

Chapter 5 Data Analysis and Discussion: Primary Survey

This chapter deals with the presentation and interpretation of primary data on various dimensions of financial inclusion, which have been collected by conducting the field survey through filling structured interview schedules. The data have been collected on several indicators of financial inclusion such as bank account, credit, deposit, insurance policy and technological factors such as ATM, Internet Banking, Mobile Banking, etc. Tabulation of data has been done and interpreted according to objectives of the study.

5.1 District-wise Demographic Profile of Respondents in Haryana

The district wise brief demographic profile of respondent rural households is highlighted through tabulation. Four districts have been selected for the primary survey such as Mahendergarh, Fatehabad, Karnal and Gurgaon.

The table 5.1.1 highlights the demographic profile of the respondents in Mahendergarh. Data have been collected on several dimensions such as age, education, occupation, monthly income, agriculture land, ration card etc. Table indicates that there is very low level of education qualification among rural households, whereas merely 15 percent of respondents are graduates or have any extra qualification. About 27 percent of family heads are government employees, while other remaining respondents are involved in private jobs, private business, labor force, agriculture & agricultural allied activities.

Table 5.1.2 highlights the demographic profile of the rural households in Fatehabad district. Table shows that meagerly 9 percent of respondents are graduates or more than graduation education qualification. About 13 percent of family heads are in government

jobs, whereas other family heads are involved in private jobs, private business, labor force and agriculture & agricultural allied activities. More than 65 percent of households are engaged in their own agriculture work or as a labor in agriculture and agriculture allied activities. The field survey indicates that about 36 percent of households come under below poverty line (BPL). About 37 percent of households have no agriculture land, whereas only 18 percent of respondents have more than 5 acres of agriculture land.

Table 5.1.3 highlights the demographic profile of the respondents in Karnal district. Table indicates very low level of education qualification and household income. There are only 5 percent of selected family heads, who are graduates or go for higher education qualification. Only 17 percent of family heads are in government job, whereas mostly respondents are involved in agriculture and agriculture allied activities. Only 10 percent of respondents have household income more than Rs. 20,000/- per month and on single household have land more than 5 acres.

Table 5.1.4 highlights the demographic profile of respondents in Gurgaon district. Table indicates respondents' age, education, occupation, monthly income, agriculture land, ration card etc. The respondents have low level of higher education qualification, whereas only 19 percent of them have more than graduation education qualification. About 26 percent of family heads are doing government job and remaining respondents are involved in private jobs, self employed, labor force and agriculture & agricultural allied activities. Somehow, income level of households is better than rest of the districts due to more job prospects. But, there is no single household that has more than 5 acres of agriculture land.

Table 5.1.1 Demographic Profile of Respondent Rural Households in Mahendergarh District

Indicators		Ateli		Narnaul		Kanina		Nangal Chaudhary		Mahendergarh		Overall	
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Education Level	Illiterate	0	0	4	16	2	8	1	4	4	16	11	8.8
	Up to high school	13	52	11	44	10	40	13	52	11	44	58	46.4
	High to graduation	8	32	7	28	9	36	5	20	8	32	37	29.6
	Above graduation	4	16	3	12	4	16	6	24	2	8	19	15.2
Occupation	Farmer	5	20	8	32	3	12	7	28	4	16	27	21.6
	Labour	10	40	4	16	3	12	6	24	4	16	27	21.6
	Self-employed	3	12	3	12	4	16	3	12	10	40	23	18.4
	Government employed	4	16	8	32	12	48	7	28	3	12	34	27.2
	Private employed	3	12	2	8	3	12	2	8	4	16	14	11.2
Ration Card	APL	17	68	19	76	18	72	19	76	18	72	91	72.8
	BPL	8	32	6	24	7	28	6	24	7	28	34	27.2
Monthly Income	Up to 5000	4	16	5	20	3	12	6	24	4	16	22	17.6
	5000 – 10000	10	40	4	16	3	12	5	20	3	12	25	20
	10000 – 20000	4	16	7	28	6	24	2	8	6	24	25	20
	Above 20000	7	28	9	36	13	52	12	48	12	48	53	42.4
Agriculture Land (in acres)	Nil	9	36	7	28	3	12	6	24	18	72	43	34.4
	0 – 2	9	36	12	48	10	40	10	40	2	8	43	34.4
	2 – 5	5	20	4	16	8	32	5	20	4	16	26	20.8
	Above 5	2	8	2	8	4	16	4	16	1	4	13	10.4

Source: Field Survey Data

Table 5.1.2 Demographic Profile of Respondent Rural Households in Fetahabad District

Indicators		Dhani Dulat		Bhuthan		Baijalpur		Dhani Bhojraj		Hasanga		Dingsara		Overall	
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Education Level	Illiterate	2	8	5	20	6	24	2	8	7	28	1	4	23	15
	Up to high school	9	36	15	60	13	52	19	76	10	40	16	64	82	55
	High school to graduation	9	36	2	8	4	16	3	12	7	28	5	20	30	20
	Above graduation	5	20	3	12	2	8	1	4	1	4	2	8	14	9
Occupation	Farmer	3	15	10	40	9	36	10	40	4	16	5	20	44	29
	Labor	4	20	9	36	8	32	7	28	12	48	14	56	56	37
	Self-employed	5	25	3	12	4	16	4	32	7	28	2	8	25	17
	Government employed	10	40	2	8	2	8	2	8	1	4	3	12	20	13
	Private employed	3	15	1	4	2	8	2	8	1	4	1	4	5	3
Ration Card	APL	17	68	16	64	16	64	16	64	16	64	15	60	96	64
	BPL	8	32	9	36	9	36	9	36	9	36	10	40	54	36
Monthly Income	Up to 5000	3	12	5	20	6	32	7	28	10	40	15	60	49	33
	5000 – 10000	7	28	7	28	4	16	4	32	5	20	6	24	35	23
	10000 - 20000	6	24	1	4	5	20	3	12	4	16	1	4	12	8
	Above 20000	9	36	12	48	10	40	11	44	6	24	3	12	54	36
Agriculture Land (in acres)	Nil	12	48	9	36	6	24	10	40	8	32	10	40	55	37
	0 – 2	9	36	5	20	9	36	9	36	14	56	7	28	53	35
	2 – 5	1	4	3	15	2	8	3	12	2	8	4	16	15	10
	Above 5	3	12	8	32	8	32	3	12	1	4	4	16	27	18

Source: Field Survey Data

Table 5.1.3 Demographic Profile of Respondent Rural Households in Karnal District

