Mozambique Financial Literacy Survey Findings

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Mozambique Financial Literacy Survey Findings

Study of

Consultants/Authors

The Bank of Mozambique (BoM)

The Alliance for Financial Inclusion (AFI)

Innovision Global Consulting Ltd.

CS Research

Contact Information

INNOVISION
Research | Technical Assistance | Project Management

Innovision Global Consulting Limited
529 Clay Hill Road
Basildon Essex, SS16 4NL, United Kingdom
+44(0)7966943374
office@innovision-global.com
http://www.innovision-bd.com

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Acronyms

AFI	Alliance for Financial Inclusion
ANOVA	Analysis of Variance
BOM	Bank of Mozambique
COVID	Corona Virus
CS	CS Research
DFL	Digital Financial Literacy
EMI	Electronic Money institution
ENIF	National Financial Inclusion Strategy
FI	Financial Inclusion
FL	Financial Literacy
FSTAP	Financial Sector Technical Assistance Project
GDP	Gross Domestic Product
IIF	Financial Inclusion Index
INE	Instituto Nacional de Estatistica
INFE	International Network for Financial Education
MS	Microsoft
MT	Meticais
MZ	Mozambique
MZN	Mozambican Metical
NDS	National Development Strategy
NFE	No-formal employment
NFIS	National Financial Inclusion Strategy
OECD	Organization for Economic Cooperation and Development
OLS	Ordinary Least Squares
POS	Point of Sales
PQG	Plano Quinquenal do Governo

SASAS	South African Social Attitudes Survey
SIG	Sistema de Informacão Geográfica/GIS
SMS	Short Message Service
STATA	General-purpose statistical software package
TV	Television
TVET	Technical and vocational education
WFE	With formal employment
WHO	World Health Organization

Executive Summary

Two-thirds of Mozambique's estimated population of 30.8 million in 2021 are below the age of 25, indicating that the current population dynamics the early of a transition towards a demographic dividend. With a population growth rate of 2.9%, it is projected that the population will reach 38.7 million by 2030 and 60 million by 2050. Seizing the advantages offered by the demographic dividend presents a distinctive opportunity that necessitates profound and sustained economic, social, and environmental reforms (United Nations, Mozambique, 2021)[1].

Financial inclusion plays a pivotal role in alleviating poverty and fostering inclusive prosperity. In Mozambique, despite significant endeavors to promote financial inclusion, less than half the population had access to a bank account (36 percent) or mobile money account (44 percent) as of 2016. Additionally, only 58 percent of districts in Mozambique had a bank branch, indicating limited physical access to financial services. In response to these challenges,, the Government of Mozambique launched the National Financial Inclusion Strategy (NFIS) in July 2016, demonstrating their commitment to addressing these issues on a national scale (The Bank of Mozambique (BoM),

2016). The NFIS is based on three pillars: (i) access and usage of financial services, (ii) strengthening financial infrastructure, and (iii) consumer protection and financial literacy. By 2018, the percentage of the population with access to a bank account had fallen slightly (to 33 percent), but this decrease was offset by the rise in mobile money-money accounts, reaching 51 percent. Moreover, there was also an improvement as the percentage of districts with at least one access point to formal financial services increased to 69 percent, despite the overall increase in the number of districts.

Financial literacy has gained significant importance in academia and for the establishment of public policies, as it empowers individuals to make well-informed financial decisions, leading to improve financial well-being and ultimately contributing to the economic growth of nations. This Financial Literacy survey aligns with Pillar III – Consumer Protection and Financial Literacy, Objective C, which aims to enhance the level of financial knowledge among specific segments of society. It corresponds to Action point 46: Develop a single national strategy for financial literacy in Mozambique.

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[1] Common Country Analysis, 2021, United Nations Mozambique

Research Design

This research consisted of carrying out a survey at the national level involving different respondents aged 15 years or older. The survey was carried out in all provinces excluding Cabo Delgado, and the sample was defined based on the size of the population at provincial and district levels. The data collection tools design was preceded by the preparation of the research methodology, and consisted of designing the questionnaire and the data collection software. The questionnaire design was based on the objectives and the thematic areas of the research. The OECD/INFE Toolkit for Measuring Financial Literacy and Financial Inclusion was also used as a basis for defining the survey questions.

*The overall survey and reporting were undertaken between **March 2022-February 2023**. In all **10,988** respondents were surveyed.*

Wherever the adult population is mentioned in the study, it means 15+ years population in the country.

This report presents the findings of the survey, structured into the following chapters mentioned: 1. Population and Socio-economic profile, 2. Financial Inclusion, 3. Financial Literacy Scores, 4. Financial Literacy Survey findings.

Demographic description[2]

Approximately 84% of the adult population aged in Mozambique reside in their own homes, while 12.7% reside in rental houses. Notably, a considerable proportion of the rural households (40.1%) earn between MZN 0-5,000 per month, in contrast to 38% in urban areas. On an average, 1.52 persons per household brought in income (average household size of 5.06), and main source of income at household level comprised majorly of salaries (66.4%) followed by own work (29.7%). Regarding energy access, the national grid provides electricity to 81% of households. When it comes to asset ownership, the majority of households (77%) possess cell phones. Additionally, among the surveyed households, approximately 9.1% reported having individuals with some kind of disability.

*The respondent sample of 10,988 surveyed comprises of **34.78%** respondents between the age group of 25-34 years followed by **30.46%** between the age group of 15-24 years.*

Out of the total adult population, 54.7% served as heads of their respective households, with 71.6% being male-headed and the remaining representing female-headed households. Around 34% of the adult population has attained an education level at secondary level and beyond, while an additional 25.3% have an incomplete secondary education status. Furthermore, a significant majority of 69% of the adult population has successfully completed primary education. In terms of employment status. In terms of employment status, around 83.7% of the total adult population (15 years and above) are employed, with 7.9% not at the employment stage. Out of total adult population (15 years and above), 63% into agriculture, forestry and fishing sector, followed by 15% in trade and finance sector. The majority of the adult population (83.7%) are employed, while 7.9% are not currently in employment stage.

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[2] Wherever adult population is mentioned in the study, it means 15+ years population in the country.

The trade and finance sector follows, with 15% of the adult population working in this fiel

Financial Literacy Score

In Mozambique, 48% of the adult population (15 years and above) have bank account, Among different age groups, the highest bank account ownership rate was observed among individuals aged 25-34 years, with 61% having bank accounts. This was followed by the age group 35-49 years, where 57% had bank accounts. Only 53% of the adult population working in agriculture, forestry and fishing had a bank account, and 56% of population (15 years and above) working in trade and finance had a bank account. Around 83% of the population (15 years and above) surveyed had a mobile account or e-money services in the country. 81% of the population (15 years and above) feel confident in transferring money electronically, while only 55% feel confident on buying products/service online. Only 38% of the population (15 years and above) save in the country, with percentage of the urban population (15 years and above) saving more than their rural counterparts by 5 percentage points. Within the population aged in Mozambique, 20% had taken loans in the last 12 months. Additionally, 17% of the adult population possesses insurance coverage. The higher the education level, the greater the score obtained, signifying education level as an important aspect to **achieve full financial literacy.** Around 14% of the adult population has a pension fund in the country. Regarding digital assets, a significant majority of the population aged, approximately 90%, owned mobile phones, while 13% possessed computers/laptops. Furthermore, 44%, of the population in the same age group) owned smartphones and an equal percentage, 44%, stated regular usage of the internet.

Niassa province recorded the lowest financial literacy score at 9.4, followed by Inhambane and Nampula province. On the other hand, the top three provinces with the highest scores are Zambezia (11.1), Maputo City (10.9) and Maputo Province (10.7). It is noteworthy that the population-aged with the lowest monthly income

(0-5,000 MZN) also displayed the lowest financial literacy scores, whereas those with 15,000 MZN and above had literacy scores above 12. However, an interesting outlier arises among the population aged) with a monthly income 75,001 – 90,000 MZN, as they attained a financial literacy score of 8.48. When considering education levels, the population aged who had only attended pre-school displayed the lowest financial literacy score, measuring 7.69.o.

In terms of employment status, individuals who were not working, unable to work or engaged in

The results related to financial inclusion shows that **57%** of the head of households have a bank account.

housework exhibited the lowest financial literacy scores. Conversely, among the population aged 15 years and above, those in paid employment

The overall Financial Knowledge Score is **51.69%** for this survey.

achieved the highest financial literacy score of 11, followed by self-employed adult population with a 9.76 score. The digital financial literacy score is low at 36.7% compared to the overall

The overall Financial Literacy score is **51.48%** for the adult population surveyed. The lowest literacy score was observed for the **65+** years age group (8.7) and the **15-24 years** age group (9.7). The highest scores were obtained by the age group between **25-49 years.**

Financial Literacy score of around 50 %, underscoring the imperative to accelerating digital financial services in the country, accompanied by comprehensive education efforts. Notably, the knowledge component received the lowest score. Males outperformed females in digital literacy by 2%.

The survey revealed a limited understanding among the adult population regarding the impact of inflation on spending power and the implications of compounding. However, they demonstrated the ability to comprehend and identify interest-related aspects and understand the relationship between risk and reward. The overall attitude score obtained from this survey was 55.1%. There is no significant difference between the male and female population, as well as between rural and urban areas. The overall Financial Behavior score is 50%. Among the different aspects evaluated, financial product, choice and awareness obtained the lowest score at 18 %, followed by setting financial goals at 46 %. On the other hand, the highest score was achieved in the categories of active savings and purchasing behavior, reflecting positive financial behaviors in these areas.

Only around **9%** of the adult population were able to rightly answer on the purchasing power with the impact of inflation.

Financial Knowledge

Around 77% of the total adult population were able to undertake division-based calculations. In terms of understanding the probability of winning, and taking risks to win rewards, around 47.5% of the total adult population were willing to take the risks. Inflation and its impact on spending power was generally limited. Approximately 78% of the adult population correctly identified interest, while around 40% rated their general knowledge on financial matters as average. About 17.3% regarded their knowledge as quiet and very high, whereas 37% rated themselves as having quite low general knowledge compared to others. In terms of market information followed by the adult population, 26.5% of them followed labor market-related market information, followed by 18.5% on interest rate aspects and 12.5% on the stock market. Around 52% of the adult population received their information on financial matters from TV, with 35% from radio and 24% using the internet to receive information on financial matters. Approximately 29% relied on friends and families for obtaining information on financial matters.

Financial Attitude and Wellbeing

Approximately one-third of the adult population (33.3%) expresses agreement or full agreement with being satisfied with their current financial situation and, 58.9% fully agreed or agreed that their financial circumstances restrict their ability to pursue important endeavors. Furthermore, 34.3% of the adult state that their financial situation frequently or consistently controls their lives. Regarding saving habits, 74% of the adult population agreed or fully agreed that it is easier to save when having a specific purpose in mind. In terms of risk tolerance, 53.3% affirm that they are willing to risk some of their own money for saving or investment purposes. Additionally, 31.3% exhibit confidence in their ability to file a claim against a bank or financial institution if dissatisfied with the product or services.

To assess the preparedness and resilience of the adult population in the event of losing their main source of income, findings revealed that 39% claimed they could cover their expenses for a week or less. Additionally, 25% stated they could cover expenses for one month but not three months. On the topic of retirement planning, 60% of the adult population expressed a high level of confidence in their retirement plans. Only 10% reported not having any retirement plans, and merely 4% indicated a lack of confident in their retirement preparations.

Only 8.7% of the adult population reported receiving formal training on financial matters in the past year. When exploring the reasons for those without a bank account, t it was found that the highest 19% stated that they are unemployed at present. Additionally, 14% stated irregular

Financial Behavior

Nearly half (50%) of the adult population stated that they took into account the bank's customer service aspects for currently using their services. In general, 68.1% of adult reported feeling either very comfortable or comfortable making

income as the reason, while 21% stated either no specific reason or simply a lack of interest for not having a bank account.

14% stated irregular income as the contributing factor, while 21% mentioned no specific reason or lack of interest due to which they do not have a bank account. Regarding budgeting and planning, approximately 84% of the adult population stated that they make a day-to-day money management decisions. When comparing individual's day-to-day management decisions to family-level practices, only 49.1% stated that their family had a budget. In the event of facing

In terms of factors for using bank accounts - The highest, **52%** chose banks with the consideration of bank's reputation and

financial decisions independently. The survey examined the reasons behind individuals who do not have a bank account for their decision.. Among these individuals, the highest percentage (19%) reported being currently unemployed as the reason for not having a bank account. Around

significant expenses equivalent to their monthly income, only 28% expressed confidence in managing without external assistance. Additionally, 43.7% stated that their family is able to meet bills and financial obligations either effortlessly or with occasional difficulties.

When it comes to purchasing behavior, 50.6% of the adult population indicated that they always carefully whether they can afford something before making a purchase.

In terms of self-assessment, **46%** rated themselves as average on their respective credit record, with **42%** of them rating themselves poor or very poor.

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Definitions

Financial Literacy

Awareness and knowledge of financial concepts and products required for managing personal finances, considering one's economic and social circumstances, knowledge and understanding of risks and the ability, motivation, and confidence to apply that knowledge to make decisions in different financial contexts.

OECD/INFE defines financial literacy as, 'A combination of awareness, knowledge, skill, attitude and behavior necessary to make sound financial decisions and ultimately achieve individual financial well-being.'

Financial Education

Access to relevant, objective information, and training that equips individuals with the knowledge, skills, attitude, and experience necessary to make educated financial decisions and take actions that are suitable for their circumstances.

Financial Attitude

Financial attitude - can be defined as an individual's willingness and readiness to invest time and other necessary resources to apply their knowledge and exercise their financial skills (AFI, 2017). Examples of financial attitude include the perception of the importance of saving, the commitment to follow a spending plan, and the confidence to approach a formal financial institution and ask for information.

Financial Behavior

The actions taken in planning and managing finances.

Financial Knowledge:

The knowledge of information sources, basic

Gender

A spectrum that extends beyond the binary of women and men, but it is commonly understood as the role, behaviour, activities, and attributes that a society, at a given time, considers appropriate for women and men. These socially constructed attributes, opportunities, and relationships, which differ from biological sex, are typically transmitted through the socialization process, and reinforced by social and cultural norms.

Gender Analysis

A systematic examination of differences in the opportunities available and constraints faced by an individual or group of individuals based on their sex and gender identity. Gender analysis explores social relationships and gender differences across domains, including the gendered division of labour, access to and control over resources, decision-making power, and the opportunities for advancing gender equality.

Gender Gap

The difference between women and men, boys and girls in society based on gendered norms and expectations. Gender gaps represent the unequal distribution of resources, opportunities, and outcomes and usually become apparent through the analysis of gender data that reveals the extent of the inequalities.

