No	No
Total volume of mobile money government-to-person (G2P) transactions	No	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
<b>Other Indicators (Sourced from International Monetary Fund Financial Access Survey)</b>		
Value of outstanding balance by type of account (Demand/current, saving, fixed/time deposits and others)	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	Yes	No
No of mobile & internet banking transactions	Yes	No
Value of mobile & internet banking transactions	Yes	No
Debit card ownership	Yes	No
Credit card ownership	Yes	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	No	No
Number of mobile money transactions made by customers.	Yes	No
Volume of mobile money transactions made by customers.	Yes	No

<b>NAMIBIA</b>	
Data points requiring GDD	37
Number of data points requiring GDD for which data is collected	17
Number of data points for which data is collected with available GDD	3

	Data is collected	Availability of GDD (Data collected is sex disaggregated)
<b>SADC M&amp;E Portal</b>		
<b>Access</b>		
Total mobile money agents	Yes	No
<b>Uptake</b>		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total 90-day active mobile money accounts	No	No
Number of inactive bank accounts (12 months)	Yes	Yes
<b>Usage</b>		
Total value of POS transactions (USD)	Yes	No
Total value of mobile money airtime purchases (USD)	No	No
Total value of mobile money person-to-person (P2P) transactions (USD)	No	No
Total volume of POS transactions	Yes	No
Total volume of mobile money airtime purchases	No	No
Total volume of mobile money person-to-person (P2P) transactions	No	No
Total value of mobile money person-to-business (P2B) transactions (USD)	No	No
Total value of mobile money business-to-person (B2P) transactions (USD)	No	No
Total value of mobile money government-to-person (G2P) transactions (USD)	No	No
Total volume of mobile money person-to-business (P2B) transactions	No	No
Total volume of mobile money business-to-person (B2P) transactions	No	No
Total volume of mobile money government-to-person (G2P) transactions	No	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
<b>Other Indicators (Sourced from International Monetary Fund Financial Access Survey)</b>		
Value of outstanding balance by type of account (Demand/current, saving, fixed/time deposits and others)	Yes	Yes
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	Yes	Yes
No of mobile & internet banking transactions	Yes	No
Value of mobile & internet banking transactions	Yes	No
Debit card ownership	Yes	No
Credit card ownership	Yes	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	Yes	No
Number of mobile money transactions made by customers.	Yes	No
Volume of mobile money transactions made by customers.	Yes	No

<b>SEYCHELLES</b>	
Data points requiring GDD	37
Number of data points requiring GDD for which data is collected	23
Number of data points for which data is collected with available GDD	2



	Data is collected	Availability of GDD (Data collected is sex disaggregated)
<b>SADC M&amp;E Portal</b>		
<b>Access</b>		
Total mobile money agents	Yes	No
<b>Uptake</b>		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total 90-day active mobile money accounts	Yes	No
Number of inactive bank accounts (12 months)	No	No
<b>Usage</b>		
Total value of POS transactions (USD)	Yes	No
Total value of mobile money airtime purchases (USD)	Yes	No
Total value of mobile money person-to-person (P2P) transactions (USD)	Yes	No
Total volume of POS transactions	Yes	No
Total volume of mobile money airtime purchases	Yes	No
Total volume of mobile money person-to-person (P2P) transactions	Yes	No
Total value of mobile money person-to-business (P2B) transactions (USD)	Yes	No
Total value of mobile money business-to-person (B2P) transactions (USD)	No	No
Total value of mobile money government-to-person (G2P) transactions (USD)	No	No
Total volume of mobile money person-to-business (P2B) transactions	No	No
Total volume of mobile money business-to-person (B2P) transactions	No	No
Total volume of mobile money government-to-person (G2P) transactions	Yes	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
<b>Other Indicators (Sourced from International Monetary Fund Financial Access Survey)</b>		
Value of outstanding balance by type of account (Demand/current, saving, fixed/time deposits and others)	Yes	Yes
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	Yes	Yes
No of mobile & internet banking transactions	Yes	No
Value of mobile & internet banking transactions	Yes	No
Debit card ownership	Yes	No
Credit card ownership	Yes	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	Yes	No
Number of mobile money transactions made by customers.	Yes	No
Volume of mobile money transactions made by customers.	Yes	No

<b>SOUTH AFRICA</b>	
Data points requiring GDD	37
Number of data points requiring GDD for which data is collected	21
Number of data points for which data is collected with available GDD	1

