



Financial Inclusion of Street Hawkers

Dr. B. Indira Priyadharshini
Dr. P. Bruntha | Dr. R. Ramya

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Authors

Dr. B. Indira Priyadharshini

Assistant Professor

*Department of Commerce (E-Commerce)
Nallamuthu Gounder Mahalingam College*

Dr. P. Bruntha

Associate Professor and Head

*PG and Research Department of Commerce
Nallamuthu Gounder Mahalingam College*

Dr. R. Ramya

Assistant Professor

*PG Department of Commerce (CA)
Nallamuthu Gounder Mahalingam College*

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© **Dr. B. Indira Priyadharshini**
 Dr. P. Bruntha
 Dr. R. Ramya

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CHAPTER - 1

BANKING NEEDS OF STREET HAWKERS – A STUDY WITH SPECIAL REFERENCE TO POLLACHI TALUK

1.1 Introduction

Financial inclusion may be defined as the process of ensuring timely access to financial services and adequate credit needed by vulnerable groups such as weaker sections and low income groups at an affordable cost. The essence of financial inclusion is in trying to ensure that a range of appropriate financial services is available to every individual and enabling them to understand and access those services. Apart from the regular form of financial intermediation, it may include a basic no frills banking account for making and receiving payments, a savings product suited to the pattern of cash flows of a poor household, money transfer facilities, small loans and overdrafts for productive, personal and other purposes, insurance (life and non-life), etc. While financial inclusion, in the narrow sense, may be achieved to some extent by offering any one of these services, the objective of “Comprehensive Financial Inclusion” would be to provide a holistic set of services encompassing all of the above. About 2.9 billion people around the world do not have access to formal sources of banking and financial services. In India alone 560 million people are excluded from formal source of finance, a figure in tight correlation with the 41.6 percent (457 million) of the populace that still lives below the poverty line (US\$1.25/day).

About 70% of the Indian population lives in villages. There are divergent demographic pattern, living standards, education levels and income levels as parameters of economic

development. Majority of population live away from modern amenities. The rural India is yet to see the light of development and the results of planning process. The divide between the haves and the have nots is wide. The Banking Sector despite the fact that it has 47,000 branches does not lend to large sections of the Indian people. The average population per branch office is about 16,000. It is estimated that only 27% of the cultivators have access to institutional credit. About 22% of cultivators get credit from money lenders and the remaining 51% do not get any credit at all. Hence, Financial Inclusion drive is necessary which aims at reaching out to more people who deserve credit and who cannot access credit.

The financially excluded sections largely comprise marginal farmers, landless labourers, oral lessees, self employed and unorganized sector enterprises, urban slum dwellers, migrants, ethnic minorities and socially excluded groups, senior citizens and women. While there are pockets of large excluded population in all parts of the country, the North East, Eastern and Central regions contain most of the financially excluded population. The micro-finance is provided for two basic purposes namely-productive purpose and consumption purpose to individuals or to some institutions who are very needy and under/un privilege class.. The big financial institutions are not very much interested to finance such parties on various economic and some non-economic considerations. This gap of formal financial institutions has been fulfilled to a great extent by the micro finance institutions. The micro-financing programme has targeted to the most unprivileged section like street hawkers, tribal, women, etc. The street vendors are not financially self sufficient to meet their financial needs for the business.

Street hawkers are very common in India. The total number of street vendors in the country is estimated at around 1 crore. The terms 'street vendor' and 'hawker' have the same meaning and they are often interchanged. Urban vending is not only a source of employment but provide 'affordable' services to the majority of urban population. They can be found here, there and everywhere. There is hardly any village, town or a city without street hawkers. They have been there for centuries. They go from one town to another town and street for selling their various articles. Approximately there are 50 lakhs street vendors work across urban and rural areas in Tamil Nadu. The study examines the need and awareness of banking services and the awareness regarding Inclusive measures taken by the banks of the street vendors based on primary data and secondary data.

1.2 Statement of the Problem

The financial service needs of the poor are simple, but their satisfaction can be life enhancing. A broad conception of microfinance embraces deposits, remittances, payments, micro-insurance and pensions, aside from credit. The poor need access to convenient, liquid and safe deposit services which are protected against inflation by positive real rates of interest. With savings in reserve the poor are able to smooth their consumption expenditures in the face of uncertain income streams. Savings give households a shield against catastrophic events, whether affecting individuals or entire communities. More recently, Financial inclusion focuses attention on the need to bring previously excluded people under the umbrella of financial institutions. The study underlines that the financial inclusion of vulnerable sections like street vendors is very much needed for real inclusive growth. Inclusive growth is only possible if there is active

participation of the excluded section in the overall growth process. The study points out that financial inclusion as a strategy would promote not only inclusive growth with stability but also equitable distribution of income and wealth and empower the deprived people. Pollachi is one of the developing towns in Coimbatore district. People of all profession live in Pollachi. As far as hawkers are concerned, Pollachi is filled with vendors and hawkers who play a vital role in the day to day activities in and around pollachi. The study analyses the income level and savings pattern of street hawkers. The study points out whether the measures taken by the government and banks regarding inclusive growth have reached the street hawkers.

1.3 Objectives of the Study

The objectives of the study are as follows:

- To study the socio-economic profile of street hawkers.
- To study the banking habits of street hawkers.
- To measure the awareness on services rendered by banks.
- To find out the level of awareness regarding inclusive measures taken by the banks.
- To identify the problems, expectations and perception of street hawkers regarding banking services.

1.4 Methodology

The study is a empirical study based on survey method. Both primary and secondary data have been used. Primary data have been collected from street hawkers from pollachi taluk through Interview Schedule. Secondary data have been collected from books, articles, journals and published records of NASVI.

1.5 Sample

A sample of 300 street hawkers residing in and around Pollachi Taluk has been considered for the purpose of the study. Convenience sampling method has been followed.

1.6 Framework of Analysis

Statistical tools like Percentage analysis , Chi-square, Mean have been made use of to analyse the data. In addition, Weighted Average Ranking Method have also been computed.

1.7 Limitations of the Study

1. The study has been confined to Pollachi taluk only.
2. The accuracy of the information depends upon the respondents.
3. Due to shortage of time and other constrains the study has been limited to 300 respondents only.

1.8 Chapter Scheme

The report of the dissertation is presented in seven chapters.

- The first chapter deals with introduction and design of the study.
- Review of previous studies has been traced out in the second chapter.
- The third chapter deals with an overview of financial inclusion.
- Fourth chapter deals with Socio – economic profile of the Street hawkers.
- Fifth chapter explains the level of awareness of hawkers on banking services.
- Sixth chapter analyse the level of awareness on inclusive measures taken by banks.

- Seventh chapter explains the Perception on banking services.
- Problems and Expectations of street hawkers on banks has been traced out in eighth chapter.
- Nineth chapter sum up the findings, suggestions and conclusion.

CHAPTER - 2

REVIEW OF LITERATURE

2.1Introduction

Needs, problems and expectations of street hawkers has remained one of the fascinating fields of research in marketing. It has been enticed many researchers to this area of research, as a result, the various problems of street hawkers and their financial needs have been analysed. In the following paragraphs the results of the earlier studies are summarized.

Michael S. Barr (2004) in his article entitled 'Banking the Poor'. The findings of the study reveals that Low and moderate-income households who use alternative financial service providers pay a high price to convert their income into cash, pay their bills, and obtain credit, and they lack a regular means to save.

Sharit K Bhowmik (2005) in his article entitled 'Street Vendors in Asia: A Review', the study concludes that the Asian countries have witnessed an increase in street vendors, their governments are by and large indifferent to the specific needs of this sector. Street vendors perform an important role in providing services to the urban population, especially the poor. Their contributions are unfortunately hardly ever recognized by the governments.

An Article Entitled 'Rural Urban Migration and Livelihood in the Informal Sector-A Study of Street Vendors of Kathmandu Metropolitan City, Nepal has been carried out by **Krishna Prasad Timalisina (2007)**. This study shows that the informal sector, including street vending activities in Kathmandu are increasing with increasing rural to urban migration. It has been found that with the increase in the number of street vendors in the urban areas in recent years,

the situation is linked to rural conflict and displacement. This study also shows that street vending is an opportunity to rural poor for making a living in the urban areas. The livelihoods of migrant vendors, as compared with their previous occupation, have increased after getting involved in the street vending. Comparing access to assets before and after migration shows migrant vendors have improved their financial and human capital assets by getting better access to physical and political capital assets than before. However, with limited access to physical, financial and political capitals, rural societies have to depend on natural and social capitals for their livelihoods. Thus, there is difference in getting access to assets between urban and rural societies, and street vending in Kathmandu can be accounted as a resource rather than a problem.

Ajaya Kumar Naik (2009) in his article entitled, 'Informal Sector and Informal Workers in revealed that Informal sector accounts for a sizeable number of workers in India across different industry groups and states. The growth rate of urban informal sector is higher than formal sector workers. There is positive and significant correlation between inform sector employment and the incidence of poverty in the states. The percentage share of informal sector workers in the poor states is more than developed states.

B.S. Suran and D. Narayana (2009) in their study entitled, 'The Deluge of Debt: Understanding the Financial Needs of Poor Households'. A sample of 13 households was taken for the study. The study finds that more than 50% of the poor households in the socially excluded hamlet are not yet connected with the formal institutionalised system for their financial needs. Simple percentage analysis was employed and it reveals that majority (46%) of the respondents rely on money lenders, friends and relatives for availing loans. The concludes that the existing array of financial services of the

banks or the delivery initiatives including SHG has not made complete penetration into rural hinterlands. Many households continue to access the services of the informal institutions and sources.

Tanja Berry (2009) in his article titled “Challenges and coping strategies of female street vendors in the informal economy”. The research made use of twelve in-depth interviews with male and female street vendors and alluded to the reality faced by female relatives to males. In addition, five interviews were conducted with leaders of organizations representing the informal sector. The findings suggest that female traders are burdened with responsibilities of child and family care which can limit the extent of trading. Further more they have little access to finance and capital to expend their business. More women were found to be victims of crime and they experienced a sense of helplessness at the hands of criminals. The research concludes that the formation of street vendor co-operatives (similar to those that have been successful elsewhere), education and training, and more balanced enforcement of municipal by laws may alleviate some of the challenges faced by the female street vendors. This would contribute to the sustainability and growth of micro-enterprise.

Dipankar Dey and Subhendu Dasgupta (2010) in their article titled ‘Integration of an Informal Economy with the Globalization Process: A Study on Street Hawkers of Kolkata’. They have used a structured questionnaire, feedback on twenty one socio economic parameters were collected from a convenient sample of 2306 stationary hawkers. The study tries to analyze the findings of the survey in the broader perspective of a changing global economy, especially in the context of the mounting power of transnational retailing activities. The study concludes with the observation that the

global capital, searching desperately for new avenues to get out of recession, has realized that fortune lie 'at the bottom of the pyramid'. Capital, for its own survival, has become very aggressive and every economic space, however small and informal it might be, is being invaded by it. The process of integration of local informal economies, like the hawker economy, with the global monopoly capital has been started in a well planned manner.

Tjerk Destombes (2010) in his article 'Informal entrepreneurs: Street vendors ,their livelihoods and the influence of social capital'. He has analysed the data using SWOT analysis. The study concludes that out of the 96 respondents 54 (or 56,25%) were fruit vendors and 42 (or 43,75%) were cut flower vendors.

Krishna Prasad Timalisina (2011) in his study entitled 'An Urban Informal Economy: Livelihood Opportunity to Poor or Challenges for Urban Governance, Study of Street Vending activities of Kathmandu Metropolitan City'. Thirty street vendors from four locations were selected through snowball sampling for open-ended interview. Qualitative textual explanation method is used to analyze the findings whether street vending is livelihood opportunity or challenges for urban governance in Kathmandu Metropolitan City. Qualitative textual explanation method is used to analyze the findings whether street vending is livelihood opportunity or challenges for urban governance in Kathmandu Metropolitan City.

Rajanish Dass and Sujoy Pal (2011) carried out a study entitled 'Adoption of Mobile Financial Services among Rural Under-Banked'. In this research they followed an exploratory qualitative research among the rural under-banked population of three distinct states in India. The findings of the study indicate that the demand for banking and financial

services and the amount of hardships faced in availing these services through the existing channels of delivery can act as strong drivers for MFS adoption among the rural under-banked. On the other hand, factors like lack of trust on technology and lack of technology readiness were found to act as barriers to the adoption of MFS.

Jayati Ghosh (2011) in her article 'On the margins', she refers that petty retail trade has traditionally been a refuge employment sector for workers, both men and women, who lose other jobs or simply do not find any other paid work. This has been especially true of urban areas because poverty and the lack of opportunities for gainful employment in rural areas drive a large number of people to cities in search of work and livelihood.

Vinod Simon (2012) in his article entitled 'Financial Accessibility of Street Vendors in Vijayawada: Cases of Exclusion and Inclusion'. Vijayawada Municipal Corporation constitutes about 3.91 % of the total urban population of the state. Vijayawada is the third largest city in the state with a population of 845217 as per census 2001. There around 7729 street vendors in the city (Various records from Municipal Corporation).His study reveals that The accessibility of the formal credit is very minimal in the city. Most of the vendors are depending on the money lenders for accessing credit.

An study entitled 'Street Vending in Ten Cities in India' carried out by **Sharit K. Bhowmik and Debdulal Saha (2012)**.The data for this study was collected from ten cities namely Bhubaneswar, Bengaluru, Delhi, Hyderabad, Imphal, Indore, Jaipur, Lucknow, Mumbai and Patna. Data was collected using both quantitative methods and qualitative methods. Their study reveals that majority of the respondents were females (88.5%) in all the cities taken together. As far as finance for their business was concerned, in most of the cities, a majority of the street vendors dipped into their own savings.

Dr. Kumud Chandra Goswami(2012) in his study entitled 'Empowering women street vendors through micro-financing: a study in Sivasagar town of Assam'. The study reveals that majority of the respondents investment is above Rs.5000. The study concludes that the banks/MFI/NGO etc should come forward with various financial services to the women street vendors. The inclusive growth in all regions and in all sectors cannot be achieved without financing to women.