Indicators		Gharaunda		Indri		Nilokheri		Karnal		Assandh		Nissing		Overall	
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Education Level	Illiterate	10	40	9	36	9	36	3	12	4	16	3	12	38	25.3
	Up to high school	6	24	8	32	14	48	11	44	12	48	12	48	63	42.0
	High school to graduation	6	24	6	24	2	8	10	40	8	32	9	36	41	27.3
	Above graduation	3	18	2	8	0	0	1	4	1	4	1	4	8	5.3
Occupation	Farmer	3	12	2	8	5	20	7	28	6	24	7	28	30	20.0
	Labour	4	16	3	12	11	44	6	24	8	32	6	24	38	25.3
	Self-employed	7	28	7	28	5	55	5	20	3	12	3	12	30	20.0
	Government employed	4	16	5	20	2	8	5	20	4	16	6	24	26	17.3
	Private employed	7	28	8	32	1	4	2	8	4	16	3	12	25	16.7
Ration Card	APL	12	48	19	72	18	72	19	38	20	80	17	68	105	70.0
	BPL	13	52	6	24	7	28	6	24	5	20	8	32	45	30.0
Monthly Income	Up to 5000	5	20	4	16	9	36	13	52	11	44	11	44	53	35.3
	5000 – 10000	11	44	8	32	12	48	5	20	7	28	5	20	48	32.0
	10000 – 20000	6	24	5	20	2	8	6	24	6	24	8	32	33	22.0
	Above 20000	3	12	8	32	1	4	1	4	1	4	1	4	15	10.0
Agriculture Land (in acres)	Nil	14	56	17	68	16	64	5	20	8	32	5	20	65	43.3
	0 – 2	4	16	6	24	6	24	9	36	6	24	9	36	40	26.7
	2 – 5	4	16	2	8	3	12	8	32	7	28	7	28	31	20.7
	Above 5	3	12	0	0	0	0	3	12	4	16	4	16	14	9.3

Source: Field Survey Data

Table 5.1.4 Demographic Profile of Respondent Rural Households in Gurgaon District

Indicators		Farukh Nagar		Gurgaon		Pataudi		Sohna		Overall	
		No.	%	No.	%	No.	%	No.	%	No.	%
Education Level	Illiterate	0	0	0	0	0	0	0	0	0	0
	Up to high school	14	56	4	16	11	44	16	64	45	45
	High school to graduation	7	28	13	52	12	48	4	16	36	36
	Above graduation	4	16	8	32	2	8	5	20	19	19
Occupation	Farmer	2	8	2	8	2	8	1	4	7	7
	Labor	1	4	2	8	1	4	2	8	6	6
	Self-employed	8	32	5	20	5	20	6	24	24	24
	Government employed	5	20	8	32	8	32	5	20	26	26
	Private employed	9	36	8	32	9	36	11	44	37	37
Ration Card	APL	17	68	23	92	22	88	17	68	79	79
	BPL	8	32	2	8	3	12	8	32	21	21
Monthly Income	Up to 5000	1	4	0	0	0	0	1	4	2	2
	5000 – 10000	8	32	1	4	1	4	9	36	19	19
	10000 – 20000	5	20	3	12	4	16	8	32	20	20
	Above 20000	11	44	21	84	20	80	7	28	59	59
Agriculture Land (in acres)	Nil	15	60	9	36	13	52	14	56	51	51
	0 – 2	7	28	9	36	7	28	7	28	30	30
	2 – 5	3	12	7	28	5	20	4	16	19	19
	Above 5	0	0	0	0	0	0	0	0	0	0

Source: Field Survey Data

5.2 Current Status of Financial Inclusion among Rural Households in Haryana

This section highlights the current status of financial inclusion among rural households in selected districts. This section shows the usage and frequency of financial services such as bank account, POSB account, insurance policy, fixed deposit, savings in different modes, credit from banks, SHGs bank linkage programs etc.

5.2.1 Number of Bank Accounts in Rural Areas in Haryana

Table 5.1.1 shows the number of bank accounts owned by respondent rural households in selected districts in Haryana. About 93, 90 and 95 percent of total respondent rural households have bank accounts in various banks in Mahendergarh, Fatehabad and Gurgaon districts respectively. Various banks include Public Sector Bank, Private Sector Bank RRBs and Primary Agriculture Cooperative Society (PACS). The 100 percent of respondents in Gurgaon district have bank account in various banks, but several households are not doing transaction frequently. The field survey inferences that about 94 percent of total respondent households have bank accounts in various sectoral banks, whereas about 33 percent of total bank account holders do not make transactions frequently in their bank accounts and some of households never operate their bank accounts after opened their bank accounts for banking transactions. Therefore, bank officials should promote their customers for making transactions frequently and should attract to their customer for using banking services more by providing satisfactory banking services according to their requirements.

Table 5.2.1 Number of Bank Account Holders in Rural area of Haryana

	M.Garh	Fatehabad	Karnal	Gurgaon	Total
Yes	116 (93)	135 (90)	143 (95)	100 (100)	494 (94)
No	9 (7)	15 (10)	7 (5)	0 (0)	31 (6)

Source: Researcher's calculation

Note: Figures in parentheses show percentage

5.2.2 Frequency of Usage of Bank account

Table 5.2.2 reveals the district-wise frequency of usage of bank account in Haryana. The table shows that about 9, 47, 21 and 22 percent of bank account holders of Mahendergarh district make transactions weekly, monthly, quarterly and more than quarterly respectively. The second row of the table depicts that 5, 64, 19 and 13 percent of bank account holders of Karnal district make transactions weekly, monthly, quarterly and more than quarterly respectively. The third row of the table shows that 1, 34, 21 and 26 percent of bank account holders of Fatehabad district transacts weekly, monthly, quarterly and more than quarterly respectively. Table shows that about 30 percent of bank account holders in Gurgaon district do banking transactions weekly. It is shown in this table that half of bank account holder respondents in Haryana operate their bank accounts monthly by doing any transaction. There are more than 30 percent of bank account holders in Haryana, who operate their bank accounts nearby quarterly and some of them never operate their bank account due to various barriers such as unawareness, bank staff behaviour, not found suitable products according their needs etc.

Table 5.2.2 Frequency of Usage of Bank account

Districts	Weekly	Monthly	Quarterly	More than	No. of Bank
	Transaction	Transaction	Transaction	Quarterly	Accountholders
Mahendergarh	11	55	24	26	116
	(9)	(47)	(21)	(22)	(100)
Karnal	7	91	27	18	143
	(5)	(64)	(19)	(13)	(100)
Fatehabad	1	46	28	35	135
	(1)	(34)	(21)	(26)	(100)
Gurgaon	30	61	9	0	100
	(30)	(61)	(9)	(0)	(100)
Total	49	253	88	79	494
	(10)	(51)	(18)	(15)	(94)

Source: Researcher's calculation

Note: Figures in parentheses show percentage

5.2.2 (A) Analysis of Variance

The ANOVA Table 5.2.2 (A) shows the result of ANOVA analysis and whether, there is statistically significant difference between our group means. The significance level is .001, which is below 0.05. The null hypothesis is rejected that there is no significant difference in rural households' behavior for using bank account in various selected districts and alternative hypothesis is accepted. Therefore, there is a statistically significant difference in the rural households' behavior for using bank accounts in different selected districts in Haryana. This may be due to difference in location of areas

and difference in bank accounts holding pattern of rural households. Gurgaon and Mahendergarh districts are covered in National Capital Region (NCR); it is therefore, rural households of these two districts are more aware of financial services and doing more bank transactions in comparison to other two districts- Fatehabad and Karnal.

Null Hypothesis: There is no significant difference between bank account usage behaviors of rural households in selected four districts of Haryana.

