The Factors Affecting the Non Performing
Portfolio in Micro Lending: An Empirical
Study on the "Gami Rubuduwa" Scheme
of Hatton National Bank,

 $\mathbf{B}\mathbf{y}$

Lasitha Ranjaka Peshantha Ranatungha

M.Sc 2008

The Factors Affecting the Non Performing Portfolio in Micro Lending: An Empirical Study on the "Gami Pubuduwa" Scheme of Hatton National Bank.

By Lasitha Ranjaka Peshantha Ranatungha

Thesis Submitted to the University of Sri Jayewardenepura for the Award of Degree of Master of Science in Management The work described in this thesis was carried out by me under the supervision of Ms. P.A.N.S.Anuradha (Senior lecturer Department of Finance of the University of Sri Jayewardenepura) and a report on this has not been submitted in whole or part to any university or any other institution for another Degree/Diploma

L.R.P.Ranatungha

"I/We certify that the above statement made by the candidate is true and that this thesis is suitable for submission to the university for the purpose of evaluation"

P.A.N.S.Anuradha

(Senior lecturer in Department of Finance of University of Sri

Jayewardenepura)

MS.P.A.N.S. ANTIRATERAL
LECTURES
DEPARTMENT OF SMANCE
FACULTY OF MANAGEMENT STORES & COMMERCS
UNIVERSITY OF SR. SA EWARDENEPUR
NUGEGODA
SRI LANKA

TABLE OF CONTENTS

Chapter 1	1
INTRODUCTION	1
1.1 Background of the Study	
1.1.1 Microfinance and Non Performing Loans	1-
1.1.2 Importance of Microfinance	5
1.1.3 Defining Microfinance and Core Concepts	6
1.1.4 The Evolution of Microfinance	8
1.1.5 Who Are The Target Clients of Microfinance?	10
1.2 Research Problem	11
1.3 Objective of Study	15
1.4 Significance of the Study	17
1.5 Limitations of Study	19
1.6 Organization of Study	
Chapter 2	
LITERATURE REVIEW	21
2.1 Introduction	21
2.2 Conceptual Review	21
2.2.1 What is Microfinance?	21
2.2.2 Impact of Microfinance	23
2.2.3 The Main Approaches in Micro Lending	

2.2.4 Different Models in Microfinance	26
2.2.5 Models of Commercial Bank Entry into Retail Microfinance	29
2.2.6 Pre-loan evaluation factors for Micro Loans/ CAMPARI Model	31
2.3 Literature Review	32
2.3.1 What is Microfinance	32
2.3.2 Influence of Microfinance & Microfinance in Sri Lanka	36
2.3.3 Microfinance in World	53
2.3.4 Demand for Microfinance	56
2.3.5 Supply of Microfinance	58
2.3.6 Non Performing Loans in Microfinance	59
2.3.7 Causes for NPL	64
2.3.8 The effects of NPL	67
2.3.9 Hatton National Bank and Gami Pubuduwa (GP) Scheme	68
2.4 Summary	73
Chapter 3	74
METHODOLOGY	74
3.1 Operational Framework	75
3.2 Data and Sample	
3.2.1 Sample	77
3.2.2 Period	78
3.2.3 Defining Variables	78
3.3 Statistical Model	82
3.3.1 Hypotheses to Test Pre- Loan evaluation factors	89

3.3.2 Hypotheses to test Post- Loan factors	91
3.3.3 Data analysis	93
3.4 Summary	94
Chapter 4	95
DATA ANALYSIS AND RESULTS	95
4.1 Introduction	95
4.2 Analysis of Data of Loan officers & their Microfinance loan portfolio	95
4.3 Analysis of Data of NPL portfolios	102
4.4 Analysis of Data of NPL clients	107
4.5 Descriptive Statistics for NPL Factors	118
4.6 Hypothesis testing	127
4.7 Summary	130
Chapter 5	132
CONCLUSION AND RECOMMENDATION	132
5.1 Summary of the Study	132
5.2 Interpretation of findings	133
5.3 Conclusion & Recommendations of the study	135
5.4 Limitations of the study	140
5.5 Implications and further research	140
LIST OF REFERENCES	142
Appendix 1 – Questionnair for Loan officers	148
Appendix 2—Questionnair for Loan Clients	155

