

**MICROFINANCE INSTITUTIONS AND EMPOWERMENT OF WOMEN IN THE
HOSPITALITY INDUSTRY: A CRITICAL ANALYSIS OF FINCA**

BY

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DECLARATION

I, **Hellen Kabuku**, do hereby declare that this submission is my own work towards the persuasion of Master's Degree of Business Administration with the Zimbabwe Open University in Conjunction with the University of Zambia. To the best of my knowledge, it contains no material previously published by another person or material which has been accepted for the award of any degree by the University except where acknowledgement has been made in the text.

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APPROVAL

This dissertation of **Hellen Kabuku** is hereby approved as fulfilling requirements for the award of the degree of Master of Business Administration of the University of Zambia in conjunction with Zimbabwe Open University.

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DEDICATION

This work is dedicated to my son Humphrey Kabwe Museba and my mother Mrs. Gertrude Moola Kabuku Sikwela for their constant support during my study at the University of Zambia

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First and foremost, I would like to thank God Almighty, without whom this work would not have been successful.

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ABSTRACT

Gender discrimination is a persistent problem faced by women all over the world, which has led to the need to empower women for uplifting their status as recognized by Millennium Development Goals (2010). The present study focuses on the role of microfinance in empowering women with the critical analysis of FINCA Zambia.

The current study used both quantitative and qualitative methods to present the findings. The information collected from women in hospitality industries, was quantitatively presented while the information collected from FINCA administration was qualitatively presented. In this study, 100 women in hospitality industries and six administrators from FINCA Zambia were sampled for data collection. Both questionnaires and interviews were used as instruments of data collection.

This study revealed that microfinance institutions transform power relations and empower the poor especially women. However, the study established that simply putting financial resources in the hands of poor women does not bring about empowerment at all. Apart from “loan services” this study revealed that some microfinance institutions such as FINCA provide “profit saving services”, “financial literacy management training services” and “business improvement guidance services.

The study therefore recommends that, there is need for all microfinance institutions to start offering credit management learning program to all clients in order to help them to repay the loan in time and thus help to empower them (women) economically.

This study also recommended that, there is a need to structure the microcredit schemes in such a way that the empowerment outcome will be realized. This study also recommended that, there is need for the reduction of loan interest rate in order to give more advantages to women. However, the major recommendation was that, there is need to develop a deliberate policy which will support MFIs in carrying out financial and entrepreneur skills development especially in women. Government must support the microfinance institutions in reducing the risks involved in money lending by providing cover in case of defaults and hence reduce the interest rates charged on microfinance loans.

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ACRONIMNYS

ACSI	Amhara Credit and Saving Institution
AMIZ	Association of Microfinance Institutions of Zambia
DWCRA	Development of Women and Children in Rural Areas
FINCA	Foundation for International Community Assistance
FSDP	Financial Sector Development Plan
IMO	Microfinance outreach Index
IWE	Women empowerment index
MFI	Microfinance Institutions
NBFI	Non-Bank Financial Institutions
NGO	Non-governmental Organisation
OMFI	Omo Microfinance Institution

CHAPTER ONE

1.0 Introduction

Chapter one of this report focuses on elaborating the detailed background of financial empowerment of women in the hospitality industry by Microfinance institutions in Zambia. The chapter presents the statement of the problem, purpose of the study, objectives of the study and research questions. It also covers the significance of the study, limitations of the study, delimitations of the study, operation definitions. It further outlines the actual statement of the problem, its objectives, research questions and significance of the study.

1.2. Background of the Study

In Zambia just like in any other developing countries, women have been one of the disadvantaged actors of development. For example, according to Meenu (2011), in male dominated societies, women face discrimination in their family, social, economic and political life and in addition to it the traditional duties of managing households create hindrances in their social and economic empowerment. Meenu (2011) further stated that in male dominated societies, women and girls are hardly financially independent and thus are commonly more vulnerable members of the society.

Throughout the years in Zambia, a woman was considered only as a housewife whose main job is to cook food and take care of the children and the husband. Due to this perception, women were unjustly treated and faced with many difficulties and obstacles in most societies. This has led to limiting their capabilities, restricting their mobility, reducing their freedom and losing their opportunities to contribute to household income and its improvement. In spite of this unfair treatment, women have proved to be an effective element in many societies. As time passes, women to some extent, have been able to change this negative attitude about them. Presently, women are competing with men everywhere and getting jobs. Women play a double role in every community, they work in productive and reproductive activities to support men and to attain better living standard (Ali, 2012).

In the Zambian context, women's empowerment is interpreted as a process in which women challenge the existing norms and culture in order to effectively improve their well-being. This is especially interesting given the importance of the access to financial services especially

microfinance. It is in connection with Athmer, (2014) who stated that access to microfinance is also recognized as an important strategy of empowering women economically. Athmer stated this when he was trying to give a statistics determined by SIDA 2014 that traditionally, about 90% or more of microfinance clients are women. Hence, microfinance is increasingly seen as an important tool in fighting the economic challenges the country is currently facing. In SIDA's views, it was considered important that women's access to financial services (microfinance), such as savings, credit, money transfers and insurance, contributes to expanding poor people's choices and improves their ability to respond to opportunities. It helps reduce vulnerability by providing a steady source of income thereby smoothing households' consumption and helping them to overcome crises.

In Zambia just like in any other developing countries, women status improvement advocates have extended their effort and stance of developing women by allowing them to have access to microfinance institutions. This movement has witnessed many microfinance institutions to focus on helping small scale entrepreneurship a business sector dominated by women. For instance, according to Noreen (2011), "Micro-finance programmes targeting women became a major plank of donor poverty alleviation and gender strategies to bridge the historical trend towards women as a result of the social setting that women had assumed the role of house wives and has to take care of household chores and the upbringing of children while the men went out to work in order to provide financial assistance for their families. For instance, in different Zambian communities' women are not considered important taking part in the decisions affecting their households and community. Majority of women in Zambia depend on their husbands to take care of the entire nuclear family and in some cases part of the extended family as well.

This situation is however changing in recent times due to many microfinance institutions. Most women in Zambia are now involved in the up keep of the family by engaging in some form of economic activity. Though there are some positive changes taking place in terms of women empowerment, majority of women in Zambia are still house wives, also depending on their husbands to provide the necessities. For example, Mallik, (2010) stated that three quarters of workers in many hospitality industries are women whose access to microfinance credits is questionable. Mallik further stated that women working in hospitality industries such as restaurant are among the women in different communities with economic challenges who need

empowerment. Because of the lower wages of women in hospitality industry, access to microfinance institutions has been a serious challenge because these women are down looked at.

On the other hand, World Bank (2012) reported that while determining the economic stability of women employees in hospitality industry in developed countries in the form of insurance premiums, mortgages at reasonable rates, abundant consumer credit and the like, not much of a headache which was quite the opposite in developing countries. In this study, this difference in terms of economic status between women in developed countries and women in developing countries like Zambia is mainly due to the fact that most women in developing countries are very poor and therefore do not satisfy the demands of the traditional banks such as saving with these banks before securing a loan among others. Also as a result of the social setting most women in developing countries like Zambia do not own properties which they can use as collateral when the commercial Banks demand it. They therefore tend to fall on family members and friends for loans which are either inadequate or at higher interest rates World Bank (2012).

It is because of this report by the World Bank that much emphasis has been placed on the need to establish financial systems such as microfinance institutions that are able to reach these poor women on a more sustainable basis other than the previous ones which have been discredited. According to NVIVO (2012) reported, that government in various developing countries have less capacity to empower their women, this is because women are still the majority around the world. NVITO therefore recommended that microfinance institutions must intervene and make sure that women are given access to microfinance credits as the strategy of empowering them economically. For example, microfinance institutions have some techniques that they use such as group guarantees, compulsory saving mobilization, transparency of credit transactions, intensive supervision of borrowers and decentralization and cost-effective operations which could facilitate the women's access to credit for their businesses.

In addition to these, several studies have shown that women in microfinance groups play a major role of giving advice within their communities, participate in community meetings, and organize for social change. They have been able to do this due to their ability to contribute financially to the community as a result of the capital that they have gained from microfinance institutions (ADITO 2009). However not all people share this view since they are of the opinion that although a marginal increase in income could have an impact on the economic and social well-being of the

women, the increase could be so little to have effect on entrenched political and economic relations. Microfinance is particularly relevant to increasing productivity of rural economy, especially in agriculture. It plays an important role in the development of agriculture, just as agriculture plays an important role in the development of the nation's economy. UNCF (2012) stated that financial services such as savings, credit and insurance provide opportunities for improving the economic status of women. In countries where economic development of the country has not met its standard women are consistently sidelined in some important economic activities. Jayaweera, S. (2010) stated that lack of financial management educational programmes has negatively contributed to the economic challenges faced by women because women in most countries do not have access to productive resources as men do.

According to Bank of Zambia report (2016) there are currently more than 20 commercial banks, more than 35 MFIs and more 75 other Non-Bank Financial Institutions (NBFIs) operating in Zambia. MFIs offer microfinance services such as, small loans and savings facilities as well as capacity building. Although expansion is much slower in rural areas, growth is evident along the line of rail and peri-urban areas of the country. The provision of financial services has been slow due to unsatisfactory infrastructure and absence of an appropriate regulatory and supervisory framework (BoZ, 2016). Bank of Zambia further stated that among the registered microfinance institutions, the active ones include: Bayport Financial Services, FINCA Zambia, Mean wood Finance Corporation, Royal Microfinance and Unity Finance (BoZ, 2016).

In this study FINCA microfinance is going to be targeted with the interest to investigate their roles in women empowerment in Zambia. FINCA Zambia is part of the FINCA Impact Finance Network, a group of 21 microfinance and financial institutions that provides socially responsible financial services and enables low-income entrepreneurs and small business owners to invest in the future.

FINCA-Zambia

FINCA stands for Foundation for International Community Assistance. It is an international microfinance institution offering services and products to small scale businesses that have been turned down by traditional banks. FINCA operates in 22 countries of Africa, Eurasia, the Middle East and South Asia and Latin America serving nearly 1.7 million clients.

In the context of the Zambian microfinance market, FINCA Zambia is a clear leader with the focus on the rural areas of the country. FINCA products and services include loans, savings, insurance, remittances and money transfers. FINCA does not simply extend to low-income families, it helps to create community run, and community focused credit and savings associations, particularly in areas untouched by the formal financial industry. FINCA provides basic training although it is not business training, it provides training that is focused on credit management and how to manage loans. FINCA does not train their clients themselves, but contracted out this service to ILO qualified local trainers (FINCA, 2014).

1.3 Statement of the Problem

Empowerment of women has been one of the topical issues in Zambia in contemporary times. This is due to the fact that it has been realized that for women to make meaningful contributions towards the development of the country, they must be empowered. Opinions have been somehow divided as to the measures that can be put in place to ensure that women reach some level of empowerment. For women to be classified as empowered, some people have alluded to the fact that they must exhibit certain behavioral changes at the individual, family/household, enterprise and community levels (SEEP, 2004). Therefore, it is generally believed that if women exhibit behavioral changes such as increased in savings, increased participation in decision making in the household and at the community level, diversification of their business, improvement in the living conditions of their household and the like, it is assumed that they have been empowered.

On the other hand, Draft Resolution of the General Assembly. (2010) viewed that to reduce the poverty levels and empower women in developing countries an important development intervention was to provide them with microfinance credit. As stated by Mayoux (2009) “micro-finance programmes targeting women became a major plank of donor poverty alleviation and gender strategies.” Also as argued by Jayaweera, S. (2010) micro credit programmes saw the empowerment of women as a means to poverty alleviation. It has therefore become imperative that for women to be empowered the enabling condition (access to finance) should be provided for these women and the stumbling blocks (such as collateral security) removed.

However, despite many women considering microfinance loans as grand solution to their initial business capital, there has been a huge concern that many women have been failing to sustain their

new business. As reported by Global Envision, (2006), it is envisaged that the majority of women who borrow money from microfinance institutions lack some financial management knowledge and skills hence making them struggle in managing their business properly. In view of the said, this study was anchored on various questions in an effort to examine the roles of microfinance institutions in empowering women in hospitality industry. The major questions from which this study has emanated include: To what extent do the women get empowered by the microfinance institutions? Are the women sustainably empowered by the microfinance institutions? Do the women clients undergo some financial management guidance before being given the money by the microfinance institutions? Do the microfinance institutions offer some business management literacy training to women? Are the women provided with some insurance by their microfinance institutions in case of inhumane occurrence? Is the money borrowed from the microfinance institution by women easily paid back with the required interest?

1.4 Purpose of the Study

The purpose of this study was to examine the role of microfinance institutions towards the empowerment of women in the Hospitality industry in Zambia.

1.5 General Objective of the Study

The general objective of this study were to:

Examine the role of MFIs towards the empowerment of women working in the Hospitality industry in Zambia.

1.6 Specific Objective

The specific objectives of this study were to:

1. To establish the types and quality of services offered by Microfinance institutions for empowering women in hospitality industry in Zambia.
2. To assess the extent to which small loans contribute to women economic empowerment in relation to their current socio-economic activities they engage in Zambia.
3. To determine correlation between women's empowerment in hospitality industry and microfinance institutions

1.7 Research Questions

1. What is the role of MFI in empowering women in the Hospitality industry in Zambia?
2. To what extent to which women be empowered at the household level through microfinance in societies.
3. To what extent do microfinance institutions contribute to women economic empowerment in relation to their current socio-economic activities they engage in Zambia?
4. What are the challenges for women's empowerment through microfinance access to social and human capital?

1.8 Significance of the Study

The importance of this study was to contribute to the literature, and also provide a basis for further research. The study also added to a body of knowledge and understanding of the roles of microfinance institutions for empowering women.

Mostly importantly, this study would also help the microfinance institutions in Zambia and other different countries to look at the suitable measures to sustainably empower the women economically. For example, this study would help various microfinance institutions to realize the importance of providing finance management training programmes to their clients. The study would also help the microfinance institutions to embark on the implementation of Microcredit Schemes in such a way that the empowerment outcome would be realized. The discussions and results from the study would assist MFIs to structure critical analysis of the programs in a manner which would deliver a positive impact on the lives of women in hospitality who are accessing loans from MFIs. Furthermore, this study would be beneficial because it provides recommendations to potential areas that MFIs needs to put more efforts on when delivering their services.

1.9 Theoretical Framework

This study adopted the three paradigms of Mayoux's theoretical framework. Mayoux's theory was used in this study because it helped the researcher to interlink microfinance institution to women's empowerment. Mayoux, identified three contrasting 'paradigms' to women empowerment which

included: Financial Self-Sustainability Theory, Poverty Alleviation Theory and Feminist Empowerment Theory.

1.9.1 The Financial self-sustainability Theory

This Theory is related to the ‘financial systems approach’ which put emphasis on the importance of offering commercial oriented and a minimalist package of financial services for economically active poor (Kabeer 2005). According to this model economic empowerment is an expansion of individual choice and capacities for self-reliance. Moreover, the main assumption of this model is that, access to Microfinance services will automatically lead to economic empowerment without other complementary interventions or change in the macro-economic growth agenda through enabling women’s decisions about savings and credit use, enabling women to set up microenterprise, increasing incomes under their control.

Therefore, in this study this model was used to examine the sustainability of loans women accessed from the microfinance institutions. By sustainability it means that this theory helped this study to reveal whether the loans that women get from the microfinance institutions are capable to sustain the economic performance of women in hospitality industry or not.

1.9.2 The poverty alleviation Theory

Microfinance Programme is viewed in this theory as a part of integrated programme for poverty reduction to the poorest households (Mayoux 2010). With regard to that, empowerment is defined as increasing capacities as well as choices, and decreasing the vulnerability of the poor people. The main assumption in this paradigm is that increasing women’s access to microfinance will enable them to make a greater contribution to household income and this, together with other interventions to increase household well-being, will translate into improved well-being for women and enable women to bring about wider changes in gender inequality.

This model was used in this study by finding out whether the loans that women get from the microfinance institutions are capable to fight the poverty for families of the women and the communities at large.

1.9.3 Feminist Empowerment Theory

In this model, Microfinance is promoted as an entry point in the context of a wider strategy for women's economic and socio-political empowerment which focuses on gender awareness and feminist organization (Mayoux 2000). In relation to gender, the fundamental concerns in this paradigm are gender equality and women's rights.

This theory will be utilized to analyse if and how the economic empowerment gained by women through accessing micro-finance services and developing their own enterprises allow them also to develop more gender equitable relations within the household.

1.10 Delimitation of the Study

The study covered only one Lusaka Branch of FINCA Zambia microfinance institution, 10 different restaurants, 5 guest houses and 5 lodges all located in Lusaka central constituency.

1.11 Limitation of the Study

It is important while conducting research that the researcher is aware of all possible limitations of the study.