Chapter A: Introduction

The National Development Strategy (NDS) 2015-2035 aims to articulate the vision of "Mozambique as a prosperous, competitive, sustainable, secure and inclusive country" by fostering wealth generation and the fair distribution of national income to improve the living conditions of the population, including through the implementation of the Five-Year Government Plan (The Republic of Mozambique, 2020-2024). Inclusive growth and fair distribution of the national wealth are particularly relevant given that Mozambique has rich and extensive natural resources including natural gas, coal, mineral, heavy sands, hydropower, and biodiversity) and that 90% of the population depends on the biodiversity for its livelihood.

Two-thirds of Mozambique's estimated population of 30.8 million in 2021 are below 25, with the current population dynamics characteristic of the early stage of a transition towards a demographic dividend. With current population growth rates of 2.88%7, the population is projected to reach 38.7 million by 2030 and 60 million by 2050. Reaping the benefits of the demographic dividend is a unique opportunity, and it requires profound and sustained economic, social and environmental reforms (United Nations, Mozambique).

Figure 1: Mozambique's 2020 Voluntary National Review

- The Government of Mozambique (GoM) approved its Financial Sector Development Strategy (2013-2022) in 2013 to promote the development of a sound, diverse and inclusive financial sector.

- The Bank of Mozambique started implementing the National Financial Inclusion Strategy of Mozambique (2016-2022) in March 2016. A mid-term review of FIS was conducted by World Bank and AFI. The three major pillars include:

  - Pillar 1: Access to, and the use of, financial services
  - Pillar 2: Strengthening financial infrastructure
  - Pillar 3: Consumer Protection and financial education

- The progress against the three pillars was significant with an increase in:

  - More than 4 million new accounts, growth in mobile-money transactions,
  - Expansion of financial access points,
  - Strengthening of the financial infrastructure for credit and secured transactions, and
  - Improvements in the legal and regulatory framework.[3]

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[3] Mozambique National Financial Inclusion Strategy, 2016 – 2022 Mid Term Review

Table 1: Status of Implementation of Measures in the NFIS Action Plan 2016–19 (as of December 2021)[4]

	Pilar I Access and use of financial services		Pilar II Strengthening of financial infrastructure		Pilar III Consumer protection and financial education		TOTAL	
Ano de 2021								
	No. of Acções	%	No. of Acções	%	No. of Acções	%	No. of Acções	%
Carried out	10	32,3%	5	62,5%	2	13,3%	**17**	31,5%
Ongoing	14	45,2%	2	25,0%	5	33,3%	**21**	38,9%
Permanent	4	12,9%	0	0,0%	8	53,3%	**12**	22,2%
Not started	3	9,7%	1	12,5%	0	0,0%	**4**	7,4%
Total	**31**	100,0%	**8**	100,0%	**15**	100,0%	**54**	100,0%
Ano de 2020								
	Pilar I Access and use of financial services		Pilar II Strengthening of financial infrastructure		Pilar III Consumer protection and financial education		TOTAL	
	No. of Acções	%	No. of Acções	%	No. of Acções	%	No. of Acções	%
Carried out	8	25,8%	5	62,5%	2	13,3%	15	27,8%
Ongoing	16	51,6%	2	25,0%	5	33,3%	23	42,6%
Permanent	4	12,9%	0	0,0%	8	53,3%	12	22,2%
Not started	3	9,7%	1	12,5%	0	0,0%	4	7,4%
Total	31	100,0%	8	100,0%	15	100,0%	54	100,0%

Source: Mozambique National Financial Inclusion Strategy, 2016 – 2022 Mid Term Review

Geographical access indicators suggest an overall decline in access to bank branches, mobile money accounts, bank cards, and banking agents. However, there has been a significant increase in access to bank accounts, particularly after the National Financial Inclusion (ENIF) strategy was implemented in 2016.

Table 2: Total Access Points of Financial Institutions, 2020 and 2021, Mozambique[5]

Access Points	Ano		Concentration level		Change
	2020	2021	2020 (%)	2021 (%)	(%)
Branches	789	754	0.7	0.6	(4.4)
Banking agents	1,342	1,099	1.2	0.8	(18.1)
Non-Banking Agents	69,548	94,697	62.5	69.2	36.2
Representations	1,112	1,586	1.0	1.2	42.6
Delegations and counters	148	153	0.1	0.1	3.4
ATM	1,710	1,631	1.5	1.2	(4.6)
POS	36,540	36,957	32.9	27.0	1.1
Total	**111,215**	**136,877**	**100.0**	**100.0**	**23.1**

Source: Mozambique National Financial Inclusion Strategy, 2016 – 2022 Mid Term Review

Slight improvements are reflected in the observed increase in the distribution of access points to financial EMI services and products (namely, a substantial increase in the number of EMI agents and accounts with these institutions), against a reduction in the network of ATMs, POS, banking agents and maintenance of the number of branches, accounts, and bank cards.

Figure 2: Access Points per 1000 adults and per 10,000 square kilometers, 2020-2021, Mozambique

2.1. Access Points Per 1000 Adults, 2020 and 2021, Mozambique
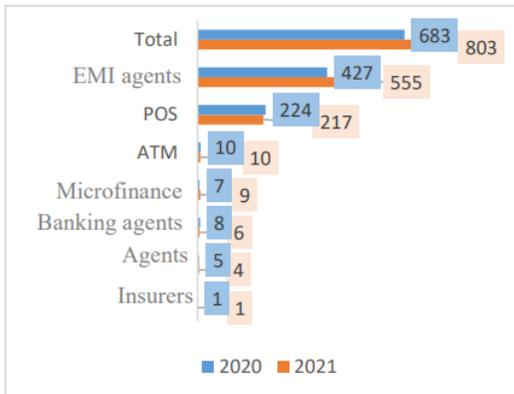
2.2. Access points per 10 thousand km2, 2020 and 2021, Mozambique
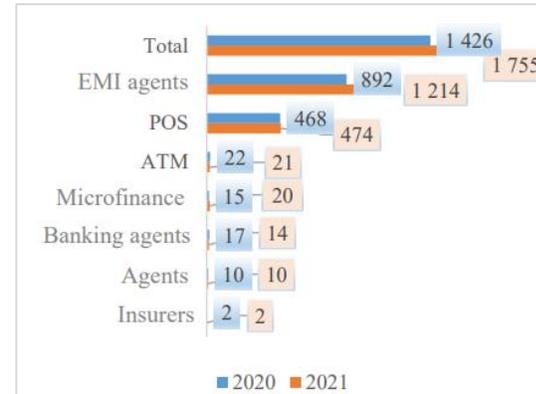
2.3. Bank Accounts Usage by Gender in Mozambique
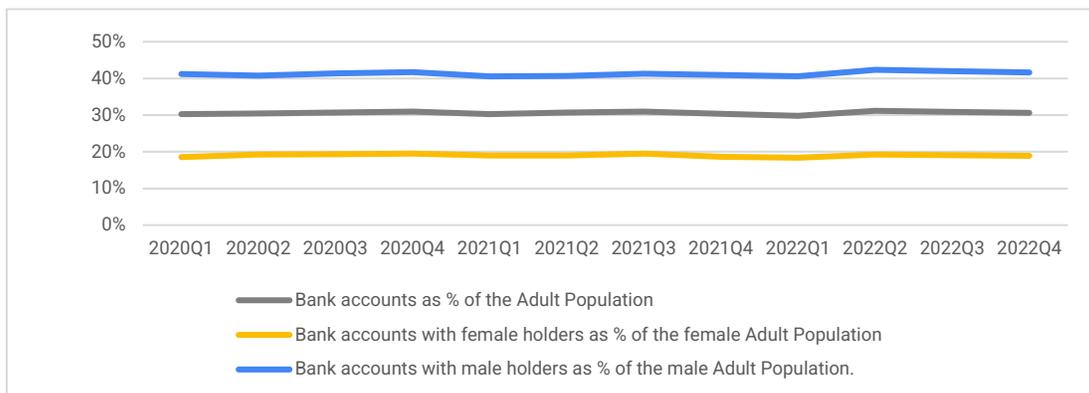
2.4. Financial Products Usage in Mozambique
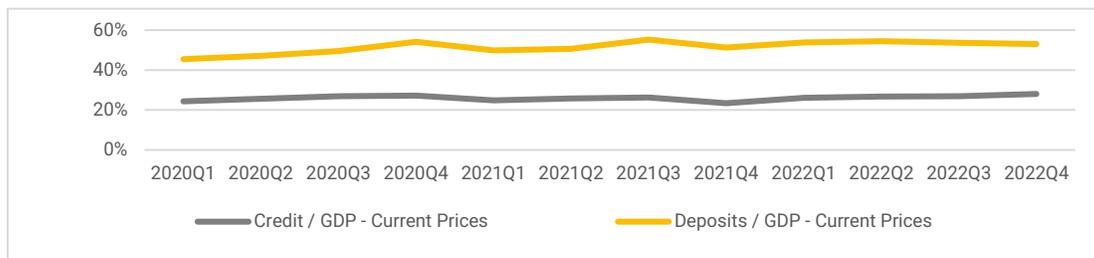
Source: Financial Inclusion Report, 2021, The Bank of Mozambique (BoM)

Financial Usage indicators suggest a steady number of bank accounts per 100 adults from 2019 onwards, with a 1% increase in the use of bank accounts between 2020 and 2021. The trend was proportionate across men and women. The total number of adult bank account holders declined from 196 women per 1,000 adults in 2020 to 194 in 2021; while the male population started to have 426 accounts per 1,000 adults in 2021, against 427 in 2020. In 2021, as measured as to credit to the economy as a percentage of GDP, the level of financial intermediation stood at 24.2%, a 0.4 pp reduction against 2020 (Graph 9).

In turn, the level of financial savings, measured by total deposits as a percentage of GDP, stood at 53%, having observed a reduction compared to 2020 by 1.2 pp. In 2021, bank financing saw a downward trend, assessed in demographic terms. In fact, about 14.3 million meticais (MT) were granted per 1000 adults,

against 14.7 million MT in 2020. In 2021, financial savings also showed a downward trend in demographic terms, standing at 31.4 million MT, per 1000 adults, 1 million MT less than that of the previous period.

Figure 3: Mobile Money accounts usage of adult population, Mozambique

Electronic currency accounts in relation to the adult population
Electronic currency accounts of women in relation to the female adult population
Electronic currency accounts of men in relation to the male adult population
Electronic currency accounts held by the urban population in relation to the urban adult population
Electronic currency accounts held by the rural population in relation to the adult rural population

Figure 4: Bank Cards usage amongst the adult population, Mozambique

Cards in relation to the adult population
Cards of women in relation to the female adult population
Cards of men in relation to the male adult population
Cards of the urban population in relation to the urban adult population
Cards of the rural population in relation to the rural adult population
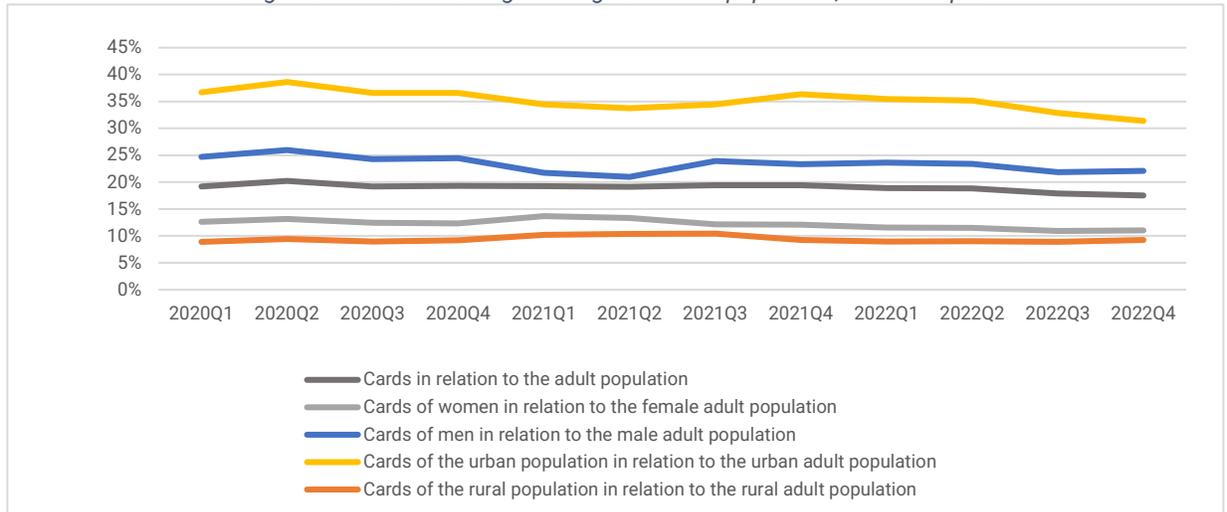
Source: Financial Inclusion Report, 2021, The Bank of Mozambique (BoM)

Financial literacy has been gaining importance in academia and for the establishment of public policies, as it allows individuals to make better informed financial decisions impacting positively their financial well-being and, consequently, improving countries' economic growth. Financial literacy assumes that individuals combine financial knowledge and financial attitudes that can generate positive financial behavior. Individuals' low levels of financial literacy affect negatively the well-being of their finances, and ultimately the economy in general (Jayaraman et al., 2018)

The lack of financial literacy has been assumed to be responsible for individuals' bad financial decisions, which impact their future (Jayaraman et al., 2018). For individuals to be able to make better informed financial decisions, there is a need for financial knowledge, skills, and attitudes. The well-being of individuals depends, e.g., on their level of financial literacy. Therefore, it is important to invest in financial literacy programs that can help individuals in their decisions about consumption, savings, as well as retirement (Dos Santos Felipe, 2017)

Financial literacy gives individuals the skills to manage personal finances and to be able to make appropriate decisions about finance, investment, insurance, real estate, budget, and retirement, among others (M. Muñoz-Murillo, 2019). These skills allow individuals to develop a financial roadmap to identify what to learn, what to spend, and what to owe. The lack of financial literacy exposes people to be victims of "predatory" loans, mortgages, and high-interest rate fraud, which can contribute to bankruptcy or foreclosure (Kenton, 2020)

When individuals improve their financial literacy, they make the best savings and credit decisions. They tend to plan their retirement better and diversify the assets in their investment portfolios. Conversely, low levels of financial literacy pose a lifelong threat to their well-being (Cossa, 2022). Financial literacy improves the quality of life for individuals, providing the necessary knowledge to deal with the financial aspects of life.

People with high levels of financial literacy plan to retire, tend not to accept credit with high-interest rates, are more susceptible to investing in the stock market, and diversify their portfolios. For these reasons, financial literacy allows stress reduction and increases wealth, and overall happiness (M.Canfield, 2019). Today, with increased life expectancy and reduced birth rates, governments in many countries want to share the responsibilities of retirement pensions with individuals.

The Global Financial Inclusion Index (IIF) calculated by the central bank stood at 12.76 points in 2021, against the 13.93 points recorded in 2020," the Bank of Mozambique document reads. "This drop results, fundamentally, from the reduction of access points (bank branches, micro-banks and credit cooperatives, bank agents, vending machines and points of sale), with a special focus on the city of Maputo," it explains. The fall also results "from the retraction of economic activity over the period under review (Covid-19 effect)", the document adds.