Table 5.2.2 (A) Analysis of Variance

Source of Variation	Sum of Squares	Df	Mean Square	F	Significance
Between group	20.787	3	6.929	5.666	.001
Within Group	484.29	396	1.223		
Total	505.08	399			

Source: Researcher's calculations by using IBM SPSS Statistics 20

5.2.3 Purposes of Holding Bank Account by Rural Households

The purpose of holding bank accounts by rural households in Haryana is depicted in table 5.2.3. The rural households have various purposes of opening bank such as saving purpose, money transfer, getting salary whether respondent is doing job in government sector or private sector, availing credit from formal financial system, business purpose and purpose of getting benefits of direct cash transfer scheme. About 60 percent of respondents opened their bank account for saving purpose. About 32 percent of them opened their bank account for the purpose of availing credit and getting salary. The direct benefit transfer scheme was launched by centre government to transfer directly in bank account of beneficiaries of various schemes and welfare programmes, but merely 2 percent of account holder respondents in Haryana opened their bank accounts for the

purpose of this scheme. Therefore, it is recommended that government of India should encourage the masses for opening bank account to get direct benefits of various government programmes and schemes.

Table 5.2.3 Purpose of Holding Bank Accounts

Purposes	M. Garh	Karnal	Fatehabad	Gurgaon	Total
Saving	65 (56)	100 (70)	71 (53)	45 (45)	301 (60)
Money Transfer	7 (6)	2 (1)	8 (6)	11 (11)	28 (6)
To Get Salary	39 (34)	43 (30)	24 (18)	54 (54)	160 (32)
To Availing Credit	18 (15)	20 (14)	85 (63)	35 (35)	158 (32)
For Business Purpose	2 (2)	4 (3)	5 (4)	7 (7)	18 (4)
For Direct Cash Transfer Scheme	1 (1)	0 (0)	8 (6)	0 (0)	9 (2)
Total Number of Account Holder Respondent Households	116	143	135	100	494

Source: Field Survey Data. Note: Figures in parentheses show percentage

5.2.3 (A) Analysis of Variance

The ANOVA table 5.2.3 (A) shows the results of the analysis of variance, whether there is statistical significant difference between our group mean or not. The significance level is .000, which is below 0.05. The null hypothesis is rejected that there is no significant difference in purpose of rural household for opening bank accounts in different selected districts of Haryana and alternative hypothesis is accepted. Therefore, there is a statistically significant difference in the purpose of rural households for opening bank account in different selected four districts in Haryana.

Null Hypothesis: There is no significant difference in purpose of opening bank account held by rural households among selected districts of Haryana.

Table 5.2.3 (A) Analysis of Variance

Source of Variation	Sum of Squares	Df	Mean Square	F	Significance
Between group	36.688	3	12.229	6.068	.000
Within Group	798.110	396	2.015		
Total	834.797	399			

Source: Researcher's calculations by using IBM SPSS Statistics 20

5.2.4 Distribution of Rural Households having Accounts in various Banks

Table 5.2.4 presents the number of rural households who have bank accounts in various types of banks such as Public Sector Bank, Private Sector Banks, Post Office Saving Bank, Cooperatives societies and regional rural banks (RBBs) etc. Table depicts that there are many households, who have bank account in more than one bank such as some of households own accounts in public sector bank as well private sector bank. In Mahendergarh district, about 77, 15, 24, 12, 27 percent of total households own accounts in public sector banks, private sector banks, post office saving banks, cooperative societies and regional rural banks respectively. About 92, 5, 20, 15, 3 percent of total selected rural households in Karnal district have accounts in public sector banks, private sector banks, post office saving banks, cooperative societies and regional rural banks respectively. In Fatehabad district, about 58, 13, 6, 67, 13 percent of total households own accounts in public sector banks, private sector banks, post office saving banks, cooperative societies and regional rural banks respectively. The primary survey shows that around seven tenth of rural household respondents in Fatehabad district own

accounts in primary agriculture cooperative society (PACS). It can be say that PACS are performing better in rural areas of Fatehabad district than rest of the selected districts of Haryana. Being close to Delhi and urbanization, most of the rural households in Gurgaon district have their bank accounts in public sector banks and private sector banks. Table shows that private sector banks are performing better in Gurgaon district than rest of the districts of Haryana such as Mahendergarh, Fatehabad and Karnal. It is found that merely 13 percent of households in Haryana have bank accounts in POSB.

Table 5.2.4 Distribution of Rural Households having Accounts

Type of Banks	Mahendergarh	Karnal	Fatehabad	Gurgaon	Total
Public Sector Bank	96 (77)	138 (92)	87 (58)	76 (76)	397 (75)
Private Sector Bank	19 (15)	8 (5)	19 (13)	29 (29)	75 (14)
POSB	30 (24)	30 (20)	9 (6)	3 (3)	72 (13)
PACS	15 (12)	22 (15)	100 (67)	4 (4)	141 (27)
RRBs	34 (27)	5 (3)	20 (13)	14 (14)	73 (13)

Source: Field Survey Data

Note: Figures in parentheses show percentage

5.2.5 Number of POSB Account Holders in Rural areas of Haryana

Table 5.2.5 depicts the number of post office saving bank (POSB) account holders in rural areas of Haryana. This primary study found that there is a very low level of use of POSB among rural households in Haryana. About 86 percent of total respondent households do not have accounts in post office saving banks and do not deposit their

money in post office. It is observed by interacting with people and bank/POSB officials that use of post office saving account is continuously declining in rural area of Haryana because scheduled commercial banks offer better saving plans in comparison to post office saving bank. There are meager 3 percent households, who have POSB accounts in Gurgaon district, thus it is almost ineffective. It may be due to fact that being closed to Delhi and urbanization, people have opened accounts in public and private sector banks.

Table 5.2.5 Number of POSB Account Holders in Rural areas of Haryana

	M.Garh	Fatehabad	Karnal	Gurgaon	Total
Yes	30 (24)	9 (6)	30 (20)	3 (3)	72 (14)
No	95 (76)	141 (94)	120 (80)	97 (97)	453 (86)

Source: Researcher's calculation

Note: Figures in parentheses shows percentage

5.2.6 Distribution of Rural Households Depositing Money

Table 5.2.6 depicts the distribution of rural households, who save money in various channels such as banks, post office saving banks etc. In Mahendergarh district about 61 and 24 percent of selected rural households save their money in banks and POSBs respectively. About 6 percent of rural households in Mahendergarh save money in other modes of savings like insurance companies. In Karnal district, about 17 and 20 percent of respondents save money in banks and POSBs respectively. About 16 percent of rural households in Karnal save money in other mode of savings. In Fatehabad district, only 15 percent of households save their money in banks and 5 percent of them save in other

modes of saving. It is observed that most of the respondents have their accounts in public sector bank. Thus, other types of banks have scope to increase their accounts in all four districts. Although, PACS have performed better in Fatehabad district as compared to other districts. It is observed that landlord households avail credit from financial institutions and lend to marginalized farmers or vulnerable groups of the society. Therefore, rural households of Fatehabad district do not show their interest to save money in various savings modes. The field survey shows that about 30 percent of total respondents in Gurgaon have accounts in private sector banks, whereas in other districts, only 5 to 13 percent respondents have account in private sector banks. It may be due to proximity to Delhi, private sector banks have shown their presence in Gurgaon. Therefore, they show their interest to save their money in public sector banks as well as private sector banks.