A small sample size is one of the limitations in present study. In case of hospitality industry, a large number of female clients are being served, but due to time constraint and requirement of this study, the sample was confined to hundred women interviews from which 14 were unable to give the feedback by returning the questionnaires that were given to them.

Secondary, this study faced a serious challenge in terms of local and current literatures. This posed a serious challenge in that most of the literatures on the topic under study were old and not locally done.

Thirdly, case studies are assumed to provide less generalized conclusion because case study is not like a sample taken from a known population similarly the respondents who are interviewed in qualitative research are not meant to be representative of a population (Bryman, 2010).

On the other hand, there is no universal standard for measuring women empowerment especially at household level and it is difficult to develop consensus among various authors. Although it has been measured by using various dimensions and related factors it may have some shortcomings.

Lastly, Empowerment is context specific phenomenon so it's very important to consider it as if there is any variation in nature and importance of empowerment across context; it poses serious challenge in terms of consistency and comparing while measuring it.

1.12 Key Terms

1. Microfinance institution

A microfinance institution is a financial institution specializing in banking services for low income groups or individuals' empowerment (IFA D, 2009). Therefore, for the purpose of this study, microfinance institution are institutions which provide account services to small balance accounts that would not normally be accepted by traditional banks, and offers transaction services for amounts that maybe smaller than the average transaction fees charged by mainstream financial institutions.

2. Hospitality industry

The hospitality industry is a broad category of fields within the service industry that includes lodging, event planning, theme parks, transportation, cruise line, and additional fields within the tourism industry (Henry 2009). However, in this study hospitality industry can be defined as industry which involve, hotel, motels, inns, or such businesses that provides transitional or short-term lodging, with or without food.

3. Women Empowerment.

Women's empowerment is the process in which women expand and recreate what it is that they can be, do, and accomplish in a circumstance that they previously were denied Princy (2011). The dictionary meaning of the word empower is "to give somebody the power or authority to do some thing or to give somebody more control over their life or the situation they are in.

1.13 Summary

This chapter had presented a problem identification and formulation. As the palatable stance of this study, the major three objectives of this study have presented. It is cardinal to indicate at this juncture that; it was out of these three objectives that this study was grounded on. However, to make sure that the three stated objectives are effectively achieved, the major questions raised in the statement of the problem of this study were considered. The next chapter reviewed the literatures.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter presents the scrutiny and analysis of the literatures available relating to this study. The primary aim for reviewing the literature was to analyze what has been researched on in line with the roles of microfinance institutions towards women empowerment campaign. In this regard, this chapter provides a review of studies conducted in Zambia, studies conducted in other African countries, studies conducted in developing countries, and studies conducted in developed countries in relation to microfinancing and women empowerment. For each of these study cases, a gap analysis was provided.

2.1. Global Studies on Microfinance Institutions and Women Empowerment

Many evaluations of MFIs worldwide have shown that microfinance services have a positive impact on women empowerment and some of these works are reviews as follows. Kabeer (2011) used the index/indicator approach to examine the impact of microfinance accessibility on women empowerment in Tanzania and established that women's accessibility to microfinance services had significant effects on eight different dimensions of women's empowerment of which the paramount was economic empowerment. The study also revealed that women's accessibility to microfinance was significant determinant of the magnitude of economic contributions reported by women; of the likelihood of an increase in asset holdings in their own names; of an increase in their exercise of purchasing power.

In India, Laha and Kuri (2014) conducted a study on how microfinance outreach programme contributes to women empowerment across countries with special emphasis on states in India. In their study, they considered three such dimensions like economic, financial, and social empowerment to construct women empowerment index (IWE) and also constructed microfinance outreach Index (IMO). Broadly, their construction of women's empowerment index followed the same methodology as IMO. For each dimension (economic and social), the relative performance of the state in respect of national average was estimated. Then the relative performance of the state was divided by the share of the women households of the state to calculate relative share. Their

study established that states having higher level of microfinance programs are also the states with a relatively high level of economic empowerment of women.

A study by Khan and Noreen (2012) on the role of microfinance in empowerment of women in Pakistan finds that access to credit through microfinance organizations has a positive impact on social empowerment of women and also that loan utilization by the woman herself is of importance. Khan and Noreen measured social empowerment by the construction of an index from indicators of child health, education, selection of spouse of children and leadership responsibility in the society. They specifically assessed the impact of microfinance accessibility on commitment of women to send their children to school and the ability to influence domestic decisions. They concluded that access to microfinance can empower women to commit themselves to children's education, become more confident, more assertive, more likely to take part in family and community decisions and better able to confront gender inequities.

Pitt, Khandker, Cartwright (2013) analyze the empowerment in Bangladesh as bargaining power with women's husbands, control over loans, management loans in their ways and decision-making in their family. The study concludes that, credit program participation has positive effects women's role in household decision-making, accessing to financial and economic resources, and increasing spousal communication in general about family planning and parenting concerns.

Garikipati (2012) found that women's loans are mainly used to improve households' productive assets and because these are typically owned by men, women's loans ultimately benefit them. Garikipati says that men with wives in the credit program spend significantly more time in self-employment and less time in wagger work when compared to others. It is only when the focus shifts to how women use their loans that the impact of microcredit on their time use becomes apparent. In particular women who use their loans to start or enhance businesses that they operate in other words, enhance their ownership of productive assets- are seen to spend significantly more time in self-employment.

Haile, Bock and Folmer (2012) in their studies conducted in India explored whether the differences in formal and informal rules, socio-cultural institutions and economic contexts, explains why the degree of empowerment achieved by women's participation in microfinance programs differ between regions and between microfinance organizations. It relates women's empowerment to four key indicators, namely, (I) women's ability to influence expenditure

outcomes, (ii) their ownership of assets and savings, (iii) shared division of domestic labor, and (iv) reduction in marital conflict. The study compares the experiences of borrowers of the Amhara Credit and Saving Institution (ACSI) and the Omo Microfinance Institution (OMFI) which employ different strategies and working different socio-cultural economic contexts in Ethiopia. According to their findings, microfinance programs empower women in three of the four dimensions of empowerment: expenditure decisions, ownership of assets (jointly or independently) and reduction of domestic conflict.

Kabeer (2011) claims that the small enterprise development project in Bangladesh shows that women participants' mobility and social status have increased even the strong cultural barriers like purdah and gender contradictions, enhancing self-worth and perceived economic contribution, increasing women voice in family and effectiveness in decision-making, decreasing domestic violence and control over loans in family expenditures

2.2. Studies Conducted in Developed Countries.

Empowerment generally denotes expansion of freedom of choice around the world. According to the study by Malhotra et.al. (2012), there is a wide range of definition and approaches which can be applied for to interpret the concept of women's empowerment. That also means, that it is challenging to specify the concept of empowerment and therefore scholars have applied and used the concept in different ways in their studies. Empowered can also be described as a process, and can be associated with the elimination of gender inequality, and the majority of academicians researching on empowerment interpret it as a process to reduce gender-related suppression of women. (Khader, 2014).

According to Sohail (2014), in his study conducted in Greece, empowerment has two inter-related elements, namely, resources and agency. Resources include both tangible and intangible assets. While tangible resources are financial and material assets, intangible resources are knowledge, skills, and ability, and participation in political and social activities. Resources are not merely used as empowerment, but as catalysts for empowerment. Agency is power by which people set their goals and achieve them (Kapitsa, 2008). Agency as an important element in the empowerment discourse emanates from "bottom up" rather than "top down" approach to development. Women empowerment encompasses improvement in women's ability to manage their own lives and have

access to multiple dimensions of development, particularly health, education, earning opportunities, rights and political participation. Malhotra, Schuler and Boender (2012) constructed a multiple dimensional women empowerment including economic, socio-cultural, familial/interpersonal, legal, political and psychological.

Sabhlok, (2011) in his study conducted in South Chile, where he keened to find the sustainability impact of microfinance credit on group women empowerment, revealed that group lending is just one part of a set of overlapping mechanisms employed to aid loan repayment and that it was not obvious that it's the joint liability in group lending that drives results and no other aspects such as public repayment, participation along with neighbors, acquaintances and the access to education. In other words, in a group lending scheme where all villagers know each other's type, safe borrowers will form groups among themselves while risky borrowers will join hands with other risky borrowers.

Shiralashetti and Hugar (2013) in their current study in the district wise and bank wise linkage of SHG's in Karnataka state, concluded that the microfinance institutions helped poor women in poverty alleviation. On the other hand, Ganapathi and Sannasi (2008) made an attempt to highlight the factors influencing women entrepreneurs. They studied the common features of women entrepreneurs and concluded that women must be motivated to establish a business in the interest of the family income in particular and the national income in general.

Kumararaja (2009) studied the performance and the progress of SHG's in Tamil Nadu. It stated that there has been a steady progress in the number of SHG's and the loan sanctioned and recommended a timely and regular check of the micro-credit disbursed to SHG's Lalitha and Prasad (2009) studied the Development of Women and Children in Rural Areas (DWCRA) program in the Gudur district of Andhra Pradesh. The study showed that the income of the individual after joining the DWCRA program increased and that in most cases (where women did not join the program) their potential was not fully tapped and utilized for the community. High Cost of Finance in Microcredit Business in Andhra Pradesh (India).

It is required that all the context specific characteristics and challenges will be taken into consideration when designing microfinance program. It is particularly important, as microfinance programs do not suit to every group of the society as each area and context has different challenges and characteristics. It is especially the case in the South Asian context, where gender disparity is

often exacerbated by social stratification and a rigid cast system. There are several other factors as well which influences whether women can benefit from loans provided by microfinance institutions. According to the study of Khader (2014), most of the programs for eliminating poverty and empowering women ignore the fact, that gender relations cannot be altered by only providing financial resources (Khader,2014).

According to her, empowerment is a process and has to be measured over a longer period of time. (Khader, 2014). This means that microfinance programs can be an appropriate tool for empowering women for a longer term. She also emphasizes the importance of moving into the right direction as one important empowerment indicator (Khader, 2014). It is also argued, that it is significance whether they use their loans on productive or non-productive investments.

Nevertheless, Fletschner and Kenny (2011) stated that there are several factors influencing and impeding women's ambitions to generate income in case they want to invest their loans or savings. The most important one is their limited access to information. Women get usually less access to information resources compared to their male counterparts. This hinders women's advancement in the long term, as financial advices and other; skill training programs do not reach out for women to the same extent as it does to men. This implies, that skills have also significance for women's empowerment and their ability to get access and control resources.

On the other hand, Vasanthakumari (2010) studied the role of micro enterprises in empowering women in Kerala. Her study was based on a sample of 328 micro entrepreneurs. The study revealed that these enterprises helped in empowering the rural women economically, socially and individually. The study recommended giving priority to the commercial viability of enterprises. However, according to Lont (2013), in his study conducted in Germany stated that "it is seldom, that women use microcredit on productive purposes. He further argues, that even in cases, where they invest in businesses and use money on productive purposes, they do not necessarily gain more autonomy by simply generating more income. It is coupled with their lows social status, and cultural values which contribute to women's subordination. Women's mobility increases in terms of income-generating activities, but the social stigma of women's mobility remains (IFAD, 2009).

UNESCAP, (2015) confirmed that, non-productive use of microcredit programs will only exacerbate women's situation as they are burdened with repayment and indebtedness. However, when it comes to entrepreneurship as an example, it is important to note, that women are often

hindered in starting businesses. This can be explained by the fact that in many cases their expected role in families and societies is confined to do domestic work such as household chores and taking care of children.

2.3. Studies Conducted in other African Countries

In many societies in Africa, Zambia inclusive, women are not fully integrated into the socio-economic development process and one of the possible implications is that, these societies are deprived of their full utilization of their human resource capabilities and potentials. Siwadi and Mhangami (2011) in their studies conducted in Angola stated that it is undeniable that women entrepreneurs are the major actors in that sector and contributors to economic development and are becoming increasingly visible in the local economies of the developing countries.

According to Harris (2009), in his study conducted in Ethiopia stated that about 71 percent of total borrowers in the world are women and 84 percent of poorest borrowers too are women, contrary to the assertion that microfinance does not reach the very poor. However, according to Aghion and Morduch (2015), in their studies conducted in Morocco revealed that most microfinance programmes in the country were built to empower women. They further stated that microfinance empowers women through changes in household choices and bargaining power, by increasing overall resources, affecting the returns on human capital and influencing the attribute and norms.

In Ghana, Akudugu (2011) findings also confirmed that financial capital from microfinance have positive contributions to women livelihood through improved access to healthcare, education and increased income levels. However, research conducted by Norwood (2011) reveals that membership in a micro credit does not enhance contraceptive use in Abokobi and Pantang, both suburbs of Accra. Studies of Peprah (2012) affirmed that microfinance significantly improved the well-being of women in Mfantseman Municipality in the Central Region of Ghana.

According to Fletschner, (2009) in his study conducted in Egypt, stated that women's access to micro financial services remains limited in most African countries. The high rates of interest charged by the commercial banking sector, its preference for well tried and tested borrowers and its focus on short-term lending have led to a reduction of micro credit for small-farm and off-farm enterprises. Poor and rural sections of the population have been largely by passed by formal credit.

In such a context, microfinance appeared to offer an ideal solution to the problem of outreach to the poor.

In his recent study in Nigeria, Shrestha (2014) revealed that participating in microfinance programmes, increases women power to purchase necessities independently, resist wife-beating, earned respect and participation in community level decisions. While, Cheston and Kuhu (2009) on their study conducted in South Africa reported that women had gained confidence and leadership experience through microfinance funding and capacity building, and some have gone on to be elected as leaders at community level elections.

In their recent study conducted in Tanzania, Malhotra and Boender, (2012) revealed that microfinance institutions positively affect a woman's decision-making role, her marital stability, and her control over resources and mobility. The findings of the study establish that a woman's contribution to her household's income is a significant factor towards her economic empowerment. Nevertheless, according to Muntalima (2006), in his study conducted in Malawi revealed that in most financial institutions in Africa, women generally receives smaller loans than men, even for the same activities. Women are mainly involved in microfinance programs with small savings and credit services and some types of micro insurance. Their participation relative to men decreases as financial organizations grow and introduce services for better-off clients, often as a way to improve financial viability.

Nevertheless, Leary, (2010) indicated that microfinance needs a universal frame work to measure gender performance if the industry is to move "beyond the numbers," to consider not only how many women it serves, but how well and with what outcomes. Recognizing a lack of information beyond basic measures. Women's World Banking to develop an evaluation framework that defines the key metrics that will allow micro finance providers to measure how effectively they are serving women, both internally and externally.

2.4 Studies Conducted in Developing Countries

Different studies have been conducted in various developing countries across the world. In Tanzania for example, Kirway and Lulu (2010), reported that Microfinance Institutions through SACCOs, have enabled women to provide families with different important needs like taking children to school, building houses and buying clothes. Similarly, Lumid (2012) in his study

conducted in El Salvador, asserted that, in terms of increasing access to productive and non-productive assets, women were mentioned to have purchased electronic items like Television and modern radios.

However, Mushumbusi (2013) in his study conducted in Guyana, argued that the connection between loans and women's economic empowerment is not straight forward or easy to make. He further argued that handing money to women and giving them access to financial assets and resources does not create a sense of empowerment for women, thus there is a need to structure the microcredit schemes in such a way that the empowerment outcome will be realized.

Nevertheless, Parveen and Chaudhury (2009) conducted a study in Dominican Republic and revealed that countryside women's financial empowerment has the outcome of micro-credit interventions. Basically women improvement is dependent on three economical elements such as, income, savings and asset. By the use of those resources women enhancements like; to remove gender discrimination, poverty reduction, family power exercise and self-reliance has increased day by day.

On the other hand, Noreen (2011) in her study conducted in São Tomé and Príncipe, explored the positive impacts of micro finance on the enlargement of women empowerment. She analyzed women empowerment by using five indicators related to child health, education, selection of spouse of children, purchase of basic goods and decision. In this study, she recommended that educational services, family consciousness, strengthen of governmental and nongovernmental institutions and their cooperation had essential to develop the women empowerment.

Nessa et al. (2012) discussed the different aspects of micro credit in Costa Rica, they analyzed that micro finance not only improve the earnings sources of rural and poor women but also it enhanced better abilities, choices and self-determination in decision making. There were five dimensions in decision making, such as; household, economic, movement, property, political and social. They found that every dimension had significantly increased due to micro finance effects.

Garikipati (2010) studied the empowering of women in the family level in Nicaragua. He stated that although the loans are benefits for the household but it's not absolutely influences to the women empowerment. Particularly, female whose loans are invested in domestic property can discover the process disempowering. This is due of women not having co-ownership in

household's creative assets. Where loan diversion by households cannot be restricted women's joint rights of Household assets come out as fundamental to their empowerment.