A.1 Objectives of the Study

The objectives of the study were as follows:

Objective 1: Identify the dimensions of attitudes, behaviors, and financial knowledge and financial literacy of the Mozambican

Objective 2: Characterize the population according to 8 thematic areas

Objective 3: Identify areas and population groups (or segments) by levels of financial literacy

Objective 4: Comparative analysis of financial knowledge, access, attitudes and behaviors of Mozambique against international levels.

The survey covered the following segmentation and thematic areas as provided in the Terms of Reference.

Actor Categories

- Gender
- Age Groups (+15)
- Geographic Locations
- Education Level
- Employment Status
- Vulnerable group (Persons with disability)

Thematic Areas

- Access to financial products and services.
- Choice and use of financial products and services.
- Bank account management habits.
- Digital literacy and key aspects related to digital financial literacy.
- Planning and managing their own finances.
- Financial attitudes and behaviors.
- Knowledge of information sources and most used channels of access to information.
- Financial knowledge.

Additional Analysis

- Financial Access Study, MZ

- International Comparison of Financial Literacy Scores
- Recommendations for intervention areas for Gender and Youth

Image Source: UNCTAD

Chapter B: Methodology

B1 Methodology

This research consisted of carrying out a survey at national level involving different respondents aged 15 years or older. The survey was carried out in all provinces excluding Cabo Delgado, and the sample was defined based on the size of the population at provincial and district levels. Overall, the research methodology consisted of 6 phases, as shown below.

B1.1 Data collection tools design

The preparation of the research methodology preceded the design of the data collection tools, which involved designing the questionnaire and the data collection software. The questionnaire design was based on the objectives and the thematic areas of the research. The OECD/INFE Toolkit for Measuring Financial Literacy and Financial Inclusion was also used as a basis for defining the survey questions. The use of the OECD/INFE Toolkit aimed to ensure that the research follows the international standard approach and techniques, which will allow the comparison and positioning of the country in terms of financial literacy. Prior to the validation, the questionnaire was shared with the various key project actors including INE, to gather their comments and suggestions for improvement.

To facilitate the data collection process and minimize typing errors by the enumerators, data collection software (Survey to Go) was designed. The design of the data collection software was in charge of CS Research, a company hired by the Bank of Mozambique to be responsible for data collection. Before its implementation, the data collection app. was tested in order to identify possible inconsistencies. The testing process had three phases, namely:

(1) Testing by the Innovision team before the CS Research supervisor's training
(2) Testing during the supervisor's training of trainers (ToT) and
(3) Testing during the ToT pilot.

The portion of the sample related to the population with formal employment was stratified into quotas for all criteria, except age groups.

B1.2 Sampling

The sampling process started with the characterization of the population aged 15 years or older (adult population), by implementing the proportional stratified sampling method, according to the previously selected criteria.

The population characterization considered the following stratification criteria:

- *Employment status: with formal employment; no formal employment*
- *Geographical area. Urban; rural*
- *Gender: male; female.*
- *Age: 15-24 years; 25-34 years; 35-49 years; 50-64 years; and 65 years or more.*
- *Activity sector: agriculture, forestry, and fisheries; mineral extraction; manufacturing industry; energy; construction; transport and communication; trade and finance; Administrative services; other services; Unknown.*
- *Administrative location; 11 provinces; 161 districts.*

For each stratum, proportional quotas of the Mozambican population were defined (see tables 1.1 and 1.2 below), in two different times, based on the employment status.

Table 3: Quotas of the population without formal employment

Employment Status	No formal employment (43,1%)																			
Geographical Area	Rural (29,3%)										Urban (13,8%)									
Gender	Male (13,6%)					Female (15,7%)					Male (6,4%)					Female (7,4%)				
Age	15-24	25-34	35-49	50-64	65+	15-24	25-34	35-49	50-64	65+	15-24	25-34	35-49	50-64	65+	15-24	25-34	35-49	50-64	65+
	6,2%	2,9%	2,4%	1,2%	0,9%	7,2%	3,3%	2,8%	1,4%	1,0%	2,9%	1,4%	1,1%	0,6%	0,4%	3,4%	1,6%	1,3%	0,7%	0,5%

The portion of the sample referring to the population without formal employment was stratified into quotas for all criteria, with the exception of the activity sector.

Table 4: Quotas of the population with formal employment

Employment Status	With formal employment (56,9%)																																							
Geographical Area	Rural (39,3%)																				Urban (17,5%)																			
Gender	Male (19,5%)										Female (19,8%)										Male (9,1%)										Female (8,5%)									
Act. sector.	Agro, forestry, and fisheries	Mine extraction	Manufacturing industry	Energy	Construction	Transport and communication	Trade and finance	Administrative services	Other services	Unknown	Agro, forestry, and fisheries	Mine extraction	Manufacturing industry	Energy	Construction	Transport and communication	Trade and finance	Administrative services	Other services	Unknown	Agro, forestry, and fisheries	Mine extraction	Manufacturing industry	Energy	Construction	Transport and communication	Trade and finance	Administrative services	Other services	Unknown	Agro, forestry, and fisheries	Mine extraction	Manufacturing industry	Energy	Construction	Transport and communication	Trade and finance	Administrative services	Other services	Unknown
	12,3%	0,3%	0,9%	0,0%	0,7%	0,4%	3,4%	0,6%	1,0%	0,0%	16,9%	0,0%	0,1%	0,0%	0,0%	0,1%	2,0%	0,2%	0,4%	0,0%	4,0%	0,1%	0,6%	0,0%	0,7%	0,3%	1,7%	0,5%	1,1%	0,0%	5,7%	0,0%	0,1%	0,0%	0,0%	0,1%	1,7%	0,2%	0,6%	0,0%

The portion of the sample related to the population with formal employment was stratified into quotas for all criteria, except age groups.

B1.2.1. Division of the sample into two subsamples

A specific note goes to the exercise carried out to accommodate the employment status criteria, making it necessary to divide the sample into two subsamples:

- Sample 1 - With formal employment (WFE)
- Sample 2 - No formal employment (NFE)

In this process, the proportion of the population with formal employment (WFE - 56.9%) was disaggregated into activity sectors, since the INE made available such information from the 2017 Census dataset; however, the same disaggregation was not done for the population with no formal employment (NFE - 43.1%), due to the absence of data for this purpose.

Regarding the age criterion, it was used to categorize sample 2 and so that sample 1 did not have a larger number of strata, thus, the age criteria was hidden in this subsample.

B1.2.2. Weights definition

By stratifying the population based on the criteria, , two subsamples where characterized at the level of the 161 districts of the country. This process, resulted in the creation of the sample table with weights for district, employment status, geographical area, gender, and sector of activity or age groups.

B1.2.3. Sample size

The definition of the sample size considers the existence of data on the universe under analysis, which is the adult population aged 15 years or older, for the year 2022, according to the projections made by the INE based on the results of the 2017 Census. As the population universe was known, the size definition was made based on the standard formula for a finite population (Cochran's formula):

$$n = \frac{\frac{z^2 + p(1-p)}{e^2}}{1 + (\frac{z^2 \times p(1-p)}{e^2 N})}$$

Considering statistical parameters such as the level of confidence and its z-score, the margin of error and standard deviation was defined the sample. The table below shows the number of interviews reached per each study category.

Table 5: The number of interviews reached per each study category.

Item	Total	Urban	Rural
Number of respondents surveyed	10,988	4,280	6,708
Number of people in the households surveyed	55,633	21,099	34,534
Number of people over 15 years old in the surveyed households	32,013	12,597	19,416
Number of respondents – With formal employment	4,815	1,993	2,822
Number of respondents – With formal employment	6,173	2,287	3,886
Number of respondents – Men	5,358	2,209	3,149
Number of respondents – Women	5,630	2,071	3,559
Average size of households (calculation)	5.06	4.93	5.15

B1.2.4. Selection of study respondents

The selection of the respondents followed different methodologies for the WFE and NFE subsamples.

The BoM shared with the INE the sample table, aiming for advice on the definition of the selection methodology of the interviewees. The INE provided the following information on the selection of respondents of the NFE subsample:

- Listing of enumeration areas (EA's);
- Random selection table of households (PA's) and eligible members for interview;
- GvSIG Mobile app to be used in the location of The AE's
- Training of the enumerators in the selection process of the interviewees.

For the WFE subsample, the interviews were made in the workplace, according to the predefined strata.

B1.3 Preparation of training material

The training material included an orientation manual for the data collection team, which was designed to align with considering the research objectives and the research questionnaire. In addition to the research component of the survey, the manual aimed to provide the data collection team with knowledge about good practices for conducting interviews (before, during and after the interview). In addition to the manual, a training plan was prepared, which was previously approved by the Bank of Mozambique before its

validation. All the training material prepared for supervisors training were used at provincial level during the training of the interviewers by the CS Research team.

B1.4 Training of data collection team

The training of data collection team, consisted of a cascade training strategy, i.e., initially were trained the CS Research supervisors team by Innovision, who were responsible to train the enumerators at provincial level (ToT). The supervisors' training was ministered by Innovision and lasted 4 days divided into two components, namely theoretical and practical. The theoretical part consisted of training the supervisors on data collection procedures and the interpretation of research questions, while the practical component consisted of a pilot carried out in one of the selected areas in Maputo City.

The purpose of the pilot was to allow supervisors to test data collection app. (Survey to Go) to identify inconsistencies, as well as to evaluate the applicability of the designed questions in the local context. The training of supervisors also served to improve the questionnaire before the enumerators training at provincial level. The sampling component during the supervisors training was under INE responsibility.

At provincial level, the training of enumerators was carried out by CS Research supervisors, with supervision by the Innovision team at some points. For each province CS Research allocated one to two supervisors who were responsible for hiring and training enumerators locally. Similar to the training of supervisors, for the training of enumerators at provincial level, INE was also responsible for training enumerators in the sampling process.

B1.5 Data collection

Innovision oversaw the implementation of all aspects of the fieldwork undertaken by the selected Research Firm. Before the commencement of the data collection, Innovision ensured that the Research Firm enforced strict quality guidelines to ensure that the collected data is of high quality. These measures include:

- Stringent recruitment and selection processes of the data collection supervisors and enumerators
- Pilot exercise
- Extensive training
- Back-checks and spot-checks.

The data collection process started on the 1st of September 2022 and ended on the 11th of November. The data was collected through smartphones provided by CS Research. Later, December 14, 2022, the Research Firm returned to conduct an additional 60 interviews to match the weights estimated for the project. Each province had a team consisting of enumerators and supervisors. In addition, four quality controllers assisted the field team following up on inconsistencies detected from the data.

B1.6 Data cleaning, analysis and Report Preparation

Innovision was responsible for data management, and CS Research was responsible for solving the inconsistencies highlighted by Innovision.

The statistical package STATA and MS excel were used for data analysis and elaboration of tables and graphs. To facilitate the data analysis process, do-files were created to allow automatic data updating, since this activity started before the research firm concluded the data cleaning process.

B2 Activity Timeline

The project has taken approximately 11 months to complete. Albeit the study commenced in March 2022, the teams at Alliance for Financial Inclusion (AFI), the Bank of Mozambique (BoM) and Innovision, carefully provided time and resources in ensuring a robust design of the data collection tools and the methodology. The data collection also took longer than expected; for reasons that include the need for retraining enumerators who had dropped out due to exhaustion and lack of motivation; along with additional time invested in data cleaning and analysis.

Figure 6: Activity Timeline

March-July 2022	Aug-Sep 2022	October-November 2022	December 2022	January - April 2023
Survey Design (Methodology & Questionnaire)	Pilot Test and Re-Design	Data Collection & Field Monitoring	Data Analysis	Reporting and Validation
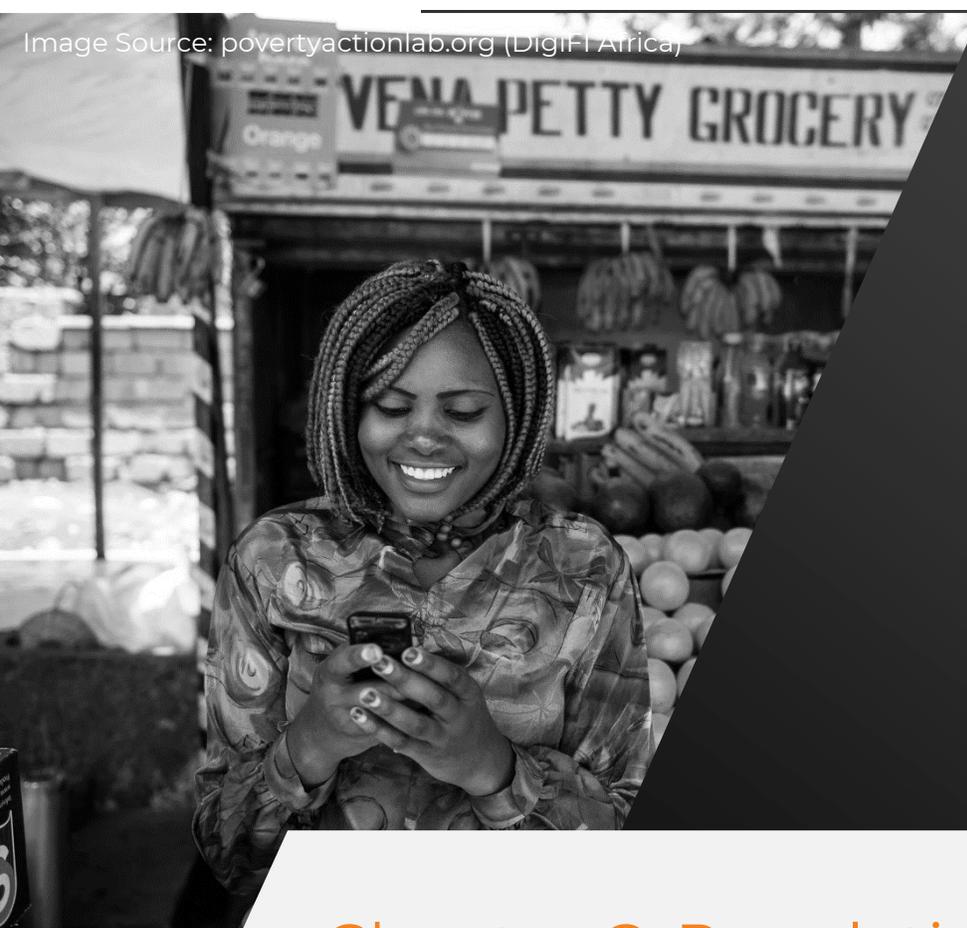
Chapter C: Population Demographics and Socio-economic Profile

C1.1 House ownership

Around 84% of the adult population own a house with 12.7% living on rental. Rural residents proportionately owned 5 percentage points more compared to residents in urban areas. Male-headed households' ownership of house was only one percent point more than female headed households.