Table 5.2.6 Distribution of Rural Households Depositing Money

Savings	M.Garh	Karnal	Fatehabad	Gurgaon
Savings in Banks	76 (61)	25 (17)	22 (15)	74 (74)
Saving in POSBs	30 (24)	30 (20)	7 (5)	3 (3)
In other mode	7 (6)	24 (16)	7 (5)	53 (53)

Source: Field Survey Data

Note: Figures in parentheses show percentage

5.2.7 Status of Credit Availed by Rural Households in Haryana

Table 5.2.7 depicts the status of credit availed by rural households in Haryana. The results of primary survey reveal that about 66 percent of total respondent households have never availed the credit from formal financial system in Mahendergarh district due to long period of processing application for loan, strict KYC norms, difficult to arrange guarantor, high rate of interest, corruption in bank official etc. In Fatehabad district, it is found that about 69 of total respondent households have availed credit from formal financial system. In the present research, it is observed by interacting with rural people, village Panchs and Sarpanchs in Fatehabad district that rural area people usually avail credit on very low rate of interest from financial institutions such as schedule commercial banks (SCBs), regional rural banks (RRBs), primary agriculture cooperative society (PACS) etc. and they lend the money to small farmers and deprived families on a very high rate of interest. Bank offers credit to landlord farmer at about 4 percent of interest rate on their Kisan Credit Card (KCCs). In Haryana, there are 58 percent of total respondent households, who never availed credit from formal financial system due to above mentioned reasons. It is also observed that few households feel no need of credit from formal financial system because they can meet their financial requirement easily from their relatives and village money lenders. The rural area households also say that bank officials do not disburse the amount of loan to every person, they offer loan to only near dear people. Therefore, present research suggests that the government should make required provision for rural household to include them in manifold of formal financial system.

Table 5.2.7 Status of Credit Availed by Rural Households in Haryana

	M.Garh	Fatehabad	Karnal	Gurgaon	Total
Credit Availed	43 (34)	104 (69)	33 (22)	45 (45)	225 (42)
Not Availed	82 (66)	46 (31)	117 (78)	55 (55)	300 (58)

Source: Field Survey Data

Note: Figures in parentheses show percentage

5.2.8 Reasons for Not Availing Credit from Formal Financial System in Haryana

The reasons for not availing the credit from financial institutions are shown in table 5.2.8.

The rural households expressed several reasons for not availing the credit from financial institutions such as Lack of awareness of various credit facilities, long time period in processing of loan application, strict KYC norms, difficult to arrange guarantor/security, high interest rate, easy availability of credit from money lenders, corruption in bank officials, no need etc. There are around 22 percent households, who have never availed credit from formal financial system due to long processing time in loan application, while about 14 percent of respondents have never availed loan from formal financial system due to high rate of interest on credit amount. Around 9 percent of respondents feel about not availing the credit due to easy availability of credit from their relatives and village money lenders. Around 15 percent respondents have never availed credit from formal financial system due to corruption in bank officials. They face the problem of demanding money for providing credit from financial institutions. About 23 percent of total respondent households feel no need of credit from formal financial system in rural area of

Haryana, because they can meet their financial requirements by their own arrangement. It is observed by interacting with rural population that that are two major reasons not availing credit such as long time period in application processing and no need, because they can meet easily their money requirements from their nears and dears within very short period of time.

Table 5.2.8 Reasons for Not Availing Credit from Formal Financial System

Particulars	M.Garh		Fatehabad		Karnal		Gurgaon		Total	
	No.	%	No.	%	No	%	No.	%	No.	%
Lack of awareness of various credit facilities	5	6	2	8	15	13	1	2	23	8
Long time period in application processing	16	20	2	13	42	36	7	13	67	22
Strict KYC norms	3	4	3	15	18	15	7	13	31	10
Difficulty to arrange guarantor/security	4	5	1	9	17	15	5	9	27	9
High interest rate	14	17	2	17	20	17	6	11	42	14
Availability of credit from moneylenders	7	9	1	9	15	13	4	7	27	9
Corruption in bank officials	7	9	2	9	30	26	7	13	46	15
No need	35	43	1	7	16	14	18	33	70	23
No. of Households not taken loan	82		46		117		55		300	

Source: Field Survey Data

5.2.8 (A) Analysis of Variance

The ANOVA table 5.2.8 (A) shows the output of the ANOVA, whether there is statistical significant difference between our group mean or not. The significance level is .002, which is below 0.05. There is a statistically significant difference in the reasons of rural

households for not availing credit in different selected four districts in Haryana. The null hypothesis is rejected that there is no statistically significant difference in the reason of rural households for not availing credit in different selected four districts in Haryana.

Null Hypothesis: There is no significant difference in reasons of rural households for not availing credit from formal financial system in selected four districts.

Table 5.2.8 (A) Analysis of Variance

Source of Variation	Sum of Squares	Df	Mean Square	F	Significance
Between group	121.26	3	40.420	4.937	.002
Within Group	3242.100	396	8.187		
Total	3363.360	399			

Source: Researcher's calculations by using IBM SPSS Statistics 20

5.2.9 Status of Fixed Deposit with Formal Financial System by Rural Households in Haryana

Table 5.2.9 shows the status of fixed deposit with formal financial system by rural households in selected district in Haryana. Table shows that only 36 percent of total respondent households have fixed deposits with formal financial system. As per table given below, about 64 percent of total respondents in Haryana have no fixed deposit and about 92 percent of total respondent households in Fatehabad district have fixed deposits with formal financial system. It is observed by interacting with village Panchs, Sarpanchs and Bank officials that rural people usually avail credit on their KCCs very low rate of

interest (about 4 percent) from formal financial system especially in Fatehabad. They they do not invest credit amount in purchasing agriculture fertilizers and equipments, whereas they lend their money at high rate of interest to marginalized farmers and deprived families. Therefore, they do not want to deposit the money with formal financial system.

Table 5.2.9 Status of Fixed Deposit with Formal Financial System

F.D.	M.Garh	Fatehabad	Karnal	Gurgaon	Total
Yes	61 (48)	12 (8)	45 (30)	71 (71)	189 (36)
No	61 (52)	138 (92)	105 (70)	29 (29)	336 (64)

Source: Field Survey Data

Note: Figures in parentheses show percentage

5.2.10 Status of Insurance Policy Held by Rural Households in Haryana

Table 5.2.10 depicts the status of insurance policy hold by respondent household in rural area of selected district of Haryana. About 63 percent of total respondent households have insurance policy in life insurance company (LIC) and other private insurance companies in rural area of Haryana, but it does not mean that every person of household has insurance policy. There are about 37 percent of total respondent households who never had insurance policy of their family members in rural area of Haryana. It is observed by interacting with rest of rural households that they are not aware of the importance of insurance policy and investment plans in insurance companies.