Loro (2013) evaluated his research study conducted in Ecuador Country about the gender discrimination. He showed that the rank and supremacy of women had enhanced significantly from the time when NGO opened their activities in developing nations. However, micro finance loans have increased self-esteem and self-respect of women and thereby empowered them. In spite of, credits often economically beneficiary as well as it enhances the higher social status of women.

Nevertheless, Pitt et al. (2006) conducted a study in Syrian Arab Republic, and revealed that, credit provided women had statistically significant effects and it's showed the way of women taking a better position in household decision making, having greater access to financial and economic resources, having greater social networks, having greater bargaining power vis-a-vis their husbands, and having greater freedom of mobility. They also analyzed that women's involvement in small loans programs had an encouraging consequence on fertility.

2.5. Studies Conducted in Zambia

A large proportion of the Zambian population is still excluded from the formal banking sector and still do not have access to financial services. The concentration of financial institutions in urban areas has been attributed to the fact that Zambia's rural environment is not particularly conducive to the establishment of viable businesses. One of the main criteria used by banks in determining whether to establish a branch in a particular locality is the economic activity and level of business. The main form of economic activities in rural areas is peasant farming. In addition, the costs of operation in rural areas are quite high attributing to the poor infrastructure (Republic of Zambia, 2005).

The 2005 financial scope survey conducted under the Financial Sector Development Plan (FSDP) confirmed the low levels of access to microfinance in Zambia. According to the survey only a third of Zambia's adult population was reported to have access to financial services. Less than 15 percent of adult Zambian's were reported to have access to commercial banks. Further only 11.6 percent of women were banked compared to 17.5 percent of banked men. According to Bank of Zambia, there are currently more than 20 commercial banks, more than 30 MFIs and over 75 other Non-Bank Financial Institutions (NBFIs) operating in Zambia. (Robinson, 2011).

The overall result of such behaviour is that microfinance in Zambia has had its financial sustainability in a balance for survival. Other challenges that are faced in microfinance sector in Zambia are the struggles of MFI to reach desired client numbers. However, Siwale (2006) noted that as early as 2002, certain donor driven MFIs had the view that market-based approaches could convert this situation even though most Zambian MFIs were only just founded in the late 1990s. Up to recent times, however, microfinancing services have not grown in line with outside expectations and Chiumya (2006) indeed identified rising signs of its possible stagnation and contraction (Swain and Wallentin 2009).

In addition, Zambian MFIs might potentially provide much needed financial services in the country, but for scarcity, even by prevailing standards, access remains extremely low (Mattoo and Payton, 2007). For example, the Association of Microfinance Institutions of Zambia (AMIZ) has estimated that the industry's outreach is in the region of 250,000 to 300,000 active borrowers (attributed mainly to an influx of new consumption based MFIs). 19 out of 25 licensed MFIs founded in the last 5 years have indeed been expressly consumer lending based. Since these MFIs do not emphasize small scale enterprise development they simply require formal employment before making a loan. In addition, the scope of services offered by MFI has been particularly limited and low (Dixon, Ritchie, Siwale, 2006).

Noreen (2011) concluded that microfinance services from MFI has some positive role in women empowerment but not as much as was expected. However, Suramathi and Mohan (2011) contended that MFI lead to definite improvement in psychological well-being and social empowerment among rural women as a result of participating in micro finance programs.

Kevane and Wydick (2001) found that targeting micro enterprise credit to poor women appears to imply a trade-off between economic growth in favor of poverty reduction and child welfare. In particular, female entrepreneurs of child bearing age create significantly fewer jobs than male entrepreneurs. Each of the impact assessment studies noted above, with one exception, provide evidence of positive impacts of microfinance.

A lot of literature has been written between micro-finance and women's empowerment. Women have been considered to be the poorest among the poor and they dominate the formal economy in the Hospitality industry in Zambia. Women's empowerment through microfinance has been one of the priorities of stakeholders in Zambia, it is regarded that women hardly have access to loans

from microfinance institutions because of the insinuation that these women do not have access to collateral such as land to obtain loans from micro finance institutions. In relating microfinance to women's empowerment in the Hospitality industry, some experts have formulated indicators to measure the role of microfinance institutions towards empowerment of women in the hospitality industry.

Holvoet (2005) analyses women's decision-making patterns as regard to loan borrowing, women who borrow directly from the banks always have fewer decision patterns, but when the loans are secure through women's groups and are combined with investment then a positive shift in decision-making patterns is noted. The idea of women to form groups in their Hotel and catering Associations in Zambia had been beneficial to women; most of the micro-finance institutions, always align with women's group associations in order to empower women and they find this medium easy for loan repayment. Some scholars have argued against the perception that micro-finance empowers women, according to Dobra (2011) micro-finance enable women to be empowered, however the most reservations of micro-finance on woman empowerment is that there is no really effective correlation between micro-finance and women's empowerment.

Dobra (2011) argues, if empowerment is all about one being aware of his or her power, then empowerment has not occurred. Some feminist theorists have classified power of women into "power with", "power within", "power to" and "power over". The acquiring of 'power over' with the intention of empowering women through redistribution of resources has not happened. According to Woolcock (2014) empowering poor women generate complex situation. Many studies have advocated the theoretical argument correlating micro-finance with poverty reduction. However, Dobra (2011) postulates that there is no empirical fact to this effect. It is on this assumption that this study will examine the role of micro finance institutions towards empowerment of women in the hospitality industry in Zambia.

2.5.1 Gaps in Studies Conducted in Zambia

Although the area of the roles of Microfinance institutions in women empowerment has been discussed in different academic forums there is insufficient literature on the specific and effectiveness of the role of microfinance institutions on empowering women in hospitality industry in Zambia. It has been observed that most of the literature done by different scholars have sideline

to bring the holistic issue of empowering women in all sectors. As observed in this literature, most of the scholars concentrate on bringing issue of how micro-finance institutions would encourage women farmers to sustain themselves. For example, Kevane and Wydick (2001) revealed that targeting micro- enterprise credit to farm women appears to imply a trade-off between economic growth in favor of poverty reduction and child welfare. Institutional discrimination by private and public lending institutions often either ration women out of the market or grant women loans that are smaller than those granted to men for similar activities (Fletschner, 2009). Therefore, this study intends to cover up the gap by considering how women in hospitality industries can be empowered by the microfinance institutions. The empowerment and improvement of the women's involvement in the Hospitality industry is expected to be one of the major mandates of the MFIs in Zambia.

2.6. Summary

This chapter has presented the scrutiny and analysis of the literatures available relating to this study. The primary aim for reviewing the literature was to analyse what has been researched on in line with the roles of microfinance institutions towards women empowerment campaign. In this regard, this chapter provided a review of studies conducted in Zambia, studies conducted in other African countries, studies conducted in developing countries, and studies conducted in developed countries in relation to microfinancing and women empowerment. For each of these study cases, a gap analysis was provided. The next chapter presented the methodology of this study.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter provided the methodology which was employed during the study. It described, among other things the research design, the target population, sample size and sampling procedures, data collection and data analysis procedures that were employed. The summary of the chapter has been drawn therein.

3.1 Research Design

Research design involves deciding on what the research purpose and questions will be, what information most appropriately will answer specific research questions, and which strategies are most effective for obtaining it. This study took the form of a case study because such design excels at bringing to an understanding of a complex issue or object and can extend experience or add strength to what is already known through the previous research.

The study aimed to focus on quantitative research as microfinance and women empowerment are wide-ranging disciplines with a range of analysis and interpretations so a qualitative analysis would ensure a thorough understanding of the subject matter. In qualitative research a case study approach is selected because it allows an in-depth explanation of the social phenomena at hand i.e. microfinance and women empowerment in case of this study. Although there are issues of generalizability in using case study approach but according to Yin (2014) generalization of results from case studies are based on theory rather than on populations.

3.2 Study Population

A population is a group of elements or cases, whether individuals, objects or events, that conform to specific criteria and to which the researcher intends to generalize the results of research. However, according to Yin, (2013), population refers to the total number of units or elements in a given area. Yin further indicated that, in education research, population can refer to the people, animals or house units. In this study, population involved all female workers in different hospitality

industries such as guest houses, restaurants and lodges in Lusaka central constituency of Lusaka district.

3.3 Sampling Procedures and Sample Size

Sampling is the process or technique of choosing a sub-group from the population to participate in the study. It is the process of selecting a number of individuals for a study in such a way that the individuals selected represent the large group from which they were selected (Ogula, 2014).

In this study, two sampling techniques were used. These included **purposive** and **snowball** sampling techniques. According to Akhuwat (2015), snowball sampling is a type of purpose sampling where existing participants recruit future subjects from among their acquaintances. Thus the sample group appears to grow like a rolling snowball. In this study, snowball sampling was used to select the female workers in hospitality industry who were the beneficiaries of microfinance loans. On the other hand, purposive sampling, the researcher selected the participants with a purpose in mind based what she thought could be appropriate for this study. Therefore, the researcher used purposive sampling to select the administrators from FINCA Zambia.

3.3.1. Sample Size

Sample Size is the portion of the entire group (population). As indicated in sampling techniques, purposive sampling technique was used to select both the hospitality industry and women. For example, 100 female workers in three categories of hospitality industry (restaurant, guest house and lodges) were targeted, however, only 86 were able to be interviewed and returned the questions. The selection of these 100 respondents (female) was done through purposive sampling. However, on gathering of information from the women who were beneficiaries of microfinance loans, the researcher used snowball sampling as a way of embracing confidentiality. On the other hand, 10 administrators from FINCA Zambia were targeted nevertheless only 6 were interviewed.

3.4. Methods of data collection

Malhotra, and Schuler (2012) stated that methods of data collection refers to the techniques of collecting information from the targeted population. He further stated that there are various techniques or tools that can be used to gather information from the selected or sampled items

however the common used tools are interviews, questionnaires, focus group, and document reviews. In this study, questionnaires and interviews were used to collect information from both women and FINCA administrators.

3.4.1 Questionnaire

In this study, questionnaire was considered as a series of questions asked to individuals to obtain statistically useful information about a given topic. The study relied on primary data that was collected using semi-structured questionnaires with both close-ended and open-ended questions. This study used questionnaires to collect information from women working in hospitality industry (restaurant, guest houses and lodges).

3.4.2 Interviews

Interview is the technique of collecting information in which, a researcher asks the respondents series of prepared questions physically. According to Akhuwat (2015) an interview instrument “provides access to what is inside a person’s head, makes it possible to measure what a person knows (knowledge or information), what a person likes or dislikes (values and preferences) and what a person thinks (attitudes and beliefs)”. In this study, interviews were used to gather information from both FINCA Administrators and some women beneficiaries of microfinance loans

3.5. Data analysis

In this study the collected data was both quantitatively and qualitatively analysed. The information collected using questionnaire will be quantitatively analysed in which the completed questionnaires will be coded and entries using excel. The study made use of descriptive analysis techniques to analyse the data. Tables, pie charts and other graphs were used to present quantitative data.

The qualitative data was analyzed using content analysis in which the data obtained will be clouded and grouped into common themes.

3.6. Ethical considerations

Kombo and Tromp (2009) state that “Researchers whose subjects are people or animals must consider the conduct of their research, and give attention to ethical issues associated with carrying out their research”.

Therefore, in this study ethical consent was obtained before collecting information from respondents through an informed consent form. The consent form assured the respondents of the following: the purpose of the research and who the researcher was; the study’s potential benefits to the profession that the responses would be anonymous; offered for them to withdraw if and when they felt uncomfortable to continue; how long they would be required to respond to the instruments; and request for them to participate in the study. After going through the consent form with the participants, they were requested to append their signature if they agreed to take part and were advised that the final copy of the research study would be made available to them.

3.7 Summary

This chapter has provided the methodology which was employed during the study. This chapter helped in the presentation and discussion of the findings in this study. As presented in this chapter, this study targeted women from the three categories of Hospitality Industries which included guest houses, lodges and restaurants. As that was not enough, administrators from FINCA Zambia were also approached for they were believed to have information about the types of services offered to women. The selection of the respondents was done using purposive sampling. This simply means that the selection of the respondents was judgmentally done. The gathering of information, was done using both questionnaires and interviews. As suggested in this chapter, quantitative method was used to present the findings from the women using excel. The presentation of the findings was done numerically using charts and tables as presented in next chapter.

CHAPTER FOUR

PRESENTATION OF FINDINGS

4.0. Introduction

This chapter presents the findings of the study as set out in the research methodology. The results were presented on the roles of microfinance institutions towards empowerment to women in Zambia the case study of. The findings in this chapter presented into two sections according to the categories of the respondents from whom the information was gathered. The study targeted a total of 100 women respondents out of which 86 (86%) responded and returned their questionnaires. On the other hand, 10 administrators (workers) from the FINCA Zambia were targeted for interviews, but only 6 (60%) workers from different departments of the institution were interviewed. This response rate was excellent and representative and conforms to Mugenda and Mugenda (1999) stipulation that a response rate of 50% is adequate for analysis and reporting; a rate of 60% is good and a response rate of 70% and over is excellent. This commendable response rate was due to extra efforts that were made via personal interaction and visiting to remind the respondents to fill-in and return the questionnaires.

The presentation of the findings in this chapter was in line with the research questions presented in chapter one of this study. The research questions of this study were:

1. What is the role of MFI in empowering women in the Hospitality industry in Zambia?
2. To what extent do women be empowered at the household level through microfinance in societies.
3. To what extent do microfinance institutions contribute to women economic empowerment in relation to their current socio-economic activities they engage in Zambia.
4. What are the challenges for women's empowerment through microfinance access to social and human capital.

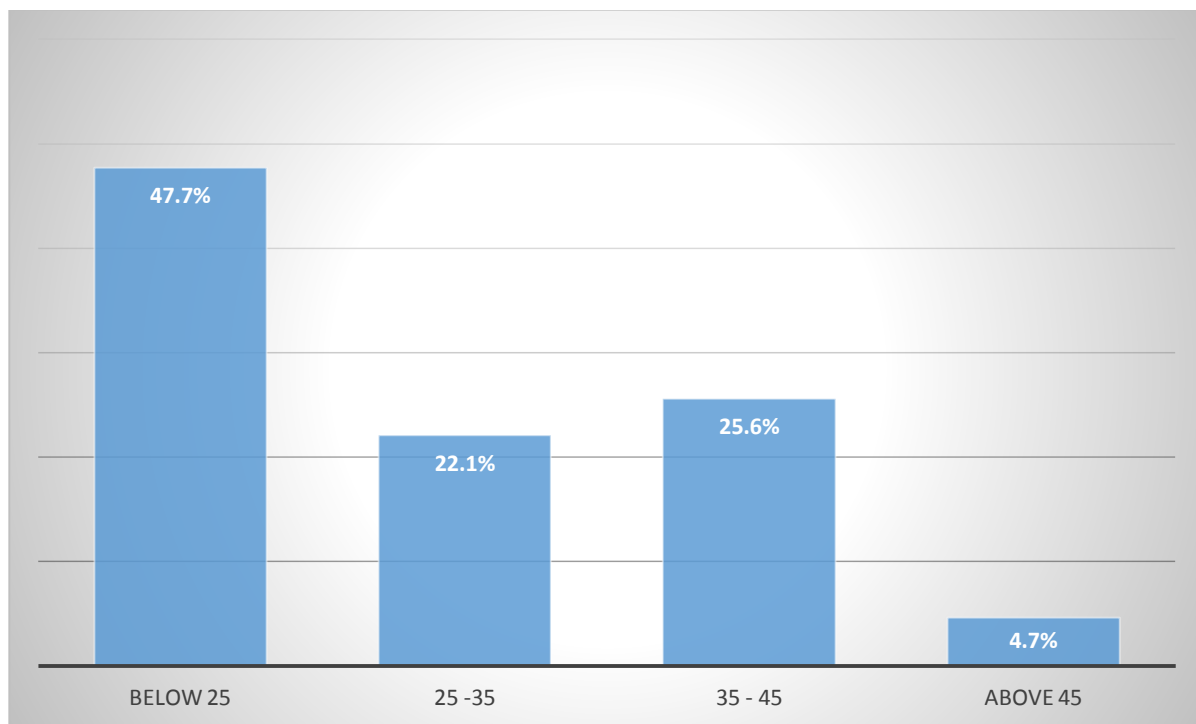
4.1 Information gathered from Women (Guest Houses, Lodges and Hotels)

From the total of 100 respondents who were sampled, 86 responded and provided responses as presented in this research work.

4.1.1 Respondents' Personal Information

Respondents were asked to provide personal information relating to their age and marital status. This information was obtained in order to analyse the influence of these parameters on the sustainability of economic empowerment among women. Choosing the range of their age and their marital status. The respondents provided responses by way of ticking against the options on their age range and marital status as provided in the questionnaire.