As per World Bank Data, (% of population age 15-49), 60.8% of men and 74.6% of women owned a dwelling either alone or jointly in 2015

Figure 7: House Ownership-Rural & Urban
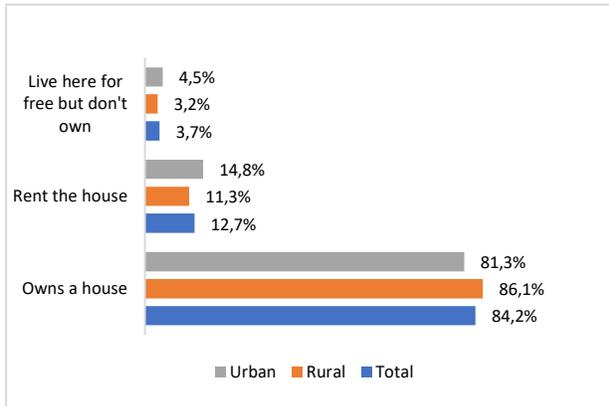
Figure 8: House ownership – Female Headed Vs. Male Headed
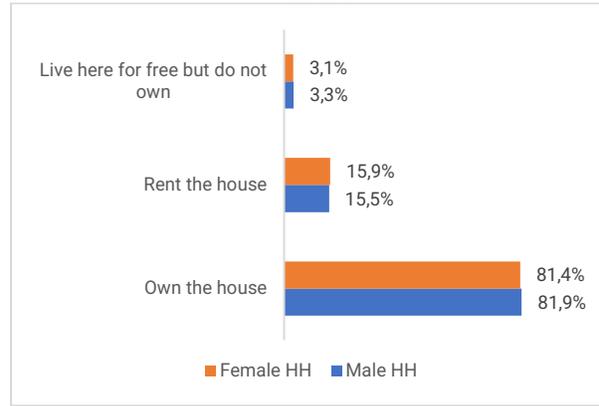
Majority of the residents (76%) became homeowners by purchasing houses using their own savings, whereas 14% acquired their houses through homeowners. Only a small percentage, 2% accessed bank loans to purchase houses, while 4% obtained loans from other sources and 1 obtained loans from government schemes. Interestingly, there were slightly more rural households purchasing homes through loans compared to urban households, with variation of around 1%.

Figure 9: House Acquisition Method- Rural & Urban)
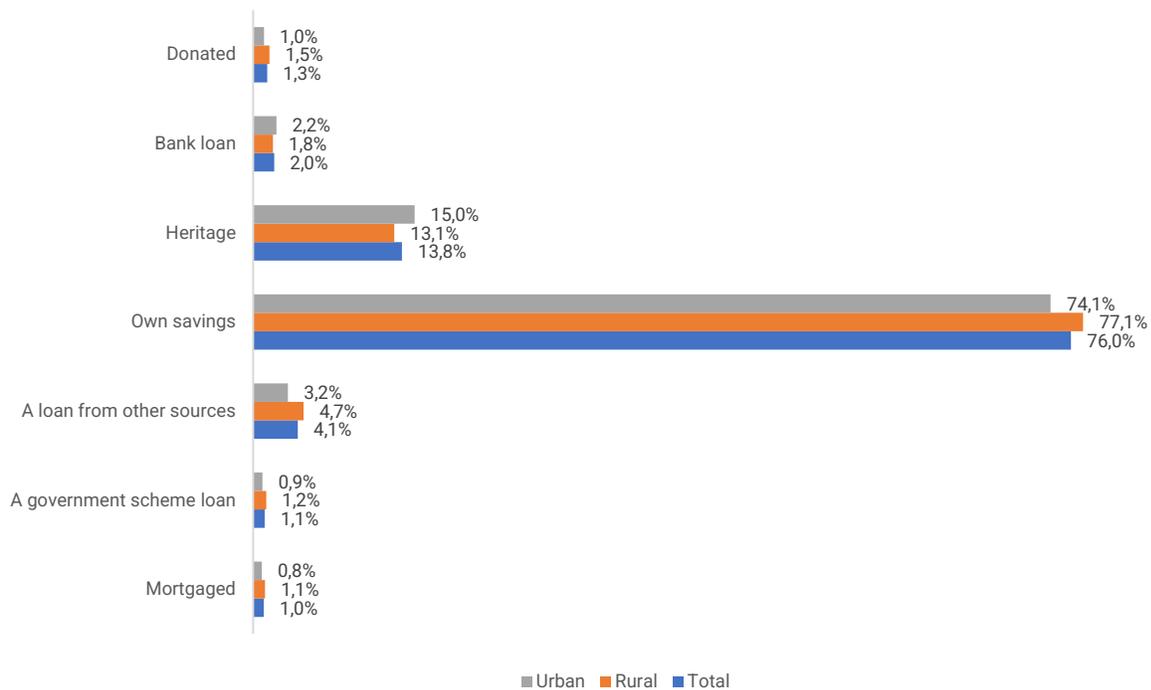
C1.2 Household Characteristic – Monthly Household income

Most of the rural households (40.1%) have income between MZN 0-5,000 per month, compared to 38% in urban areas. The urban households have more income ranging from MZN 5,001 to 45,000. However, the difference as we go on higher scale, differences in household income becomes less between urban and rural households.

Figure 10 Household monthly income by area (rural vs. urban)
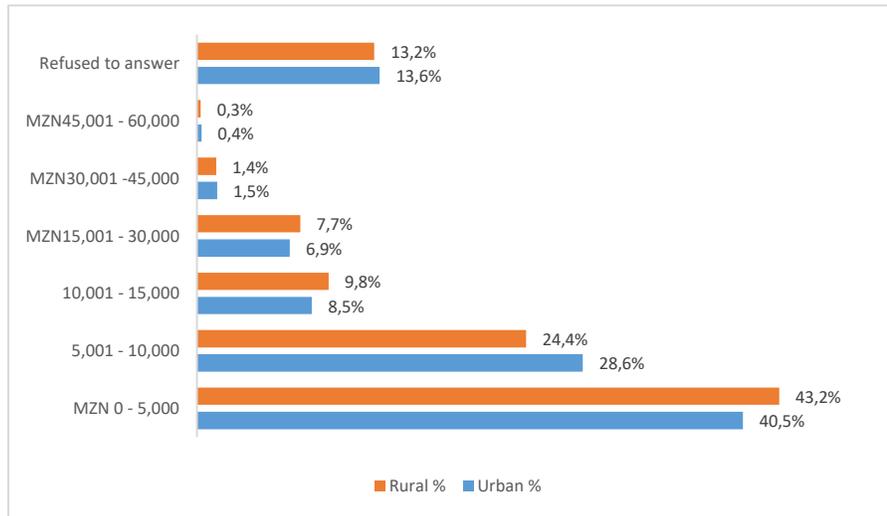
The female respondent households report higher percentages (by 8 percentage points) in lower income bracket of MZN 0-5,000, but lower participation in higher scales of income bracket.

Figure 11: Household Monthly Income (Gender Respondent wise)
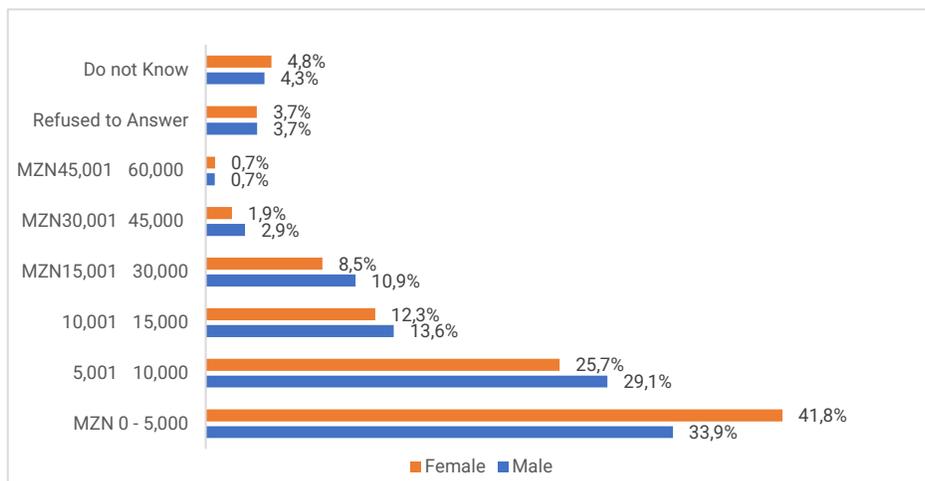
C1.3 Household Characteristic – Main source of income

On average, 1.52 persons per household brought in income (average household size of 5.06), with a slightly higher number of household members in urban areas contributing to household income.
With the average household size of 5.06, 32% of members in urban households contribute towards income, compared to 29% members per rural households.

Figure 13: No. of family members bringing income to household.
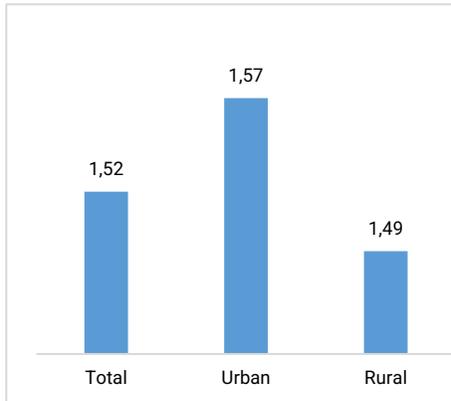
Figure 12: Main source of income
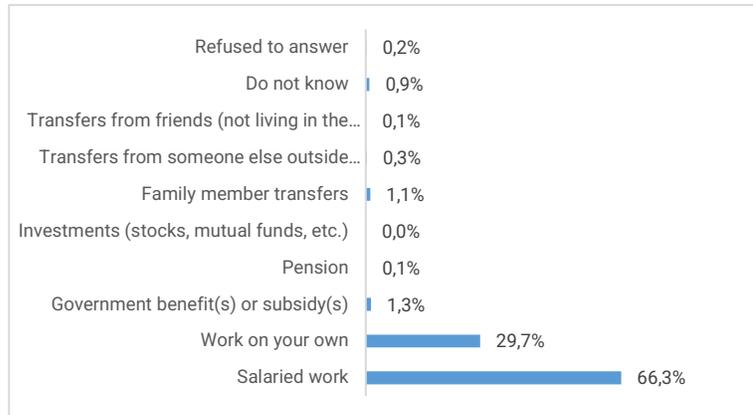
The main source of income at household level comprised majorly of salaries (66.36%) followed by from own work (29.7%). The difference between urban and rural households was not found to be significant.

Figure 14: The household main source of income – Urban Rural
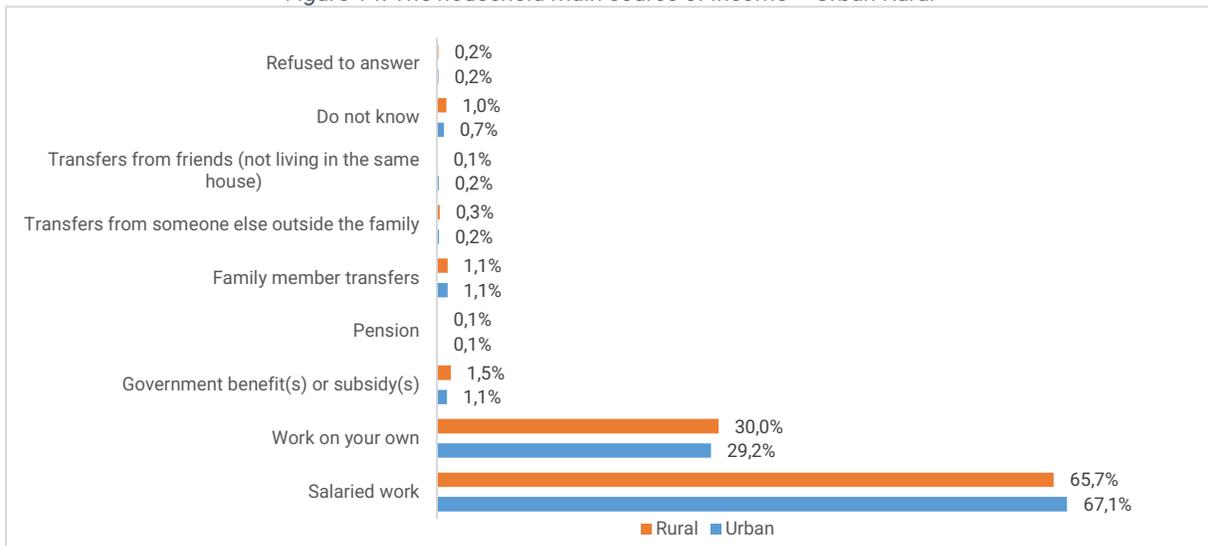
C1.4 Energy Access

When it comes to access of national electricity grid system, 81% of the households have access to electricity, with 9.4% using flashlights and lamps. Only 2% of households have been using solar systems, and 3.1% have been using firewood and candles. There is huge scope for solar based lighting and electrical use systems in the country, where 19% of the households are yet to be fully connected with the national electricity grid system.

Figure 15 Energy Source
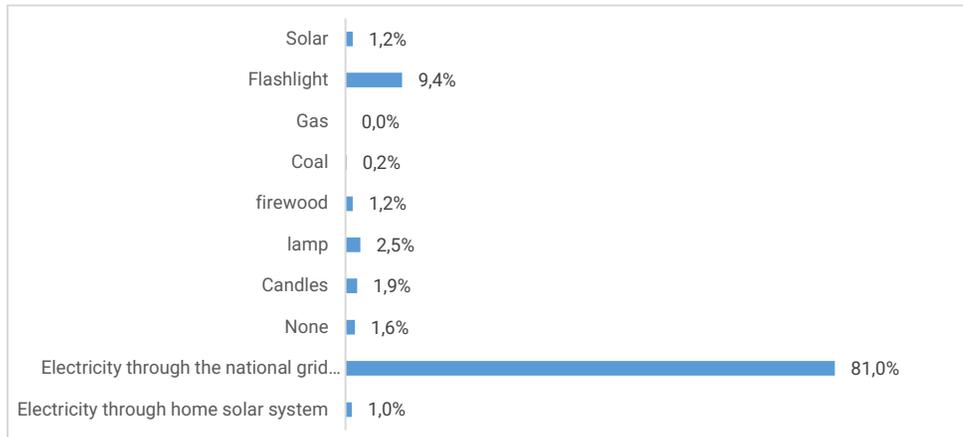
Only 75.6% households have access compared to 89.4% in urban households. The use of flashlights and lamps comprising of 15.6% compensated for the use differences between the two geographical areas. The use of solar saw a slight increase in rural areas – 2.8% compared to 1.5% in urban areas.

In 2019, 72% of the urban population had access to electricity compared to 5% of the rural population. FinScope 2019 mentions 33% of population have access to electricity.

C1.5 Asset Ownership

In terms of asset ownership, majority (77%) of the households owned cell phones and televisions. Only 3.3% households had access to internet wi-fi, with rural areas households comprising of just 2.5%, compared to 4.5% in urban households.