Hariprasad Pichai and Srikrishnan Ganesan (2006)'Study of Delivery of Financial Services in Rural Areas through ICT'. They have evaluated the current delivery models for financial services to rural areas through ICT in terms of their effectiveness, sustainability and viability. The study concludes that the commercial banks seek an opportunity for volumes business in microfinance and look to tap into the savings and credit appetite / potential of rural India, they are fast building the infrastructure they need to reach out to the remote pockets and building partnership models with the MFI organizations.

Tara Thiagarajan (2012) in her article titled 'Microfinance: Time to move towards financial inclusion'. She refers that The financial inclusion agenda so far has been largely focused on redistribution of wealth while what is required is inclusion in the creation of wealth. Financial inclusion so far has meant debt distribution and no frills bank accounts. Microfinance has been one major channel of debt distribution to the poor. While the original assumption was that these loans were for investment in micro enterprise, the Malegam committee report in 2010 indicates that 75% of the loans went towards consumption. Contrast this with the distribution of bank debt in India where less than 20% were consumer loans.

2.2 Conclusion

Studies both in India and abroad, have extensively examined the needs and expectations of street hawkers and it's every dimension. The research methodology followed in this study is explained in the next chapter.

CHAPTER – 3

FINANCIAL INCLUSION – AN OVERVIEW

3.1 Introduction

India has the largest number of poor and hunger people in the world. Poverty reduction has been one of the major focuses of India's planned developments. It could be attained only when the poor and ignored sections of the society comes under the fold of formal financial services. 'Financial inclusion' focuses attention on the need to bring previously excluded people under the umbrella of financial institutions. Financial inclusion is the most useful frame of reference for considering how poverty might be reduced through provision of financial services. Access to finance by the poor and vulnerable groups is a prerequisite for poverty reduction and social cohesion. This has to become an integral part of our efforts to promote inclusive growth. The various financial services include credit, savings, insurance and payments and remittance facilities. The objective of financial inclusion is to extend the scope of activities of the organized financial system to include within its ambit people with low incomes. Through graduated credit, the attempt must be to lift the poor from one level to another so that they come out of poverty.

3.2 Needs of the Poor

The poor clearly require a range of financial services, such as opportunities to safeguard earned income, or credit to enable them to maintain minimum levels of consumption throughout the year. The rural economies within which the majority of poor people live and work are characterised by

numerous small transactions. Although the units of exchange in these 'paisa economies' appear small and insignificant to outsiders, they are an essential component of rural households livelihoods. The extent of financial services demanded by the poor is only now being fully appreciated. Although we do not attempt to debate poverty definitions, it is recognised that the poor are not a homogeneous group, and that they have different needs and levels of access to financial services. The poor in the urban areas too have the same basic financial service needs such as secured savings, credit and additionally mechanism to transfer remittances back home like their counterparts in rural areas. Banks can help mobilise the savings of the poor by removing restrictions on withdrawals from savings accounts and simplifying lending operations and procedures. Credit access programmes should aim to increase women's access to credit within the formal sector, either through direct contact or by linking informal and formal financial activities.

3.3 Extent of Financial Exclusion

According to a nation-wide survey carried out by IISS (Invest India Incomes and Savings Survey, 2007), 97 per cent of all households do not have any health insurance and 61 percent do not have life insurance. On the other hand, according to NSSO (National Sample Survey Organization) surveys, roughly 25 per cent of households get into chronic indebtedness because of health related emergencies. To top it all, 52 per cent of Indians do not have bank accounts. Thus, even though we have made great strides in the development of our financial markets, large sections of the population do not avail of the basic financial services in India. Since most of these financial services are provided for by the market, both supply and demand side considerations are important. From

the supply side, difficulty of access and lack of availability are prime hurdles; from the demand side, the major issues are the cost of these services and the lack of awareness of the benefits from these services. There are about 6.3 bank branches for every 100,000 people in India. In terms of geographical accessibility there are, on the average, less than 3 branches per 100 square kilometres. For rural India, the numbers are 3.5 branches per 100,000 people and less than 1 branch per 100 square kilometres of land area. These numbers alone are sufficient to infer that the simple task of accessing the nearest bank branch is often the most severe challenge. Not surprisingly, the IISS survey results of households who have bank accounts reveal that access is the most important factor in choosing a particular bank. In particular, 45 per cent of the rural household, 28 per cent of the urban and 38 per cent of all India households have admitted that access and availability are the main factors determining their choice of a particular bank.

Table 3.1: Percentage of households without essential financial instruments

Area	Without bank accounts	Without life insurance	Without Health Insurance
Rural	59.59	68.30	98.58
Urban	36.67	45.40	94.72
India	52.41	61.10	97.39

Source: *IISS Survey*

3.4 Financial Inclusion - Definition

Reserve bank of India defines financial Inclusion is “the process of ensuring access to appropriate financial products and services needed by all sections of the society in general

and vulnerable groups such as weaker sections and low income groups in particular, at an affordable cost in a fair and transparent manner by regulated mainstream institutional players”.

3.5 Need for Financial Inclusion

The commencement of the financial sector reform process in the early 1990s meant that banks had to pay heed to profitability considerations rather than just expand their balance-sheets. While inclusive practices were never given up, the bank managements reoriented their priorities to achieve profit targets and retain market Shares. The need for Financial Inclusion is more felt from the statistics of the report on financial inclusion in India: Some Key Statistics By: Prakash Khairnar, DSP Merrill Lynch.

- India has around 403 million mobile users of whom, about 46%, or 187 million, don't even have bank accounts.
- 59% of adult population in India has bank accounts and that there is a large gap between the coverage of banking services in urban and rural pockets.
- In rural India, the coverage among the adult population is 39% against 60% in urban India.
- 45 million Indians invest in mutual funds. This is about 4% of India's population. The comparable figure for the US is 31%. When it comes to direct investment in equities, the number drops drastically and only 15 million Indians hold demat (electronic share) accounts that one needs to buy stocks.

Table 3.2: Extent of Financial Inclusion in Indian States

Per cent of Financial Exclusion	States
> 75 per cent	Meghalaya, Mizoram, Jharkhand, Uttarakhand, Arunachal Pradesh, Assam, Manipur Bihar, Orissa, Chhattisgarh, Himachal
51 – 75 per cent	Pradesh, Jammu and Kashmir, Uttar Pradesh, Nagaland, Tripura and Sikkim
25 – 50 per cent	Karnataka, Kerala, Madhya Pradesh, Maharashtra, Punjab, Tamil Nadu, West Bengal & Rajasthan
< 25 per cent	Andhra Pradesh, Delhi, Goa and Pondicherry

Source: www.rbi.org

- Nearly 80% of the Indian population is without life, health and non-life insurance coverage. While life insurance penetration is 4%, non-life cover is even lower at 0.6%. Only 5.2% of India's 650,000 villages have bank branches even though 39.7% of the overall branch network of Indian banks is in rural India.
- The population covered by each branch has come down from 63,000 in 1969 to 16,000 in 2007 and the total number of check-in accounts held at commercial banks, regional rural banks, primary agricultural credit societies, urban cooperative banks and post offices during this period has risen from 454.6 million to 610.3 million.

3.6 Initiatives taken by RBI

RBI have implemented policies to encourage banks which provide extensive services while disincentivising those which are not responsive to the banking needs of the community, including the underprivileged. The various efforts taken by RBI are discussed below:

1. **Relaxation on KYC norms:** Know Your Customer (KYC) requirements for opening bank accounts were earlier relaxed for small accounts in August 2005, simplifying procedure by stipulating that introduction by an account holder who has been subjected to full KYC drill would suffice for opening such accounts or the bank can take any evidence as to the identity and address of the customer to the satisfaction of the bank. During the year, it has been further relaxed to include job card issued by NREGA duly signed by an officer of the State Government or the letters issued by the Unique Identification Authority of India containing details of name, address and AADHAAR number.
2. **No-Frill accounts:** In November 2005, RBI asked banks to offer no-frills savings account which enables excluded people to open a savings account. Normally, the savings account requires people to maintain a minimum balance and most banks now even offer various facilities with the same. No-frills account requires no (or negligible) balance and is without any other facilities leading to lower costs both for the bank and the individual. The number of no-frills account has increased mainly in public sector banks from about 0.4 million to 6 million between March 2006 and March 2007. The number of No-frill accounts in private sector banks also increased from 0.2 million to 1 million in the same period. No significant increases were there in

foreign banks. This is understandably so as majority of rural and sub-urban bank offices are in public sector banks. 119 %

Table 3.3: Number of No-Frills Accounts Opened by Banks in India

Category of banks	Year ended 2006	2007	2008	% growth over previous year
Public Sector Banks	332,878	5,865,419	13,925,674	137%
Private Sector Banks	156,388	856,495	1,879,073	119%
Foreign banks	231	2,753	33,115	1202%
Total	489,497	6,724,667	15,837,862	135%

Source: Annual Report of the Reserve Bank of India, 2007-08.

1. **Simplified branch Authorisation:** To address the issue of uneven spread of Bank branches, since December 2009, domestic scheduled commercial banks are permitted to freely open branches in Tier 3 to Tier 6 centres with population of less than 50,000 under general permission, subject to reporting. In the North Eastern States and Sikkim, domestic scheduled commercial banks can now open branches in rural, semi urban and urban centres without the need to take permission from Reserve Bank in each case, subject to reporting.

2. **Pricing has been made free:** Banks have been given the freedom to price their advances.
3. **Liberalisation of Business Correspondents Model:** In January 2006, the Reserve Bank permitted banks to engage business facilitator and business correspondent (BC) as intermediaries for providing financial and banking services. The BC model allows banks to provide door step delivery of services especially 'cash in - cash out' transactions at a location much closer to the rural population, thus addressing the last mile problem. The list of eligible individuals/entities who can be engaged as BCs is being enlarged from time to time. For-profit companies have also been allowed to be engaged as BCs. You would be happy to know that as on March 31, 2011, domestic commercial banks have reported deploying 58,361 BCs, providing banking services in 76,081 villages.

Table 3.4: Progress of Financial Inclusion Plan (as on March 31, 2012)

Banking outlets

Rural branches 24,701

BC outlets 1,20,355

Other modes 2,478

Total 1,47,534

Total number of 'No frill accounts' 103.21 million
(increase of 39.6%)

Operations in NFA (2011-12)

Outstanding balance Rs. 932.89 billion

Overdrafts Rs. 3.39 billion

Transactions through ICT based BC outlets (2011-12) 119.77 million

KCC credit Rs. 2.15 million

GCC credit Rs. 0.22 million

Source: www.rbi.org

1. **Opening of branches in unbanked rural centres:** To further step up the opening of branches in rural areas so as to improve banking penetration and financial inclusion rapidly, the need for opening of more brick and mortar branches, besides the use of BCs, was felt. Accordingly, banks have been mandated in the Monetary Policy Statement – April 2011, to allocate at least 25 per cent of the total number of branches to be opened during a year in unbanked rural centres.
2. **Financial Inclusion Plan for Banks:** In our effort to achieve sustained, planned and structured financial inclusion, in January 2010, all public and private sector banks were advised to put in place a Board approved three year Financial Inclusion Plan (FIP) and submit the same to the Reserve Bank by March 2010. These banks prepared and submitted their FIPs containing targets for March 2011, 2012 and 2013. These plans broadly include self determined targets in respect of rural brick and mortar branches to be opened; business correspondents (BC) to be employed; coverage of unbanked villages with population above 2000 as also other unbanked villages with population below 2000 through branches/BCs/other modes; no-frill accounts opened including through BC-ICT; Kisan Credit Cards (KCC) and General Credit Cards (GCC); and other specific products designed by them to cater to the financially excluded segments. Banks were advised to integrate Board approved FIPs with their business plans and to include the criteria on financial inclusion as a parameter in the performance evaluation of their staff. The implementation of these plans is being closely monitored by the Reserve Bank.
3. **Aadhaar Enabled Payment Systems (AEPS):** The AEPS architecture designed by Unique Identification Authority of India (UIDAI) in collaboration with the

NPCI is a platform which banks can leverage upon for expanding their financial inclusion initiatives. The basic premise of AEPS is that one BC Customer Service Point (CSP) will have the ability to service customers of many banks based on the unique bio-metric identification data stored in the Aadhaar database. The AEPS platform is expected to empower a bank customer to use Aadhaar as his/her identity to access the respective Aadhaar enabled bank account and perform basic banking transactions like balance enquiry, cash withdrawal and deposit through the BC. A pilot scheme in four districts of Jharkhand state is currently being carried out under which MGNREGA wages to labourers are credited to their Aadhaar enabled bank accounts. The beneficiaries withdraw the amounts through micro-ATMs which authenticate their Aadhaar number. There is a need to scale this up across the country

3.7 Strategies Adopted By Banks

Various strategies adopted by banks are listed below

1. **Coverage of villages:** Banks have, up to June 2011, opened banking outlets in 1.07 lakh villages up from just 54,258 as on March 2010. Out of these, 22,870 villages have been covered through brick & mortar branches, 84,274 through BC outlets and 460 through other modes like mobile vans, etc.
2. **Opening of No-frills accounts:** Basic banking 'no-frills' account, with 'nil' or very low minimum balance requirement as well as no charges for not maintaining such minimum balance, were introduced as per RBI directive in 2005. As on June 2011, 7.91 crore No-frills accounts have been opened by banks with outstanding

balance of Rs.5,944.73 crore. These figures, respectively, were 4.93 crore and Rs 4257.07 crore in March 2010.