Table 5.2.10 Status of Insurance Policy Held by Rural Households in Haryana

Insurance Policy	M.Garh	Fatehabad	Karnal	Gurgaon	Total
Yes	81 (65)	72 (48)	100 (67)	78 (78)	331 (63)
No	44 (35)	78 (52)	50 (33)	22 (22)	194 (37)

Source: Field Survey Data

Note: Figures in parentheses show percentage

5.2.11 Status of SHGs' Membership Held by Rural Households in Haryana

Table 5.2.11 shows the status of membership held by respondent rural households in rural areas of selected district in Haryana. The SHG is an important tool of microfinance, but merely 6 percent of total respondent households have membership of self-help group (SHGs) which were promoted by National Bank for Agriculture and Rural Development (NABARD). It is observed in present research work that the rural area women are even not aware of SHGs and Swarnajayanti Gram Swarojgar Yojana (SGSY). The study may recommend that the state and centre government should take initiatives for promoting and providing microfinance to vulnerable groups and marginalized sections of the society in especially rural areas of Haryana.

Table 5.2.11 Status of Membership Held by Rural Households in Haryana

Membership of SHGs	M.Garh	Fatehabad	Karnal	Gurgaon	Total
Yes	9	4	0	16	29
	(7)	(3)	(0)	(16)	(6)
No	116	146	0	84	496
	(93)	(97)	(100)	(84)	(94)

Source: Field Survey Data

Note: Figures in parentheses show percentage

5.3 Awareness Level of Financial Services among Rural Households

Financial inclusion of masses has become a high priority area for government after the submission of report of the committee on financial inclusion chaired by Rangarajan. RBI and Government of India has taken numerous steps to enhance financial literacy among masses through various programs i.e. Financial Literacy Camps by Financial Literacy Centres (FLCs). These efforts have definitely enhanced financial literacy, but it is observed that these programs lack effective governance in few instances. District-wise awareness level of financial services among rural households is revealed in other five sections by using percentage and average methods in tables.

5.3.1 Awareness of Financial Services in Mahendergarh District

Table 5.3.1 depicts the level of awareness of financial services and technology among rural households in Mahendergarh district. Several variables have been selected to know the awareness level of bank No-frill account, usage of ATM/Debit Card, internet banking, mobile banking, direct cash transfer scheme and interest rate on bank loan. In

rural area of Mahendergarh district, 30 percent of respondent households do not even know even that how to use the debit/ATM card, whereas about 77 percent households are aware of no-frill account. On the other hand, only 51 percent households heard about internet banking and 46 percent heard about mobile banking. Only 34 percent of total respondents are aware of direct cash transfer scheme launched by central government. There is scope to increase the awareness level of financial services among rural households in Haryana. It shows that more efforts are required to spread awareness level among rural households.

Table 5.3.1 Awareness of Financial Services in Mahendergarh

Parameters of Awareness	Ateli		Narnaul		Kanina		Nangal		M.Garh		Overall	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Aware of No-frill account	22	88	17	68	17	68	20	80	20	80	96	77
Aware of ATM/Debit Card use	18	72	14	56	20	80	18	72	18	72	88	70
Aware of Internet Banking	11	44	9	36	14	56	15	60	15	60	64	51
Aware of Mobile Banking	11	44	7	28	12	48	13	52	14	56	57	46
Aware of DCTS	11	44	13	52	12	48	13	52	6	24	55	44
Aware of Interest Rate on loan	7	28	8	32	9	36	11	44	7	28	42	34

Source: Field Survey Data

5.3.2 Awareness of Financial Services in Fatehabad District

Table 5.3.2 depicts the level of awareness of financial services and technology among rural households in Fatehabad district. The several variables have been selected to know

the awareness level of bank No-frill account usage of ATM/Debit Card, internet banking, mobile banking; direct cash transfer scheme and interest rate on bank loan. Only 51 percent of respondent households are aware that how to use the debit/ATM card, whereas about 68 percent households are not aware of no-frill account. About 75 percent households are not aware of internet banking and 79 percent of respondents are not aware of mobile banking. The field survey shows that 51 percent of respondent households do not know about interest rate on credit because they have not availed credit from formal financial system. Only they know who have ever availed credit from formal financial system. About 74 percent of total rural households are unaware of DCTS. It is observed by conducting field survey that Fatehabad district has very low level of awareness among rural households regarding financial services.

Table 5.3.2 Awareness of Financial Services in Fatehabad

Parameters of Awareness	Dhani		Bhuthan		Baijalpur		Dhani		Hasanga		Dingsara		Total	
	Dulat						Bhojraj							
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Aware of No-frill account	16	64	6	24	7	28	8	32	4	16	7	28	48	32
Aware of ATM Use	16	64	12	48	12	48	9	36	13	52	14	56	76	51
Aware of Internet Banking	11	44	7	28	7	28	5	20	5	20	3	12	38	25
Aware of Mobile Banking	12	48	7	28	6	24	3	12	3	12	1	4	32	21
Aware of DCTS	12	48	10	40	8	32	3	12	4	16	2	8	39	26
Aware of Interest Rate on loan	10	40	12	48	12	48	9	36	12	48	18	72	73	49

Source: Field Survey Data

5.3.3 Awareness of Financial Services in Karnal District

Table 5.3.3 depicts the level of awareness of financial services and technology among rural households in Karnal district. The several variables have selected to know the awareness level of bank No-frill account, usage of ATM/Debit Card, internet banking, mobile banking, direct cash transfer scheme and interest rate on bank loan. About 51 percent of respondent households know that how to use the debit/ATM card, whereas about 56 percent households are unaware of no-frill bank account. Only 34 percent households heard about internet banking and 31 percent household are aware of mobile banking. The rural households in Karnal district have also low awareness level of financial services. Therefore, banking institutions and government of India should focus on agenda of awareness about financial services among rural households in Haryana.

Table 5.3.3 Awareness of Financial Services in Karnal District

Parameters of Awareness	Gharaunda		Indri		Nilokheri		Karnal		Assandh		Nissing		Overall	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Aware of No-frill account	11	44	4	16	9	36	15	60	14	56	13	52	66	44
Aware of ATM/Debit Card use	12	48	16	64	6	24	14	56	13	52	15	60	76	51
Aware of Internet Banking	9	36	3	12	2	8	7	28	10	40	10	40	41	34
Aware of Mobile Banking	9	36	3	12	4	16	10	40	10	40	10	40	46	31
Aware of DCTS	9	36	10	40	5	20	11	44	8	32	12	48	55	37
Aware of Interest Rate on loan	6	24	7	28	3	12	4	16	6	24	6	24	32	21

Source: Field Survey Data

5.3.4 Awareness of Financial Services in Gurgaon District

Table 5.3.4 depicts the level of awareness of financial services and technology among rural households in Gurgaon district. In rural area of Gurgaon district, about 87 percent of bank account holder households are aware of use of debit/ATM card, whereas about 72 percent households are aware of no-frill account. About 56 percent households are unaware of internet banking and 61 percent of them unaware of mobile banking. The field survey shows that 62 percent of total respondents are not aware of DCTS. It is found by conducting primary survey that 63 percent of respondent households are unaware of interest rate on bank credit, whereas only they know who have ever availed credit from formal financial system. The study suggests that banks should organized the financial literacy camps as per given RBI guidelines and should take agenda of spreading awareness of financial services among the masses.