	Data is collected	Availability of GDD (Data collected is sex disaggregated)
<b>SADC M&amp;E Portal</b>		
<b>Access</b>		
Total mobile money agents	Yes	No
<b>Uptake</b>		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total 90-day active mobile money accounts	Yes	Yes
Number of inactive bank accounts (12 months)	No	No
<b>Usage</b>		
Total value of POS transactions (USD)	Yes	No
Total value of mobile money airtime purchases (USD)	Yes	No
Total value of mobile money person-to-person (P2P) transactions (USD)	Yes	No
Total volume of POS transactions	Yes	No
Total volume of mobile money airtime purchases	Yes	No
Total volume of mobile money person-to-person (P2P) transactions	Yes	No
Total value of mobile money person-to-business (P2B) transactions (USD)	Yes	No
Total value of mobile money business-to-person (B2P) transactions (USD)	Yes	No
Total value of mobile money government-to-person (G2P) transactions (USD)	No	No
Total volume of mobile money person-to-business (P2B) transactions	Yes	No
Total volume of mobile money business-to-person (B2P) transactions	Yes	No
Total volume of mobile money government-to-person (G2P) transactions	No	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
<b>Other Indicators (Sourced from International Monetary Fund Financial Access Survey)</b>		
Value of outstanding balance by type of account (Demand/current, saving, fixed/time deposits and others)	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	Yes	No
No of mobile & internet banking transactions	No	No
Value of mobile & internet banking transactions	No	No
Debit card ownership	No	No
Credit card ownership	No	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	Yes	No
Number of mobile money transactions made by customers.	Yes	No
Volume of mobile money transactions made by customers.	Yes	No

<b>TANZANIA</b>	
Data points requiring GDD	37
Number of data points requiring GDD for which data is collected	20
Number of data points for which data is collected with available GDD	0

	Data is collected	Availability of GDD (Data collected is sex disaggregated)
<b>SADC M&amp;E Portal</b>		
<b>Access</b>		
Total mobile money agents	Yes	No
<b>Uptake</b>		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total 90-day active mobile money accounts	Yes	No
Number of inactive bank accounts (12 months)	No	No
<b>Usage</b>		
Total value of POS transactions (USD)	Yes	No
Total value of mobile money airtime purchases (USD)	Yes	No
Total value of mobile money person-to-person (P2P) transactions (USD)	Yes	No
Total volume of POS transactions	Yes	No
Total volume of mobile money airtime purchases	Yes	No
Total volume of mobile money person-to-person (P2P) transactions	Yes	No
Total value of mobile money person-to-business (P2B) transactions (USD)	Yes	No
Total value of mobile money business-to-person (B2P) transactions (USD)	Yes	No
Total value of mobile money government-to-person (G2P) transactions (USD)	Yes	No
Total volume of mobile money person-to-business (P2B) transactions	Yes	No
Total volume of mobile money business-to-person (B2P) transactions	Yes	No
Total volume of mobile money government-to-person (G2P) transactions	Yes	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
<b>Other Indicators (Sourced from International Monetary Fund Financial Access Survey)</b>		
Value of outstanding balance by type of account (Demand/current, savings, fixed/time deposits and others)	No	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	No	No
No of mobile & internet banking transactions	No	No
Value of mobile & internet banking transactions	No	No
Debit card ownership	No	No
Credit card ownership	No	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	No	No
Number of mobile money transactions made by customers.	Yes	No
Volume of mobile money transactions made by customers.	Yes	No

<b>ZAMBIA</b>	
Data points requiring GDD	37
Number of data points requiring GDD for which data is collected	27
Number of data points for which data is collected with available GDD	1