3. **Small Overdrafts in No-frills accounts:** Banks have been advised to provide small ODs in such accounts. Up to June 2011, banks had provided 9.34 lakh ODs amounting to Rs.37.42 crore. The figures, respectively, were 1.31 lakh and Rs 8.34 crore in March 2010.
4. **General Credit Cards:** Banks have been asked to consider introduction of a General Purpose Credit Card (GCC) facility up to Rs. 25,000/- at their rural and semi-urban branches. The credit facility is in the nature of revolving credit entitling the holder to withdraw up to the limit sanctioned. Based on assessment of household cash flows, the limits are sanctioned without insistence on security or purpose. Interest rate on the facility is completely deregulated. As on June 2011, banks had provided credit aggregating Rs.2,356.25 crore in 10.70 lakh General Credit Card (GCC) accounts.
5. **Kisan Credit Cards :** Kisan Credit Cards to small time farmers have been issued by banks. As on June 30, 2011, the total number of KCCs issued has been reported as 202.89 lakh with a total amount outstanding to the tune of 1,36,122.32 crore.
6. The current policy of inclusive growth with financial stability cannot be achieved without ensuring universal financial inclusion. Though the efforts for universalisation of financial inclusion are already underway, there are a number of challenges in this endeavour going forward with about 480000 villages yet to be provided with banking services. The financial inclusion for the underprivileged will lead to host of

downstream opportunities such as jobs for the participants to work as BCs at remote villages, technology providers etc., not to speak of the huge economic growth the financial inclusion measures trigger. Banks need to perceive Financial Inclusion as a profitable business model and not as an obligation. This would be possible only if banks strive towards offering more and more credit products to customers captured as part of the Financial Inclusion Plan and lower transaction cost by leveraging technology. The key is to establish an appropriate business delivery model through the involvement of all stakeholders to make Financial Inclusion a reality.

The financially excluded sections largely comprise marginal farmers, landless labourers, oral lessees, self employed, street vendors, hawkers and unorganised sector enterprises, urban slum dwellers, migrants, ethnic minorities and socially excluded groups, senior citizens and women.

In this study, the banking needs and expectations of street hawkers have been taken in hand. In addition to this, it has been analysed whether the steps taken by banks on inclusive growth has reached its very beneficiary.

3.8 Street Hawkers

The livelihoods of the poor are determined predominantly by the context in which they live and the environmental, social and political - largely determines the assets accessible to people, how they can use these and thus their ability to obtain secure livelihoods. Rural people see new opportunities in the urban areas in terms of employment, physical facilities and others. As a result, rural landless agricultural workers had little incentive to remain in agriculture. Instead they choose to migrate to nearby towns or cities in search of more

remunerative non-agricultural jobs. It is important to examine whether they get more remunerative jobs after migration or end up swelling the ranks of unemployed in the urban labour market. But those migrants, who were working in the rural vulnerable situation, see themselves more beneficial working in the urban informal sector. Migrants' livelihoods vary according to their level of education and the skills they have. Competent and skilled migrants may find urban formal jobs either in the government or in the private sectors. Constraints and opportunities this location presents. This is because context - economic, In addition to this, vending attracts those who have limited opportunities for obtaining formal employment or prestigious business, and minimizes chances of social exclusion and marginalization. Street vending is increasingly becoming livelihood option for those marginalized people. On the one hand, urban authorities take street vending as an illegal and unproductive sector; while on the other hand, it is an important livelihood securing sector for the urban poor. It provides seasonal employment to the rural poor and has become a source of economic earning to them. Therefore, it can be accounted as an opportunity to poor communities.

3.9 Definition

A street vendor is broadly defined "as a person who offers goods or services for sale to the public without having a permanent built up structure but with a temporary static structure or mobile stall (or headload)". Street vendors may be stationary by occupying space on the pavements or other public/private areas, or may be mobile in the sense that they move from place to place carrying their wares on push carts or in cycles or baskets on their heads, or may sell their wares in moving bus etc. In this policy document, the term urban

vendor is inclusive of both traders and service providers, stationary as well as mobile vendors and incorporates all other local/region specific terms used to describe them, such as, hawker, pheriwalla, rehri-patri walla, footpath dukandars, sidewalk traders, etc.

3.10 Street Hawkers in India

Street Hawking as a profession has been in existence in India since time immemorial. However, their number has increased manifold in the recent years. It is difficult to estimate the number of people employed as street vendors, due to their high mobility and the marked seasonal variation in their work. According to one study Mumbai has the largest number of street vendors numbering around 250,000, while Delhi has around 200,000. Calcutta has more than 150,000 street vendors and Ahmedabad has around 100,000. Women constitute a large number of street vendors in almost every city. Some studies estimate that street vendors constitute approximately 2% of the population of a metropolis. The total number of street vendors in the country is estimated at around 1 crore. Urban vending is not only a source of employment but provide 'affordable' services to the majority of urban population. The role played by the hawkers in the economy as also in the society needs to be given due credit but they are considered as unlawful entities and are subjected to continuous harassment by Police and civic authorities. Hawker, peddler, street vendor, pheriwalla sell articles of daily utility and general merchandise such as vegetables, sweets, cloth, utensils and toys, on footpaths or by going from door to door. Purchases goods from wholesale market according to his needs and capital (money) available. Loads them in basket or on pushcart, wheel barrow or tricycle and moves in selected areas to effect sales. Announces loudly

goods or articles on sale and their prices to attract customers. Attends to customers and effects sale by measuring, weighing or counting as necessary. May also display goods or articles of sale on footpath and effect sales. May purchase goods in lot, in auction or other sales. May prepare and sell his own products and may operate means of conveyance. May work on salary or commission basis or both.

3.11 Hawker Economy

Hawker economy is an economic activity that survives on small local producers and numerous buyers from poor and middle income groups. Over the years, a hawkers economy has emerged as an essential economic system in a country like India. Street vendors/hawkers constitute approximately two percent of the population of metropolis. Hawker economy is primarily an informal economy. The activities of an informal economy could be categorized into two broad sections- self employed and casual (non-permanent) labour. It typically includes providers of economic activities not recorded in the national accounts and not subject to formal rules of contract, licensing, labour inspection and taxation. The common characteristics of these activities are: ease of market entry; reliance on indigenous resources; small scale operation; labour intensive (low capital requirement per worker); unsophisticated technologies; unregulated and competitive market. The street vendors (commonly known as hawkers) play an important role in the hawker economy by acting as a bridge between the numerous small buyers and small producers. They hawk wide range of commodities – food, agricultural products, clothes, utensils, stationery and numerous necessary items – used mainly by the middle class and poor citizens of urban centers. The hawkers buy commodities, in small quantities, from small producers at a

low price and sell the same to a buyer who has a limited purchasing power. With active participation of many small producers, small sellers (hawkers) and small buyers, numerous undersized economic circuits are constructed every day. Thus, a common man's economy where hawkers play the central role runs parallel to the formal 'organized' economic activities.

Table 3.5: Contribution of Vendors in Selected Cities

City	Estimated Employment Generation	Annual Turnover (in Rs crore)
Ahmedabad	127,000	1,007
Patna	60,000	421
Delhi	200,000	1,590
Mumbai	200,000	1,590
Calcutta	191,000	1,518

Source: www.karmayog.org

3.12 National Association of Street Vendors of India (NASVI)

Beginning as a Network in 1998, The National Association of Street Vendors of India (NASVI) was registered in 2003 under the Societies registration Act of 1860 to bring together the street vendor organizations in India so as to collectively struggle for macro-level changes which had become imminent to support the livelihood of around 10 million vendors which stand severely threatened due to outdated laws and changing policies, practices and attitudes of the powers that be. NASVI is a national federation of street vendor organizations. It is a coalition of Trade Unions, Community Based Organizations (CBOs), Non Government Organizations (NGOs) and professionals.

NASVI was registered in November, 2003 under the Societies Registration Act of 1860. The reasons for registering NASVI under the Society Act was mainly a) Many constituents of NASVI are trade unions, which already affiliated to existing trade union federations, so they felt threatened that affiliation with another trade union federation might create problems. b) NASVI did not want to compete nor even convey the message of competing with any trade union federations. c) Under the Societies Registration Act, members could participate in General Body get elected to positions and democratic norms could be promoted and also participation of the members could be ensured.

Since its formation, NASVI is committed to struggle for creating a supportive environment for the street vendors to carry out their legitimate vending. All the initiatives of NASVI are focused to secure the livelihood of street vendors through policy interventions, changes in political- legal environment, dialogues with policy makers, administrators and planners, organizing state-level, national and international conferences, organizing struggles/ processions/ demonstrations/dharnas, supporting in crisis, providing legal aids, capacity building of street vendor organizations, financial services, collecting and disseminating information about issues concerning street vendors, sensitizing society about the issues of street vendors and so on. The membership of NASVI is open to Trade Unions (TUs), Community Based Organizations (CBOs), Non Government Organizations (NGOs) and professionals like Lawyers, Teachers, Doctors, Social activists who have been working for the empowerment and development of the street vendors. In terms of recognition among street vendors, the membership of NASVI is increasing day by day. Presently, NASVI has 2, 92,452 members from 373 organizations in the states of Andhra Pradesh, Bihar, Delhi, Gujarat, Jharkhand,

Karnataka, Kerala, Manipur, Maharashtra, Orissa, Rajasthan, Tamil Nadu, Tripura, Uttar Pradesh, Haryana, Uttaranchal, Madhya Pradesh West Bengal, Punjab, and Meghalaya.

In discharging the corporate social responsibility to improve the quality of life of those who have been hitherto deprived of financial services from the formal financial institutions, bank has set on reaching the unreached by extending financial services at an affordable cost on an "on going basis" through technology enabled door step banking. This study shows the importance of street vending activities in India and their financial needs. This study also shows how far they have been excluded from the fold of financial services.

3.13 Conclusion

Financial exclusion still exists on wide majority parts of rural India the importance of credit facility to small vendors remains unutilized for the actual purpose for which it is being granted. The policy moves and measures from banking institution should be more effective and liberal in grant of credit and loans with a careful management of their non-performing assets with the upcoming years there is a strong hope that the vision and mission of financial inclusion will be successful and a large group of customers would enjoy the benefits of banking services. It can be summarized that the *"The future lies with those who see the poor as their customers"* as commerce for the poor is more viable than the rich. The financial illiteracy of rural masses will no more be a hindrance in the development of strong healthy sustainable economy.

CHAPTER - 4

SOCIO – ECONOMIC PROFILE OF THE STREET HAWKERS

Introduction

This chapter deals about the socio – economic profile, Business profile, Banking habits, Awareness on banking services and awareness on inclusive growth of the street hawkers .Percentage analysis and Weighted Average Ranking Methods has been used to analyse the data collected.

Socio – Economic Profile**Table 4.1: Socio-Economic Profile of Street Hawkers**

Variables	Number of hawkers (N=300)	Percentage to Total
Age		
Upto 20 yrs	16	5.3
21 to 30	100	33.3
31 to 40	130	43.3
Above 40	54	18.0
Gender		
Male	130	43.3
Female	170	56.7
Area of residence		
Urban	132	44.0
Rural	168	56.0
Educational Qualification		
Illiterate	148	49.3
Primary/Higher Secondary	150	50.0
Others	2	.7
Marital Status		

Single	134	44.7
Married	166	55.3
Type of family	\	
Nuclear	194	64.7
Joint	106	35.3
Daily income		
Below Rs.1000	163	54.4
Rs 1001 – 1500	100	33.3
Above Rs 1501	37	12.3
Daily expenses		
Below Rs.250	45	15
Rs 251 – 500	83	27.7
Above Rs 501	172	57.3
Number of male earning members		
No male earning members	18	60
1 member	120	40.0
2 members	154	51.3
3 members	4	1.3
4 members	4	1.3
Number of male non earning members in the family		
No non earning members	176	58.7
1 non earning member	114	38.0
2 non earning members	8	2.7
4 non earning members	2	.7
No of female earning members in the family		
No earning member	116	38.7
1 female earning member	176	58.7
2 female earning members	8	2.7
No of female non earning		

members in the family		
No non earning members	98	32.7
1 non earning member	180	60.0
2 non earning members	22	7.3
Occupation of the spouse		
Doing same business	88	29.3
Employed	148	49.3
Home maker	60	20.0
Others	4	1.3
Type of house		
Own	106	35.3
Rented	194	64.7

Age

Composition of age shows that the sample consists of predominantly more middle aged hawkers. Out of 300 hawkers, it is found that 16 (5.3%) are with age ranging up to 20; 100 (33.3%) are in the age group ranging from 21 to 30; 130 (43.3%) are in the age group ranging from 31 to 40 and the rest 54 (18%) are above the age of 40.

Gender

The sample respondents are largely females and they outnumber the male respondents. Accordingly, the number of male consumers in the sample is 130 (43.3%) while the female consumers are 170 (56.7%) in number.

Area of Residence

Out of the sample respondents, 132 (44%) are living in urban area while the rest 168 (56%) are residing in rural area. Hence most of the respondents are living in rural area.

Educational Qualification

Classification by education shows that there are 148 (49.3%) respondents are illiterates; 150 (50%) have studied up to Primary/Higher Secondary; and rest 2 (.7%) respondents come under others category. Thus, most of the respondents are those who have Primary/Higher Secondary qualification only.

Marital Status

Classification of respondents based on their marital status reveals that many of the respondents are married. This is so, since of the 300 respondents, 134 (44.7%) are unmarried while the remaining 166 (55.3%) are married.

Type of Family

It can be noticed from Table 4.1 that 194 (64.7%) are living in a nuclear family system while the rest 106 (35.3%) are living under the traditional joint family system. Thus most of the respondents live in nuclear family system.

Daily Income

Table 4.1 shows that majority 163(54.4%) of the hawkers daily income is below Rs.1000; 100(33.3%) of the hawkers daily income ranges between Rs.1001 to Rs. 1500 and the rest 37(12.3%) of the hawkers daily income is more than Rs.1501

Daily Expenses

Table 4.1 indicates that most 172(57.3%) of the hawkers daily expenses is above Rs.501; 45(15%) of the hawkers daily expenses is below Rs.250 and the rest 83(27.7%) of the ranges between Rs.251 to 500.