LIST OF FIGURES

Figure 2.1 Role of Gami Pubudu Upadsesaka	28
Figure 3.1: Operational framework	76
Figure 3.2: Sources in development of methodology	85
Figure 4.1: Age of the HNB office's	
Figure 4.2: Box plots of pre loan evaluation factors	121
Figure 4.3: Box plot of post loan factors (for loan officers)	124
Figure 4.4: Box plot of post loan factors of NPL clients	126

LIST OF TABLES

Table 3.1: Pre- Loan evaluation model.	86
Table 3.2: Post-Loan factors	87
Table 4.1: Age of the HNB's GP loan offices in years	96
Table 4.2: Experience in the field of Microfinance of the Loan officers	97
Table 4.3: Professional qualifications in Banking and Finance of Loan officers	98
Table 4.4: Professional qualifications in Microfinance of Loan Officers	98
Table 4.5: Number of loans in portfolio (Both Performing & Non Performing)	100
Table 4.6: Highest percentage of loans to one industry in a loan portfolio	101
Table 4.7: Number of group loans in portfolio	102
Table 4.8: Number of loans in NPL section/portfolio	103
Table 4.9: NPL ratio (NPA loans / total loans) * 100	103
Table 4.10: Highest percentage of loans to one industry in NPL portfolio	104
Table 4.11: Distance between branches to location of loan project in Km's	105
Table 4.12: Collateral/Security of NPL portfolios	106
Table 4.13: Amount/size of loans in Rupees	107
Table 4.14: Gender-wise analysis of the NPL clients	108
Table 4.15: Age wise analysis of NPL clients	108
Table 4.16: Educational qualifications of NPL clients	109
Table 4.17: Civil status of NPL clients	109
Table 4.18: No. of dependants of NPL clients	110
Table 4.19: Pre-Loan Experience in months for NPL clients	110
Table 4.20: Had a prior training on project for NPL clients	111

Table 4.21: Business Nature /Sector-wise for NPL clients	111
Table 4.22: Business Nature /Industry-wise for NPL clients	112
Table 4.23: Nature of Project Investment by NPL clients	112
Table 4.24: Record keeping (RC) of business by NPL clients	113
Table 4.25: Knowledge on accounting concept for NPL clients	113
Table 4.26: Outside debt other than bank loans of NPL clients	114
Table 4.27: Type of fund application by NPL clients	115
Table 4.28: Method of loan disbursement for NPL clients	115
Table 4.29: Security/ collateral offered by NPL Clients	116
Table 4.30: Distance from bank to project in Kms	¹ 117
Table 4.31: Number of times bank officer visited NPL client	
Table 4.32: Non Financial Training by the bank	118
Table 4.33: Reliability analysis of pre- loan evaluation factors	119
Table 4.34: Descriptive statistics of pre-loan evaluation factors	119
Table 4.35: Reliability analysis of post-loan factors for NPL of Loan officers	122
Table 4.36: Descriptive statistics of post loan factors (for loan officers)	122
Table 4.37: Reliable analysis of post-loan factors for NPL of clients	124
Table 4.38: Descriptive statistics of post loan factors of NPL clients	125
Table 4.39: Tests of Normality for the pre-loan evaluation factors	127
Table 4.40: Binomial sign test for the pre loan evaluation factors	128
Table 4.41: Tests of Normality for the post loan factors for HNB Loan officers	129
Table 4.42: Binomial sign test for the post-loan factors for officers	129
Table 4.43: Binomial sign test for the post loan factors for clients	130
Table 4.44: Summary of the hypothesis testing	131

ACKNOWLEDGEMENT

Any major literary or research endeavor is unlikely to be successfully completed without substantial help from others. This study and the process leading up to it was no exception. As a result there are many people to whom I owe a debt of gratitude for their assistance in preparation of this thesis.

To begin with, I am extremely grateful to my supervisor Ms.P.A.N.S.Anuradha, A senior lecturer in Department of Finance of the University of Sri Jayewardanapura (USJP) for her invaluable advice, guidance and supervision extended to me. Secondly I sincerely appreciate the efforts of the Coordinator of the M.Sc program Dr. P.D.Nimal for the inspiration given during the past 03 years. The outstanding lecture panel who guided me for the last 03 years must also be appreciated and special gratitude goes to Prof; Henarath Opatha for his valuable contribution in the subject of Research methodology, Which has given me a true idea on scientific research.