	Data is collected	Availability of GDD (Data collected is sex disaggregated)
<b>SADC M&amp;E Portal</b>		
<b>Access</b>		
Total mobile money agents	Yes	No
<b>Uptake</b>		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total 90-day active mobile money accounts	Yes	No
Number of inactive bank accounts (12 months)	No	No
<b>Usage</b>		
Total value of POS transactions (USD)	Yes	No
Total value of mobile money airtime purchases (USD)	Yes	No
Total value of mobile money person-to-person (P2P) transactions (USD)	Yes	No
Total volume of POS transactions	Yes	No
Total volume of mobile money airtime purchases	Yes	No
Total volume of mobile money person-to-person (P2P) transactions	Yes	No
Total value of mobile money person-to-business (P2B) transactions (USD)	Yes	No
Total value of mobile money business-to-person (B2P) transactions (USD)	Yes	No
Total value of mobile money government-to-person (G2P) transactions (USD)	Yes	No
Total volume of mobile money person-to-business (P2B) transactions	Yes	No
Total volume of mobile money business-to-person (B2P) transactions	Yes	No
Total volume of mobile money government-to-person (G2P) transactions	Yes	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
<b>Other Indicators (Sourced from International Monetary Fund Financial Access Survey)</b>		
Value of outstanding balance by type of account (Demand/current, savings, fixed/time deposits and others)	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	Yes	Yes
No of mobile & internet banking transactions	Yes	No
Value of mobile & internet banking transactions	Yes	No
Debit card ownership	Yes	No
Credit card ownership	Yes	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	Yes	No
Number of mobile money transactions made by customers.	Yes	No
Volume of mobile money transactions made by customers.	Yes	No

<b>ZIMBABWE</b>	
Data points requiring GDD	37
Number of data points requiring GDD for which data is collected	25
Number of data points for which data is collected with available GDD	3

	Data is collected	Availability of GDD (Data collected is sex disaggregated)
<b>SADC M&amp;E Portal</b>		
<b>Access</b>		
Total mobile money agents	Yes	No
<b>Uptake</b>		
Total registered personal bank accounts	Yes	No
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Total registered mobile money accounts	Yes	No
Total 90-day active mobile money accounts	Yes	Yes
Number of inactive bank accounts (12 months)	No	No
<b>Usage</b>		
Total value of POS transactions (USD)	Yes	No
Total value of mobile money airtime purchases (USD)	Yes	No
Total value of mobile money person-to-person (P2P) transactions (USD)	Yes	No
Total volume of POS transactions	Yes	No
Total volume of mobile money airtime purchases	Yes	No
Total volume of mobile money person-to-person (P2P) transactions	Yes	No
Total value of mobile money person-to-business (P2B) transactions (USD)	Yes	No
Total value of mobile money business-to-person (B2P) transactions (USD)	Yes	No
Total value of mobile money government-to-person (G2P) transactions (USD)	No	No
Total volume of mobile money person-to-business (P2B) transactions	Yes	No
Total volume of mobile money business-to-person (B2P) transactions	Yes	No
Total volume of mobile money government-to-person (G2P) transactions	No	No
Total value of mobile money cash-in and cash-out (USD)	Yes	No
Total volume of mobile money cash-in and cash-out	Yes	No
<b>Other indicators (sourced from International Monetary Fund Financial Access Survey)</b>		
Value of outstanding balance by type of account (Demand/current, saving, fixed/time deposits and others)	Yes	Yes
Current/Demand	No	No
Saving	No	No
Fixed/time deposit	No	No
Number of Outstanding Loan Accounts	No	No
Value of Outstanding Loan Accounts	Yes	Yes
No of mobile & internet banking transactions	Yes	No
Value of mobile & internet banking transactions	Yes	No
Debit card ownership	Yes	No
Credit card ownership	Yes	No
Number of Credit Card Transactions performed	No	No
Number Debit Card Transactions performed	No	No
Active Mobile Money Agents	Yes	No
Number of mobile money transactions made by customers.	Yes	No
Volume of mobile money transactions made by customers.	Yes	No

### Annex 3: FinScope Consumer South Africa 2024 detailed implementation of WEE-FI questions

Selected FinEquity WEE-FI concepts	WEE-FI Co-Lab Pilot wording	WEE-FI Pilot question number	Indicators not yet covered in South Africa	Current South Africa proxy Q no.	Suggested placement for addition to South Africa quest	Suggested South Africa question wording
	<b>WEE-FI Co-Lab pilots</b>		<b>FinScope South Africa</b>			
Goal Setting	<p>Now I will read several statements, please respond with how much you agree or disagree with them, regarding to your financial need</p> <p>D7: I set financial goals for myself</p> <p>D8: I feel I am making progress toward the goals that I have set for myself</p> <p>D9: I make plans to help me achieve my goals</p>	D7-9		K4	B1, B2, and after B2 K4	<p>B1: Thinking about money matters and goals that require a large amount of money what would you say is your main goal that you are currently trying to achieve?</p> <p>B2a: And what have you done, if anything, in the last year to achieve this goal?</p> <p>B2b: And which of these would you say is your main means of achieving your goal?</p> <p>Add agree/disagree: D8: I feel I am making progress toward the goals that I have set for myself</p>