Table 5.3.4 Awareness of Financial Services in Gurgaon District

Parameters of Awareness	Farukh Nagar		Gurgaon		Pataudi		Sohna		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Aware of Bank No-frill account	16	64	12	48	14	56	20	80	72	72
Aware of ATM/Debit Card use	20	80	25	100	22	88	20	80	87	87
Aware of Internet Banking	8	32	16	64	11	44	9	36	44	44
Aware of Mobile Banking	7	28	13	52	11	44	8	32	39	39
Aware of DCTS	10	40	6	24	12	48	10	40	38	38
Aware of Interest Rate on loan	5	20	12	48	12	48	8	32	37	37

Source: Field Survey Data

5.3.5 Awareness Level of Financial Services in Rural Areas of Haryana

In order to analyze the awareness level of financial services in rural households in Haryana, four districts have been selected such as Mahendergarh, Fatehabad, Karnal and Gurgaon. Table 5.3.5 shows that about 54 percent of respondents are aware of bank no frill account, whereas about 38 percent of total rural households are still unaware about use of ATM card. The field survey reveals that about 64 percent of total rural households are unaware of internet bank and about 67 of respondents unaware of mobile banking, whereas only 36 percent of respondents are aware of direct cash transfer scheme in rural area Haryana. Being Gurgaon district close to Delhi and urban estate, the rural households are more aware of use of ATM/Debit card in comparison to rest of the districts. Rural households in Fatehabad are more aware of interest rate on bank loan in comparison with rest of the districts. It is observed by interacting with rural households in Fatehabad that landlord households usually avail credit by their Kisan Credit Cards (KCCs) from formal financial system. Therefore, they are more aware of bank credit as compared with rest of the districts in Haryana. Table shows that overall awareness level of rural household regarding financial services is somehow better in two districts such as Mahendergarh and Gurgaon due to urbanization and close to capital of the nation. It is observed by interacting with rural people that there are several persons in government job, who are teaching in schools and colleges. Therefore, the awareness of financial services among rural households is more as compared with rest of the districts in Haryana. This research recommends that banking institutions and government of India should focus on required steps to spread awareness among rural households.

Table 5.3.5 Awareness of Financial Services in Haryana

Parameters of Awareness	M.Garh	Fatehabad	Karnal	Gurgaon	Total
Aware of Bank No-frill account	96 (77)	48 (32)	66 (44)	72 (72)	282 (54)
Aware of usage of ATM/Debit Card	88 (70)	76 (51)	76 (51)	87 (87)	327 (62)
Aware of Internet Banking	64 (51)	38 (25)	41 (34)	44 (44)	187 (36)
Aware of Mobile Banking	57 (46)	32 (21)	46 (31)	39 (39)	174 (33)
Aware of Direct Cash Transfer Scheme	55 (44)	39 (26)	55 (37)	38 (38)	187 (36)
Aware of Interest Rate on bank loan	42 (34)	73 (49)	32 (21)	37 (37)	184 (35)

Source: Field Survey Data

Note: Figures in parentheses show percentage

5.3.6 Sources of Awareness about Financial Services

Table 5.3.6 depicts the various sources of awareness about financial services among rural households in Haryana such as awareness of opening bank accounts, awareness of internet banking, awareness of mobile banking, awareness of no-frill account, awareness of direct cash transfer and awareness of interest rate on bank loan. The various source of awareness of above mentioned variables are friends/relatives, gram panchayat, government drives, bank promotion, advertisement etc. About 58, 64, 64, 42 percent of household respondents come to know about opening bank account from their friends and relatives in rural area of Mahendergarh, Fatehabad and Karnal and Gurgaon respectively. As like, sources of awareness about various financial services are presented in this table. The study reveals that friends and relatives play an important role in spreading the awareness of financial products and services in addition to government drives.

Table 5.3.6 Sources of Awareness about Financial Services among Rural Households in Haryana

Sources		M.garh	Fatehabad	Karnal	Gurgaon
Awareness of opening Bank Account	Friends/Relatives	67 (58)	86 (64)	92 (64)	42 (42)
	Gram Panchayat	3 (3)	19 (14)	3 (2)	2 (2)
	Government Drives	51 (44)	31 (23)	46 (32)	37 (37)
	Bank Promotion	8 (7)	26 (19)	7 (5)	3 (3)
	Other	5 (4)	3 (2)	2 (1)	16 (16)
	No. of Accountholder households	116	135	143	100
Awareness of Internet Banking	Bank Office	22 (34)	24 (63)	15 (37)	29 (65)
	Advertisement	5 (8)	0 (0)	8 (20)	8 (18)
	Relatives & Friends	35 (55)	3 (8)	18 (44)	6 (14)
	Any Other	2 (3)	19 (50)	0 (0)	1 (2)
	No. of households aware	64	38	41	44
Awareness of Mobile Banking	Bank Office	18 (32)	29 (91)	29 (63)	25 (64)
	Advertisement	4 (7)	0 (0)	0 (0)	8 (21)
	Relatives & Friends	35 (61)	3 (9)	3 (7)	5 (13)
	Any Other	0 (0)	14 (44)	14 (30)	1 (3)
	No. of households aware	57	32	46	39
Awareness of No-frill Account	Bank Office	34 (35)	7 (15)	11 (17)	14 (23)
	Relatives & Friends	24 (25)	27 (56)	15 (23)	23 (37)
	Advertisement	14 (15)	0 (0)	14 (22)	0 (0)
	Government drive	29 (30)	41 (85)	13 (20)	23 (37)
	Any Other	0	14	0	2

		(0)	(29)	(0)	(3)
	No. of households aware	96	48	64	62
Awareness of Direct Cash Transfer	Government Drives	18 (33)	29 (74)	13 (24)	7 (18)
	Advertisement	4 (7)	0 (0)	1 (2)	2 (5)
	Relatives & Friends	35 (64)	3 (8)	17 (31)	26 (68)
	Any Other	0 (0)	14 (36)	0 (0)	3 (8)
	No. of households aware	55	39	55	38
Awareness of Interest Rate on Bank Loan	Bank office	36 (86)	67 (92)	32 (100)	35 (95)
	Loan Advertisement in Media	4 (10)	1 (1)	0 (0)	0
	Friends/relatives	7 (17)	5 (7)	0 (0)	2 (5)
	Any other	1 (2)	1 (1)	0 (0)	0 (0)
	No. of households aware	42	73	32	37

Source: Field Survey Data

Note: Figures in parentheses show percentage

5.4 Role of Technology in Financial Inclusion among Rural Households

5.4.1 Use of Technology among Rural Households in Mahendergarh District

The block wise figures in respect of ATM cum Debit card, Internet banking and mobile banking uses are presented in table 5.4.1. Rural areas of Mahendergarh have very low use of technology like ATM, internet and mobile banking. About 12 and 7 percent of total respondent rural households have internet banking and mobile banking respectively, whereas the users of internet banking and mobile banking are of young age group and only they know about internet banking and mobile banking operations. It is also found that about 70 percent of total respondent households have ATM cum debit card in

Mahendergarh district, but family members have to go for using ATM card in nearby town/city. By interacting with common villagers in district, it is observed that banking institutions are required to increase the number of ATMs in rural area and required to organized literacy camp to spread awareness among rural households for using technology in banking services.