Figure 1: Respondent Age Distribution



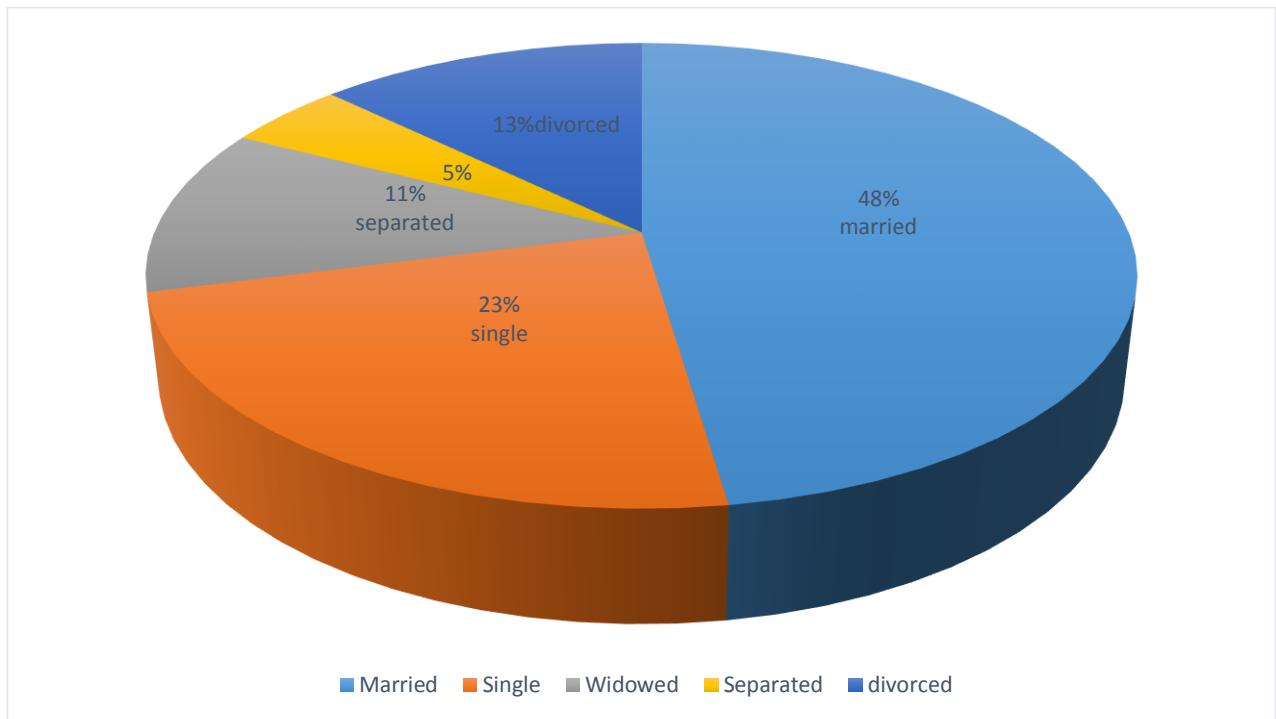
Source: field Data: 2018

As presented in figure 1, the respondents' age ranged between 18 to 51 years. The respondents' age distribution was such that; 41 respondents were below 25 years of age representing 47.7%, 19 respondents were in the range between 25 to 35 year representing 22.1%, 22 respondents were between 35 and 45 years representing 25.6% while only 4 respondents were above 45 years of age representing 4.7% of the total sample size.

4.1.2. Respondents' Marital status

The respondents were also asked to state their marital status and the findings are as shown in figure 2.

Figure 2: Respondents' marital Status



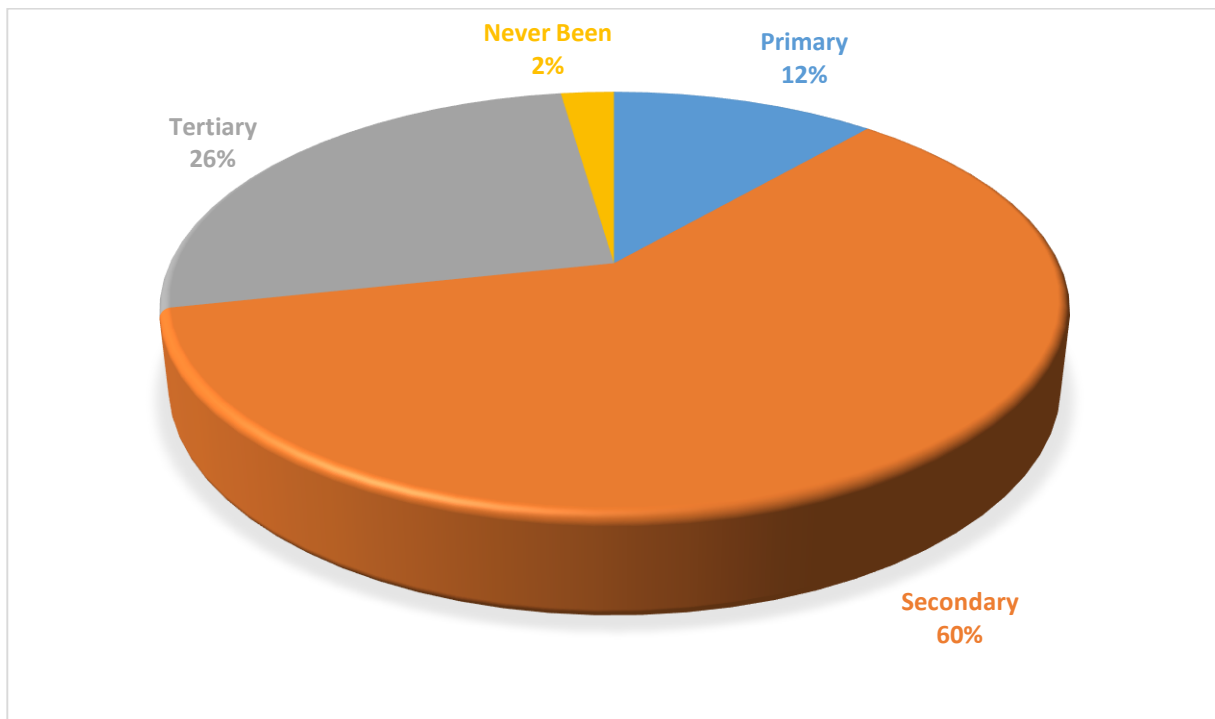
Source: field Data: 2018

As presented in figure 2 above on the marital status of the respondents, the study found that the majority of the respondents 41 (48%) were married, 20 (23%) were single, (11%) were separated while 11(13%) were divorced. Only a small proportion of the respondents 4 (5%) were separated.

4.1.3. Respondents Educational Background

The respondents were further required to state the highest level of academic and professional qualification attained. The respondents were asked to specify the educational level attained as either primary, secondary, or tertiary. Respondents who had not attended school in their lives were requested to indicate the option, “Never been to school”.

Figure 3: Educational Background



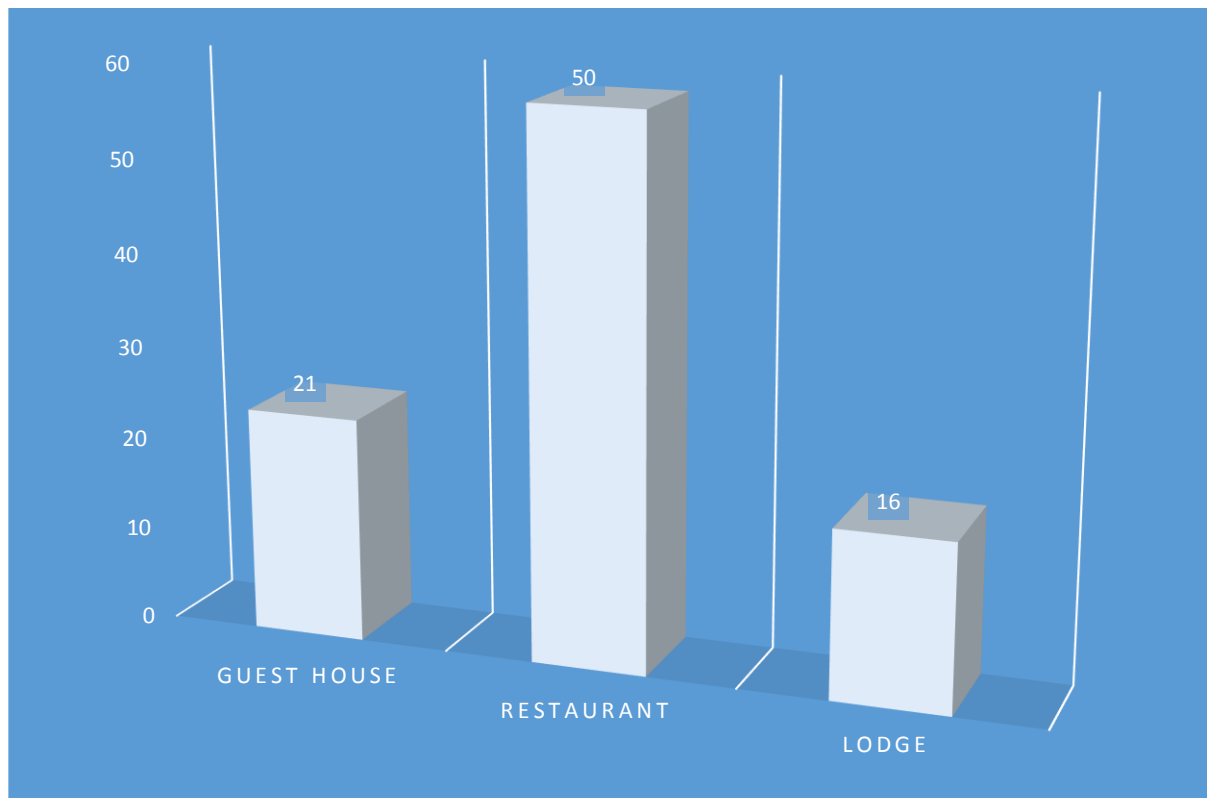
Source: field Data: 2018

As indicated in figure 3, most of the respondents (53 respondents) indicated having gone up to secondary level in their education accounting for 60% of the total sample. The respondents who had gone up to tertiary education level were 23 accounting for 26%, and those that had gone only up to primary education were 10 accounting for 12% of the total sample size, while only 2 respondents (2%) had never attended any level of formal education.

4.1.4. Information on Respondents Category of Hospitality Industry

The respondents were asked to state their hospitality industry category. Respondents were required to specify the category of hospitality service they are engaged in as either Restaurant, Guest house, Lodge or any other not provided on the list of options. Figure 3 below shows respondents women's' category of hospitality industries.

Figure 4: Category of Hospitality



Source: field Data: 2018

As shown in figure 4, the frequency for respondents from Restaurant was 50, the frequency for respondents from Guest House were 21 and 16 for Lodges. This translated into 58%, 24% and 18% of the total sample size respondents from the Restaurants, Guest houses and Lodges respectively.

4.1.5. Respondents doing other Businesses besides their Work

In addition, respondents were asked to state whether they had any business for income generation besides working in the hospitality industry. Respondents were requested to provide a “yes” or “no” response by ticking against these responses to indicate their involvement in other businesses outside working as well as the source of their business ideas.

Table 1: Female workers doing other business

Activity	Frequency	
	Absolute	Relative (%)
Doing Business	42	49%
Not doing Business	44	51%
Total	86	100%

Source: field Data 2018

As illustrated in table 6, only 49% indicated being involved in doing business apart from working in the hospitality industry while 51% were not doing any other business. Among those that were doing business, the majority indicated that the business idea was their personal initiative with only a few acknowledging that they were advised by friends and family.

4.1.6. Sources of financial assistance

Concerning the source of financial assistance to sustain their businesses, respondents requested to state the source of their start-up capital as being either from friends, families or financial institutions. Respondents were further asked to provide the names of the microfinance institutions which lent the money if the source of financing was microfinance.

Table 2: Sources of Finance Assistance

Sources of Finance	Frequency	
	Absolute	Relative (%)
Personal saving	15	36%
Friends	3	7%
Family	7	17%
Micro-finance institutions	17	40%
Total	42	100%

Source: field Data 2018

As presented in table 7 above, the majority of the respondents 17 (40%) said that they sourced their initial business capital from microfinance institutions, while 15 (36%) respondents said that they sourced their initial business capital through personal savings. On the other hand, 7 (17%) respondents said that they sourced their initial business capital through the help of their families. Only 3(7%) said to the source their initial business capital by being helped by the friends.

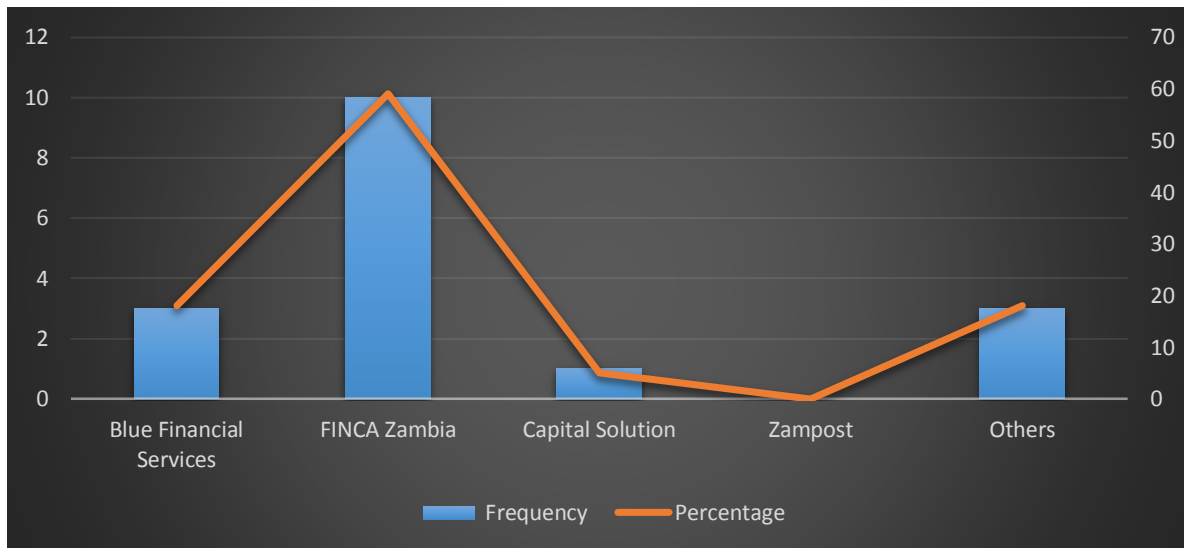
4.2. Specifically for Women who borrowed the money from Microfinance Institutions

This section presents the information gathered from only those respondents (women) who indicated in the questionnaire that they started their business using the money they had borrowed from the microfinance institutions. As presented in table 7, above of this study, out of 100 targeted women, only 42 said that they were running their own business and out of this number (42) only 17 women said that they started their business by borrowing the money from the microfinance institutions.

4.2.1. Specification of the Microfinance Institutions from which the money was borrowed by Women

Only those respondents who said that they had borrowed the money from the microfinance institutions to start their business were required to answer this question. The respondents who said that they had borrowed the money from the microfinance institution to start their own business, were asked to specify or to name the microfinance institution they borrowed the money from. As presented in theme 4.1.6 above, the respondents who said that they had borrowed the money from the microfinance institutions to start their business were just 17. Figure 5 below shows the name of microfinance institutions that the respondents said they had borrowed the money from,

Figure 5: Microfinance institution



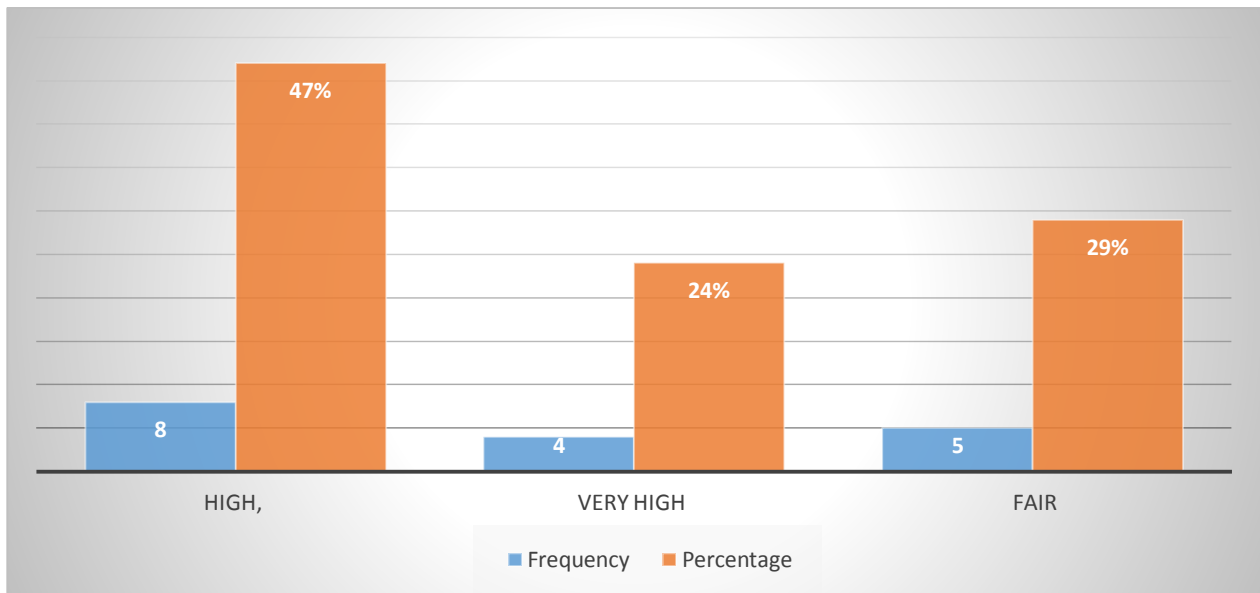
Source: field Data 2018

As presented in figure 5 above, the majority 10 (59%) of those respondents who said they started their business by borrowing the capital from the microfinance institution, said that they borrowed their money from FINCA Zambia, while, 3 (18%) respondents said they borrowed the money from Blue Finance institution, 3(18%) also said they borrowed the money from other microfinance institutions. Nevertheless 1(5%) respondent said they borrowed their starting business capital. However, none of the respondents said they borrowed the money from the Zampost Microfinance institution.