Number of earning Members in the Family – Male

A classification of respondents on the basis of male earning members reveals that there are no male earning members in 18(6%) family; One male earning members in 120(40%) family; Two male earning members in 154(51.3%) family; Three male earning members in 4(1.3%) family; Four male earning members in 4(1.3%) respondents family.

There are no non earning members with respect to male in 176(58.7%) family; one male non earning member in 114(38%) family; Two male non earning members in 8(2.7%) respondents family; Four male non earning members in 2 (.7%) family.

Number of Earning Members in the Family – Female

There are no female earning members in 116(38.7%) family; One female earning members in 176(58.7%) family; Two female earning members in 8(2.7%) family.

There are no female non earning members in 98(32.7%) respondents family; One female non earning member in 180(60%) family; Two female non earning members in 22(7.3%) family.

Occupation of the Spouse

Classification of respondents based on their occupation of their spouse reveals that many of the respondents spouse are employed. Out of the 300 respondents, Spouse of 88 (29.3%) of the hawkers are doing the same business; 148 (49.3%) are employed; 60(20%) are home makers and the rest 4(1.3%) comes under others category.

Type of House

Out of the sample respondents, 106(35.3%) respondents possesses own houses and the rest 194 (64.7%) reside in rental houses. Thus most of the respondents live in rented house only.

4.2 Business Profile**Table 4.2.1: Product sold**

Product sold	No of respondents	Percentage
Flowers	54	18.0
Fruits	45	15.0
toys and crafts	52	17.3
Electronics	20	6.7
fast food	35	11.7
plastics and utensils	24	8.0
Cloth	36	12.0
cotton candy	34	11.3
Total	300	100.0

Table 4.2.1 reveals that 54(18%) of the respondents sells flowers; 45(15%) of the respondents sells Fruits; 52 (17.3%) of the respondents sells toys and crafts; 20(6.7%) of the respondents sells electronic items; 35(11.7%) of the respondents sells Fast foods; 24(8%) of the respondents sells plastics and utensils; 36(12%) of the respondents sells cloths and rest of the respondents sells cotton candy. Thus most of the respondents sells flowers.

Table 4.2.2: Experience in the Business

Number of years	No of respondents	Percentage
Upto 3 yrs	40	13.3
4 to 5 yrs	180	60.0
6 to 7 yrs	53	17.7
More than 7 years	27	9.0
Total	300	100.0

Out of the 300 respondents, 40(13.3%) of the respondents have less than three years of experience; 180(60%) of the respondents have 4 to 5 years of experience; 53(17.7%) of the

respondents have 6 to 7 years of experience; 27(9%) of the respondents have more than 7 years of experience in their business.

Table 4.2.3: Credit sales

Credit sales	No of respondents	Percentage
No	244	81.3
Yes	56	18.7
Total	300	100.0

It can be seen from the Table 4.2.3 that most of the respondents 244(81.3%) do not sell their products for credit and the rest 56 (18.7%) of the respondents sell their products for credit.

Table 4.2.4: Reason for selecting this business

Reason	No of respondents	Percentage
Family business	77	25.7
More profitable	69	23.0
low investment	120	40.0
Flexible	34	11.3
Total	300	100.0

It is found that most of the respondents 120 (40%) have selected for the reason of low investment; 77(25.7%) respondents chosen since it is more profitable; 69(23%) chosen since it is their family business and rest 34(11.3%) of the respondents chosen due to its flexibility.

Table 4.2.5: Family members doing same business

Number of family members	No of respondents	Percentage
No one	127	42.3
1 to 3	160	53.3
More than 3	4	1.3
All	9	3.0
Total	300	100.0

From the table 4.2.5 its evident that 127(42.3%) of the respondents family members are not doing the same business:160(53.3%) of the respondents,1 to 3 of the family members are doing the same business;4(1.3%) of the respondents more than 3 of the family members are doing the same business and the rest 9(3%) of the respondents, all the family members are doing the same business.

Table 4.2.6: Secondary source of income

Secondary source of income	No of respondents	Percentage
No	267	89.0
Yes	33	11.0
Total	300	100.0

Out of the sample respondents, 267(89%) of the respondents do not have secondary source of income and rest 33(11%) of the respondents have secondary source of income.

Table 4.2.7: Source of Working Capital

Source	No of respondents	Percentage
Money lender	108	36.0
Credit societies	35	11.7
Friends and relatives	93	31.0
Payment after sales	64	21.3
Total	300	100.0

Classification on the basis of source of working capital reveals that most of the respondents 108(36%) borrowed from money lenders; 35 (11.7%) from Credit societies; 93(31%) from friends and relatives; 64 (21.3%)of the respondents make payments after sales.

Table 4.2.8: Bank Loan Availed

Loan	No of respondents	Percentage
No	233	77.7
Yes	67	22.3
Total	300	100.0

Table 4.2.8 shows that 233(77.7%) of the respondents do not approached bank for availing loan and the rest 67(22.3%) of the respondents approached bank for availing loan. Thus most of the respondents do not avail bank loans.

Table 4.2.9: Reason for not availing loan

Reason	No of respondents	Percentage
Lengthy process	105	35.0
No idea	123	41.0
Small amount not provided	5	1.7
Total	233	77.7

Out of 300 respondents, 105 (35%) respondents do not avail loan since it's a lengthy process; 123 (41%) have no idea; 5(1.7%) of the respondents don't approach banks since loan of smaller denominations.

Table 4.2.10: Mode of Selling

Mode	No of respondents	Percentage
Carts	150	50
Baskets	100	33.3
Pavments	50	16.7
Total	300	100

Classification on the basis of their mode of selling reveals that 150(50%) most of the respondents use carts for selling their products;100(33.3%) of the respondents uses baskets;50(16.7%) of the respondents sells in pavements.

Table 4.2.11: Mode of transportation from their residence

Mode	No of respondents	Percentage
Bus	123	41
Own Vehicle	77	25.7
By walk	100	33.3
Total	300	100

Table 4.2.11 shows that 123(41%) majority of the respondents travel by bus; 77(25.7%) has own vehicle and rest 100(33.3%) of the respondents travel by walk from their residence.

4.3 Banking Habits of Street Hawkers

Table 4.3.1: Preferred mode of saving - Weighted Average Ranking Method

Preferred mode of saving								
Rank	1	2	3	4	5	Total	Weight	Rank
Post office savings	89	18	25	126	42	300	914	III
Bank	19	87	4	68	122	300	1087	V
Chits	4	28	177	77	14	300	969	IV
Hundies	63	128	76	19	14	300	693	I
Known persons	125	39	17	10	109	300	839	II

Out of the sample respondents taken for the study, most of the respondents assigned first rank for hundies as their mode of savings. Savings with known persons has been assigned second rank; Savings with post office savings schemes has been assigned third rank; Savings with chits has been assigned fourth rank and savings with banks have been ranked at last. From the above table its evident that the street hawkers don't prefer banks as their savings avenue.

Table 4.3.2: Operating Bank account

Bank account	No of respondents	Percentage
No	154	51.3
Yes	146	48.7
Total	300	100.0

Table 4.3.2 shows that 154(51.3%) Most of the respondents do not have bank and the rest 146(48.7%) of the respondents have bank accounts.

Table 4.3.3: Reason for not Having Bank Account

Reason	No of respondents	Percentage
No savings	14	4.7
Lengthy process	85	28.3
Not needed	10	3.3
No bank in the area	8	2.7
No id proof	27	9.0
No time	10	3.3
Total	154	51.3

It can be noticed from the table 4.3.3 that 85 (28.3%) of the respondents do not have bank account since it's a lengthy process;14(4.7%) of the respondents do not have bank account since they do not have savings; 10(3.3%) of the respondents do

not have bank account since its not needed; 8(2.7%) of the respondents do not have bank account since there is no bank in their area; 27(9%) of the respondents do not have bank account since they do not have ID proof; 10(3.3%) of the respondents do not have bank account since they don't have time;

Table 4.3.4: Name of the bank

Name of the bank	No of respondents	Percentage
SBI	80	54.8
IOB	40	27.4
Co-operative banks	20	13.7
Others	6	4.1
Total	146	100

Out of the sample respondents taken for the study, 80(54.8%) of the respondents have accounts in SBI bank;40(27.4%) of the respondents in IOB bank;20(13.7%) of the respondents have account in co-operative banks and rest of the respondents have account in other banks.

Table 4.3.5: Reason for selecting the bank

Reasons	No of respondents	Percentage
Trust	35	23.9
Service	10	6.8
Less formalities	46	31.6
Friends/Relatives recommended	30	20.6
Others	25	17.1
Total	146	100

It is noticed from the table 4.3.5 that 35(23.9%) of the respondents selected banks on the basis of trust; 10(6.8%) of the respondents for service; 46(31.6%) of the respondents for less formalities; 30(20.6%) for recommendation by friends and relatives; and the rest 25(17.1%) for other reasons

Table 4.3.6: Frequency of Banking

Frequency	No of respondents	Percentage
Daily	8	5
Weekly	16	11
Monthly	30	21
Occasionally	92	63
Total	300	100

Table 4.3.6 indicates that 92(63%) most of the respondents visit bank occasionally; 8(5%) of the respondents bank daily; 16(11%) of the respondents bank weekly; 30(21%) of the respondents bank monthly

4.4 Awareness on Banking Services

Table 4.4.1: Level of Awareness on Banking Services

Particulars	No of Hawkers (N = 300)	Percentage
Internet banking:		
Unaware	161	53.7
Heard of	137	45.7
Aware & using	2	.7
Mobile banking:		
Unaware	183	61.0
Heard of	114	38.0
Aware & using	3	1.0
Locker facility:		
Unaware	139	46.3

Heard of	136	45.3
Aware & using	25	8.3
Gold Loan:		
Unaware	66	22.0
Heard of	162	54.0
Aware & using	72	24.0
Debit & credit cards:		
Unaware	110	36.7
Heard of	165	55.0
Aware & using	25	8.3
Overdraft:		
Unaware	211	70.3
Heard of	88	29.3
Aware & using	1	.3
Electronic Fund Transfer:		
Unaware	205	68.3
Heard of	88	29.3
Aware & using	7	2.3
Cheques:		
Unaware	96	32.0
Heard of	137	45.7
Aware & using	67	22.3

Table 4.4.1 indicates that out of the sample respondents 161(53.7%) of the respondents are unaware about internet banking; 137(45.7%) of the respondents are heard about internet banking and the rest 2 (.7%) of the respondents are aware and using internet banking; Thus most of the respondents are not aware about internet banking.

183(61%) of the respondents are unaware about mobile banking; 114(38%) of the respondents are heard about mobile banking and rest 3(1%) of the respondents are aware about mobile banking.

139(46.3%) of the respondents are unaware about locker facility; 136(45.3%) of the respondents are heard about locker facility and rest 25(8.3%) of the respondents are aware about locker facility.

66(22%) of the respondents are unaware about gold loans; 162(54%) of the respondents are heard about gold loans and rest 72(24%) of the respondents are aware about gold loans.

110(36.7%) of the respondents are unaware about debit and credit cards; 165(55%) of the respondents are heard about debit and credit cards and rest 25(8.3%) of the respondents are aware about debit and credit cards.

211(70.3%) of the respondents are unaware about overdraft facility; 88(29.3%) of the respondents are heard about overdraft facility and rest 1(.3%) of the respondents are aware and using overdraft facility.

205(68.3%) of the respondents are unaware about Electronic Fund transfer; 88(29.3%) of the respondents are heard about Electronic Fund transfer and rest 7(2.3%) of the respondents are aware and using Electronic Fund transfer. 96(32%) of the respondents are unaware about cheques; 137(45.7%) of the respondents are heard about cheques and rest 67(22.3%) of the respondents are aware and using cheques.

IV. Awareness on Inclusive Measures Taken by Banks

Table 4.5.1: Level of Awareness on Inclusive Measures taken by banks

Particulars	No of Hawkers (N = 300)	Percentage
No frills a/c:		
Unaware	254	84.7
Aware	46	15.3
KYC Norms:		

Unaware	269	89.7
Aware	31	10.3
Van banking:		
Unaware	289	96.3
Aware	11	3.7
Bio-metric cards		
Unaware	291	97.0
Aware	9	3.0
Regional languages:		
Unaware	289	96.3
Aware	11	3.7
Convenient Outlet:		
Unaware	283	94.3
Aware	17	5.7

Table 4.5.1 indicates that out of the total sample respondents, 254(84.7%) of the respondents are unaware about no frill accounts and the rest 46(15.3%) of the respondents are aware about no frill accounts.

269(89.7%) of the respondents are unaware about minimization of KYC norms and the rest 31(10.3%) of the respondents are aware about minimization of KYC norms.

289(96.3%) of the respondents are unaware about van banking and the rest 11(3.7%) of the respondents are aware about van banking.

291(97%) of the respondents are unaware about biometric cards and the rest 9(3%) of the respondents are aware about biometric cards. 289(96.3%) of the respondents are unaware about forms and challans in regional languages and the rest 11(3.7%) of the respondents are aware.

283(94.3%) of the respondents are unaware about more convenient outlets and the rest 17(5.7%) of the respondents are aware about more convenient outlets.

Conclusion

The analysis from the percentage analysis reveals that majority of the hawkers do not have bank accounts. And the hawkers are unaware about both banking services and measures taken by banks on inclusive growth.

CHAPTER- 5

AWARENESS ON BANKING SERVICES

5.1 Introduction

In this chapter awareness of street hawkers regarding banking services has been analysed. Chi - Square test has been used to find out the significant association between the variables and the hawkers awareness.