Figure 16: Asset Ownership - Rural & Urban

	Urban	Rural
Solar	0,5%	1,7%
Flashlight	4,8%	12,3%
Gas	0,0%	0,1%
Coal	0,0%	0,3%
firewood	0,6%	1,6%
lamp	1,2%	3,3%
Candles	1,5%	2,2%
None	0,9%	2,0%
Electricity through the national grid (EDM)	89,4%	75,6%
Electricity through home solar system	1,0%	1,1%
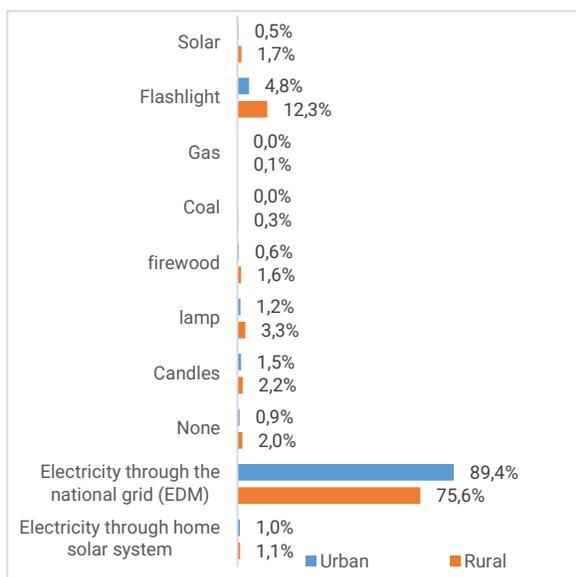
Figure 17 Household Asset Ownership

Radio	38,8%
Housekeeper/house helper/nanny	5,7%
Thermo - Accumulator	5,2%
Electric water pump	1,7%
Generator/solar panel/inverter	2,3%
Computer	17,2%
Cell phone	77,4%
Fan	34,5%
Internet (WiFi)	3,3%
Satellite dish	42,1%
Television	77,0%
Fridge/freezer	46,5%
Microwave	10,3%
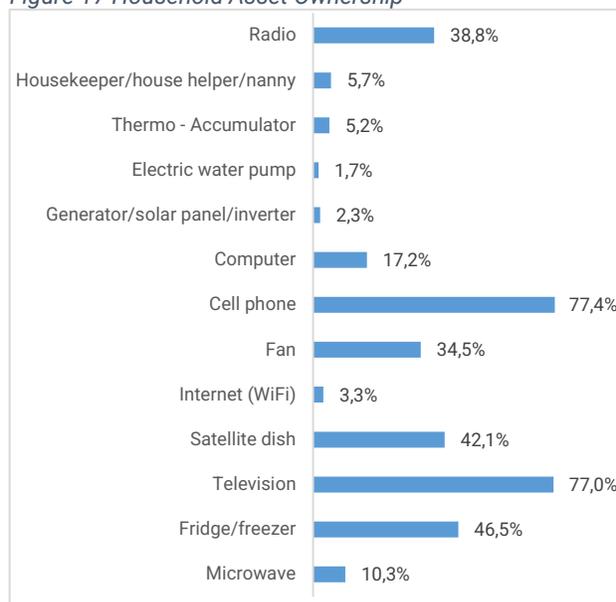
In terms of cell phones too, the rural household's coverage was only 75%. Only 70% of female-headed households had cellphones compared to 78% of male headed households. A difference of 9 percentage points was seen, with 34% female-headed households having satellite dish compared to 43% of male-headed households.

The difference in ownership of computers between urban and rural households was more than 10%, whereas 5 percentage points difference between male headed households compared to female headed households. This suggests that for National Financial Literacy campaigns - cell phones will probably have the biggest reach and then urban TV (urban target audience) and radio.

C1.6 Electronic asset ownership

Regarding electronic asset ownership, 90% of the adult population owned mobile phones, with 13% owning computer/laptops.

Figure 18: Electronic Asset Ownership
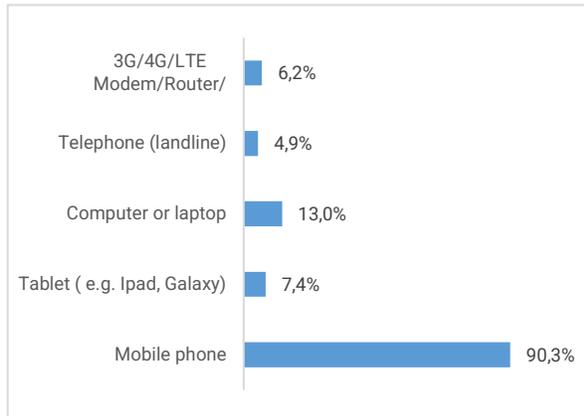
Figure 19: Kind of Cell Phones Used (Overall)
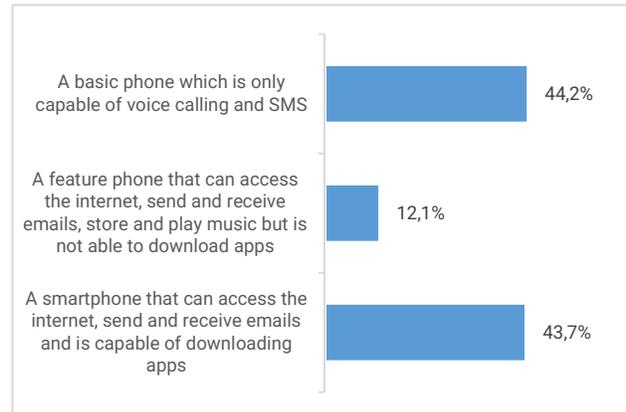
In terms of urban and rural areas, 92% of the urban adult population owned mobile phones compared to only 89% in rural areas. In terms of computer/laptop, the difference is greater by 5% age points more urban adult population owning these devices compared to rural.

Figure 20: Electronic Asset Ownership (Area wise)
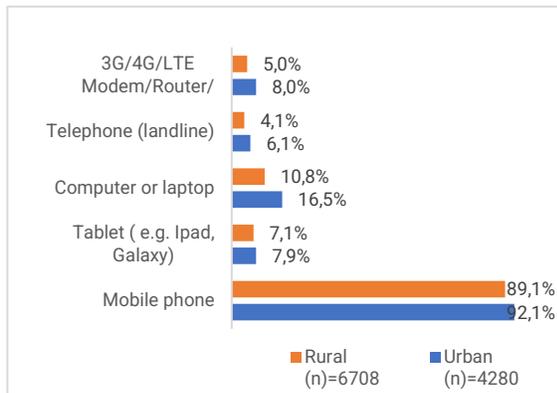
Figure 21: Kind of Cell Phone Owned (Area Wise)
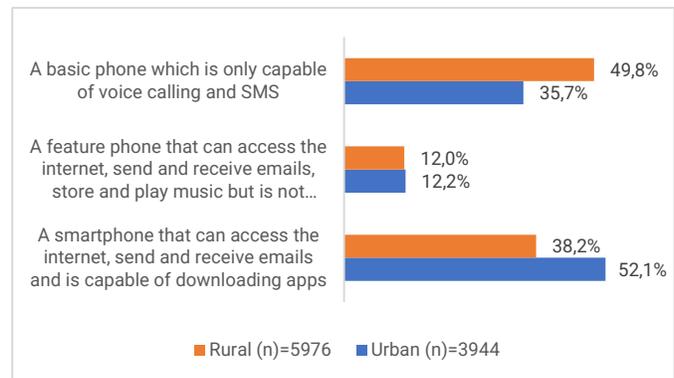
Approximately 44% of adult population owned smartphones, out of which 52% in urban areas owned smartphones compared to only 38% in rural areas. When it comes to basic phones, which suggests not having access to internet, 44% of adult population in the country stated that owned one greater percentage (50%) of rural adult population, compared to only 36% in urban areas.

Figure 22 Mobile phone ownership by area (rural vs. urban)
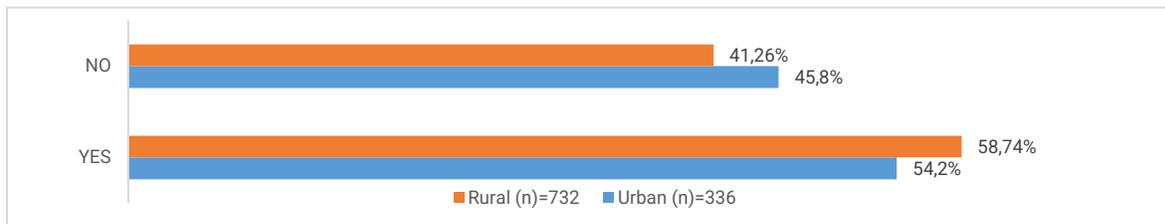
Around 58% of the adult population has been using a mobile phone that belongs to someone else, with more sharing of mobile phones taking place in rural areas. Also, females use shared mobile phones more, with a difference of more than 5% compared to males in urban areas.

Figure 23 Mobile phone ownership
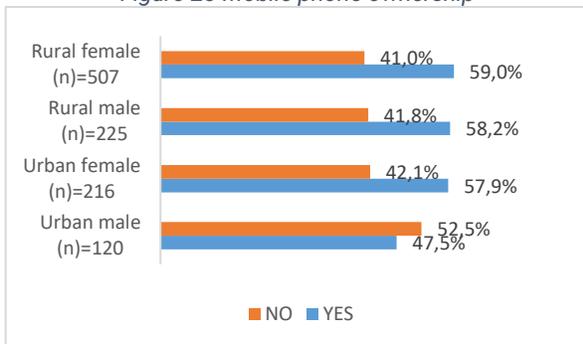
Figure 24 Mobile phone ownership by area and gender
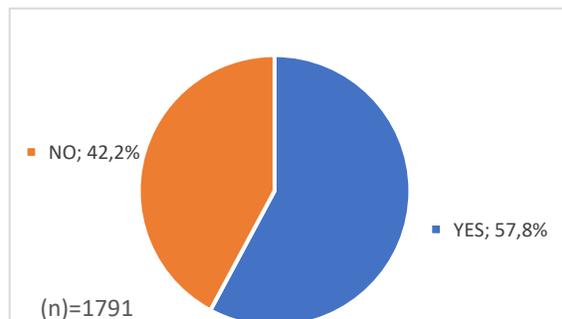
C1.7 Internet access characteristics

Approximately 44% of the adult population reported regular internet usage, with higher percentage (53%) among urban residents compared to 39% among those living in rural areas.

When comparing gender differences, o the male adult population had greater access than their- female counterparts, both in urban and rural regions.

Figure 26: Regularity of Internet Usage (Area wise)
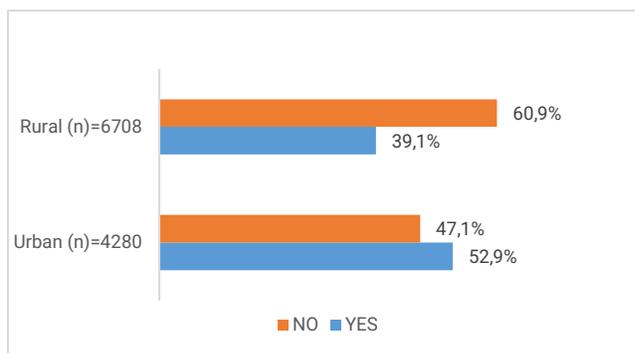
Figure 25: Regularity of Internet Usage (Overall).
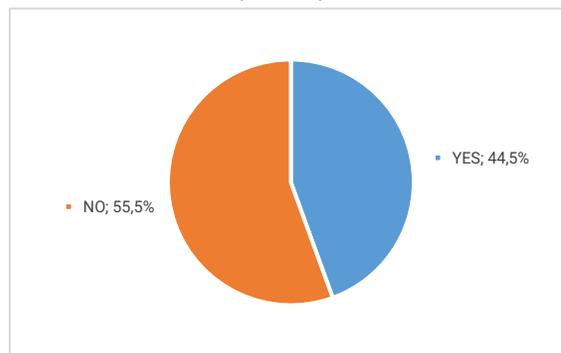
Figure 27: Regularity of Internet Usage (Area wise gender)
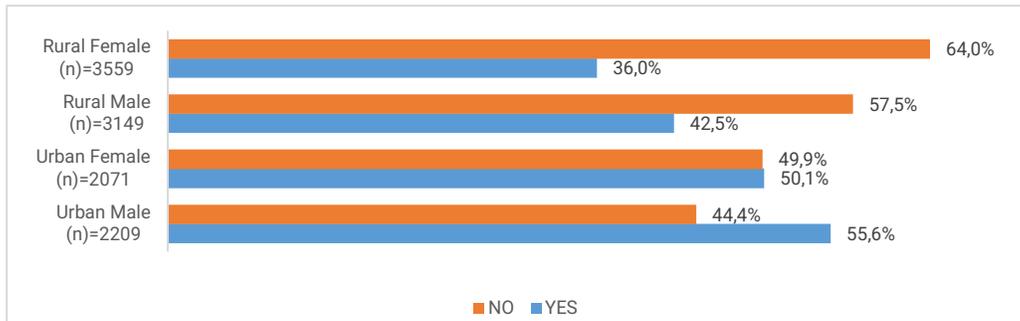
C1.8 Social media access and use

Almost half (48%) of adult population reported tnot having access to major social media accounts. Among those who did have access, similar percentage /47,8%) mentioned having a WhatsApp account, closely followed by Facebook. These findings shed light on the potential communication channels that can be utilized for financial literacy campaigns. Interestingly, only 27% of adult reported using emails for communication.

Furthermore, the survey revealed that a higher percentage of males and individuals residing in urban areas used WhatsApp and Facebook compared to female counterparts. This disparity in platform preference emphasizes the importance of considering the target audience's demographics when designing effective communication strategies for financial literacy initiatives.

Figure 29: Types of Social Media Account (Overall)
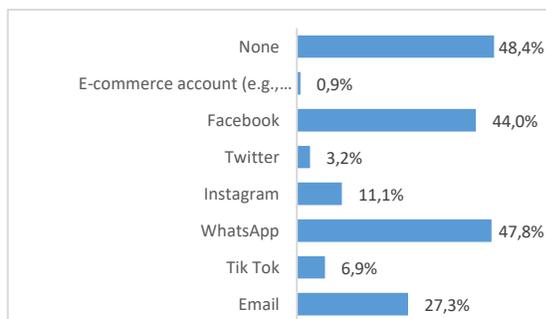
Figure 28: Daily Frequency of Use
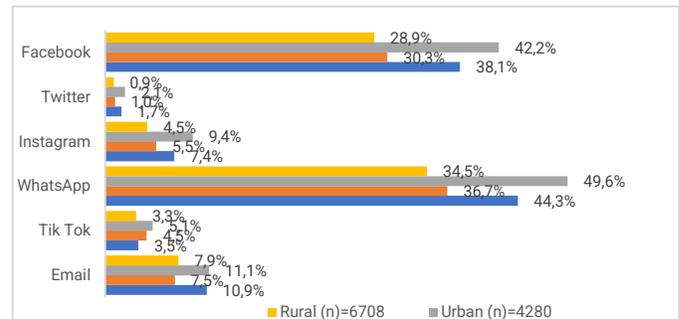
C1.9 Household Characteristic – People with Disability

Around 9.1% of the households surveyed had people with some kind of disability. The majority, in terms of type of disability comprised of people with visual impairment, mental health conditions, paralysis, deafness and leg amputations. The percentage of households having people with disability did not vary significantly between urban and rural areas. There was around 5% difference in visual impairment cases, with 29.1% cased in rural households compared to 24.4% in urban households.