4.2.2. Loan Repayment Requirements and Respondents ability to Payback

The respondents were further requested to indicate, by yes or no response, whether the loan amounts obtained from microfinance institutions were to be paid back with interest and at what rate of interest were they to pay back by stating the percentage. In addition, respondents were requested to provide their views on the interest rates charged by microfinance institutions as either being fair, high or very high. Figure 6 below shows the feedback from the respondents on the loan repayment requirements and respondents ability to payback.

Figure 6: microcredit interest rate



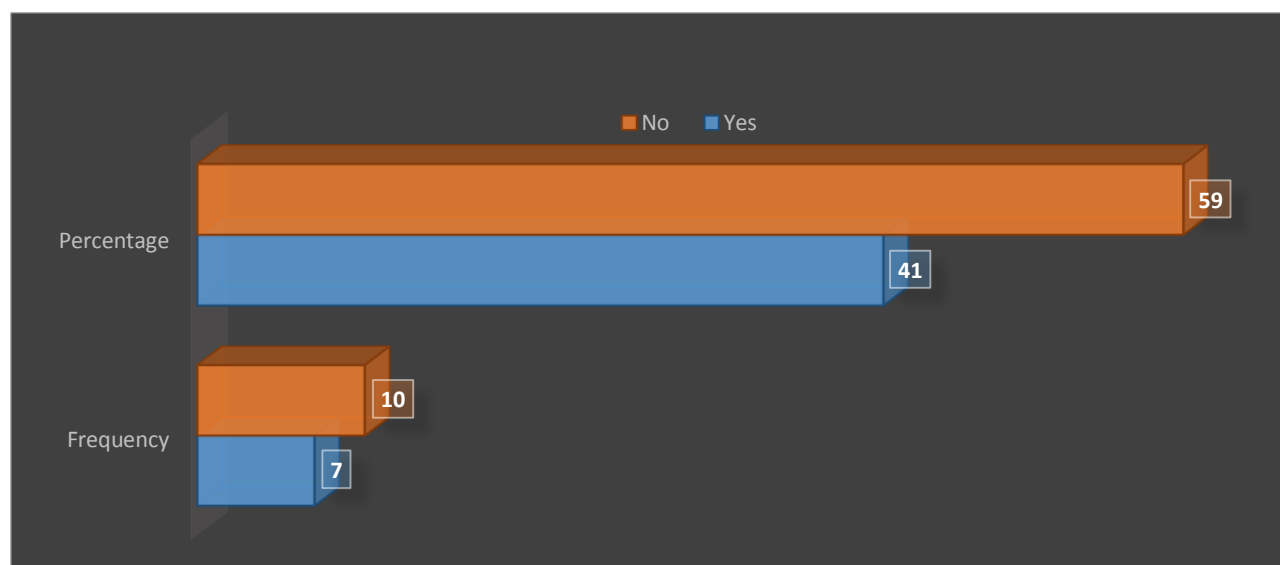
Source: field Data 2018

All the respondents who obtained money from micro-finance institutions were required to pay back the loan amount with some interest over a period of time. The effective annual interest paid on the loans were reported to be in the range of 36% to 74% for the loan amounts above or equal to ZMK1, 000.00. As presented in the figure 9 above, 8 (47%) respondents said that the interest rate was high, while 4(24%) said that the required interest rate was very high. however, 5(29%) respondents said that the required interest rate was fair.

4.2.3. Clients' Capability to Repay Back the Borrowed Money Together with the Required Interest Rate

Respondents who said that they had borrowed the money from the microfinance institutions, were asked to state whether they had managed to pay back the money borrowed together with the required interest rate or not. If not, respondents were further asked to indicate if they were still repaying the same one or not. Respondents were only requested to tick against yes or no. figure 10 below shows the feedback from the respondents (women).

Figure 7: Clients' Capability to Repay Back the Borrowed Money Together with the Required Interest Rate



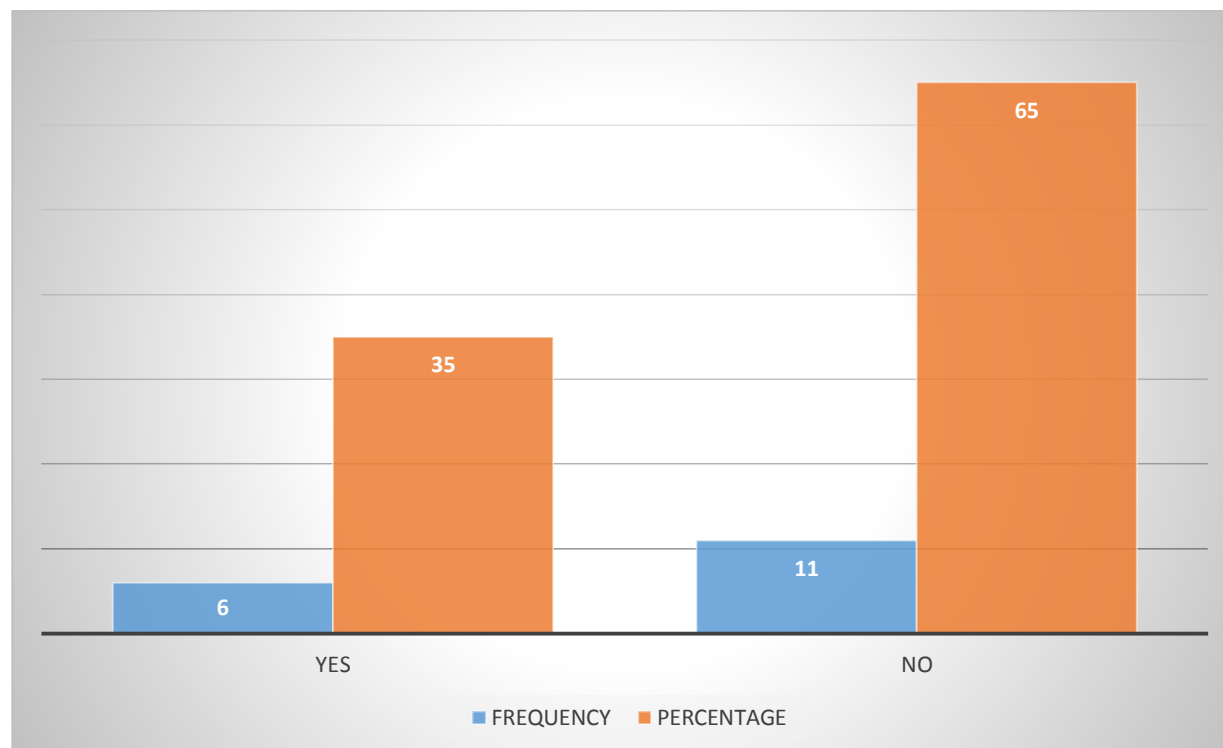
Source: field Data 2018

The majority of the respondents said that they were unable to pay back the money borrowed due to various challenges they indicated in the questionnaire. As presented in figure above, 10 (59%) respondents said that they did not finish paying the money, while 7 (41%) said that they managed to pay back the money borrowed together with the required loan interest rate. In stating their capability to pay back the loans, most respondents indicated that they were still paying back their loans while only a few had fully settled their entire loan obligations.

4.2.4. Financial/Business Management Training Programmes

Those respondents who said that they started the business by borrowing the money (capital) from the microfinance institutions, were further asked to state if at all they had received or undergone any financial or business management training. Figure 8 below shows the responses from the respondents (women).

Figure 8: Financial/Business Management Training Programmes



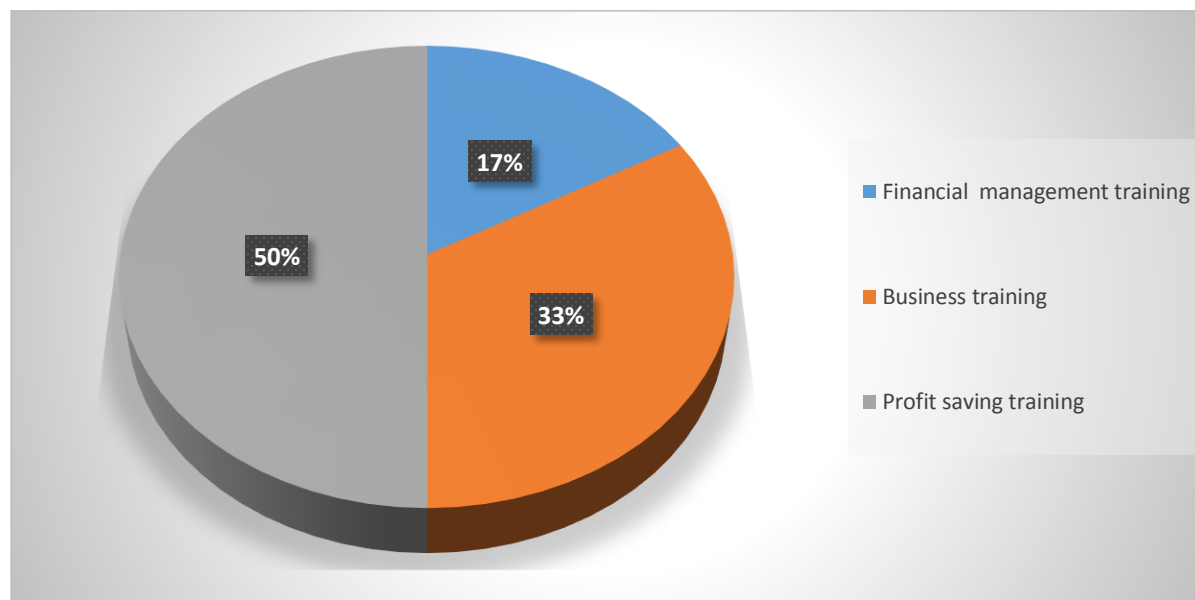
Source: field Data 2018

As presented in figure 8 above, the majority 11(65%) of the respondents did not go for any business of financial management training from the microfinance institution they borrowed the money from. only 6 (35%) said that they had undergone some financial management guidance by the microfinance institution they borrowed the money from.

4.2.5. Training Management Approaches Used by the Microfinance Institutions.

Those respondents who said that they had undergone some management training programmes by the microfinance institution were asked to specify the approach that the institution used to train them. Feedback from the six (6) respondents who said that they had received some training from their microfinance institutions was recorded as shown in figure 11 below.

Figure 9: Training Management Approaches Used by the Microfinance Institutions



Source: field Data 2018

As presented in figure 9 above, the majority of the respondents about 50% said that they had only received profit saving training from the microfinance institutions they borrowed the money from, while 33% said that they had received business management guidance and 17% said that they had undergone financial management guidance from the institution.

4.2.6. Sustainability of Loan Capital for Businesses and Worthiness for Women

Empowerment

To further ascertain the extent to which microfinancing help in empowering women in the society, respondents were asked to indicate by ticking against the options “yes” or “No” if the loan capital obtained from microfinance institutions were capable of sustaining the continuity of their business after the loan repayment period. In addition, the respondents were asked to provide their thought on whether getting such loans was worthwhile to support women empowerment or not and give reasons why they thought so.

Table 3: Loan Capital Sustainability

	Sustainable of Loan Capital for Business		Worthiness of Loan for Women Empowerment	
Response	Yes	No	Yes	No
Percentage	40%	60%	30%	70%

Source: field Data 2018

As presented in Table 3, most respondents, 6 respondents (60%) who got loans from microfinance institutions, indicated that the loan capital was not sustainable enough for continued businesses after the loan period while 4 respondents (40%) claimed that the loan capital was sustainable to their businesses. In the similar view, only 30% of the respondents who got the loans testified that getting a loan for their business was worthwhile for women empowerment. Otherwise, 70% of the respondents thought that getting a loan was unworthy for empowering women in the community.

4.2.7. Satisfaction of Services Received from the Microfinance Institutions

Respondents were asked to state whether they were satisfied with the services they received from the microfinance institutions they borrowed the money or not. Some respondents said that they were receiving good services from their microfinance institutions, while others said that, they were dissatisfied with services received from the microfinance institution they borrowed the money from. Table 4 below shows respondent's level of satisfaction of the services received from the microfinance institutions.

Table 4: level of Service Satisfaction

Service satisfaction	Frequency (N)	Percentage (%)
Very dissatisfied	4	24
Dissatisfied	5	29
Very satisfied	5	29
Satisfied	3	18
Total	17	100

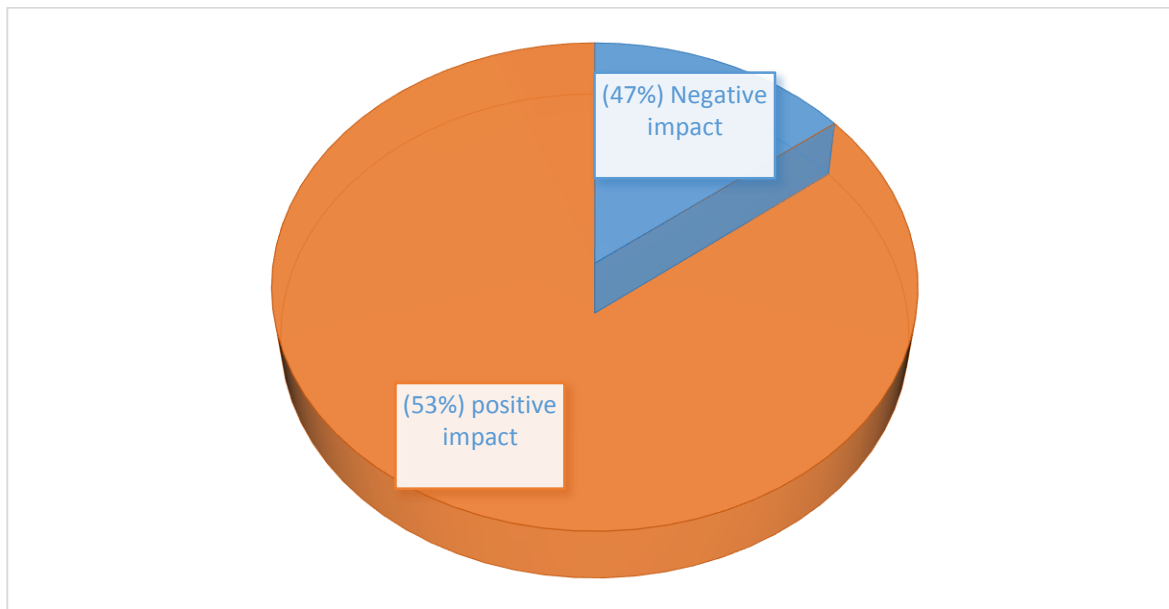
Source: field Data 2018

Table 4 above shows the response from the respondents concerning their level of satisfaction to the services offered by the microfinance institutions. As presented, 4 (24%) said that the services were very dissatisfied, while 5 (29%) respondents said that the services were dissatisfied. however, 5(29%) respondents said that the services they received from the microfinance institutions were very satisfied and 3(18%) also agreed that the services received from the microfinance institutions were satisfied.

4.2.8. Impact of Money Borrowed from Microfinance Institutions at Family level of the Clients

Those respondents who said that they had borrowed the money from the microfinance institutions were asked to state whether the money borrowed from such institutions had positive impact to their families or not. To answer this question, respondents were expected to tick against either, positive impact or negative impact. Figure 13 below shows the feedback from the respondents.