5.2 Variables Tested

There are ten variables used in this chapter. They are:

1. Age
2. Gender
3. Area of residence
4. Educational qualification
5. Marital Status
6. Occupation of the spouse
7. Product sold
8. Source of Working Capital
9. Bank account
10. Bank loan
11. Preference for various modes of savings

Age and Level of Awareness on Banking Services

H₀: Age is not associated with level of awareness on banking services

Table 5.1: Age and level of awareness on banking services

Awareness	Age				Total
	Upto 20 yrs	21-30 yrs	31-40 yrs	Above 40 yrs	
Unaware	4	24	27	16	71
Aware	12	76	103	38	229
Total	16	100	130	54	300

d.f:3 calculated chi square value: 1.689 Table value at 5% level:7.81 Out of 300 respondents,16 respondents are under the age of 20 years. Of which 4 respondents are unaware about banking services and the rest 12 respondents are aware of the banking services available. 100 respondents are under the age between 21 – 30 years, Of which 24 respondents are unaware about banking services and the rest 76 respondents are aware of the banking services available.103 respondents are under the age between 31 – 40 years, Of which 27 respondents are unaware about banking services and the rest 103 respondents are aware of the banking services available. 54 respondents are above the age of 40 years, Of which 16 respondents are unaware about banking services and the rest 38 respondents are aware of the banking services available.

The percentage of respondents with low level of awareness is found among the age group of 31-40 years. As the calculated chi square value at 5% level of significance is less than the table value, there is no significant association between the awareness of street hawkers on banking and age.

Gender and Level of Awareness

H₀: Gender is not associated with level of awareness on banking services

Table 5.2: Gender and Level of Awareness

Awareness	Gender		Total
	Male	Female	
Unaware	33	38	71
Aware	97	132	229
Total	130	170	300

Df:1 calculated chi - square value:.375a Table value at 5%: 3.84

Out of 300 respondents, 130 respondents are male. Of which, 33 respondents are unaware about banking services and the rest 97 respondents are aware of the banking services available. 170 respondents are female. Of which, 38 respondents are unaware about banking services and the rest 132 respondents are aware of the banking services available.

The percentage of respondents with low level of awareness is found among female respondents. Since the calculated chi square value at 5% level of significance is less than the table value there is no significant association between the awareness of hawkers on banking and gender.

Area of Residence and Level of Awareness

H₀: Area of residence is not associated with level of awareness on banking services

Table 5.3: Area of Residence and Level of Awareness

Awareness	Area of residence		
	Urban	Rural	Total
Unaware	34	37	71
Aware	98	131	229
Total	132	168	300

Df:1 calculated chi - square value:.570a Table value at 5%: 3.84

Out of 300 respondents, 132 respondents reside in urban area. Of which, 34 respondents are unaware about banking services and the rest 98 respondents are aware of the banking services available. 168 respondents reside in rural area. Of which, 37 respondents are unaware about banking services and the rest 131 respondents are aware of the banking services available.

The percentage of respondents with low level of awareness is moreover equal among rural and urban

respondents. Since the calculated chi square value at 5% level of significance is less than the table value, there is no significant association between the awareness of hawkers on banking and area of residence.

Educational Qualification and Level of Awareness

H₀: Educational qualification is not associated with level of awareness on banking services

Table 5.4: Educational Qualification and Level of Awareness

Awareness	Educational Qualification			Total
	Illiterate	Primary/HSC	Others	
Unaware	38	33	0	71
Aware	110	117	2	229
Total	148	150	2	300

Df:2 calculated chi - square value:1.181a Table value at 5%: 5.99

Out of 300 respondents,148 respondents are illiterates. Of which, 38 respondents are unaware about banking services and the rest 110 respondents are aware of the banking services available. 150 respondents are upto primary/HSC level. Of which, 33 respondents are unaware about banking services and the rest 117 respondents are aware of the banking services available.2 respondents are with other qualifications and those respondents are aware of banking services offered.

The percentage of respondents with low level of awareness is moreover equal among illiterates and those of primary/HSC level of education. The calculated chi square value at 5% level of significance is less than the table value there is no significant association between the awareness of hawkers on banking and educational qualification.

Marital Status and Level of Awareness

H₀: Marital status is not associated with level of awareness on banking services

Table 5.5: Marital Status and Level of Awareness

Awareness	Marital Status		Total
	Married	Unmarried	
Unaware	30	41	71
Aware	104	125	229
Total	134	166	300

Df:1 calculated chi - square value:.219a Table value at 5%: 5.99

Out of 300 respondents,134 respondents are married. Of which, 30 respondents are unaware about banking services and the rest 104 respondents are aware of the banking services available. 166 respondents are unmarried. Of which,41 respondents are unaware about banking services and the rest 125 respondents are aware of the banking services available.

The percentage of respondents with low level of awareness s found among unmarried. The calculated chi square value at 5% level of significance is less than the table value and so we accept the null hypothesis that there is no significant association between the awareness of hawkers on banking and marital status.

Occupation of the Spouse and Level of Awareness

H₀: occupation of the spouse is not associated with level of awareness on banking services

Table 5.6: Occupation of the Spouse and Level of Awareness

Awareness	Occupation of Spouse				Total
	Same business	Employed	Home maker	Others	
Unaware	17	37	17	0	71
Aware	71	111	43	4	229
Total	88	148	60	4	300

Df:3 calculated chi - square value:3.030a Table value at 5%: 7.81

Out of 300 respondents, 88 respondents spouse are doing same business. Of which, 17 respondents are unaware about banking services and the rest 71 respondents are aware of the banking services available. 148 respondents spouse are employed. Of which, 37 respondents are unaware about banking services and the rest 111 respondents are aware of the banking services available. 60 respondents spouse are homemakers. Of which, 17 respondents are unaware about banking services and the rest 43 respondents are aware of the banking services available. 4 respondents spouse are doing other occupations and those are aware of the banking services.

The percentage of respondents with low level of awareness is found among the spouse are employed. The calculated chi square value at 5% level of significance is less than the table value there is no significant association between the awareness of hawkers on banking and occupation.

Product Sold and Level of Awareness

H₀: product sold is not associated with level of awareness on banking services

Table 5.7: Product Sold and level of Awareness

Aware ness	Product								Tot al
	Unawa re	Flow ers	Fru its	Toys/c rafts	Electro nics	Fa st fo od	Plast ics & Uten sils	Clo th	Cott on can dy
Aware		11	11	9	4	10	5	4	17
Total		43	34	43	16	25	19	32	17
		54	45	52	20	35	24	36	34
									300

Df:7 calculated chi - square value:18.418a Table value at 5%: 14.1

Out of 300 respondents, 54 respondents sell flowers. Of which, 11 respondents are unaware about banking services and the rest 43 respondents are aware of the banking services available. 45 respondents sell fruits. Of which, 11 respondents are unaware about banking services and the rest 34 respondents are aware of the banking services available. 52 respondents sell toys/crafts. Of which, 9 respondents are unaware about banking services and the rest 43 respondents are aware of the banking services available. 20 respondents sell electronic goods. Of which, 4 respondents are unaware about banking services and the rest 16 respondents are aware of the banking services available. 35 respondents sell fast foods. Of which, 10 respondents are unaware about banking services and the rest 25 respondents are aware of the banking services available. 24 respondents sell plastics and utensils. Of which, 5 respondents are unaware about banking services and the rest 19 respondents are aware of the banking services available. 36 respondents sell cloth. Of which, 4 respondents are unaware about banking services and the rest 32 respondents are aware of the banking services available. 34 respondents sell cotton candy. Of which, 17 respondents are unaware about banking services and the rest 17

respondents are aware of the banking services available. Respondents with low level of awareness are found among those respondents selling cotton candy. The calculated chi square value at 5% level of significance is more than the table value there is significant association between the awareness of hawkers on banking and product they sell.

Duration in Business and Level of Awareness

H₀: Duration in business is not associated with level of awareness on banking services

Table 5.8: Duration in Business and Level of Awareness

Awareness	Duration in Business				Total
	Upto 3 years	4 to 5 years	6 to 7 years	More than 7 years	
Unaware	4	46	13	8	71
Aware	36	134	40	19	229
Total	40	180	53	27	300

Df:3 calculated chi - square value:5.044a Table value at 5%: 7.81

Out of 300 respondents, 40 respondents are in the business upto 3 years. Of which, 4 respondents are unaware about banking services and the rest 36 respondents are aware of the banking services available. 180 respondents are in the business for 4 to 5 years. Of which, 46 respondents are unaware about banking services and the rest 134 respondents are aware of the banking services available. 53 respondents are in the business for 6 to 7 years. Of which, 13 respondents are unaware about banking services and the rest 40 respondents are aware of the banking services available. 27 respondents are in the business for more than 7 year. Of which, 8 respondents are unaware about banking services and

the rest 19 respondents are aware of the banking services available.

The percentage of respondents with low level of awareness is found among those who are in the business for 4 to 5 years employed. The calculated chi square value at 5% level of significance is less than the table value there is no significant association between the awareness of hawkers on banking and duration in the business.

Source of Working Capital and Level of Awareness

H₀: Duration in business is not associated with level of awareness on banking services

Table 5.9: Source of Working Capital and Level of Awareness

Awareness	Source of Working Capital				Total
	Money Lenders	Credit Societies	Friends & Relatives	Payment through sale	
Unaware	26	10	13	22	71
Aware	82	25	80	42	229
Total	108	35	93	64	300

Df:3 calculated chi - square value:9.370a Table value at 5%: 7.81

Of the 108 respondents who borrow money from the moneylenders, 26 respondents are unaware and the rest of 82 respondents are aware of the banking services offered by banks. There are 35 respondents who borrow money from credit socetiies,of which 10 respondents are unaware and the rest of 25 respondents are aware of the banking services offered by banks. Of the 93 respondents who borrow money from the moneylenders,13 respondents are unaware and the rest of 80 respondents are aware of the banking services offered by banks. There are 64 respondents who makes

payment after sales, 22 respondents are unaware and the rest of 42 respondents are aware of the banking services offered by banks.

The respondents with high level of awareness are high among the respondents who borrow from moneylenders. As the calculated chi square value at 5% level of significance is more than the table value there exists significant association between the awareness of hawkers on banking and source of working capital.

Bank Loan and Level of Awareness

H₀: Bank loan is not associated with level of awareness on banking services

Table 5.10: Bank loan and level of awareness

Awareness	Bank Loan		
	No	Yes	Total
Unaware	56	15	71
Aware	177	52	229
Total	233	67	300

Df:1 calculated chi - square value:0.78a Table value at 5%: 3.84

Out of the sample respondents taken out for the study, 233 respondents have not approached banks for availing loans. Of them 56 respondents are unaware of the services offered by banks and the rest of 177 respondents are aware of the services offered by banks. 67 respondents have approached banks for availing loans. Of them 52 respondents are unaware of the services offered by banks and the rest of 67 respondents are aware of the services offered by banks.

The respondent with high level of awareness is high among those respondents who have not approached banks for

availing loans. The calculated chi square value at 5% level of significance is less than the table value there is no significant association between the awareness of hawkers on banking and bank loan.

Bank Account and Level of Awareness

H₀: Bank Account is not associated with level of awareness on banking services

Table 5.11: Bank Account and Level of Awareness

Awareness	Bank Account		Total
	No	Yes	
Unaware	37	34	71
Aware	117	112	229
Total	154	146	300

Df:1 calculated chi - square value:.023a Table value at 5%: 3.84

There are 154 respondents without bank accounts. Of them, 37 are unaware of the banking services and the rest of the 117 respondents are aware of the banking services offered. There are 146 respondents without bank accounts. Of them, 34 are unaware of the banking services and the rest of the 112 respondents are aware of the banking services offered. Thus it can be said that the respondents with low level of awareness is high among those respondents who does not have a bank account.

The calculated chi square value at 5% level of significance is less than the table value there is no significant association between the awareness of hawkers on banking and bank account.

Preference for Post Office Savings Schemes and Level of Awareness

H₀: Preference for post office savings is not associated with level of awareness on banking services

Table 5.12: Preference for Post Office Savings Schemes and Level of Awareness

Awareness	Preference for Post office for Savings					
	1	2	3	4	5	Total
Unaware	17	7	6	17	24	71
Aware	72	11	19	109	18	229
Total	89	18	25	126	42	300

Df:4 calculated chi - square value:31.934a Table value at 5%: 9.49

Out of the sample respondents taken for the study, 89 respondents preferred post office savings scheme as their mode of savings. Of them, 17 respondents are unaware of the banking services offered and the rest of 72 respondents are aware of the banking services. The low level awareness is high in the respondents who have ranked post office schemes as five. The calculated chi square value at 5% level of significance is more than the table value there exists significant association between preference for post office savings schemes and awareness on banking services.

Preference for Banks and Level of Awareness

H₀: Preference for banks is not associated with level of awareness on banking services

Table 5.13: Preference for Banks and Level of Awareness

Awareness	Preference for Bank for Savings					
	1	2	3	4	5	Total
Unaware	7	15	1	32	16	71
Aware	12	72	3	36	106	229
Total	19	87	4	68	122	300

Df:4 chi-square value:10.722a at 5% table value=9.49

19 Respondents who preferred banks as their savings are significantly associated with level of awareness on banking services. The calculated chi square value is more than the table value indicates this at five percent level of respondents.

Preference for Chits and Level of Awareness

H₀: Preference for chits is not associated with level of awareness on banking services

Table 5.14: Preference for Chits and Level of Awareness

	Preference for Chits for Savings					
	1	2	3	4	5	Total
Unaware	0	8	46	11	6	71
Aware	4	20	131	66	8	229
Total	4	28	177	77	14	300

Df:4 calculated chi - square value:8.746a Table value at 5%: 9.49

As the calculated chi square value at 5% level of significance is less than the table value, there is no significant association between the awareness of hawkers on banking services and their choice as chits for saving.

Preference for Hundies and Level of Awareness

H₀: Preference for hundies is not associated with level of awareness on banking services

Table 5.15: Preference for Hundies and Level of Awareness

Awareness	Preference for Hundies for Savings					Total
	1	2	3	4	5	
Unaware	12	35	12	9	3	71
Aware	51	93	64	10	11	229
Total	63	128	76	19	14	300

Df:4 calculated chi - square value:10.260a Table value at 5%: 9.49

63 respondents who preferred hundies as their savings are significantly associated with the level of awareness of banking services offered. Since the calculated chi square value is more than the table value.