Figure 30: Percentage of Disabled People at Home
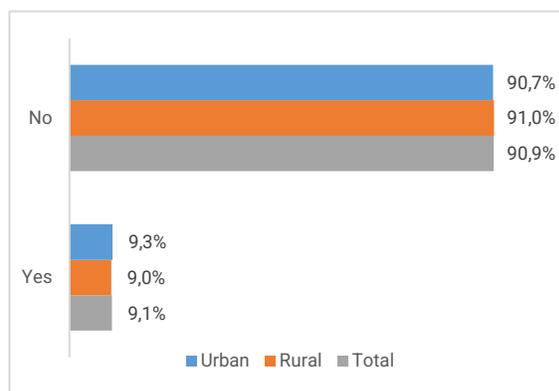
Figure 31: Type of Disability
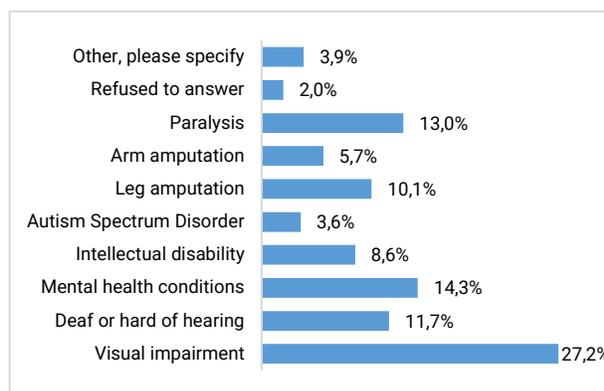
Mozambique's most recent population census, conducted in 2017, estimated that 2.6 per cent (or 727,620 out of 28.6 million people) live with a disability **Invalid source specified.**As per WHO, an estimated 1.3 billion people – or 16% of global population worldwide – experience a significant disability (WHO).

Figure 32: Type of Disability- Urban Rural
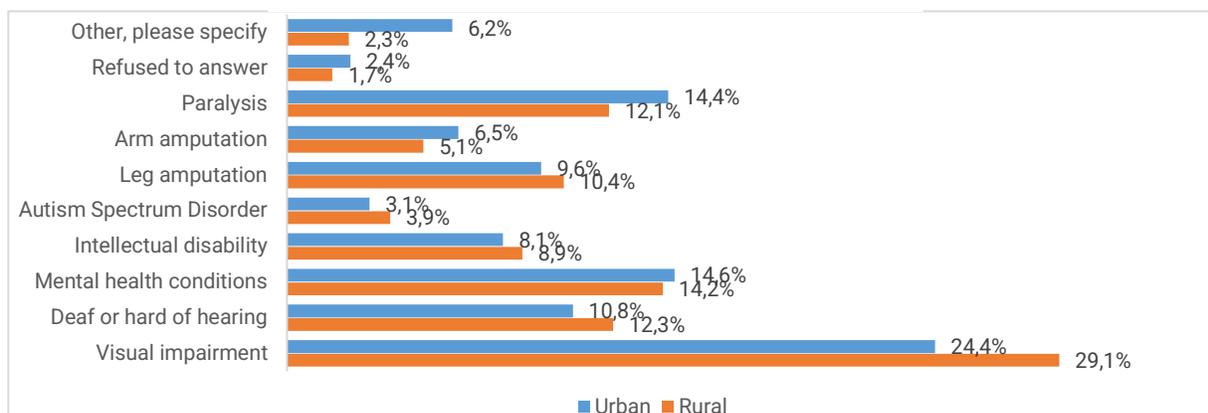
C1.10 Household Characteristic – Migration

Approximately 10.2% of households have experienced instances of household members migrating within the past two years. Notably, the percentage of people migrating from urban households was found around 3 percentage points higher than that of rural households. Several key reasons were cited for their migrations, including marriage, improved job and economic prospects, relocation due to a family member's move, and new job requirements.

Interestingly, there was only a marginal one-percentage point difference between male-headed and female-headed households in terms of migration rates, with the former segment exhibiting a slightly higher migrated rate.

Figure 33: Migration in the past 2 years- Rural & Urban
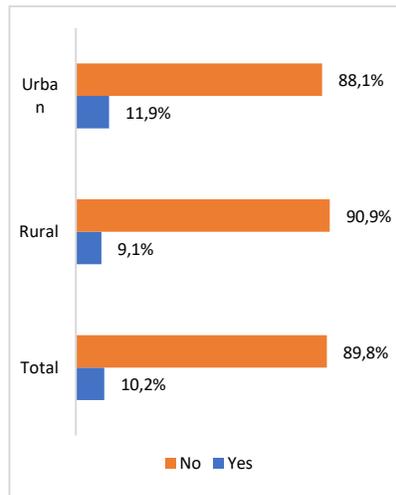
Figure 34: Reason for Migration (Rural & Urban)
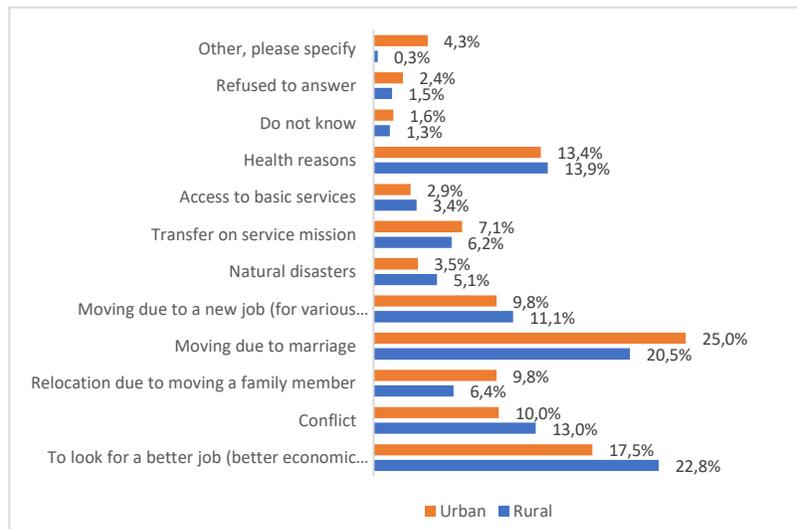
Figure 35: Migration in the past 2 years – having left home (Gender Respondent wise)
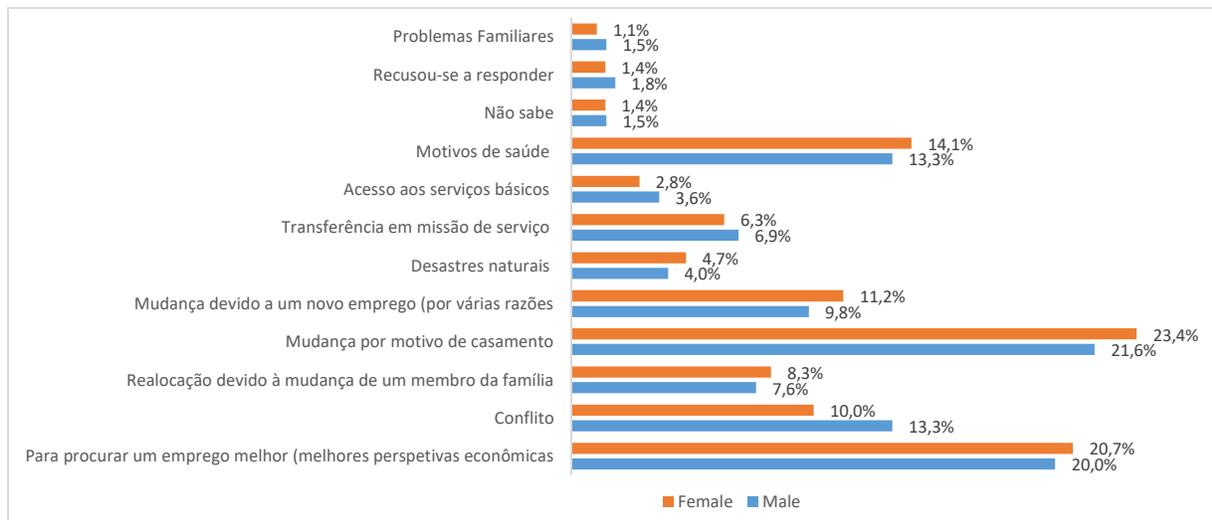
C2 Adult Population Characteristics

The surveyed sample consisted of 10,988 respondents, with 34.78% falling in the age group of 25-34 years, closely followed by 30.46% in the age group of 15-24 years. Among the total sample, 54.65% of respondents held the position of households heads, with the male-headed households comprising 71.6% and female-headed households the remaining percentage.

Regarding marital status, 37% of the adult population identified themselves as single, while 36% reported being married. When examining ethnicity, the highest percentage, 26%, belonged to the Macua ethnicity, followed by Changana and Sena. constituted 20% of the total adult population. Language proficiency revealed that the majority,85.8%, were fluent in Portuguese, with Macua (24.5%) and Changana (19.5%)

being the next most spoken languages. In terms of reading ability, 81.7% of the adult population felt comfortable reading Portuguese, while Macua (11.5%) and Changana (8.7%) were commonly read languages. 34% of the adult population had attained secondary education or higher, while 25.3% had incomplete secondary education. Notably, 69% of the surveyed population had completed primary education.

Regarding employment status, a significant proportion, nearly 84%, of the total adult population is currently employed, while 7.9% are not at the employment stage. Interestingly, a higher percentage of individuals in rural areas (86%) are employed compared to their urban counterparts (80%). When considering specific age groups, a higher percentage of males in the 15-24 age bracket residing in rural areas (75%) are employed, compared to approximately 64% in urban areas. Similarly, for female in the same age group, 67% employed in rural areas, while 54% are employed in urban areas. Out of the total employed population, comprising 83.7%, 27.5% are self-employed, while 56.2% are engaged in paid employment.

In terms of economic sectors, a majority, 63%, of the adult population is involved in agriculture, forestry and fishing sector, highlighting the dependence on agrarian livelihoods in the country. The trade and finance sector accounts for 15% of the adult population, indicating a significant portion engaged in these areas. Additionally, the construction, accommodation and food sector constitute 7.6% of the employment composition.

The primary source of income for the majority, 55.8%, of adult population are derived from formal sector, including salaries from business or companies, as well as government salaries. Following closely,50.2% of the adult population depend on income generated from their own business in the informal sector, agriculture and remuneration for housework or agriculture work. Notably, 92.2% of the surveyed population relied on a single income, while 6.89% reported having two sources of income. In terms of monthly income, the highest percentage, 42.2%, earns a monthly income of MZN 5,000 or below, with an additional 26% earning between 5001 – 10000 MZN per month. Consequently, 77.5% of the adult population in the country earns a monthly income of MZN 15,000 or less.

Due to the socio-economic impact of COVID-19, 24% of the adult population experienced a reduction in income, 14% temporarily ceased working, and 4% lost their jobs. Additionally, 11% reported negative effects on their businesses because of the pandemic, while 24% stated no impact on their income or business.

C2.1 Respondent Characteristics – Age Categorization

The respondent sample of 10,988 surveyed comprises 34.78% respondents between the age group of 25-34 years followed by 30.46% between the age group of 15-24years. In terms of gender representation, this financial literacy survey exhibits a higher percentage of female respondents, aligning sample with the proportion of female in the total population of the country.

Figure 36: Respondents' Age Distribution -Female Vs Male (Urban)
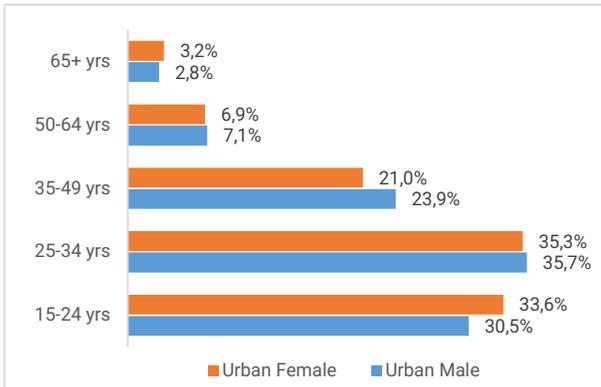
Figure 37: Respondents' Age Distribution - Female Vs Male (Rural)
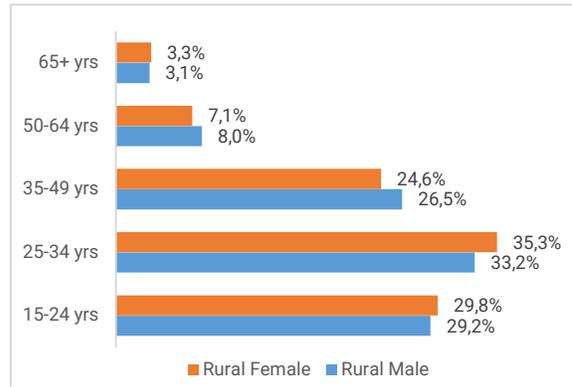
Figure 38: Respondents' Age Distribution
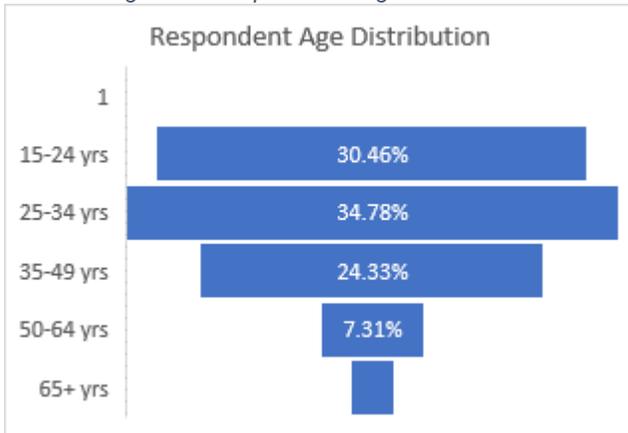
Figure 39: Respondents' Age Distribution- Female Vs Male. (Urban)
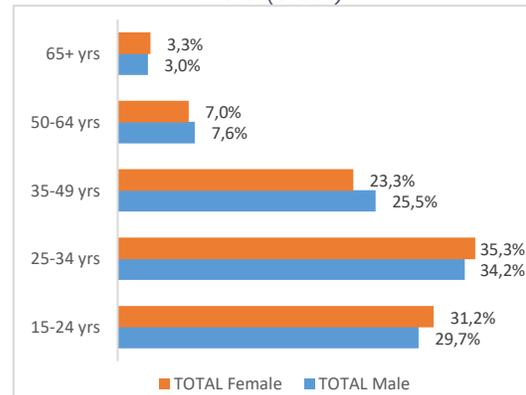
C2.2 Respondent Characteristics – Relationship with Head of household

Of the total adult population, 54.65% were head of their respective households, out of which 71.6% are male headed, and rest female headed households.