Figure 10: impact of money borrowed from microfinance institutions at family level



Source: field Data 2018

The majority of the respondents said that the money borrowed from the microfinance institutions had positive impact to the development of their families. As presented in figure 10 above, 9 (53%) respondents said that the money borrowed from the microfinance institutions had positive impact to their families while 8(47%) respondents said that the money borrowed from the microfinance institutions had negative impact to their families.

4.2.9. Justification of the Impact of Money borrowed from the Microfinance Institutions at Family Level.

Any answer to question 4.2.7 above sought the justification from the respondents. This only needed the respondents to give the reasons why they said the money borrowed had either positive or negative impact to their families. Respondents' justification in this theme was qualitatively presented. Those respondents who said that the money had positive impact justified that the money had helped them to improve their standard of living in their families. For example, one of the respondents said that, it was through the same money she borrowed from FINCA that helped her to take the children to school. She further said that, she was able to manage three meals a day which was never the case before she got the money from the microfinance institution she identified as FINCA. Another respondent said that, from the time she started borrowing the money from the

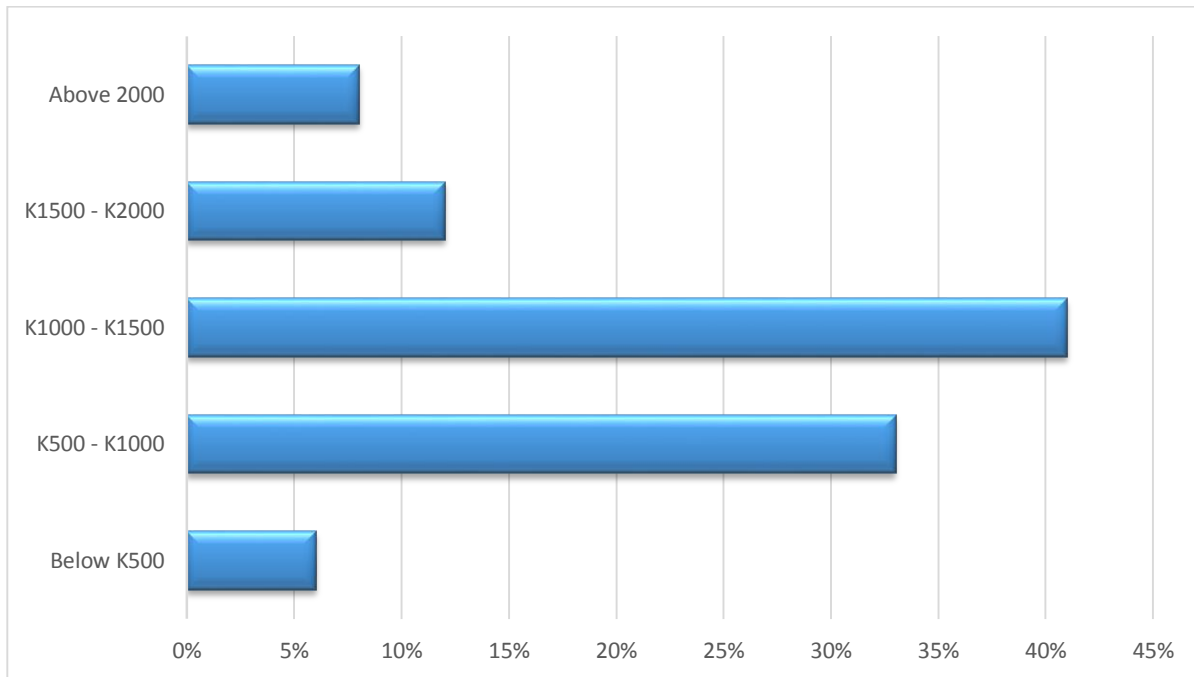
microfinance institutions she had managed to build two houses. She further said that, she had established different business from different places within Lusaka and each business Centre she had employed some workers to take charge. She further indicated in the questionnaire that she had managed to educate herself and three children out of that same money. She finally indicated in the questionnaire that life changed positively, for she became independent and self-reliant after borrowing that money and used it effectively. However, all respondents who said that the money borrowed from the microfinance institution had positive impact to their families said that, the money borrowed improved their access to financial capital, health, diet, community respect and self-esteem as well as education.

However, those respondents who said that the money borrowed from the microfinance institutions had negative impact also gave their own reasons. For example, they all said that the money put them into unnecessary pressure with the fact that it had to be paid back within short period of time. One of the respondents indicated that, she once borrowed the money from one of the institutions she mentioned but she failed to pay back which left her into disaster because the institution grabbed all assets she had in the house. She said that the move by the institution to take the items from the house landed her into problems with the husband which eventually led the couple to divorce. Another respondent indicated that, sometimes the microfinance institutions fail to negotiate with clients properly.

4.2.10. Extent to which women are empowered through microfinance at household level

To assess the extent of women empowerment through microfinance in the society at household level, respondents were asked to indicate their monthly income brackets and its sustenance to the family. Respondents were required to tick against the income range provided in the options.

Figure 11: Respondent Monthly Income



Source: field Data 2018

As indicated in figure 11, the information regarding respondents' level of incomes reviews that most of the respondents (36) in the Hospitality industry, representing 41% of the sample size, earned about K1000 to K1500 per month. About 30 respondents (34%) earned between k500 to K1000 per month, 11 respondents (12%) earned from K1500 to K2000, with about 7 respondents (8%) earning above K2000 monthly. Only 6 respondents (6%) indicated having been earning an income of less than K500 per month.

4.3. Findings from Finca Administration (Workers.)

As indicated in chapter three of this study, the information on the roles of microfinance institutions on women empowerment was collected from the two categories of the respondents. This section presents the findings gathered from the FINCA workers in Lusaka. As acknowledged in the introduction of this chapter, total of 10 workers (respondents) was sampled but only 6 workers were able to be interviewed.

4.3.1. Background information

4.3.1.1. Age and Sex Distribution of the Respondents

The study sought to establish the respondents' age and sex. Out of the 6 (60%) interviewed respondents from FINCA, 4 were females and 2 were males. On the other hand, 2 respondents said to be in the range between 20 and 25 ages of old, while 3 said to be in the range between 25 and 30 ages of old. However, 1 respondent said to be above 30 years of age. Despite having less number of respondents against what was expected, the information collected was adequate and reliable to meet the objectives of this study.

4.3.2. Respondents' Work position at the institution.

Respondents were asked to state their positions in their institutions. The information was collected from different workers in an institution. Among the respondents from whom the information was collected, 2 were loan officers, 2 were customer relationship officers, and 1 was loan assistant officer. Only 1 respondent worked as a branch manager. This is an indication that the information was gathered from reliable individuals who believed to have enough and empirical information about this study.

4.3.3. Respondents Working Experience with Microfinance Institutions

Respondents working experience with the targeted microfinance institutions was considered worth for the objective accomplishment of this study. This was emanated on the ground of gathering information from the experienced individuals who could be able to provide reliable information. Most of the respondents from whom the information was collected said to be served for more than 3 years. For example, 2 loan officers said that they had worked with the institutions for 4 years, while 1 Account Clients Officers said to be worked with the institutions for 3 years. However, a branch manager said to working with the FINCA for 10 years since 2008.

4.3.4. Institutions' Loan service to clients

Respondents were asked to state if at all FINCA was giving loans to their clients. All the respondents who were interviewed agreed that their institution was giving the loans to their clients. for example, one of the respondents said that "FINCA offers small enterprise loans to different

clients in order to enable them to start or expand small businesses, based on self-identified plans and market demand.” Being asked the repayment period for the clients, the manager branch clarified that the “repayment period ranges from 36 months with monthly repayment instalments. Respondents were also asked to state the loan collateral requirements for the clients. A loan assistant officer said that, “the loan collateral requirements are flexible including business assets, motor vehicles and movable assets.

However, a Client Relationship Officer from FINCA Zambia said that:

“The FINCA Zambia microfinance institution has been giving out loans to its clients. We initially started with the marketers with the mission to help small and medium enterprises mostly in communities and rural areas to empower them with better jobs and improve better standard of living”.

On the other hand, a Loan Officer said that, “our goal is to develop the nation through empowering people across the country regardless of their age group. Initially, our institution was only interested in giving out loans to civil servants, but today we are able to help anyone who needs help. Today we have many clients in Lusaka and outside Lusaka.” Another respondent said that, “the interest of giving out loans to our client is to promote individual development both socially and economically through empowerment.”

4.3.5. Financial management training programmes

Training leads to acquisition of knowledge and development of new skills. A person who gets training for a particular occupation can do that occupation more efficiently. Therefore, a trained woman is considered more empowered than an untrained one. An attempt was made to know from the respondents if they were providing any type of skill development training for their clients specifically women or not. For example, all respondents said that the FINCA Zambia was unable to give loans to the clients without educating them on the sustainable ways of using money. For example, one of the workers said that:

“Before we lend to customers, we train them on credit, on managing cash flows and on the importance of retaining a portion of their profits for savings. We also help customers determine whether they have the capacity

to expand their businesses. This training helps to ensure their success as borrowers and as business owners. For example, we have the group loan product that gives the training and guidance before a client acquires the money. For the group loan for instance, we have the training that is conducted before obtaining the money, we educate them on how best they can reduce the vicious cycle by only having hand to mouth but introducing them to our savings product where they are taught on various ways of saving the little profits they will be making”

The FINCA Branch Manager said that, “FINCA is firmly committed to fair practices and maintains strict policies on loan collection practices and evaluations. Our loan officers are trained in FINCA’s mission and dedicated to helping clients build successful businesses while ensuring that they are protected from unnecessary risks.”

However, some respondents said that. “The FINCA institution was running different training programmes successfully targeting women. The purpose of these training programmes are to impart technical skills to women to expand and improve their income generating capacity.” On the other hand, another respondent said that “about 500 women have been provided training and credit with FINCA. These training programmes provide necessary technical skills along with micro credit for startup of their own business or expanding the existing one. This as a result could change their status in the society and bring prosperity for them.” Nevertheless, one respondent said that, “FINCA was running the Small Infrastructure Projects in collaboration with community for the development of infrastructure in the country.

4.3.6. Loan Interest Rates

The study also sought to determine the percentage interest of the loans. The respondents were asked to state whether the money that their institutions give to its clients required to be given back with certain percentage interest. All the respondents from the all targeted microfinance institutions agreed that the money given to the clients need to be given back with certain percentage interest. However, respondents never disclosed the specific percentage interest that clients are required to repay back the borrowed money with. Nevertheless, only one respondent said that the percentage interest rate for small business clients stood at 6.8%.

The study also sought the respondents to state whether the required percentage interest that the respondents required to pay back the money was manageable or not. All the respondents from the institution said that the interest percentage was manageable in the sense that their clients have had never failed to pay back the money with that same interest. For example, all the respondents said that all the clients who get money from their institutions never complained or failed to back the money within the agreed timeframe.

4.3.7. Women Clients from Hospitality Industry

The respondents were asked to specify whether FINCA institution had some women clients from the hospitality industry. Some respondents said that their institutions were not necessary targeting workers or women from hospitality industry but clientele from different areas of the country. For example, one of the respondent said that: “this institution does not necessary target women from the hospitality industry but different clients from the various sectors of life including those working in hospitality industry.” she further said that, “currently we have Soweto women group clients who are running restaurants using the same money they get from this institution. However, some respondents said that their institution aim at empowering people from different sectors of the country specifically those working in informal sectors such as hospitality industry.

4.3.8. Financial Services Offered by FINCA

After finding out that FINCA institution prioritized women who work in hospitality industry, the researcher asked the respondents (FINCA Workers) to identify some financial services they offered to women. This particular question helped the researcher to determine the worthiness of financial services offered by FINCA in economic empowerment of women.

All the respondents said that FINCA Zambia had different financial services that they offered to their clients. For example, all the respondents said FINCA provides financial services such as loans holding deposit, insurance, offering payment services and offering money transfer services. A branch manager said that “FINCA Zambia is not only interested to give loans to its clients but to develop them through economic empowerment programmes. We have various economic empowerment programmes in which our clients across the country are engaged and educated with some financial management skills.

4.3.9. Other services provided by FINCA

The respondents were asked to state whether they had other services that the institution had been providing to its clients. All the respondents explained clearly that apart from financial services, the institution provides other services such as entrepreneurship education to the customers so that they had enough skills in utilizing provided funds and being able to multiply and repay on time. However, the branch manager specified that “the institution has been providing health education, insurance and group support in emergencies and Entrepreneurship education to the customers. One of the respondents who was a client Loan officer said that:

“Our commitment to empower women is driven by our Mission, which is to alleviate poverty through lasting solution that help people specifically women to build assets, create jobs and improve their standard of living. Besides providing financial services to our customers, FINCA Zambia goes an extra mile and gives back to the communities we operate in through various initiatives.”

On the other hand, FINCA Branch Manager in an interview said that, “FINCA Zambia is the only leading microfinance Institutions that conducts ‘Financial Literacy Programme’ for its customers and members of the general public. The aim of these financial literacy programme is to educate customers and raise awareness about microfinance banks amongst those members of society with limited access to financial services. She further said that in a nationwide access to finance survey, 36% of respondents cited a “lack of knowledge or understanding” of financial services. FINCA has taken the strategic initiative to contribute with awareness sessions across the FINCA branch network in the country. The purpose of these sessions include educate the public on financial services, including budgeting, savings, investments, loans with terms and conditions, bank accounts, and the rights and responsibilities of customers, with the ultimate aim of helping them make sustainable businesses in the future. With the help of this ‘Financial Literacy Programme’, FINCA wishes to promote responsible banking by empowering its customers to gain reasonable information from financial institutions that enhances their ability to make sound financial decisions. Along with being a socially responsible, ethical institution, FINCA is a strong believer in promoting transparent, positive, respectful, and long-term relationships with its clients, and aims to improve the knowledge of local communities regarding basic financial skills.”

4.3.10. Satisfaction of Services offered to Clients

Respondents were asked to state whether they thought they were satisfied with the services offered to the clients or not. This particular question was based on determining the relationship built between the microfinance institutions and their clients (women) in Zambia. All the respondents' interviewed said that the services that the FINCA Zambia institution offered to its clients are satisfied. For example, one of the respondents, who was a client relationship officer said that, "since its inception, the FINCA Zambia has never experienced or received any complaint from the clients. For example, we sometimes go around the cities checking out how our client are working, all what we receive or get from them (clients) is just praising and appreciation that the FINCA services are the best.

4.3.11. Effectiveness of Loans to economic empowerment of women

Respondents were asked to state whether they thought the money their clients particularly women get from their institutions worth promoting economically empowerment. All the respondents from (FINCA workers) said that the loans are given out to the clients for interest of empowering them economically. Some respondents said that, their institution had witnessed how their clients particularly women have grown in business and how that have helped their families. One of the respondents said that,

"The loan we give is a long term investment in human potential that has the power to generate long term economic returns while simultaneously developing the bottom pyramid. The loans allow women to establish self-sustaining businesses that would help stabilize their financial status through income generation activity and lift them out of the cycle of poverty. Hence, loan services lead to women's empowerment by positively influencing women's decision-making power and enhancing their overall socio-economic status. As such, this institution has the potential to make a significant contribution to gender equality and promote sustainable livelihoods and better working conditions for women."

On the other hand, all respondents from FINCA said that their institution empowers women through increasing their access to microfinance services. For example, one of a client relationship officer from the institution said that:

“Since 1985, over 4 million low-income women have improved their lives with the help of FINCA’s financial services. Our formula as FINCA to empower these women is simple: we give a small loan to a hardworking woman to start or expand her small business. She uses the profits from her business to fulfill one of her modest dreams. As her business succeeds and she pays the loan back to FINCA, those funds go back to work to making another woman’s dream come true. When women get access to financial services, many are able to invest in their talents by starting or expanding their own businesses. They are able to purchase equipment or buy supplies in bulk, helping to increase their profits every month.”

On the other hand, another respondent interviewed from the FINCA also said that the loan given to women in hospitality industry help them (women) to sustain their Family. The respondent further said that many women use the profits to invest in their families’ needs. In fact, with access to FINCA’s financial services, 72% of our female clients are able to become primary breadwinners for their families, putting food on the table, enabling their children to attend school and providing a safe home for their families.

A client loan assistant officer from FINCA said that the loan women gets from the institution are very effective because it helps the women to generate employment. For example, this client further said that, “with access to financial services, FINCA’s women clients provide goods and services to their communities and build assets for their own families. They also generate jobs for others in their communities, many that pay living wages. As their businesses grow, many women gain self-confidence and take pride in their small businesses. They become full of ideas and have the power to make choices for themselves and their families. They gain a voice among their peers and become advocates for other women in their communities.