Preference for Known Persons and Level of Awareness

H₀: Preference for known persons is not associated with level of awareness on banking services

Table 5.16: Preference for Known Persons and Level of Awareness

Awareness	Preference other known people for Savings					Total
	1	2	3	4	5	
Unaware	35	6	6	2	22	71
Aware	90	33	11	8	87	229
Total	125	39	17	10	109	300

Df:4 calculated chi - square value:4.859a Table value at 5%: 9.49

The calculated chi square value at 5% level of significance is less than the table value there is no significant association

between the awareness of hawkers on banking and their choice as giving to other persons for saving.

5.3 Conclusion

Analysis carried out in this chapter has shown that of the variables considered only four namely, Product sold, Sources of working capital, Preference for banks and Preference for hundies are significantly associated with awareness of banking services of hawkers.

CHAPTER - 6

AWARENESS ON FINANCIAL INCLUSION

6.1 Introduction

In this chapter, an attempt is made to examine the level of awareness of hawkers on Inclusive Measures. Chi – Square test is used to find the relationship between the variables and the hawkers level of awareness.

6.2 Variables Tested

There are eleven variables used in this chapter. They are:

1. Age
2. Gender
3. Area of residence
4. Educational qualification
5. Marital Status
6. Type of Product
7. Duration in Business
8. Source of Working Capital
9. Bank account
10. Bank loan
11. Preference for various modes of savings

Age and Awareness on Financial Inclusion Measures Taken by Banks

H₀: Age is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.1: Age and Awareness on financial inclusion measures taken by banks

Awareness	Age				Total
	Upto 20 yrs	21-30 yrs	31-40 yrs	Above 40 yrs	
Unaware	15	94	125	52	286
Aware	1	6	5	2	14
Total	16	100	130	54	300

Df:3 calculated chi - square value:.799a Table value at 5%: 7.81

Out of 300 respondents,16 respondents are under the age of 20 years. Of which 15 respondents are unaware about financial inclusion measures taken by banks and the rest 1 respondent is aware of the inclusive measure taken by banks. 100 respondents are in the age between 21 – 30 years, of which 94 respondents are unaware about financial inclusion measures taken by banks and the rest 6 respondents are aware of the inclusive measure taken by banks. 130 respondents are in the age between 31 – 40 years, of which 125 respondents are unaware about financial inclusion measures taken by banks and the rest 5 respondents are aware of the inclusive measure taken by banks. 54 respondents are above the age 40 years, of which 52 respondents are unaware about financial inclusion measures taken by banks and the rest 2 respondents are aware of the inclusive measure taken by banks.

The respondents with high level of awareness is found among the age group ranging between 21 – 30 years. There is no significant association between the awareness on financial inclusion measures taken by banks and age as the calculated chi square value at 5% level of significance is less than the table value.

Gender and Awareness on Financial Inclusion Measures Taken by Banks

H₀: Gender is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.2: Gender and Awareness on inclusion measures

Awareness	Gender		Total
	Male	Female	
Unaware	127	159	286
Aware	3	11	14
Total	130	170	300

Df:1 calculated chi - square value:2.870a Table value at 5%: 3.84

Out of 300 respondents,130 respondents are male. Of which 127 respondents are unaware about financial inclusion measures taken by banks and the rest 3 respondent are aware of the inclusive measure taken by banks. 170 respondents are female. Of which 154 respondents are unaware about financial inclusion measures taken by banks and the rest11 respondents are aware of the inclusive measure taken by banks.

The respondents with high level of awareness are found among the female respondents. There is no significant association between the awareness on financial inclusion measures taken by banks and gender, as the calculated chi square value at 5% level of significance is less than the table value.

Area of Residence and Awareness on Financial Inclusion Measures Taken by Banks

H₀: Area of residence is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.3: Area of Residence and Awareness inclusion measures

Awareness	Area of residence		
	Urban	Rural	Total
Unaware	127	159	286
Aware	5	9	14
Total	132	168	300

Df:1 calculated chi - square value:.409a Table value at 5%: 3.84

There are 132 respondents residing in urban area. Of which 127 respondents are unaware about financial inclusion measures taken by banks and the rest 5 respondent are aware of the inclusive measure taken by banks. 168 respondents residing in rural area. Of which 159 respondents are unaware about financial inclusion measures taken by banks and the rest 9 respondents are aware of the inclusive measure taken by banks.

The respondents with high level of awareness is found among the rural respondents. There is no significant association between the awareness on financial inclusion measures taken by banks and area of respondents, as the calculated chi square value at 5% level of significance is less than the table value.

Educational Qualification and Awareness on Financial Inclusion Measures Taken by Banks

H₀: Educational qualification is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.4: Educational Qualification and Awareness on inclusion measures

Awareness	Educational Qualification			Total
	Illiterate	Primary/HSC	Others	
Unaware	139	145	2	286
Aware	9	5	0	14
Total	148	150	2	300

Df:2 calculated chi - square value:1.363a Table value at 5%: 5.99

148 respondents are illiterates. Of them 139 respondents are unaware about financial inclusion measures taken by banks and the rest 9 respondent are aware of the inclusive measure taken by banks. 150 respondents are with primary/HSC level of education. Of them, 145 respondents are unaware about financial inclusion measures taken by banks and the rest 5 respondents are aware of the inclusive measure taken by banks. 2 respondents are with other qualification and they are aware of the financial inclusion measures taken by banks.

The respondents with high level of awareness are found among the illiterates. There is no significant association between the awareness on financial inclusion measures taken by banks and educational qualification of the respondents, as the calculated chi square value at 5% level of significance is less than the table value.

Marital Status and Awareness on Financial Inclusion Measures Taken by Banks

H₀: Marital Status is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.5: Marital Status and Awareness on inclusion measures

Awareness	Marital Status		
	Married	Unmarried	Total
Unaware	126	160	286
Aware	8	6	14
Total	134	166	300

Df:1 calculated chi - square value:.925a Table value at 5%: 3.84

Out of the sample respondents taken for the study, 134 respondents are married. Of them 126 respondents are unaware about financial inclusion measures taken by banks and the rest 8 respondent are aware of the inclusive measure taken by banks. 166 respondents are unmarried. Of them, 160 respondents are unaware about financial inclusion measures taken by banks and the rest 6 respondents are aware of the inclusive measure taken by banks.

The respondent with high level of awareness on financial inclusion measures is found among married respondents. There is no significant association between the awareness on financial inclusion measures taken by banks and marital status of the respondents, as the calculated chi square value at 5% level of significance is less than the table value.

Product Sold and Awareness on Financial Inclusion Measures Taken by Banks

H₀: Product sold is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.6: Product Sold and Awareness on inclusion measures

Awareness	Product								
	Flowers	Fruits	Toys/crafts	Electronics	Fast food	Plastics & Utensils	Cloth	Cotton candy	Total
Unaware	50	45	49	20	34	22	35	31	286
Aware	4	0	3	0	1	2	1	3	14
Total	54	45	52	20	35	24	36	34	300

Df: 7 calculated chi - square value:6.828a

Table value at 5%: 14.1

Out of 300 respondents, 54 respondents sell flowers. Of which, 50 respondents are unaware about financial inclusion measures taken by banks and the rest 4 respondents are aware of the financial inclusion measures taken by banks. 45 respondents sell fruits. Of which, 45 respondents are unaware about financial inclusion measures taken by banks. 52 respondents sell toys/crafts. Of which, 49 respondents are unaware about financial inclusion measures taken by banks and the rest 3 respondents are aware of the financial inclusion measures taken by banks. 20 respondents sell electronic goods. Of which, 20 respondents are unaware about financial inclusion measures taken by banks. 35 respondents sell fast foods. Of which, 34 respondents are unaware about financial inclusion measures taken by banks and the rest 1 respondent is aware of the financial inclusion measures taken by banks. 24 respondents sell plastics and utensils. Of which, 22 respondents are unaware about financial inclusion measures taken by banks and the rest 2 respondents are aware of the

financial inclusion measures taken by banks. 36 respondents sells cloth. Of which, 35 respondents are unaware about financial inclusion measures taken by banks and the rest 1 respondent is aware of the financial inclusion measures taken by banks. 34 respondents sells cotton candy. Of which, 31 respondents are unaware about financial inclusion measures taken by banks and the rest 3 respondents are aware of the financial inclusion measures taken by banks. Respondents with high level of awareness are found among those respondents selling flowers. There is no significant association between the awareness on financial inclusion measures taken by banks and product sold of the respondents, as the calculated chi square value at 5% level of significance is less than the table value.

Duration in Business and Awareness on Financial Inclusion Measures Taken by Banks

H₀: Duration in business is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.7: Duration in Business and Awareness on inclusion measures

Awareness	Duration in Business				Total
	Upto 3 years	4 to 5 years	6 to 7 years	More than 7 years	
Unaware	39	171	51	25	286
Aware	1	9	2	2	14
Total	40	180	53	27	300

Df:3 calculated chi - square value:3.074a Table value at 5%: 7.81

Out of 300 respondents, 40 respondents are in the business upto 3 years. Of which, 39 respondents are unaware about financial inclusion measures taken by banks and the rest 1

respondent is aware of the financial inclusion measures taken by banks. 180 respondents are in the business for 4 to 5 years. Of which, 171 respondents are unaware about financial inclusion measures taken by banks and the rest 9 respondents are aware of the financial inclusion measures taken by banks. 53 respondents are in the business for 6 to 7 years. Of which, 51 respondents are unaware about financial inclusion measures taken by banks and the rest 2 respondents are aware of the financial inclusion measures taken by banks. 27 respondents are in the business for more than 7 year. Of which, 85 respondents are unaware about financial inclusion measures taken by banks and the rest 2 respondents are aware of the financial inclusion measures taken by banks.

The percentage of respondents with high level of awareness is found among those who are in the business for 4 to 5 year. The calculated chi square value at 5% level of significance is less than the table value and so we accept the null hypothesis that there is no significant association between the awareness of hawkers on inclusive measures and duration in business.

Source of Working Capital and Awareness on Financial Inclusion Measures Taken By Banks

H₀: Source of working capital is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.8: Source of Working Capital and Awareness on inclusion measures

Awareness	Source of Working Capital				Total
	Money Lenders	Credit Societies	Friends & Relatives	Payment through sale	
Unaware	105	32	87	62	286
Aware	3	3	6	2	14
Total	108	35	93	64	300

Df:3 calculated chi - square value:3.074a Table value at 5%: 7.81

Of the 108 respondents who borrow money from the money lenders, 105 respondents are unaware and the rest of 3 respondents are aware of the financial inclusion measures taken by banks. There are 35 respondents who borrow money from credit societies, of which 32 respondents are unaware and the rest of 3 respondents are aware of the financial inclusion measures taken by banks. Of the 93 respondents who borrow money from the moneylenders, 87 respondents are unaware and the rest of 6 respondents are aware of the financial inclusion measures taken by banks. There are 64 respondents who makes payment after sales, 62 respondents are unaware and the rest of 2 respondents are aware of the financial inclusion measures taken by banks.

The respondents with high level of awareness are high among the respondents who borrow from friends and relatives. There is no significant association between the awareness on financial inclusion measures taken by banks and duration in business, as the calculated chi square value at 5% level of significance is less than the table value.

Bank Loan and Awareness on Financial Inclusion Measures Taken By Banks

H₀: Bank loan is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.9: Bank Loan and Awareness on inclusion measures

Awareness	Bank loan		
	No	Yes	Total
Unaware	223	63	286
Aware	10	4	14
Total	233	67	300

Df:1 calculated chi - square value:3.29a Table value at 5%: 3.84

Out of the sample respondents taken out for the study, 233 respondents have not approached banks for availing loans. Of them 56 respondents are unaware of the services offered by banks and the rest of 177 respondents are aware of the services offered by banks. 67 respondents have approached banks for availing loans. Of them 52 respondents are unaware of the services offered by banks and the rest of 67 respondents are aware of the services offered by banks.

The respondents with high level of awareness are high among those respondents who have not approached banks for availing loans. The calculated chi square value at 5% level of significance is less than the table value there is no significant association between the awareness of hawkers on banking and bank loan.

Bank Account and Awareness on Financial Inclusion Measures Taken by Banks

H₀: Bank account is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.10: Bank Account and Awareness on inclusion measures

Awareness	Bank Account		
	No	Yes	Total
Unaware	146	140	286
Aware	8	6	14
Total	154	146	300

Df:1 calculated chi - square value:.198a Table value at 5%: 3.84

There are 154 respondents without bank accounts. Of them, 146 are unaware of the financial inclusion measures taken by banks and the rest of the 8 respondents are aware of the financial inclusion measures taken by banks. There are 146 respondents without bank accounts. Of them, 140 are unaware of the financial inclusion measures taken by banks and the rest of the 6 respondents are aware of the financial inclusion measures taken by banks. Thus it can be said that the respondents with high level of awareness is high among those respondents who does not have a bank account.

There is no significant association between the awareness on financial inclusion measures taken by banks and bank account, as the calculated chi square value at 5% level of significance is less than the table value.

Preference for Post Office Savings Schemes and Awareness on Financial Inclusion Measures Taken by Banks

H₀: Preference for post office savings schemes is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.11: Preference for Post Office Savings Schemes and Awareness on inclusion measures

Awareness	Preference for Post office for Savings					
	1	2	3	4	5	Total
Unaware	87	18	25	115	41	286
Aware	2	0	0	11	1	14
Total	89	18	25	126	42	300

Df:4 calculated chi - square value:8.446a Table value at 5%: 9.49

89 respondents who preferred post office savings schemes as their mode of savings are not significantly associated with the level of awareness of financial inclusion measures taken by banks. Since the calculated chi square value is less than the table value.

Preference for Banks and Awareness on Financial Inclusion Measures Taken by Banks

H₀: Preference for banks is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.12: Preference for Banks and Awareness on inclusion measures

Awareness	Preference for Bank for Savings					
	1	2	3	4	5	Total
Unaware	19	85	3	67	112	286
Aware	0	2	1	1	10	14
Total	19	87	4	68	122	300

Df:4 calculated chi - square value:10.722a Table value at 5%: 9.49

19 respondents who preferred banks as their mode of savings are not significantly associated with the level of

awareness of financial inclusion measures taken by banks. Since the calculated chi square value is less than the table value.