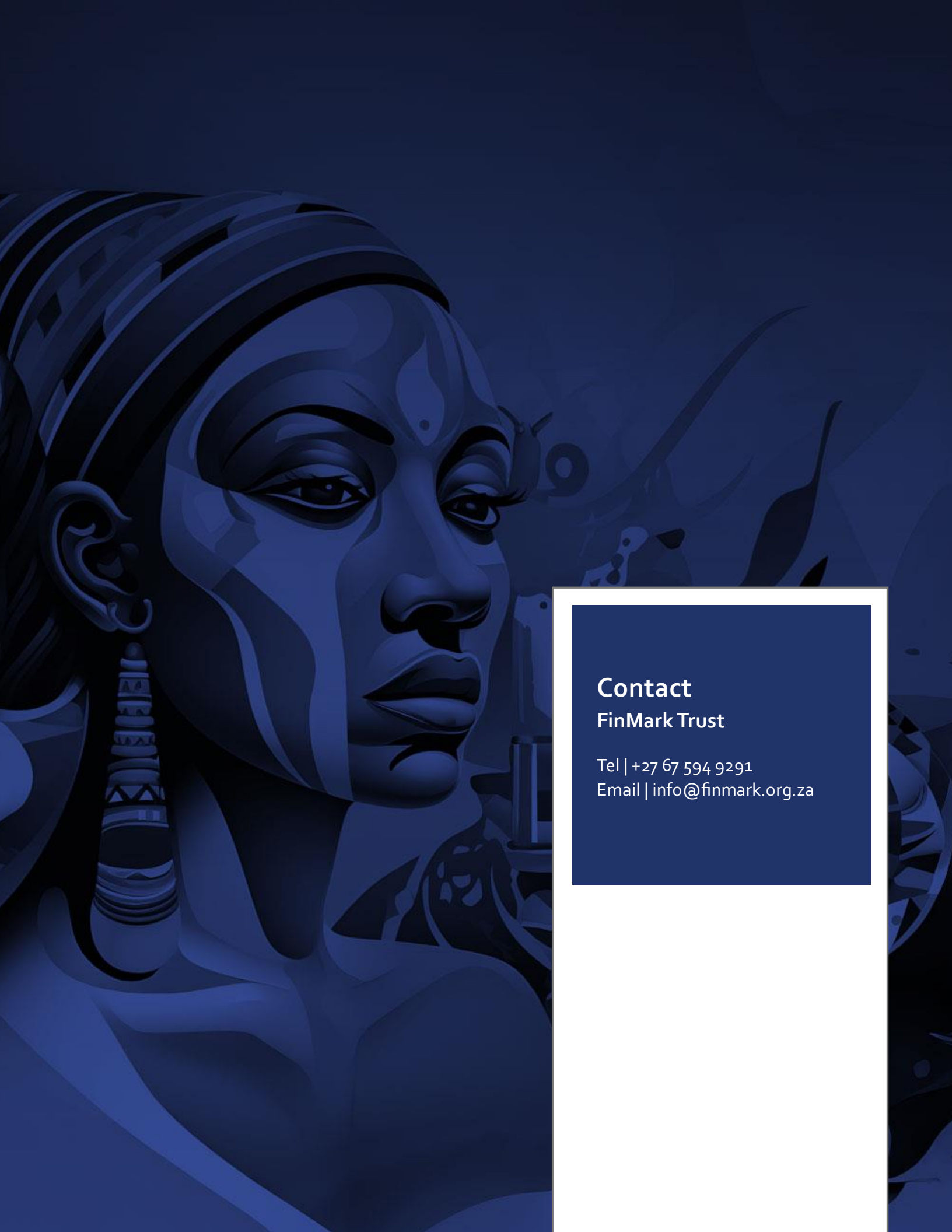
Selected FinEquity WEE-FI concepts	WEE-FI Co-Lab Pilot wording	WEE-FI Pilot question number	Indicators not yet covered in South Africa	Current South Africa proxy Q no.	Suggested placement for addition to South Africa quest	Suggested South Africa question wording
% self-confident using financial product types without guidance from others	<p>Now I'm going to ask you about a range of financial products and services you might have used. How confident would you be in your ability to access and use [PRODUCT] for your purpose without guidance from others?</p> <p>D1: A formal account at a bank D2: Loans from a bank, commercial lender, or microfinance institution D3: A digital wallet, mobile money account, or other online platform to conduct financial transactions D4: An insurance policy for your business or farm</p> <p>1 = I would feel completely confident while using this product, and/or have a clear understanding of how the product works 2 = I would feel somewhat confident about using this product, and/or have some questions about this product 3 = I would not feel confident while using this product, and/or have several questions</p>	D1-D4	Ü		After L11	<p>Now I'm going to ask you about a financial product or services you might have used. How confident would you be in your ability to access and use [D3: A digital wallet, mobile money account, or other online platform to conduct financial transactions] without guidance from others?</p> <p>1 = I would feel completely confident while using this product, and/or have a clear understanding of how the product works 2 = I would feel somewhat confident about using this product, and/or have some questions about this product 3 = I would not feel confident while using this product, and/or have several questions</p>