Figure 40: Respondent's Relationship with Head of Family
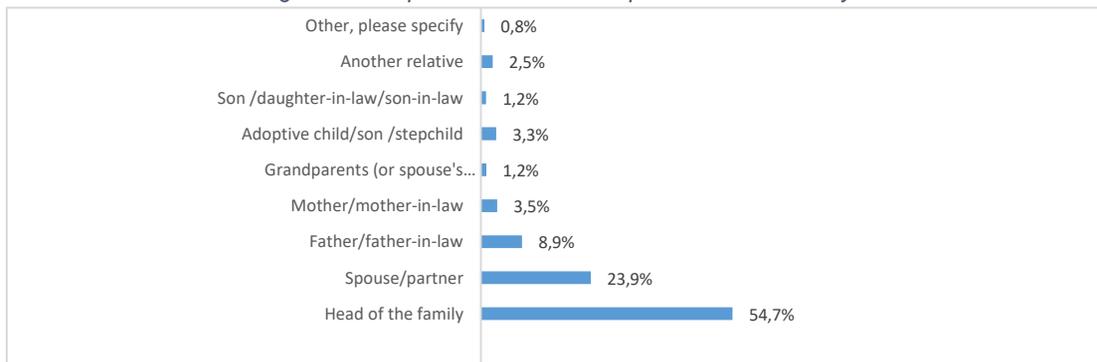
Figure 41: Respondent Relationship with Head of Family - Female Vs. Male
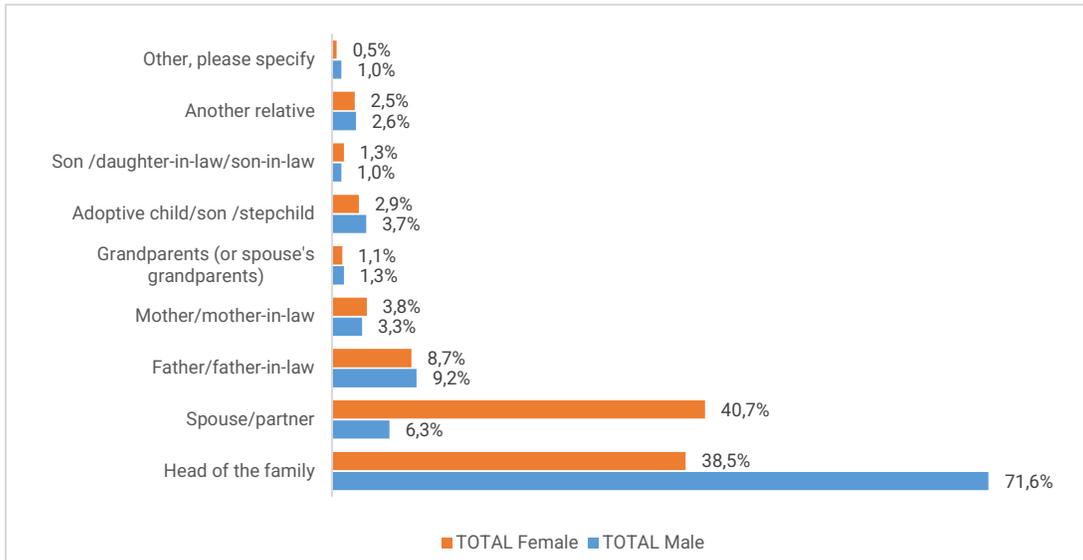
C2.3 Respondent Characteristics – Marital Status

The marital status profiling of the respondents, as shown in the figures above show that a large majority are single, amongst both male and female, with the next majority being married and a small percentage of widows.

Figure 42: Marital Status
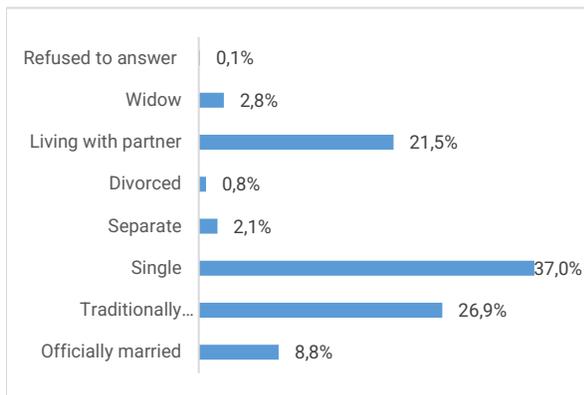
Figure 43: Marital Status (Male Vs Female)
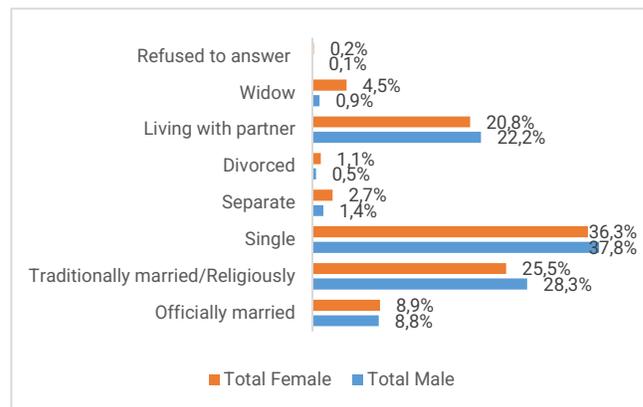
Figure 44: Marital Status (Demography wise)
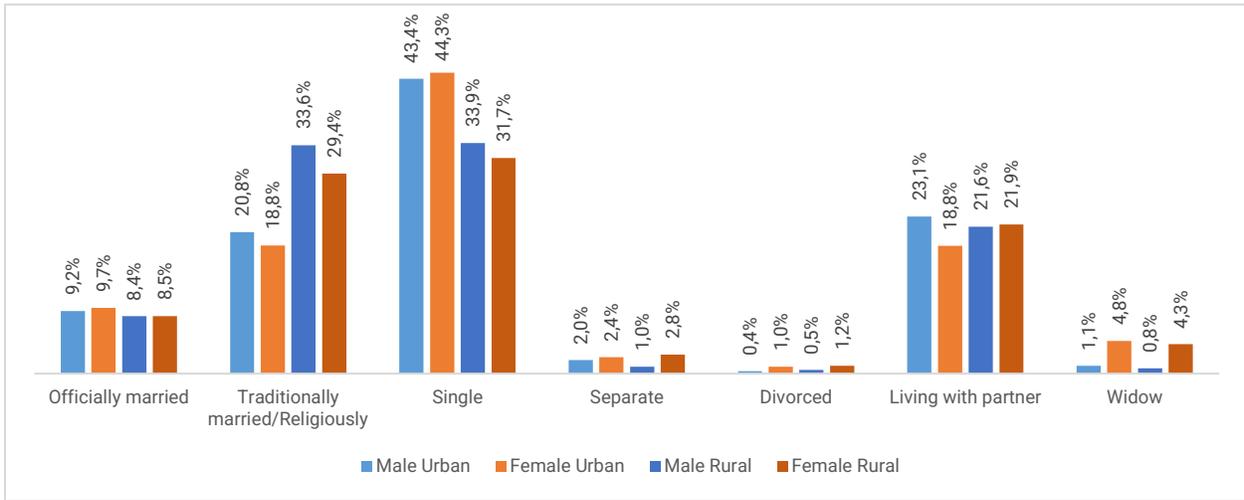
Around 37% of the adult population are single, and 36% are married. A higher percentage of traditional marriages are taking place in rural areas, whereas more singles are in urban areas. Urban areas have more single respondents (43.8%) compared to 32.7% in rural areas.

C2.4 Respondent Characteristics – Ethnicity

The highest, 26% are of Macua ethnicity, followed by Changana and Sena. There are others which also constitute 20% of the total adult population.

Figure 45: Ethnicity
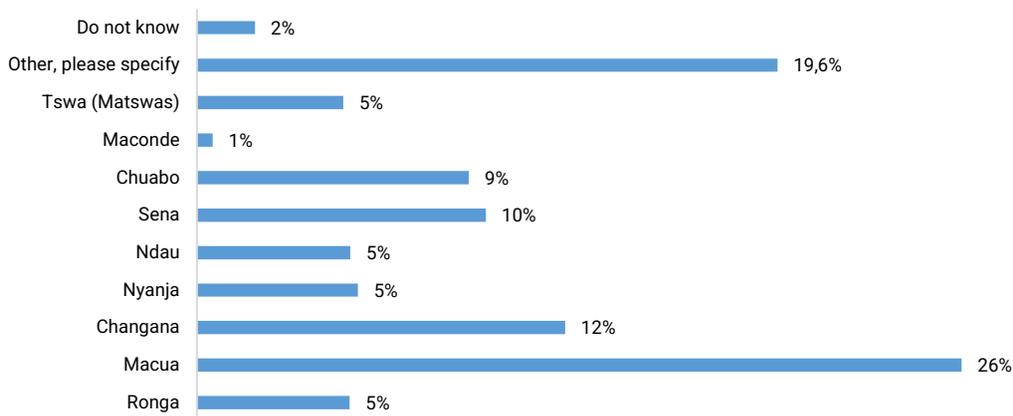
Figure 46: Speak Language Fluently - Female Vs. Male

Language	Total Female	Total Male
Other, please specify	10,5%	11,7%
Nyungué	6,2%	7,2%
Chimanica	2,4%	2,7%
Chitewe	4,1%	4,3%
Shona	1,5%	2,4%
Chitsua	5,2%	4,5%
Chuabo	7,2%	7,2%
Sena	10,8%	10,6%
Ndau	9,5%	9,8%
Nyanja	6,2%	6,2%
Changana	19,7%	19,3%
Macua	23,4%	25,5%
Portuguese	82,7%	89,1%
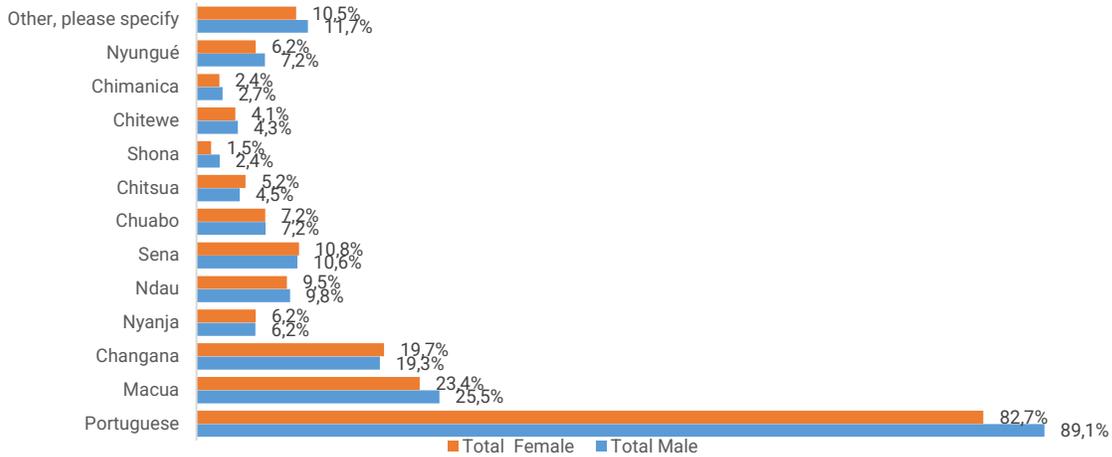
C2.5 Respondent Characteristics – Language Read

Highest, 85.8% of the adult population speak Portuguese fluently, followed by Macua (24.5%) and Changana (19.5%). A higher percentage of male (89% compared to 82.7% female) speak Portuguese fluently followed by Macua and Changana. However, Macua is spoken by more persons in rural areas (27.7%) compared to urban areas (19.4%).

Figure 47: Speak Language Fluently - Rural Vs. Urban

Language	Total Rural	Urban
Other, please...	10,4%	12,1%
Nyungué	7,4%	5,6%
Chimanica	2,8%	2,2%
Chitewe	4,9%	3,2%
Shona	2,4%	1,3%
Chitsua	5,1%	4,4%
Chuabo	7,7%	6,5%
Sena	12,1%	8,5%
Ndau	11,1%	7,3%
Nyanja	8,8%	2,1%
Changana	11,5%	32,0%
Macua	27,7%	19,4%
Portuguese	81,4%	92,7%
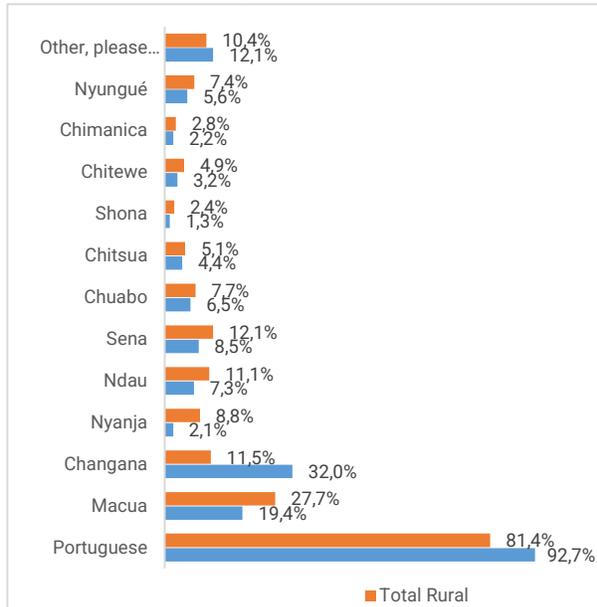
Figure 48: Total Respondents - Language Spoken Fluently

Language	Total
Other, please specify	11,1%
Nyungué	6,7%
Chimanica	2,6%
Chitewe	4,2%
Shona	2,0%
Chitsua	4,9%
Chuabo	7,2%
Sena	10,7%
Ndau	9,7%
Nyanja	6,2%
Changana	19,5%
Macua	24,5%
Portuguese	85,8%
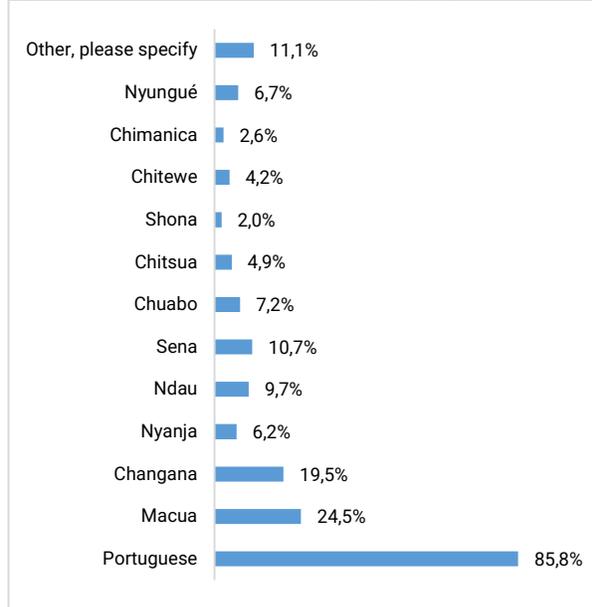
Figure 49: Total Respondents: Language Read Comfortable