Table 5.4.1 Use of Technology among Rural Households in Mahendergarh

Technology	Ateli		Narnaul		Kanina		Nangal		Mahendergarh		Total	
							Chaudhary					
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
ATM/Debit card	18	72	14	56	20	80	18	72	18	72	88	70
Internet banking	3	12	3	12	2	8	4	16	3	12	15	12
Mobile banking	2	8	2	8	0	0	3	12	2	8	9	7

Source: Field Survey Data

5.4.2 Use of Technology among Rural Households in Fatehabad District

Table 5.4.2 shows the uses of technological financial services such as ATM, Internet banking and mobile banking. Table depicts that Fatehabad district stands at lower rank in use of technology in extending financial inclusion among rural households. Only 3 percent of total respondent households have internet banking and mobile banking. The results of primary survey show that there are only 51 percent of total respondent households who have ATM cum Debit card. It is observed by interacting with rural household members that they do not believe in technology. They do not want to use ATM

due to fraudulent practices at ATM premises. It is observed during the field survey that some of the rural households feel not secure to use ATM card due to insecurity at ATM premises. Therefore, this research recommends that banking institutions should provide minimum security at ATM premise and should frame financial inclusion plan for extending the role of technology in banking services to rural households.

Table 5.4.2 Use of Technology among Rural Households in Fatehabad

Technology	Dhani		Bhuthan		Baijalpur		Dhani		Hasanga		Dingsara		Average	
	Dulat						Bhojraj							
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
ATM/Debit card	16	64	12	48	12	48	9	36	13	52	14	56	76	51
Internet banking	2	8	1	4	1	4	1	4	0	0	0	0	5	3
Mobile banking	3	12	1	4	1	4	0	0	0	0	0	0	5	3

Source: Field Survey Data

5.4.3 Use of Technology among Rural Households in Karnal District

Table 5.4.3 shows the uses of technological financial services such as ATM cum Debit card, Internet banking and mobile banking in Karnal district. The results of primary survey show that there are only 51 percent of total respondent households, who are ATM cum Debit card holders. By interacting with rural households, it is observed that they feel easy to use their passbook for making bank transactions. They do not want to use ATM card due to fraudulent practices at ATM premises. The study recommends that banking institutions should provide minimum security at ATM premise. Merely 5 and 7 percent of total respondent households have internet banking and mobile banking respectively.

Table 5.4.3 Use of Technology among Rural Households in Karnal District

Technology	Gharaunda		Indri		Nilokheri		Karnal		Assandh		Nissing		Average	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
ATM/Debit card	12	48	16	64	6	24	14	56	13	52	15	60	76	51
Internet banking	0	0	0	0	1	4	2	8	3	12	1	4	7	5
Mobile banking	0	0	0	0	4	16	2	8	2	8	3	12	11	7

Source: Field Survey Data

5.4.4 Use of Technology among Rural Households in Gurgaon District

Table 5.4.4 shows the uses of technology in banking services such as ATM, Internet banking and mobile banking. The results of primary survey show that about 90 percent of total respondent households have ATM cum Debit card in rural area of Gurgaon district. By interacting with rural households, it is observed that they feel easy to use ATM cum Debit card for cash withdrawal, fund transfer etc. because they have easy access of Automated Telly Machine (ATMs). It is found that about 44 and 39 percent of total respondent households are aware of internet banking and mobile banking respectively. But only 29 and 23 percent of total respondent households have internet banking and mobile banking respectively. Gurgaon district is well known for industrial area, multinational companies (MNCs) offices etc. There are manufacturing plants of well know manufacturing companies such as Hero, Honda, Bajaj Motors, Maruti Suzuki etc. The rural households of Gurgaon go for earning to these companies. Therefore, they have easy access to use technology such as ATMs, internet banking and mobile banking and they feel comfort and secure at ATMs premises for doing banking transaction through

ATMs. But there is also need to aware people about technology, so that number of internet banking and mobile banking holders may increase.

Table 5.4.4 Use of Technology among Rural Households in Gurgaon District

Technology	Farukh Nagar		Gurgaon		Pataudi		Sohna		Average	
	No.	%	No.	%	No.	%	No.	%	No.	%
ATM/Debit card	20	80	25	100	25	100	20	80	90	90
Internet banking	5	20	8	32	8	32	8	32	29	29
Mobile banking	4	16	5	20	8	32	6	24	23	23

Source: Field Survey Data

5.4.5 Use of Technology among Rural Households in Haryana

Table 5.4.5 reveals the use of technology among rural households in Haryana. The primary survey results show that only 11 percent of total households have internet banking and only 9 percent of total households have mobile banking, whereas 63 percent of total respondent households have ATM cum Debit card in rural area of Haryana. It is observed by interacting with household members that mostly young persons in family use the internet banking and mobile banking. By interacting with rural households, it is observed that banking institutions are required to increase the number of ATMs in rural area and required to provide minimum safety at ATMs premises. Banking institutions should also organized literacy camp to spread awareness among rural households about use of technology in banking service. This research recommends that banking institutions

should focus to reframe their financial inclusion plan for extending the role of technology in banking services in rural areas of Haryana.

Table 5.4.5 Use of Technology among Rural Households in Haryana

Partiulars	M.Garh		Fatehabad		Karnal		Gurgaon		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
ATM cum Debit card	88	70	76	51	76	51	90	90	330	63
Internet banking	15	12	5	3	7	5	29	29	56	11
Mobile banking	9	7	5	3	11	7	23	23	48	9

Source: Field Survey Data

5.4.6 Frequency of Monthly Usage of Debits/ATMs

Table 5.4.6 reveals the frequency of usage of Debit Card/ATM in a month. The results of the table depicts that about 70 percent of total households in Mahendergarh district hold ATM/Debit Card, whereas 73 percent use ATM/Debit Card up to five times, 8 percent use six to ten times and rest of ATM/Debit Card holders (19%) do not use their ATM/Debit Card. In Karnal district 51 percent of total households have ATM/Debit, about 62 percent out of them use up to five times, 32 percent use six to ten times and rest 7 percent do not usage ATM/Debit Card in a month. In Fatehabad district, about 51 percent of total households use ATM/Debit Card, whereas about 57 percent use up to five times, 25 percent use six to ten times. On the hand about 18 percent of total ATMs/Card holders usually do not use ATMs in rural area of Fatehabad. The table shows that the usage of rural households of Gurgaon district is somehow better in comparison to other

districts. The field survey shows that about 15 percent of total ATM card holder households do not usually use ATM card.