Preference for Chits and Awareness on Financial Inclusion Measures Taken by Banks

H₀: Preference for chits is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.13: Preference for Chits and Awareness on inclusion measures

Awareness	Preference for Chits for Savings					Total
	1	2	3	4	5	
Unaware	4	27	165	76	14	286
Aware	0	1	12	1	0	14
Total	4	28	177	77	14	300

Df:4 calculated chi - square value:4.969a Table value at 5%: 9.49

4 respondents who preferred chits as their mode of savings are not significantly associated with the level of awareness of financial inclusion measures taken by banks. Since the calculated chi square value is less than the table value.

Preference for Hundies and Awareness on Financial Inclusion Measures Taken by Banks

H₀: Preference for hundies is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.14 : Preference for Hundies and Awareness on inclusion measures

Awareness	Preference for Hundies for Savings					Total
	1	2	3	4	5	
Unaware	62	117	75	18	14	286
Aware	1	11	1	1	0	14
Total	63	128	76	19	14	300

Df:4 calculated chi - square value:8.399a Table value at 5%: 9.49

19 respondents who preferred hundies as their mode of savings are not significantly associated with the level of awareness of financial inclusion measures taken by banks. Since the calculated chi square value is less than the table value.

Preference for Known Persons and Awareness on Financial Inclusion Measures Taken by Banks

H₀: Preference for known person is not associated with level of awareness on financial inclusion measures taken by banks

Table 6.15: Preference for Known Persons and Awareness on inclusion measures

Awareness	Preference other known persons for Savings					Total
	1	2	3	4	5	
Unaware	114	39	17	10	106	286
Aware	11	0	0	0	3	14
Total	125	39	17	10	109	300

Df:4 calculated chi - square value:8.929a Table value at 5%: 9.49

125 respondents who preferred known persons as their mode of savings are not significantly associated with the level of awareness of financial inclusion measures taken by banks. Since the calculated chi square value is less than the table value.

6.3 Conclusion

No variable is found to be significantly associated with level of awareness on financial inclusive measures taken by banks.

CHAPTER - 7

PERCEPTION ON BANKING SERVICES

7.1 Introduction

This chapter deals with the perception of hawkers on banking services. Chi-square test and Friedman test has been used in for the analysis. Their perception is being tested with variables such as age, gender, area of residence, etc.,

7.2 Perceptions on banking services - Friedman Test

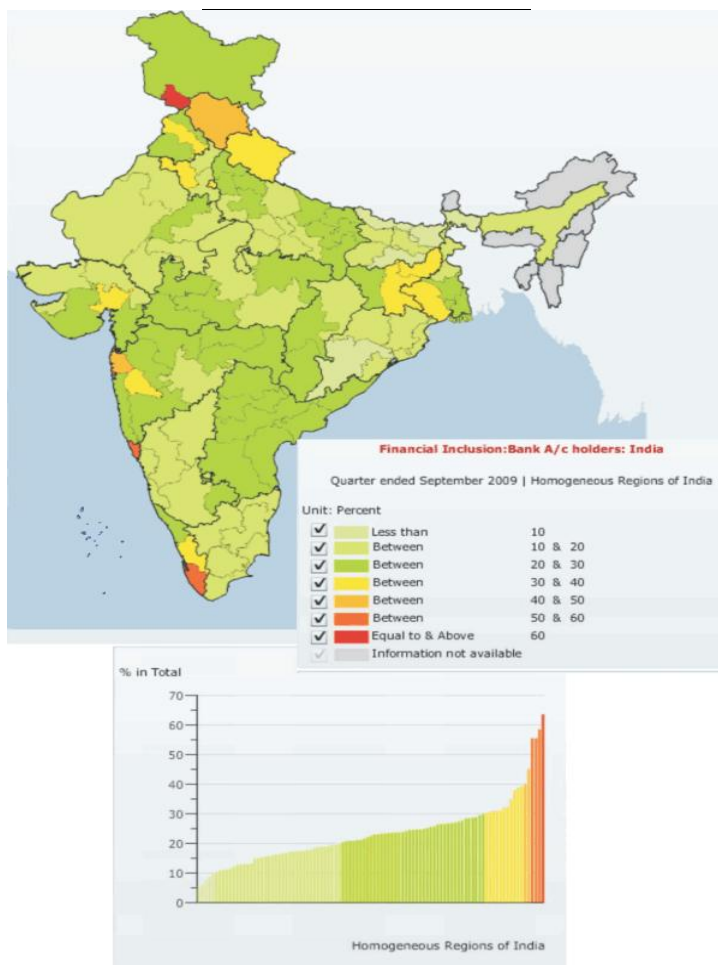
The hawkers were asked to rank their perceptions on banking services like liquidity, safety and timely credit. The results of the analysis are discussed below.

Table 7.1: Perceptions on banking services - Friedman Test

Perceptions	Weigths	Rank
Liquidity	4.09	I
Safety	3.83	II
Timely credit	3.18	III
Availability of loans as per needs	2.14	IV
Difficulties are settled in time	1.75	V

Liquidity has been ranked first by most of the respondents; Safety has been ranked second; Timely credit has been assigned third rank; Availability of loans as per needs has been assigned fourth rank and settlement of difficulties on time has been ranked last. There is significant difference in the perception of hawkers about banking services.

Test Statistics	
N	300
Chi-Square	597.29
df	4
Asymp. Sig.	5
Friedman Test	5.96



Source : [Aadhaar](#)

7.3 Perception on banking services – chi square tests

Variables Tested

There are eight variables used. They are:

- Age
- Gender
- Area
- Educational qualification
- Marital Status
- Bank account
- Bank loan
- Preference for various modes of savings

Age and Perception on Banking Services

H₀: Age is not associated with hawker's perception on banking services

Table 7.2: Age and Perception on banking services

Perception	Age				Total
	Upto 20 yrs	21-30 yrs	31-40 yrs	Above 40 yrs	
Disagree	2	4	11	9	26
Neutral	12	79	74	29	194
Agree	2	10	42	4	58
Strongly agree	0	7	3	12	22
Total	16	100	130	54	300

Df:9 calculated chi - square value:54.602a Table value at 5%: 16.9

Out of 300 respondents,16 respondents are under the age of 20 years. Of which 2 respondents disagree the perceptions on banking services.12 respondents neither agree nor disagree and the rest of the 2 respondents agree the perception on

banks. 100 respondents are in the age between 21 – 30 years, Of which 4 respondents disagree the perceptions on banking services.79 respondents neither agree nor disagree and the 10 respondents agree the perception on banks and the rest of 7 respondents strongly agrees. 130 respondents are in the age between 31 – 40 years, Of which 11 respondents disagree the perceptions on banking.74 respondents neither agree nor disagree and the 42 respondents agree the perception on banks and the rest of 3 respondents strongly agrees . 54 respondents are above the age 40 years, Of which 9 respondents disagree the perceptions on banking.29 respondents neither agree nor disagree and the 4 respondents agree the perception on banks and the rest of 12 respondents strongly agrees.

As the calculated chi square value at 5% level of significance is more than the table value there exists significant association between the perception of hawkers on banking services and age.

Gender and Perception on Banking Services

H₀: Gender is not associated with hawker's perception on banking services

Table 7.3: Gender and Perception on banking services

Perception	Gender		Total
	Male	Female	
Disagree	2	24	26
Neutral	73	121	194
Agree	41	17	58
Strongly agree	14	8	22
Total	130	170	300

Df:3 calculated chi - square value:37.390 Table value at 5%: 7.81

Out of 300 respondents, 130 respondents are male. Of which 2 respondents disagree the perceptions on banking.73 respondents neither agree nor disagree and the 41 respondents agree the perception on banks and the rest of 14 respondents strongly agrees.170 respondents are female. Of which 24 respondents disagree the perceptions on banking.121 respondents neither agree nor disagree and the 17 respondents agree the perception on banks and the rest of 8 respondents strongly agrees. The calculated chi square value at 5% level of significance is more than the table value there exists significant association between the perception of hawkers on banking services and gender.

Area of Residence and Perception on Banking Services

H₀: Area of residence is not associated with hawker's perception on banking services

Table 7.4: Area of residence and perception on banking services

Perception	Area of residence		
	Urban	Rural	Total
Disagree	0	26	26
Neutral	80	114	194
Agree	43	15	58
Strongly agree	9	13	22
Total	132	168	300

Df:3 calculated chi - square value:42.495a Table value at 5%: 7.81

There are 132 respondents residing in urban area. Of which 80 respondents neither agree nor disagree, 43

respondents agree the perception on banks and the rest of 9 respondents strongly agrees. 168 respondents resides in rural areas. Of which 26 respondents disagree the perceptions on banking. 114 respondents neither agree nor disagree and the 15 respondents agree the perception on banks and the rest of 13 respondents strongly agrees. As the calculated chi square value at 5% level of significance is more than the table value there exists significant association between the perception of hawkers on banking services and area of residence.

Educational Qualification and Perception on Banking Services

H₀: Educational qualification is not associated with hawker's perception on banking services.

Table 7.5: Educational Qualification and Perception on Banking Services

Perception	Educational Qualification			Total
	Illiterate	Primary/HSC	Others	
Disagree	10	16	0	26
Neutral	105	87	2	194
Agree	20	38	0	58
Strongly agree	13	9	0	22
Total	148	150	2	300

Df:3 calculated chi - square value:42.495a Table value at 5%: 7.81

148 respondents are illiterates. Of which 10 respondents disagree the perceptions on banking. 105 respondents neither agree nor disagree and the 20 respondents agree the perception on banks and the rest of 13 respondents strongly agrees. 150 respondents are with primary/HSC level of education. Of which 16 respondents disagree the perceptions

on banking.87 respondents neither agree nor disagree and the 38 respondents agree the perception on banks and the rest of 9 respondents strongly agrees.2 respondents are with other qualification and those respondents neither agree nor disagree.

The calculated chi square value at 5% level of significance is more than the table value there exists significant association between perception of hawkers on banking services and educational qualification.

Marital Status and Perception on Banking Services

H₀: Marital status is not associated with hawker's perception on banking services.

Table 7.6: Marital status and Perception on banking services

Perception	Marital Status		Total
	Married	Unmarried	
Disagree	9	17	26
Neutral	100	94	194
Agree	17	41	58
Strongly agree	8	14	22
Total	134	166	300

Df: 3 calculated chi – square value: 10.9 Table value at 5%7.81

Out of the sample respondents taken for the study, 134 respondents are married. Of which 9 respondents disagree the perceptions on banking.100 respondents neither agree nor disagree and the 17 respondents agree the perception on banks and the rest of 8 respondents strongly agrees. 166 respondents are unmarried. Of which 17 respondents disagree the perceptions on banking.94 respondents neither agree nor disagree and the 41 respondents agree the perception on banks and the rest of 14 respondents strongly agrees

The calculated chi square value at 5% level of significance is more than the table value there exists significant association between perception of hawkers on banking services and Marital status.

Bank Loan and Perception on Banking Services

H₀: Bank loan is not associated with hawker's perception on banking services.

Table 7.7: Bank Loan and Perception on banking services

Perception	Bank Loan		
	No	Yes	Total
Disagree	15	11	26
Neutral	143	51	194
Agree	53	5	58
Strongly agree	22	0	22
Total	233	67	300

Df:3 calculated chi - square value:20.344a Table value at 5%: 7.81

Out of the sample respondents taken out for the study, 233 respondents have not approached banks for availing loans. Of which 15 respondents disagree the perceptions on banking, 143 respondents neither agree nor disagree and the 53 respondents agree the perception on banks and the rest of 22 respondents strongly agrees. 67 respondents have approached banks for availing loans. Of which 11 respondents disagree the perceptions on banking, 51 respondents neither agree nor disagree and rest 5 respondents agree the perception on bank. As the calculated chi square value at 5% level of significance is more than the table value. There is significant association between the perception of hawkers on banking services and bank loan.

Bank Account and Perception on Banking Services

H₀: Bank account is not associated with hawker's perception on banking services.

Table 7.8: Bank Account and Perception on banking services

Perception	Bank Account		
	No	Yes	Total
Disagree	13	13	26
Neutral	92	102	194
Agree	34	24	58
Strongly agree	15	7	22
Total	154	146	300

Df:3 calculated chi - square value:4.939a Table value at 5%: 7.81

There are 154 respondents without bank accounts. Of which 13 respondents disagree the perceptions on banking.92 respondents neither agree nor disagree and the 34 respondents agree the perception on banks and the rest of 15 respondents strongly agrees. There are 146 respondents without bank accounts. Of which 13 respondents disagree the perceptions on banking.102 respondents neither agree nor disagree and the 24 respondents agree the perception on banks and the rest of 7 respondents strongly agrees. Bank account and perception about banking services exists significantly associated since the calculated chi square value is more than the table value.

Preference for Post Office Savings Schemes and Perception on Banking Services

H₀: Preference for post office savings schemes is not associated with perception on banking services.

Table 7.9: Preference for Post Office Savings Schemes and Perception on banking services

Perception	Preference for Post office for Savings					
	1	2	3	4	5	Total
Disagree	11	2	4	7	2	26
Neutral	66	12	14	75	27	194
Agree	7	4	5	37	5	58
Strongly agree	5	0	2	7	8	22
Total	89	18	25	126	42	300

Df:12 calculated chi - square value:31.269a Table value at 5%: 21.0

4 respondents who preferred post office savings schemes as their mode of savings are significantly associated with their perception on banking services. Since the calculated chi square value is more than the table value.

Preference for Bank and Perception on Banking Services

H₀: Preference for bank is not associated with perception on banking services.