Selected FinEquity WEE-FI concepts	WEE-FI Co-Lab Pilot wording	WEE-FI Pilot question number	Indicators not yet covered in South Africa	Current South Africa proxy Q no.	Suggested placement for addition to South Africa quest	Suggested South Africa question wording
% self-confident managing own financial situation / their personal or business finances	Now I will read several statements, please respond with how much you agree or disagree with them, regarding your financial needs D5: I have the skills I need to effectively manage my personal or business finances D6: I typically make good decisions when managing my personal and business finances	D5-D6	Ü		<b>Before L11</b>	Add D6 only
% involved with managing money in the household	How much input do you have in making decisions about how to manage household money? (including decisions such as saving, paying bills, making large purchases, and budgeting) 1 = No input or input into few decisions 2 = Input into some decisions 3 = Input into most or all decisions 4 = I am usually solely responsible for decisions about how to manage household money	B1	Ü		<b>Before C8</b>	How much input do you have in making decisions about how to manage household money? (including decisions such as saving, paying bills, making large purchases, and budgeting) 1 = No input or input into few decisions 2 = Input into some decisions 3 = Input into most or all decisions 4 = I am usually solely responsible for decisions about how to manage household money



Selected FinEquity WEE-FI concepts	WEE-FI Co-Lab Pilot wording	WEE-FI Pilot question number	Indicators not yet covered in South Africa	Current South Africa proxy Q no.	Suggested placement for addition to South Africa quest	Suggested South Africa question wording
% able to come up with 1/20 GNI per capita within 30 days ...within 7 days	How difficult would it be for you to come up with [1/20th of GNI per capita] within the NEXT C1: 30 DAYS? C3: 7 DAYS?	C1, C3		H6a	<b>H6a</b>	Use C3 only and rephrase H6a to new wording
Source of funds used to come up with 1/20 GNI p capita within 30 days ...within 7 days	Now imagine that you have an emergency and need to pay [1/20th of GNI per capita] within the NEXT C2: 30 DAYS? C4: 7 DAYS? What would be the MAIN source of money that you would use to come up with [1/20th of GNI per capita] within the NEXT 30 DAYS / 7 DAYS? 1 = Savings 2 = Family, relatives, or friends 3 = Money from working 4 = Borrowing from a microfinance institute, bank, employer, or private lender 5 = Selling assets 6 = Some other source	C2, C4	ü		<b>After H6a</b>	Use C4 only

Selected FinEquity WEE-FI concepts	WEE-FI Co-Lab Pilot wording	WEE-FI Pilot question number		Indicators not yet covered in South Africa	Current South Africa proxy Q no.	Suggested placement for addition to South Africa quest	Suggested South Africa question wording
% who believe women can pursue an income generating activity outside the home	Do you regularly perform any activities that directly contribute to your own income or that of your household?	A1			<b>M4 in Section C (personal work status)</b>	<b>M4</b>	
% with increased income in the past year	Compared to this time 12 months ago, how has your contribution to your household's total income (Overall and across all sources) changed? AND Compared to this time 12 months ago, how has your household's total earned income (overall and across all sources) changed?	A4 and A5	ü			After M13 b and c <b>Monthly Household Income</b>	Compared to one year ago (past 12 months), would you say your financial status has improved/ remained the same/ worsened?



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