Table 5.4.6 Frequency of Usage of Debit Card/ATM in Month

Districts	No. of ATM/ Debit Card Holders	Up to 5 times	6 to 10 times	Above 10 times	Not Using, but have
Mahendergarh	88 (70)	64 (73)	7 (8)	0 (0)	17 (19)
Karnal	76 (51)	47 (62)	24 (32)	0 (0)	5 (7)
Fatehabad	76 (51)	43 (57)	19 (25)	0 (0)	14 (18)
Gurgaon	90 (90)	62 (62)	22 (22)	2 (2)	14 (14)
Total	330 (63)	216 (65)	72 (22)	2 (0.6)	50 (15)

Source: Field Survey Data

Note: Figures in parentheses show percentage

5.4.7 Frequency of Monthly Usage of Internet Banking

Table 5.4.7 reveals the frequency of usage of Internet banking in a month. Table shows that about 88 percent of total households in Mahendergarh district do not use internet banking and vice-versa. All the internet banking holders use internet banking up to 5 times in a month. In Karnal district about 5 percent of total households use internet banking. About 14 percent of internet banking holders use up to 5 times, 29 percent use six to ten times and 57 percent of total internet banking holders do not use internet banking. In Fatehabad district approximately 97 percent of total households do not use internet banking while only 3 percent of total households use internet banking, all internet

banking holders use mobile banking up to 5 times in a month. About 29 percent of total households in rural area of Gurgaon have internet banking. All districts have low level of usage of technology; although number of rural households of Gurgaon district is more than other selected districts.

Table 5.4.7 Frequency of Usage of Internet Banking in Month

Districts	No. of Net Banking Holders	Up to 5 times	6 to 10 times	Above 10 times	Not Using, but have I.B.
Mahendergarh	15 (12)	15 (100)	0 (0)	0 (0)	0 (0)
Karnal	7 (5)	1 (14)	2 (29)	0 (0)	4 (57)
Fatehabad	5 (3)	5 (100)	0 (0)	0 (0)	0 (0)
Gurgaon	29 (29)	25 (25)	1 (1)	0 (0)	3 (3)
Total	56 (11)	46 (82)	3 (5)	0 (0)	7 (12)

Source: Field Survey Data

Note: Figures in parentheses show percentage

5.4.8 Frequency of Monthly Usage of Mobile Banking

The frequency of usage of mobile banking per month is revealed in table 5.3.8. The table depicts that around 93 percent of total households in Mahendergarh district do not have mobile banking, whereas all users of mobile banking use this service up to 5 times per month. In Karnal district merely 7 percent of total rural households have mobile banking,

whereas about 9 percent of mobile banking holders use up to 5 times in a month, 18 percent use six to ten times in a month and rest of the mobile banking holder respondents (73 percent) never use mobile banking. In Fatehabad district around 3 percent of total rural households have mobile banking, whereas all mobile banking holders use mobile banking up to 5 times in a month. In Gurgaon district, about 23 percent of total households have mobile banking, whereas about 87 percent of mobile banking holders use mobile banking up to 5 times in a month. Only 9 percent of total rural household respondents have mobile banking, whereas about 17 of total mobile banking holders never make transaction through mobile banking facility.

Table 5.4.8 Frequency of Usage of Mobile Banking in Month

Districts	No. of Mobile Banking Holders	Up to 5 times	6 to 10 times	Above 10 times	Not using, but have M.B.
Mahendergarh	9 (7)	9 (100)	0 (0)	0 (0)	0 (0)
Karnal	11 (7)	1 (9)	2 (18)	0 (0)	8 (73)
Fatehabad	5 (3)	5 (100)	0 (0)	0 (0)	0 (0)
Gurgaon	23 (23)	20 (87)	3 (13)	0 (0)	0 (0)
Total	48 (9)	35 (73)	5 (10)	0 (0)	8 (17)

Source: Field Survey Data

Note: Figures in parentheses show percentage

5.5 Impact of Socio-economic Variables on Financial Inclusion: Binary Logistic Estimation

In the context of financial inclusion, it is very important to analyze the impact of socio-economic variables on decision of opening bank account, as these variables constitute the determinants of demand side of the financial inclusion. For the present research work, bank accounts are treated as equivalent to financial inclusion and analyse the effect of socio-economic factors on decision of opening a bank account. In the present research, four socio-economic variables have been considered in order to examine the impact of socio-economic variables on the decision of opening an account such as household income (Y), education level of the household (E), Occupation of Family head (O) and land ownership (L). For this purpose, binary logistic regression analysis is estimated with the help of maximum likelihood method by using IBM SPSS Statistics 20. The result shows that

$$\text{Logistic Regression} = -1.505 + .477Y + 1.015E + .898O + 1.099L$$

The estimation terminated at iteration number 8 because parameter estimates changed by less than 0.001. The results of logistic estimation are shown in the table 5.5.1.

The Exp(B) column in Table 5.5.1 presents the extent to which raising the corresponding measure by one unit influences the odds ratio. Exp () can be interpreted in terms of the change in odds. If the value exceeds 1 then the odds of an outcome occurring increase; if the figure is less than 1, any increase in the predictor leads to a drop in the odds of the outcome occurring.

Table 5.5.1 Maximum Likelihood Estimates of Equation

Variables		S.E	Wald	d.f	Sig	Exp()
Income	.477	.275	3.017	1	.082	1.611
Education	1.015	.411	6.091	1	.014	2.760
Occupation	.898	.325	7.632	1	.006	2.455
Land Holding	1.099	.389	7.965	1	.005	3.001
Constant	-1.505	.843	3.188	1	.074	.222

Source: Researcher's calculation by using IBM SPSS statistics 20

Cox & Snell R-square = 0.091

Nagelkerke R-square = 0.295

-2 Log Likelihood = 144.6

In order to know the effect of one unit change in a predictor on the odds ratio, we subtract one from the antilogarithm of the parameter estimate (as reported in the last column) and multiply by 100 after subtracting one to get the percent effect on the odds ratio. Thus, Exp() value associated with household's land holding is 3.001, hence the land holding by household is raised by one unit (one acre) the odds ratio is 3 times as large.

The value of coefficient determines the direction of the relationship between independent variables and logit of dependent variable (Peng, Lee, & Ingersoll, 2002). The values are logistic coefficients that are used to create a predictive equation.

Table 55.1 reveals the results of logistic regression function. The null hypothesis that there is no relation between income of household and decision of opening bank is rejected at 10 percent level of significance, whereas income of household has a positive

impact on odd ratio in favour of opening bank account at 10 percent level of significance. It is observed by conducting field survey that some time respondent household head does not disclose household income. The null hypothesis that there is no relationship between education of household head and decision of opening bank account is rejected at 5 percent level of significance and alternative hypothesis is accepted, whereas education qualification of household head has positive impact on decision of opening bank account at 5 percent level of significance. The null hypothesis that there is no relationship between occupation and decision of opening bank account is rejected and alternative hypothesis is accepted, whereas occupation of household head has positive impact on opening bank account decision at 5 percent level of significance. The null hypothesis that there is no relationship between land holding and decision of opening bank account is rejected at 5 percent level of significance, whereas land holding by household head has significant positive impact on decision of opening bank account as 5 percent level of significance.

Three measures like *-2 log likelihood*, *Cox & Snell R- Square* and *Nagelkerke R Square* tell about model fitness. The *Cox & Snell R- Square* and *Nagelkerke R Square* can be less than 1 which is more reliable measure of relationship. *Nagelkerke R Square* will normally be higher than *Cox & Snell R- Square*. In the present research work, it is 0.295, indicating a relationship of 29 percent between predictors and the prediction.