4.4 Summary

This chapter has presented the findings of the study. The presentation of findings in this study was guided by the four objective of this study. This chapter has presented that it was not every targeted woman who was able to do business besides their work. As presented in this chapter only 49% of the targeted women were able to do business. The chapter has also presented that among those that were doing business, the majority indicated that the business idea was their personal initiative. On the satisfaction of the services offered by the microfinance institutions, it has been presented in this chapter that some respondents acknowledged that the services were satisfied while others said that the services were dissatisfied. This chapter has also presented three major types of services offered by FINCA Zambia which included, financial services, business management services and loan services. When it comes to women prioritization, all FINCA workers indicated that the institution prioritized the women in accessing loans. The next chapter discusses the findings presented in this chapter.

CHAPTER FIVE

DISCUSSION OF FINDINGS

5.0 Introduction

Chapter five presents and discusses the findings presented in chapter four of this study. The main objectives of this study were to examine the role of MFIs towards the empowerment of women working in the Hospitality Industry in Zambia. It is therefore important to acknowledge that the discussion of the findings in this chapter was done in line with the four objects of this study. The four objectives of this study included.

1. Examining the role of MFIs towards the empowerment of women working in the Hospitality Industry in Zambia.
2. Establish the types and quality of services offered by Microfinance institutions for empowering women in hospitality industry in Zambia.
3. Assess the extent to which small loans contribute to women economic empowerment in relation to their current socio-economic activities they engage in Zambia.
4. Determine correlation between women's empowerment in hospitality industry and microfinance institutions.

5.1. The role of MFIs towards the empowerment of women working in the Hospitality industry in Zambia

The general objective of this study aimed at investigating the roles of microfinance institutions in empowering women in hospitality industries. It is important to acknowledge in this chapter that the major concept in this study was empowerment. Empowerment in this study was therefore considered as an ability to increasing the spiritual, political, social, educational, gender, or economic strength of individuals and communities. This definition is in line with United Nations (UN, 2000) who said women economic empowerment has five components namely: sense of self-worth, right to have and determine choices, right to have access to opportunities and resources, right to have power to control their own lives within and outside and their ability to influence the direction of social change to create a more just social and economic order, nationally and internationally.

This study revealed that, the microfinance institutions play some roles in empowering women, however, it this study deduced that their roles are not adequate enough to make significant positive impact as the information gathered from the women who were clients of the same microfinance institutions and the information gathered from the workers from FINCA Zambia were not tallying in some aspects. This finding is in line with Noreen (2011) who concluded that microfinance services from MFI has some positive role in women empowerment but not as much as was expected. For example, being asked whether they had undergone some financial management training from microfinance institutions, the majority of the women respondents said that they had not received any financial management training.

During the interviews with the FINCA workers, all the respondents said that their clients had been undergoing financial training before lending them the money. For example, one of the clients said that: “Before we lend to customers, we train them on credit, on managing cash flows and on the importance of retaining a portion of their profits for savings. This study, discovered that, some microfinance institutions such as FINCA employ some financial educators who go around the communities to educate the clients on how best they can reduce the vicious financial cycle by only having hand to mouth but introducing them to savings product where they are taught on various ways of saving the little profits they will be making”. This information is in line with, Suramathi and Mohan (2011) who contended that MFI lead to definite improvement in psychological well-being and social empowerment among rural women as a result of participating in micro finance programs.

On the other hand, when asked whether the money borrowed from the microfinance institutions had impact to their families, some respondents agreed that the money they had borrowed from the microfinance institutions had empowered them economically while others disagreed that the money they had borrowed from the microfinance institution had negative impact hence, they were not empowered. Therefore, in this study, the contrast among the answers from the respondents on the roles of microfinance institutions in women empowerment was an indication that the roles that the microfinance institutions play in empowering women in Zambia are not sufficient. However, this does not mean that the microfinance institutions do not play the roles in empowering women, but it means that there is need for serious assessments by the institutions to look at the area where

some efforts must be played so as to meet the needs of all women who are the clients of such institutions.

The findings in the above paragraph are in line with Sohail (2014), who in his study conducted in Greece argued that, empowerment has two interrelated elements, namely, resources and agency. He further indicated that, resources include both tangible and intangible assets. While tangible resources are financial and material assets, intangible resources are knowledge, skills and ability, and participation in political and social activities. On the other hand, as Kapitsa (2008) observed, most of the individuals fail to appreciate the roles that microfinance institutions play in empowering citizens because of their personal prioritization. He further said that it is a common trend that the majority of the people in African borrow the money from microfinance institution either to buy the cars or to pay their previous debts which eventually lead them to land into a very serious problem.

However, this study also revealed that that in Zambia, women have not been put at the center of development at household level through women empowerment despite so many pronouncements in this regard. For instance, the income levels for women working in the Hospitality industry was very low. While a household income of say K2000 is not sufficient to sustain the warfare of a family (on average household has 5 members in Zambia), this research established that only about 8% earned above the K2000 bracket per month. This entails that as many as 92% of the people working in the least developed industries, like hospitality industry, were getting less than K2000 a situation that obviously denies development and poverty reduction at household level.

5.2. Women Prioritization for Loans Services

The study sought to finding out from the respondents if the women are prioritized in the loan services given to the clients. Some respondents said that indeed FINCA prioritize the women while some respondents said that all clients are considered the same, hence all are prioritized. For example, a loan assistant officer said that, “normally the giving out of loans to our clients does not determine by sex of an individual. The core factor or underlined value of this institution is to promote business ownership to our clients, therefore we do not look at the sex of an individual. Another respondent said that, initially, the institution used to target women and we had a lot of women clients as compared to men. This was due to the reason that the majority of men had

negative perception toward our service. However, some respondents said that the institution had been prioritizing women for loan services. They further said that, empowering women economically was the major goal of their institutions. For example, one of the workers said that, “we consider the prioritization of women as the way of promoting self-reliance among them. Majority of our clients are women. We have different branches in different provinces of Zambia and the majority of the clients in all our branches are women. We have more than 300 women clients just within Lusaka.”

5.3. Types and Quality of Services Offered by Microfinance Institutions for empowering women

The second objective of this study was to investigate the types and quality of services offered by Microfinance institutions for empowering women in hospitality industry in Zambia. To determine the types and services offered by the microfinance institutions information from both the clients (women) and microfinance institutions (workers) was collected. This study revealed that some microfinance institutions provide different services to its clients while others do not provide services. For example, five clients who said and specified that that they borrowed the money from microfinance institution indicated that they had received profit saving services, business management services and financial management services. This finding is in agreement with Garikipati (2012) revealed that microfinance institutions have committed to different services which included loan offering services, and business training services. He further stated that, women’s loans are mainly used to improve households’ productive assets and because these are typically owned by men, women’s loans ultimately benefit them.

Connecting the findings from the women clients to microfinance institution, respondents (workers) from FINCA Zambia were also asked to specify the types of services they offer to their clients. As presented in chapter four of this study, all the respondents (FINCA Workers) explained clearly that apart from financial services, the institution provides other services such as entrepreneurship education to the customers so that they had enough skills in utilizing provided funds and being able to multiply and repay on time. It was established that the microfinance institutions had been providing health education, insurance and group support in emergencies and entrepreneurship education to the customers. It was also made clear that the microfinance institutions were committed to empowering women driven by their Mission, which is to, “alleviate poverty through

lasting solution that help people specifically women to build assets, create jobs and improve their standard of living.” This finding is in support of Kabeer (2011) who revealed that some microfinance institutions were offering small enterprise training project in Bangladesh to allow women participation, mobility and improve social status and break strong cultural barriers like purdah and gender contradictions, enhancing self-worth and perceived economic contribution, increasing women voice in family and effectiveness in decision-making, decreasing domestic violence and control over loans in family expenditures

Therefore, this study revealed that some microfinance institutions provide different services to the clients (women) while others (microfinance institutions) do not. Therefore, it was very regrettable in this study find that majority of the microfinance institutions fail to provide other services that can sustainably empower the women. This was in line with Fletcher, (2009) in his study conducted in Egypt, stated that women's access to for micro financial services remains limited in most African countries. He further stated that some microfinance institutions in Africa fail to offer enough services to their clients. These institutions are only interested to make profit from poor clients through high rates of interest charged, their preference for well tried and tested borrowers and its focus on short-term lending have led to a reduction of micro credit for small-farm and off-farm enterprises. Poor and rural sections of the population have been largely by passed by formal credit.

However, this study revealed that the services offered in some microfinance institutions are not yet up to standard. For example, those respondents (women) who said that the services offered by their microfinance institutions are very dissatisfied, identified lack of negotiation by the clients to be major challenge. For example, one of the respondents indicated that, she once borrowed the money from one of the institutions she mentioned but she failed to pay back which left her into disaster because the institution grabbed all asserts she had in the house. She said that the move by the institution to take the items from the house landed her into problems with the husband which eventually led the couple to divorce. Another respondent indicated that, sometimes the microfinance institutions fail to negotiate with clients properly. This finding is in line with Lont (2000) who stated that some microfinance institutions contribute to the problems of their clients instead of solving their problems. He further stated that the services offered to their clients are not helpful in any way.

The study also revealed that, it's not every microfinance institution that offers dissatisfied services to its clients. Some respondents (women) said that they were receiving good services from their institution. For example, two respondents (women) who said to belong to FINCA Zambia, said that the services offered by the institution are good and helpful. For example, one of the respondents indicated that the workers from FINCA are very cooperative and supportive. She further said that before getting the money from FINCA the workers help to educate the client on the suitable and sustainable ways of using the money. This finding is in agreement with the findings revealed by Norwood (2011) that loans services are not enough to empower women economically without education. He further indicated that training services must be given client specifically women to ensure that they are sustainably empowered.

However, this study revealed that there is need to improve the services offered to women so as to encourage the majority of the women to engage in business activities. There is need for the microfinance institutions to implement different services specifically for women that would be based on educating them on how to improve their business. There is need to adapt the system of educating women with financial management programmes. This would help the woman to be imparted with financial management knowledge and skills. Microfinance institutions should not just look at making the profit on the expense of poor Zambian women. Sustainable services must be prioritized and each woman who needs to borrow the money from such institution must first of all admitted to financial training so as to build and promote their financial capacity. This finding is in agreement of the findings by UNESCAP, (2015) by confirming that, non-productive use of microcredit programs will only exacerbate women s situation as they are burdened with repayment and indebtedness.

5.4 Correlation between Women's Empowerment in Hospitality Industry and Microfinance Institutions

The third objective of this study sought to assess determine correlation between women's empowerment in hospitality industry and microfinance institutions. Respondent who said that they had borrowed the money from microfinance institution were asked to state how the borrowed contributed to improvement of women economic status. Some respondents indicated that the money they had borrowed from the microfinance institution had no any positive impact to the improvement of their economic status. While some respondents mentioned different important

things that came out as the result of the same money they had borrowed from the institutions. For example, respondents who said that the money had positive impact justified that the money had helped them to improve their standard of living in their families. Some respondents said that it was through some money they borrowed from FINCA that helped them to take the children to school. This is in line with findings revealed by Sohail (2014), in his study conducted in Greece, that empowerment has two inter-related elements, namely, resources and agency. Resources include both tangible and intangible assets. While tangible resources are financial and material assets, intangible resources are knowledge, skills, and ability, and participation in political and social activities

Therefore, this study revealed that the money borrowed from the microfinance institutions help some women to be empowered economically. The study revealed that the money borrowed helped to improve the family status of some women. The study also revealed that, some women used the same, money to educate themselves and their dependents. The study revealed that some women invest the money into business and build houses for business. For example, one of the women targeted in this study indicated in the questionnaire that she had managed to educate herself and three children out of that same money. She finally indicated in the questionnaire that life changed positively, for she became independent and self-reliant after borrowing that money and used it effectively. This finding is in line with Pitt et al. (2006) who reported in study conducted in Syrian Arab Republic, and revealed that, credit provided women had statistically significant effects and it's showed the way of women taking a better position in household decision making, having greater access to financial and economic resources, having greater social networks, having greater bargaining power vis-a-vis their husbands, and having greater freedom of mobility. They also analyzed that women's involvement in small loans programs had an encouraging consequence on fertility (health).

Nevertheless, despite this study revealing that the money borrowed from the microfinance institutions help to empower the women economically, it was observed that it was not all the respondents indicated to be satisfied with the money. The study also revealed that some respondents who said the money they had borrowed from the microfinance institutions had put into unnecessary pressure with the fact that it has be paid back within short period of time. One of the respondents indicated that, she once borrowed the money from one of the institutions she

mentioned but she failed to pay back which left her into disaster because the institution grabbed all assets she had in the house. She said that the move by the institution to get the items from the house landed her into problems with the husband which eventually led the couple to divorce. Another respondent indicated that, sometimes the microfinance institutions fail to negotiate with clients properly. This finding is in agreement with Garikipati (2010) in his study about the empowering of women in the family level in Nicaragua. He stated that although the loans are benefits for the household but it's not absolutely influences to the women empowerment. Particularly, female whose loans are invested in domestic property can discover the process disempowering. This is due of women not have co-ownership in household's creative assets. Where loan diversion by households cannot be restricted women's joint rights of Household assets come out as fundamental to their empowerment.

5.5. Extent to which Small Loans Contribute to Women Economic Empowerment in relation to their current socio-economic

The fourth objective of this study was based on determining the extent to which loans contribute to women empowerment to their current social-economic. According to the findings of this study from the women in hospitality industries who were borrowers, it was observed that majority of the women were not educated or trained and this led them not having business skills and experience. This finding is in support of Suramathi and Mohan (2011) who stated that majority of the women world over are illiterate financially, hence giving them money without education or training them on how they can manage their financial resources has no any impact. He further stated that there is need to educate women on the best way of using their borrowed money as the best way of empowering them.

This study revealed that majority of the women said that the running of their business was full of ups and down and this enabled them not to have successful business. However, this was contrasted with the information gathered from the FINCA workers who said that their clients were running their businesses successfully which are thought prestigious for women in our society like schools, boutiques, clinics and stitching centers. While most of uneducated women were running small shops and some of them failed to run the enterprise. The basic reasons behind the business failure are lack of technical skills, knowledge and misuse of credit in other non-productive activities. As reviewed in the literature, Khader (2014), emphasized that women empowerment is a process and

has to be measured over a longer period of time. What this entails is that women empowerment campaign through microfinance programs can be an appropriate tool if implemented in the right manner and over a longer term. The right manner to implement such a program would involve carrying out a community survey to ascertain the exact needs of the people in the community, conduct awareness campaigns to educate the community on the benefit of empowering them through the microfinance loans, and structuring out the loan service conditions that would be not too stringent for the people to bear. However, it should be noted that as Mushumbusi (2013) stressed out, handing money to women and giving them access to financial assets and resources does not create a sense of empowerment for women, thus there is a need to structure the microcredit schemes in such a way that the empowerment outcome will be realized.

Nevertheless, it was also observed that some women failed to appreciate the roles of microfinance institutions not because their justification was true and reasonable but because of their personal weakness in financial management. The study revealed that some women failed to use the money for the purpose intended while others use to sustain themselves economically. For example, it was found that two women specified to get K2000 from different microfinance institutions, but one woman said that she failed to pay back the money which eventually led that particular microfinance institution she borrowed the money from to get the collateral asserts agreed. On the other hand, another woman said that, she was doing well with business she started with K2000 she got from certain microfinance institution. For example, she said that, it was through the same money she borrowed from FINCA that helped her to take the children to school. This finding is in an agreement the poverty alleviation theory in which Mayoux (2010) viewed microfinance Programme as a part of integrated Programme for poverty reduction to the poorest households. The main assumption in this paradigm is that increasing women's access to microfinance will enable them to make a greater contribution to household income and this, together with other interventions to increase household well-being, will translate into improved well-being for women and enable women to bring about wider changes in gender inequality. This study is also agreeing to the findings reported by Khan and Noreen (2012) in Pakistan that access to credit through microfinance organizations has a positive impact on social empowerment of women and also that loan utilization by the woman herself is of importance.

Therefore, it is revealed in this study that microfinance loans are a death trap for some women in hospitality industries while for others it was a huge life changing missing link. Some experiences have shown that peoples' way of living have been transformed. Some experiences provide that from the time certain women started borrowing the money from the microfinance institutions they have managed to build houses, established different business from different places and have created employment for others. Some have managed to educate themselves and their children out of that same money. As emphasized many scholars, these are the true indications of empowerment as they portray the sense of life positive life change, as well as independence and self-reliant acquisition after borrowing that money and using it effectively. The finding is in agreeing to Kabeer (2005) who analyzed the result of the studies which were carried on under the aegis of BRAC from Bangladesh. She concluded that microfinance offers an important and effective means to achieve change on a number of fronts economic, social and political. She further indicated that the loans help clients who are innovative to do wonders in their communities such as building houses and educate their offspring

5.6. Challenges of MFIs in handling the women beneficiaries

The study sought to identify the challenges that the microfinance institutions face. All the respondents said that “the institution does not experience major challenges but minor ones.” However, the common challenges that almost all the respondents from the institution identified included: clients delay of repayment, unfaithful loaners. All the respondents said that, “some of the clients more especially the group clients those who borrow the money in groups fail to repay the money on a given time so this gave the organization a hard time to make a follow up to an individual and group as well.” However, the respondents said that, “the institution had set a system of dealing with the whole group to repay on a fellow who failed to repay her loan on time and it made the organization to be in a hectic of following the group members every now and then to support their fellow. For example, one of the loan officers said that, “some clients are not faithful they ran away with the funds they were provided with, in most cases some of them lived in an area as renters so when they disappear they walked away with the funds they were given, this became a burden to the institution as a result they use a lot of energy to make other repay for the fellow which is a discouraging situation to their customers and not fair in one way or another.