Table 7.10: Preference for Bank and Perception on banking services

Perception	Preference for Bank for Savings					
	1	2	3	4	5	Total
Disagree	2	10	2	6	6	26
Neutral	13	64	0	43	74	194
Agree	4	7	1	10	36	58
Strongly agree	0	6	1	9	6	22
Total	19	87	4	68	122	300

Df:12 calculated chi - square value:35.195a Table value at 5%: 21.0

19 respondents who preferred banks as their mode of savings are significantly associated with their perception on banking services. Since the calculated chi square value is more than the table value.

Preference for Chits and Perception on Banking Services

H₀: Preference for chits is not associated with perception on banking services.

Table 7.11: Preference for Chits and Perception on banking services

Perception	Preference for Chits for Savings					Total
	1	2	3	4	5	
Disagree	0	6	8	9	3	26
Neutral	2	15	110	58	9	194
Agree	1	5	45	6	1	58
Strongly agree	1	2	14	4	1	22
Total	4	28	177	77	14	300

Df: 12 calculated chi - square value:26.895a Table value at 5%: 21.0

4 respondents who preferred chits as their mode of savings are significantly associated with their perception on banking services. Since the calculated chi square value is more than the table value.

Preference for Hundies and Perception on Banking Services

H₀: Preference for hundies is not associated with perception on banking services.

Table 7.12: Preference for Hundies and Perception on banking services

Perception	Preference for Hundies for Savings					
	1	2	3	4	5	Total
Disagree	6	7	8	4	1	26
Neutral	28	87	60	10	9	194
Agree	24	23	5	3	3	58
Strongly agree	5	11	3	2	1	22
Total	63	128	76	19	14	300

Df:12 calculated chi - square value:32.196a Table value at 5%: 21.0

63 respondents who preferred hundies as their mode of savings are significantly associated with their perception on banking services. Since the calculated chi square value is more than the table value.

Preference for Known Persons and Awareness on Inclusive Growth

H₀: Preference for known person is not associated with perception on banking services

Table 7.13: Preference for Known Persons and Awareness on Inclusive Growth

Perception	Preference other known people for Savings					
	1	2	3	4	5	Total
Disagree	7	1	4	0	14	26
Neutral	85	16	10	8	75	194
Agree	22	19	2	2	13	58
Strongly agree	11	3	1	0	7	22
Total	125	39	17	10	109	300

Df:12 calculated chi - square value:37.245a Table value at 5%: 21.0

125 respondents who preferred known persons as their mode of savings are significantly with associated with their perception on banking services. Since the calculated chi square value is more than the table value.

Conclusion

The analysis reveals that there is significant association between perception of hawkers on banking services and all the variables tested such as age, gender, area of residence, etc., Next chapter deals with the problems and expectations of street hawkers.

CHAPTER – 8**PROBLEMS AND EXPECTATIONS OF STREET HAWKERS ON BANKING SERVICES****8.1 Introduction**

To analyse the various problems and expectations of street hawkers, Friedman test and weighted average ranking methods have been used. Results of the analysis are discussed below.

8.2 Banking Problems faced by Hawkers - Friedman Test

Various banking problems such as poor response in bank, inadequate financial literacy, rate of interest not attractive, are asked to rank by the hawkers.

Table 8.1: Banking Problems Faced By Hawkers

Problems	Weights	Rank
Poor response in bank	4.06	I
Inadequate financial literacy	3.48	III
Rate of interest not attractive	3.68	II
Inconvenient time	3.20	V
High formalities	3.44	IV
Difficulties are not settled in time	3.14	VI

Test Statistics	
N	300
Chi-Square	115.62
df	5
Asymp. Sig.	5
a. Friedman Test	2.64

Most of the respondents assigned first rank for poor response in banks; No attractive rate of interest has been ranked second; Inadequate financial literacy has been assigned third rank; inconvenient time has assigned fourth rank and last rank is assigned for difficulties not settled in time. There is significant difference in the problems faced by hawkers.

8.3 Expectations on banking services - Weighted Average Ranking Method**Table 8.2**

Expectations	1	2	3	4	5	6	7	8	9	10	Total	Weight	Rank
Interest on deposits	261	3	12	6	3	5	7	0	2	1	300	449	I
Norms	8	232	17	3	4	20	4	8	2	2	300	805	II
Bank facilitator	1	10	12	21	1	89	27	53	74	12	300	2079	VIII
Response	22	2	121	9	58	16	1	0	66	5	300	1462	IV
Repayment flexibility	3	9	4	128	78	52	5	16	2	3	300	1458	III
Short term loan	5	1	58	61	71	23	71	8	1	1	300	1498	V
Banking time	0	8	12	2	61	85	59	62	1	10	300	1893	VII
Interest on loan	0	30	2	55	13	8	114	63	12	3	300	1839	VI
Training for operations	2	2	54	9	1	1	4	82	130	15	300	2219	IX
Convenient time for awareness programmes	0	2	7	7	10	1	9	7	10	248	301	2798	X

Most of the respondents expect banks to increase the interest rates for deposits; Secondly, they expect banks to minimise norms and procedures. Thirdly, respondents expect flexibility in repayment of loans availed from banks. For convenient time for awareness programmes have been ranked at last only.

8.4 Conclusion

The analysis concludes that most of the hawker's state that the problem is poor response of the bank officials. They expect banks to increase the rate of interest for the deposits made.

CHAPTER - 9

SUMMARY OF FINDINGS AND SUGGESTIONS

9.1 Introduction

Street hawking is one of the forms of self employment. The revenue from their employment is unutilized, since they are not under the umbrella of financial services. Even though street hawking comes under the informal economy, their savings when invested formally can be used for the economic development of the country. This chapter deals about various findings and suggestions of the study.

9.2 Methodology

The data used for the study is primary in nature. For collecting primary data interview schedule has been used. The Street hawkers were selected using convenient sampling method. The sample consists of 300 street hawkers. The data analyzed using the following statistical tools:

- Percentage Analysis
- Weighted average ranking method
- Friedman Test
- Chi – square Analysis

9.3 Findings from Simple Percentage Analysis

The major findings of the study are summarized under five headings:

9.3.1 Socio-economic Profile

- Composition of age shows that the sample consists of predominantly more middle aged hawkers. Majority of the respondents belongs to the age group ranging from 31 to 40 years.
- Most of the respondents are female.
- Majority of respondents resides in rural area

- Classification by education shows that most of the respondent are with primary/higher secondary level of education.
- There are two male earning members in majority of the respondents family.
- In most of the respondents family there is only one female earning members.
- Majority of the respondents are married.
- Most of the respondents lives in nuclear type of family.
- Majority of the respondents spouse are employed.
- Majority of the hawkers daily income is below Rs.1000.
- Most of the hawkers daily expenses is above Rs.501
- Majority of the respondents resides in rented house.

9.3.2 Business profile

- Most of the sample respondents sell flowers.
- Most of the respondents have 4 to 5 years of experience in their business.
- Majority of the respondents do not sell their products for credit.
- Majority of the respondent's chosen this business since it requires low investment.
- 1 to 3 of the family members of the majority of the respondents doing the same business.
- Most of the respondents do not have secondary source of income.
- Classification on the basis of source of working capital reveals that most of the respondent lend from money lenders;
- Most of the respondents have not approached bank for availing loan.

- Respondents do not avail loan since they have no idea about bank loans.

9.3.3 Banking Habits

- Most of the respondents preferred hundies as their first mode of savings
- Most of the respondents do not have bank accounts.
- The reason for not having the bank accounts is lengthy process.
- Majority of the respondents have accounts in SBI bank;
- Criteria for selecting the banks is being “less formalities” for majority of the respondents.
- Most of the respondents visit bank occasionally.

9.3.4 Awareness on Banking Services

- Most of the respondents are unaware about Internet banking.
- Majority of the respondents are unaware about mobile banking;
- Most of the respondents are unaware about locker facility.
- Majority of the respondents are heard about gold loans.
- Most of the respondents are heard about debit and credit cards.
- Majority of the respondents are unaware about overdraft facility.
- Majority of the respondents are unaware about Electronic Fund Transfer.
- Majority of the respondents are heard about cheques.

9.3.5 Awareness on inclusive growth

- Most of the respondents are unaware about no frill accounts.
- Most of the respondents are unaware about minimization of KYC norms.
- Majority of the respondents are unaware about van banking.
- Most of the respondents are unaware about biometric cards.
- Most of the respondents are unaware about forms and challans in regional languages
- Majority of the respondents are unaware about more convenient outlets.

9.3.6 Level of Awareness on banking services – Chi – Square Analysis

- There is no significant association between the awareness of hawkers on banking and age.
- There is no significant association between the awareness of hawkers on banking and gender.
- Area of residence and level of awareness is not significantly associated
- Educational qualification and level of awareness is not significantly associated
- There is no significant association between the awareness of hawkers on banking and marital status.
- No significant association between the awareness of hawkers on banking and occupation of their spouse.
- Product sold and level of awareness is significantly associated
- Duration in business and level of awareness is not significantly associated

- There is significant association between the awareness of hawkers on banking services and source of working capital
- Having an bank account and level of awareness is not significantly associated
- Approaching bank for loan and level of awareness is not significantly associated
- There is significant association between the awareness of hawkers on banking and their choice as post office savings schemes for saving.
- There is significant association between the awareness of hawkers on banking and their preference for banks.
- There is no significant association between the awareness of hawkers on banking and their preference for chits.
- There is significant association between the awareness of hawkers on banking and their preference for hundies.
- There is no significant association between the awareness of hawkers on banking and their choice as giving to other persons for saving.

9.3.7 Level of Awareness on inclusive measures taken by banks – Chi – Square Analysis

- Age and level of awareness is not significantly associated.
- Gender and level of awareness is not significantly associated.
- There is no significant association between the awareness of hawkers on inclusive measures taken by banks and area of residence.
- Educational qualification and level of awareness is not significantly associated.

- There is no significant association between the awareness of hawkers on banking and marital status.
- There is no significant association between the awareness of respondents and occupation of their spouse.
- Product sold and level of awareness is not significantly associated.
- There is no significant association between the awareness of hawkers and source of working capital.
- Having an bank account and level of awareness is not significantly associated.

9.3.8 Perception on banks

9.3.8.1 Friedman test

Liquidity has been ranked first by most of the respondents. There is significant difference in the perception of hawkers about banking services.

9.3.8.2 Chi - Square Analysis

- Age and perception on banks is significantly associated
- There is significant association between the gender of the respondents and their perception on banks.
- Area of residence and perception on banks is significantly associated
- Educational qualification of the respondents and their perception on banks is significantly associated
- Marital status and perception on banks is significantly associated
- There is significant association between the source of working capital of the respondents and their perception on banks.
- Having an bank account and level of awareness is significantly associated

9.3.9 Problems of Street Hawkers

Most of the respondents assigned first rank for poor response in banks and there is significant difference in the problems faced by hawkers.

9.3.10 Expectations of Hawkers

- Most of the respondents expects banks to increase the interest rates for deposits;
- Secondly, they expect banks to minimise norms and procedures.
- Thirdly, respondents expect flexibility in repayment of loans availed from banks.
- Convenient time for awareness programmes have been assigned last rank.

9.4 Suggestions

- Government should take necessary steps to bring all hawkers under one roof by making registration compulsory in local municipalities and corporation.
- Both state and central government should provide subsidies to expand their business.
- Government should educate the street hawkers regarding the various benefits of Financial institutions.
- More number of financial literacy programmes should be conducted.
- Banks should minimize their procedures for opening accounts.
- Banks should lend loans at the denomination they desire.
- Deposits should be collected by banks in their places of work which would help to increase savings habits of the Street hawkers.

- More number of banking facilitators should be appointed.
- UID has to be implemented by the government as soon as possible.
- Small loans and overdrafts for productive, personal and other purposes.
- Strategies must be evolved in such a way that at least one member in family should have one bank account in next 3-5 years
- Campaigns to showcase banking services advantages and how to use them.
- Specialised financial institutions similar to banks can be started by Government.
- Special time can be allotted to meet the needs of workers of informal sectors.

9.5 Conclusion

The study revealed that most of the street hawkers do not have bank accounts. Additionally, hawkers do not have even a basic knowledge regarding banks, they expect banks to increase the interest rates and minimize the KYC norms. The poor need banking services for channelizing their small surpluses and to link to institutional service for those who still depend on informal sources of savings. For accelerated growth of the economy, it is necessary that all the people should be covered by the sector through financial inclusion. It is not the agenda of the bank alone. Financial inclusion is a collective effort. It is an agenda in which everyone has a role, either as a user or as a partner. Unless and until the government and the financial sector work together, financial inclusion cannot happen because it is more of a governance issue and less of a financial issue.

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About the Authors



Dr. B.Indira Priyadharshini is an Assistant Professor at Department of Commerce (E-Commerce) in Nallamuthu Gounder Mahalingam College, Pollachi, Tamilnadu. She possesses a decade of academic experience and years of research experience. Her Field of Expertise are Marketing & Human Resource. She has more than 40 research papers published in Peer reviewed National and International Journals and 2 chapters in Edited books. She has presented papers in International and National Conference and Seminars. She was felicitated with Swami Vivekananda Excellence Award by Seva Youth Guild for her Research Contribution in 2019. She is recipient of Science Day Award from Bharathiar University. She has completed a Minor Research Project titled "Banking Needs of Women Street Vendors" funded by Malcolm & Elizabeth Adiseshiah Trust, Chennai.



Dr. P. Bruntha is an Associate professor & Head in the PG and Research department of Commerce, Nallamuthu Gounder Mahalingam College, Pollachi. She has put in 30 years of teaching in the field of Commerce and Management. She has to her credit 60 research papers published in National and International Journals and seven publications in Edited Volumes. Presented more than 50 papers in National and International Seminars and Conferences. She has produced 75 M.Phil., scholars. Her specialization is HR and Banking.



Dr. R. Ramya is an Assistant Professor in Post Graduate Department of Commerce with Computer Application, Nallamuthu Gounder Mahalingam College, Pollachi, Tamilnadu. She has started her journey as an Assistant Professor after completing Master of Philosophy in Commerce in the year 2012. She has published 19 Research papers in National and International journal and one publication in Edited book. She has Presented papers in more than 20 National and International conference and seminars.

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