Further, I must express my heartfelt appreciation to the Development Banking Division of Hatton National Bank (HNB) for the support extended to me for collecting data through the bank network along with all Gami Pubuduwa (GP) loan officers who supported me without any hesitation.

Without this assistance and support this research could not have been completed. Also I must thank the team leaders of the GP scheme Mr. Jayantha Gunatilaka and Mr.Pradeep Palihakkara for their valuable support on given through ideas, documents and opportunities given me to visit the actual Non Performing Loan (NPL) clients.

Thank you to the me HNB library, USJP library and all other administrative staff of USJP and HNB, for being so supportive during my study. Particularly I want thank for Mr.Chesmi de Silva of the Information Technology Resource Centre of USJP for supporting me to interpret the data through SPSS software.

Finally, A special acknowledgement goes to my mother and wife for their unconditional support extended during the many academic years and for always believing in me.

Factors Influencing the Non Performing portfolio in Micro Lending; An empirical Study

On the Gami Pubuduwa Scheme Of Hatton National Bank Plc.

By L.R.P.Ranatungha

ABSTRACT

The purpose of this study is to understand the pre-loan evaluation factors and post loan factors which have influence Non Performing Loans (NPL) in micro lending within the Sri Lankan context. The research used the empirical approach and it was conducted on the Gami Pubuduwa (GP) loan scheme of Hatton National Bank(HNB) of Sri Lanka. This scheme is among the main renowned microfinance schemes conducted by private sector commercial banks. Microfinance officers, who actively involved in the field of micro lending and actual non performing loan clients were selected as sample and systematic random sampling and convince sampling were used respectively. Pre-loan evaluation factors were studied by using the popular loan evaluation model; Character, Ability, Margin, Purpose, Amount, Repayment, Interest (CAMPARI) and post loan factors were considered through three basic management functions, namely marketing management, operational management and financial management. A 'Sinhala' questionnaire was used to collect the data from actual NPL clients and an English questionnaire was use for the loan officers. Data of the two segments were tested separately to reduce the complexity and the model was tested using the binomial sign test.

The findings show the importance of proper consideration of the ability of the borrower and purpose of loan in prior loan evaluation to reduce NPLs in micro lending. Both loan offices and actual micro loan clients confirm the poor financial management

practices which have an impact on NPL in micro lending. Further, Loan officers are at the opinion that poor operational management practices also lead to NPLs in micro lending.

The propose study is subject to number of limitations; dependence on primary data quality on the respondents genuineness, poor relationship between bank and actual NPL clients, subject findings may be relevant only to sample (HNB) and generalization of same may have limitations and the available literature on microfinance being mainly based on economic development and eradication of poverty and not on NPL analysis are a few of them

Keywords – Micro Lending, Non Performing Loans, Pre-Loan evaluation factors, Post loan-factors.

Chapter 1

INTRODUCTION

1.1 Background of the Study

1.1.1 Microfinance and Non Performing Loans

A huge variation in the income distributions patterns of the world within the current open economic system has created a reasonable number of people as low income earners or the poor. The opportunities available for this segment, to be economically active are very low and which reasoned to poor living standards of a large number of people in the worlds population. The recent statistics of the World Bank show that out of the total world population a considerable number of people are living below the poverty line. Among the major reasons for the said phenomenon: lack of opportunities to approach to the banking system by poor people which is a common occurrence among the developing countries of the world.

Microfinance(MF)¹, which is a rapidly growing segment in the finance industry endeavors to provide a reasonable solution to the said problem of increasing poorness due to lack of financing opportunities for the poor. The main components of microfinance are micro lending, micro saving and micro insurance and the most demand is for micro lending (Robinsion (2009)) Most of the financial resources in the world are shared by the economically active wealthy people and also the majority of the financial institutions in the world are trying to improve their bottom line with minimum risk, This could be among the

¹ Broad area of microfinance refer to micro loans , micro savings and micro insurance The subject study is only based on micro loans