5.7. Summary

This chapter has discussed the findings presented in chapter four. As the core interest of this study, the discussions of the findings have been done in line with the four objectives of this study. It has been revealed in this chapter that microfinance institutions have engaged in various activities towards the empowerment of women in different sectors including hospitality industries. However, it has been deduced in this chapter despite having various programmes to empower women, the roles of microfinance institutions enough to make significant positive impact as the information gathered from the women who were clients of the same microfinance institutions and the information gathered from the workers from FINCA Zambia were not tallying in some aspects.

On the other hand, it has been discussed in this chapter that that some microfinance institutions provide different services to the clients (women) while others (microfinance institutions) do not. Among the common discussed services in this chapter included, loan services, financial literacy services, business insurance among others. However, this study revealed that the services offered in some microfinance institutions are not yet up to standard. Hence, there is need to improve the services offered to women so as to encourage the majority of the women to engage in business activities. Determining the extent to which the microfinance institutions empower women, it has been discussed in this study that microfinance loans are a death trap for some women while for others it was a huge life changing missing link. Some experiences have shown that peoples' way of living have been transformed. The next chapter presents the conclusion and recommendations of this study.

CHAPTER SIX

CONCLUSION AND RECOMMEDATION

6.0. Introduction

This chapter provides conclusions as well as recommendations made with regard to the research findings and objectives as well as areas for further research.

6.1. Conclusion

Women empowerment is one of the greatest weapons of combating poverty in Zambia. Various programmes have been running in the country (Zambia) with the objectives of empowering women economically. For example, different microfinance institutions have been established in Zambia and it has been observed that the majority of the clients to such microfinance institutions are women. The purpose of this study was to investigate the roles of microfinance institutions in empowering women working in hospitality industry.

It has been observed and recorded in this study that microfinance institutions have the potential to transform power relations and empower the poor especially women. Despite collecting contrasting information from respondents, this study revealed that indeed microfinance institutions have great roles in empowering women economically. The study revealed that the money borrowed from the microfinance institutions if properly used would develop women's independence and self-confidence. It enhances their control over assets and role in decision making in business and family matters and thus broke the vicious cycle of poverty. From the above discussion, it can be concluded that microfinance programme is helpful in empowering women economically, socio-culturally and politically. The education, skill and training provided by microfinance programme lead to the development of the overall personality of the programme participants. For instance, the study has reviewed that some women have been able to sponsor their children to school with the help of microfinancing. Further to that, some women have built houses and establish various business ventures through the same microfinance scheme.

However, despite playing great roles in empowering women economically, this study realised that microfinance institutions in Zambia fail to provide or offer sustainable empowerment for women

for various reasons. This study has established that simply putting financial resources in the hands of poor women is not to bring about empowerment and improved welfare. Moreover, it has proven that there is insufficient information as to the extent to which microfinance brings about empowerment. This study revealed that, the microfinance institutions play some roles in empowering women, however, their roles are not enough to stir up economic empowerment among women. For instance, while some women testified that the money obtained from microfinance institutions improved their economic status, others spoke to the contrary.

Therefore, this study suggested that, microfinance institutions must look at the suitable measures that would help women to be sustainably empowered. For example, this study suggested that, microfinance institution must not just be interested in making profit but to make sure that clients are helped with ways of gaining benefits from the money they borrowed. It would be a good move for microfinance institution to reverse their constitution of given loans to clients. Therefore, it is concluded in this study that the roles of microfinance institution in women empowerment can only be appreciated if some suitable and sustainable measures are to be implemented. This study suggests that there is need to take some initial steps before a woman gets the money from any microfinance institution. There is need to make sure that every client undergoes some financial management training in order to impart skills and knowledge of using the money effectively and improve their business in all clients.

On the second objective of this study that was based on investigating the types and quality of services offered by Microfinance institutions for empowering women in hospitality industry in Zambia. This study revealed that some microfinance institutions provide different services to the clients (women) while others (microfinance institutions) do not. Apart from “loan services” this study revealed some microfinance institutions such as FINCA provide “profit serving services”, “financial literacy management training services” and “business improvement guidance services”. For example, the women respondents who indicated in the questionnaires that they had borrowed the money to start their business from FINCA said that they were given financial management guidance. However, all respondents (women in hospitality industries) who said that they had borrowed the money from other microfinance institutions (not FINCA) said that they did not receive any service not even a guidance on how they could suitably use the borrowed money.

Therefore, it was very regrettable in this study to find that majority of the microfinance institutions fail to provide other services that can sustainably empower the women.

Finding on the qualities of services offered by some microfinance institutions, this study revealed that the services offered in some microfinance institutions are not yet up to standard. For example, those respondents (women) who said that the services offered by their microfinance institutions are very dissatisfied, identified lack of negotiation by the clients to be major challenge. For example, one of the respondents indicated that, sometimes the microfinance institutions fail to negotiate with clients properly.

On the third objective of this study sought to assess whether small loans contribute to women economic empowerment in relation to their current socio-economic activities they engage in Zambia. This study revealed that the money borrowed from the microfinance institutions help some women to be empowered economically. The study revealed that the money borrowed helped to improve the family status of some women. The study also revealed that, some women used the same money to educate themselves and their dependents. The study revealed that some women invest the money into business and build houses for business. For example, one of the women targeted in this study indicated in the questionnaire that she had managed to educate herself and three children out of that same money. However, all respondents said that, the money borrowed improved their access to financial capital, health, diet, community respect and self-esteem as well as education.

However, despite revealing that the money borrowed from the microfinance institutions help to empower the women economically, it was observed that it was not all the respondents indicated to be satisfied with the money they had borrowed from the microfinance institutions. The study also revealed that some respondents who said the money they had borrowed from the microfinance institutions had put into unnecessary pressure with the fact that it has been paid back within short period of time. One of the respondents indicated that, she once borrowed the money from one of the institutions she mentioned but she failed to pay back which left her into disaster because the institution grabbed all asserts she had in the house. She said that the move by the institution to get the items from the house landed her into problems with the husband which eventually led the couple to divorce. Another respondent indicated that, sometimes the microfinance institutions fail to negotiate with clients properly.

Therefore, this study revealed that women empowerment campaign through microfinance programs can be an appropriate tool if implemented in the right manner and over a longer term. The right manner to implement such a program would involve carrying out a community survey to ascertain the exact needs of the people in the community, conduct awareness campaigns to educate the community on the benefit of empowering them through the microfinance loans, and structuring out the loan service conditions that would be not too stringent for the people to bear.

On the forth objective of this study that aimed at determining the challenges for women's empowerment through microfinance access to social and human capital. The question was asked about the problems in getting loans, are they satisfied with the interest rate, does repayment schedule match with their cash flows and finally they were asked to make any comments they wanted to share regarding any other issues related to microcredit and the bank. This study revealed the majority of the women clients not getting educated or trained with financial and business management skills and knowledge from their microfinance institutions. Some women said that the running of their business was full of ups and down and this enabled them not to have successful business. This study revealed that, among the common challenges faced by the women in getting loans from microfinance institutions included: the delays in accessing the funds, high interest rate, repayment time being too short, the loan amounts being too small and inability to repay. For example, answering to questions in questionnaire, some of the female borrowers mentioned that they had to pay a substantial amount of interest and it should be reduced in order to give more advantages to women with increased loan amount on sound track record after completing each cycle. They said they needed greater amount of money to invest as their business.

However, it was established that the growing competition and lack of coordination system between different microfinance institutions working in Zambia made it possible for women to get loan from multiple institutions. This trend adversely affects the repayment capacity of the borrowers and limits the positive impact of microcredit. It leads the women to default.

6.2. Recommendations

Based on the findings from both women in hospitality industry and workers from the microfinance institutions, it is strongly recommended that the following measures be employed for the

microfinance institutions to fully realize their roles in promoting women empowerment through microfinancing:

1. As presented in this study, majority of the women clients who borrow money from the microfinance institutions are women and most of them financial illiterates. Therefore, it has been recommended in this study that there is need for the implementation of Financial/business Management Training by all microfinance institutions. There is need to make sure that financial management skills and knowledge are given to women clients so as to help them sustain their businesses.
2. There is need to make sure that all microfinance institutions have realized the importance of structuring the Microcredit Schemes. It has been observed that the correlation between the microfinance credits and women's economic empowerment is not up to standard. Therefore, giving money to women and give them access to financial assets and resources does not create a sense of empowerment for women, thus there is a need to structure the microcredit schemes in such a way that the empowerment outcome will be realized.
3. Conducting Community Surveys: There is need to keep on conducting community survey to ascertain the exact needs of the people in the community, conduct awareness campaigns to educate the community on the benefit of empowering them through the microfinance loans, and structuring out the loan service conditions that would be not too stringent for the people to bear.
4. It has been discovered in this study that the loan interest rates by the majority of the microfinance institutions are very high making more problems for the clients to pay back the borrowed money. Therefore, it has been recommended in this study that there is need for the reduction of Loan Interest Rate: the female borrowers mentioned that they had to pay a substantial amount of interest and it should be reduced in order to give more advantages to women with increased loan amount on sound track record after completing each cycle.
5. There is need to implement the independent economic policy that will recognize the efforts of the microfinance institutions in the empowering of women. There is need for

government to work hand in hand with the microfinance institutions in reducing the risks involved in money lending by providing cover in case of defaults and hence reduce the interest rates charged on microfinance loans.

6.3 Summary

This chapter has given the conclusion and recommendations of the study. This chapter has concluded that that microfinance institutions have the potential to transform power relations and empower the poor especially women. It has been concluded that the money borrowed from the microfinance institutions by women if properly used would enhances their control over assets and role in decision making in business and family matters and thus broke the vicious cycle of poverty.

However, despite playing great roles in empowering women economically, this study realized that microfinance institutions in Zambia fail to provide or offer sustainable empowerment programmes. This study has established that simply putting financial resources in the hands of poor women is not to bring about empowerment and improved welfare therefore, it has been concluded in this study that there is need to promote financial and business training programmes to impart financial skills and knowledge in women to sustain their businesses. This study suggests that there is need to take some initial steps before a woman gets the money from any microfinance institution. The chapter has also recommended that there is need for the implementation of Financial/business Management Training by all microfinance institutions. It has also recommended that there is need to make sure that all microfinance institutions have realized the importance of structuring the Microcredit Schemes.

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APPENDICE

Appendix 1: Questionnaire

DEAR RESPONDENT,

I am Hellen, doing the post graduate programme at the University of Zambia in conjunction with Zimbabwe Open University. I am carrying out a research on the Roles of Microfinance Institutions towards Empowerment of Women in the Hospitality Industry in Zambia. A critical analysis of FINCA. As a woman working at this hospitality industry, you have been randomly selected to participate in this research. You are requested to complete the questionnaire as per the instruction at the beginning of a given section. All your responses will be kept confidential and for academic purposes only. I will be grateful if you answer all the questions in this questionnaire. Your cooperation will be highly appreciated.

INSTRUCTIONS

1. Do not write your name or signature on the questionnaire.
2. Please tick in the box against the answer of your choice.
3. Write your opinions in the spaces provided against each question.

NOTE: Please provide the correct information by ticking (√) in the appropriate box and also fill in the space where necessary

1. Age

Between 18 and 25 []

Between, 25 and 35 []

Between 35 and 45 []

Above 45 []

2. Marital status:

Married []

Single []

Divorced []

Others, please specify.....

3. Educational background

Primary []

Secondary []

Tertiary []

Never been to school []

4. Category of hospitality

Restaurant []

Guest house []

Lodge []

Others please specify.....

5. Do you think your monthly salary is enough to meet your family necessities?

Yes []

No []

6. If your answer to question 5 above is **No**, do you have any other business for income generation apart from working in this industry?

Yes []

No []

7. If yes, who advised you to start that same business?

Personal initiative []

Friends []

Family members []

Others please specify.....

8. What was your starting capital.....?

9. Was your starting capital enough to sustain your business?

Yes []

No []

10. What is your monthly income bracket?

Less than K500 []

Between K500 and K1000 []

Between K1000 and K1500 []

Between K1500 and K2000 []

Above K2000 []

11. If your answer to question 10 above is “**No**”, what measures did you put in place to make your business sustainable?

Gave up []

Borrowed the money from the microfinance institution []

Looked for financial help from friends. []

Looked for financial help from family members []

12. If your answer to question 11 above is “borrowed the money from the microfinance institution”, please specify the name of the micro finance institution you got the loan from by ticking against the following

FINCA []

Capital Solutions []

Blue Financial Services []

Zampost Financial Services []

Others please specify

13. Before you were given the money (loan), did this institution offer you with some financial management training programmes?

Yes []

No []

14. Apart from Loan services, which of the following did the institution you borrowed the money from offers?

Profit saving services []

Financial management literacy services []

Business management services []

Others please specify

15. Was the money borrowed from the mentioned microfinance institution only used to boost your business?

Yes []

No []

16. If your answer to question 15 above is “No”, what other things was this money used for apart from business? please specify in the space provided below

.....
.....
.....

17. Was the money borrowed from the mentioned microfinance institution needed to be given back with a certain interest percentage?

Yes []

No []

18. If your answer to question 17 above is “Yes”, what was the interest percentage? Please specify?

.....
.....

19. How did you look at this interest percentage you were required to pay back with the money you borrowed?

High []

Very high []

Fair []

20. Did you manage to pay back this money together with the interest charged?

Yes []

No []

21. If your answer to question 20 above is “**No**”, are you still paying that money up to now?

Yes []

No []

22. If your answer to question 19 above is “**No**”, please explain what happened.

.....
.....
.....
.....
.....

23. If your answer to question 19 above is “**Yes**”, did you find it easy to pay back the money you borrowed?

.....
.....
.....

24. After paying the loan together with required interest, did you remain with enough sustainable capital to continue with your business?

Yes []

No []

25. If your answer is **No**, do you think it was worthwhile to get such a loan

Yes []

No []

26. Any answer to question 23 above, please give the reason.

.....
.....
.....
.....

.....
...

27. Do you think the money borrowed from the microfinance institutions would be helpful in solving challenges that and your families face?

Yes []

No []

28. Any answer to question 27 above, please justify

.....
.....

29. Do you think borrowing money from the microfinance institutions help to empower women in anyway.

Yes []

No []

30. If your answer to question 24 above is ‘‘Yes’’ please write different ways in which the money borrowed from the microfinance institutions help to empower women.

.....
.....

31. Do you have anything not mentioned or asked in this questionnaire that you would like to share with the researcher?

Yes []

No []

32. If yes, please write in the spaces provided below

.....
.....
.....

Thank you.

Appendix 2: Interview Guide for Microfinance Workers

1. sex

.....

2. What is your position at this institution?

.....

3. How long have you been working with this institution?

.....

.....

4. Has your institution been giving the empowerment loans to its clients?

.....

.....

.....

5. Are the women prioritized in these loans you give?

.....

.....

6. If yes, give the reason(s)

.....

.....

.....

7. Do you take some financial management training programmes to educate and encourage your clients (women) on the sustainable way of using the money they get from this institution?

.....

.....

.....

8. If yes, what are some of the financial management training programmes do you offer women and how do you conduct them?

.....

.....

9. Does the money you give to women need to be given back with a certain percentage interest?

.....
.....
.....

10. If yes, do you think the required percentage interest manageable for them (women) to pay back?

11. if yes please justify

.....
.....
.....

12. Do you have some women clients who work from hospitality industries who borrowed the money from this institution?

.....
.....
.....

13. In your opinion, do the loans this institution give to women in hospitality industry contribute to women empowerment? Please explain.

.....
.....
.....
.....
.....
.....
.....

14. What are some of the complaints that you receive from the women as regards their business activities after accessing the loans?

.....
.....
.....

15. Would you say that the women who have accessed the loan from this institution have been empowered?

Yes [] No []

16. If yes, what kind of changes do you see? Or what are the indicators?

.....
.....
.....
.....
.....
.....

17. What kind of problems do you encounter in handling the women beneficiaries?

.....
.....
.....

18. In your opinion how can it be solved?

.....
.....
.....