Language	%
None	7,2%
Other, please specify	4,7%
Nyungué	2,4%
Chimanica	1,2%
Chitewe	1,5%
Shona	0,7%
Chitsua	2,3%
Chuabo	3,8%
Sena	3,9%
Ndau	3,3%
Nyanja	3,8%
Changana	8,7%
Macua	11,5%
Portuguese	81,7%
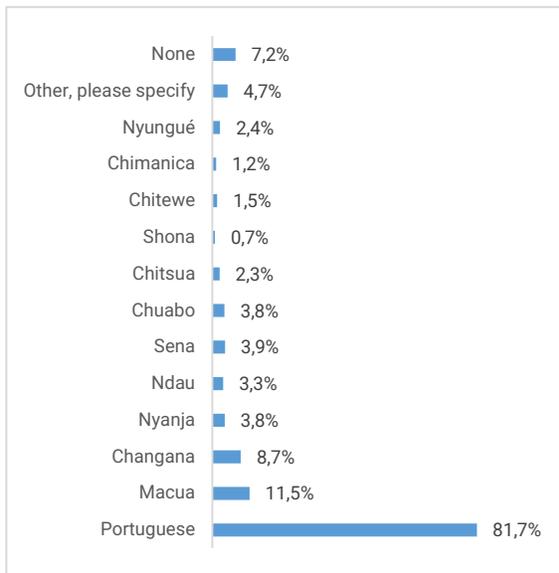
Figure 50: Language Read Comfortably: Female Vs. Male

Language	Total Female	Total Male
None	9,8%	4,4%
Other, please...	4,2%	5,2%
Nyungué	2,0%	2,8%
Chimanica	1,0%	1,4%
Chitewe	1,7%	1,4%
Shona	0,7%	0,8%
Chitsua	2,5%	2,0%
Chuabo	3,7%	3,8%
Sena	3,8%	4,0%
Ndau	3,3%	3,4%
Nyanja	3,6%	4,1%
Changana	8,8%	8,7%
Macua	10,6%	12,4%
Portuguese	77,4%	86,1%
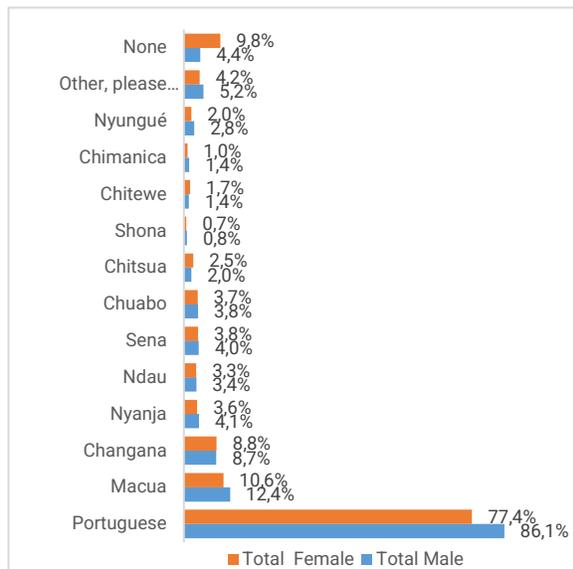
C2.6 Respondent Characteristics – Education

Around 34% of the adult population have education level at secondary level and beyond, with another 25.3% with status as incomplete secondary education. With 69% having completed primary education, the literacy levels are high under this survey owing to the sampling strategy used.

Figure 51: Respondent Characteristics- Education

Education	%
No Formal Education	2,9%
Adult literacy	0,2%
Post-University Incomplete	0,5%
Complete Post-University	1,7%
Full University/Polytechnic	3,8%
University/Polytechnic Incomplete	2,6%
Technical/Vocational Education in addition to Secondary Education	11,4%
Complete Secondary Education	25,0%
Incomplete Secondary Education	25,3%
Complete Primary Education	10,2%
Incomplete Primary Education	14,2%
Pre school	1,8%

In terms of male and female education level break up, the differences are around 1 percentage point with more male educated, except at incomplete primary education level where females are 4% less than male.

Figure 52: Education Level - Female Vs. Male
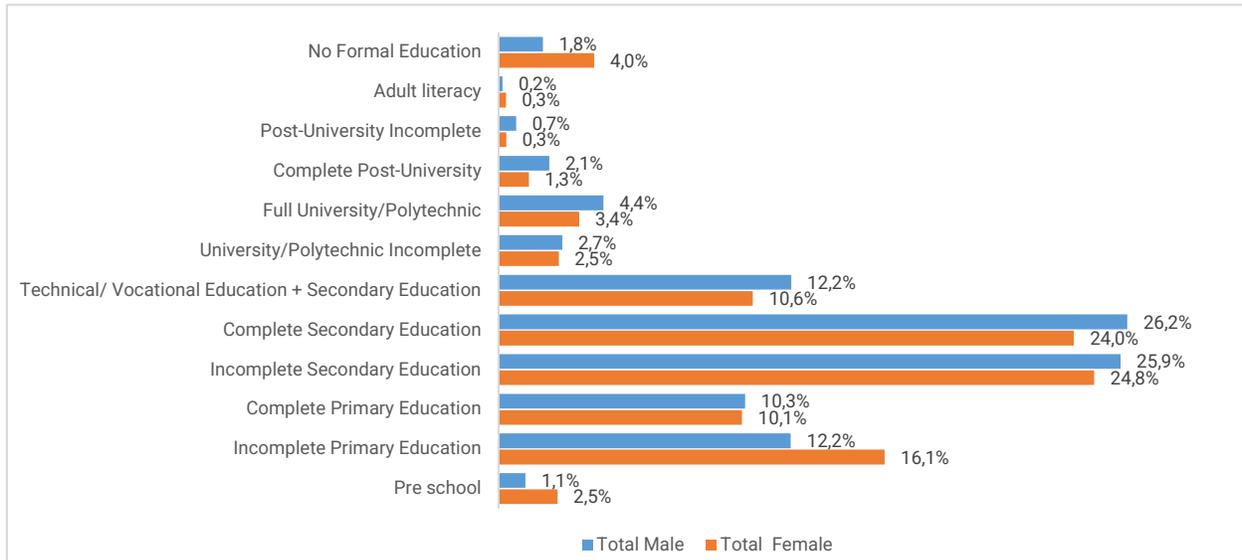
The urban adult population had higher levels of formal education than their rural counterparts, except in terms of technical and vocational education, where rural adults had 2 percentage points higher compared to urban.

Figure 53: Education level - Rural Vs. Urban
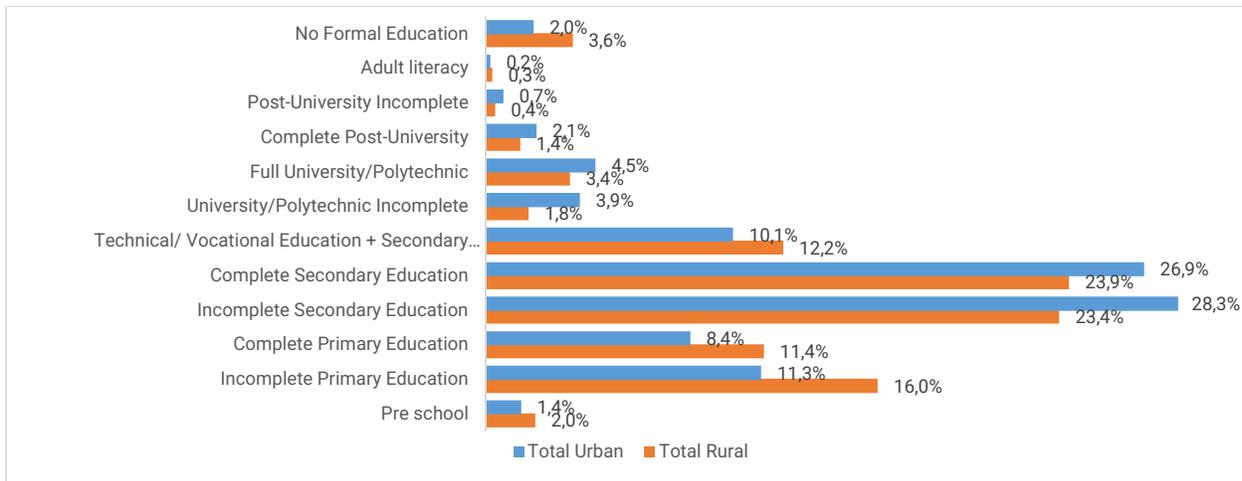
In the age group of 15-24years, there is not much difference in male and female education levels post primary education level. A difference of 2-3 percentage points is observed where females have incomplete or completed primary education compared to males.

The age group 25-34years seems to be highest educated segment of male and female adult population, followed by age group of 35-49years. Around more than 30% of the 50years+ female have not completed

their primary education, where the same is 23% for 50-64years for male and above 30% for 65+ years male age group.[6]

Figure 54 Education level- Male
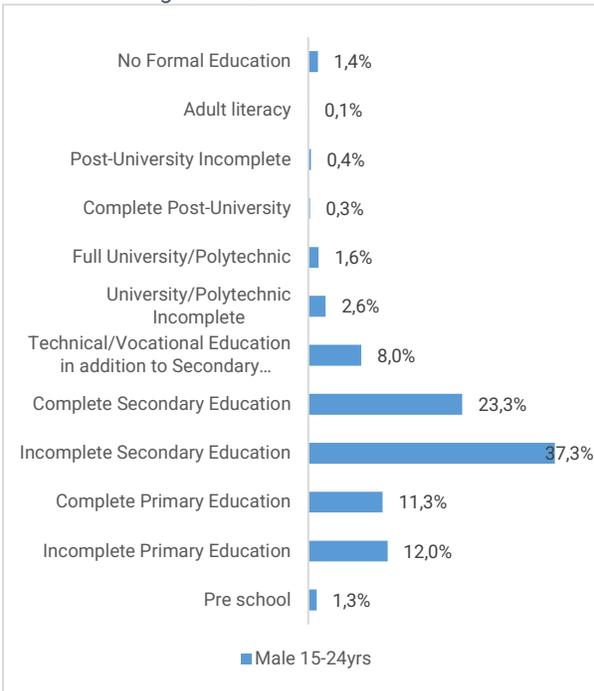
Figure 55 Education Level-Female
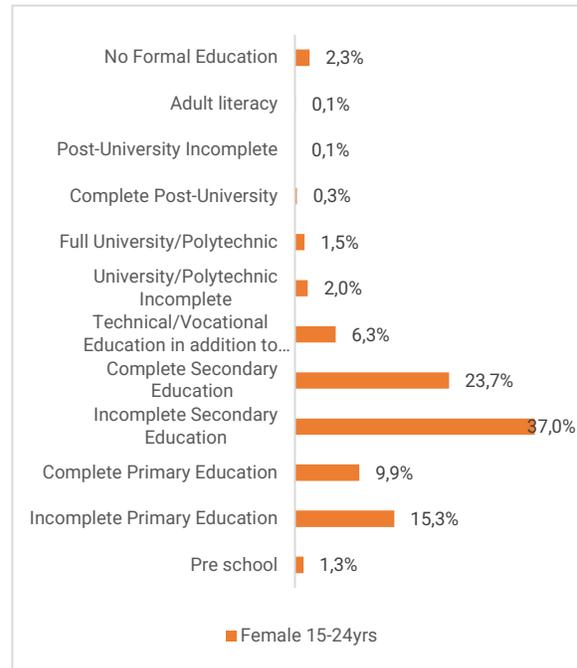
Figure 56: Education level– Male (Age-wise I)
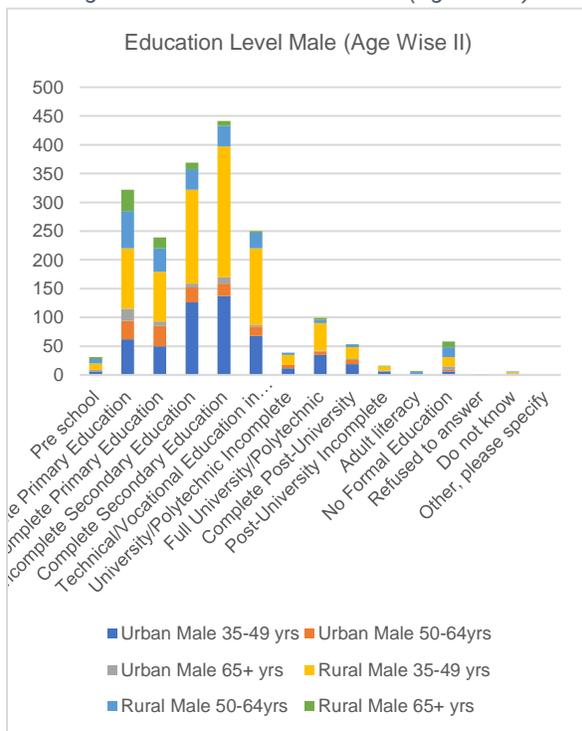
Figure 57: Education Level- Female (Age-wise I)

6 https://www.unesco.org/en/articles/women-build-better-lives-mozambique-through-education

Figure 58: Education level– Male (Age-wise II)

Figure 58: Education level– Male (Age-wise II)

Education level	Male 65+ yrs	Male 50-64yrs
No Formal Education	10,0%	4,902%
Adult literacy	1,3%	1,225%
Post-University Incomplete	1,3%	,245%
Complete Post-University	1,9%	2,941%
Full University/Polytechnic	2,5%	2,941%
University/Polytechnic Incomplete	0,0%	2,451%
Technical/Vocational Education in addition to Secondary Education	3,8%	10,539%
Complete Secondary Education	11,9%	14,216%
Incomplete Secondary Education	11,3%	15,196%
Complete Primary Education	16,3%	18,873%
Incomplete Primary Education	36,3%	23,775%
Pre school	3,1%	2,206%

Figure 59: Education level– Female (Age-wise II)

Figure 59: Education level– Female (Age-wise II)

Education level	Female 65+ yrs	Female 50-64yrs
No Formal Education	17,5%	12,7%
Adult literacy	2,7%	1,5%
Post-University Incomplete	0,0%	0,0%
Complete Post-University	0,5%	0,3%
Full University/Polytechnic	3,3%	1,5%
University/Polytechnic Incomplete	0,0%	1,0%
Technical/Vocational Education in addition to Secondary Education	2,7%	4,6%
Complete Secondary Education	8,7%	13,4%
Incomplete Secondary Education	10,4%	13,4%
Complete Primary Education	10,9%	9,9%
Incomplete Primary Education	33,9%	34,2%
Pre school	7,7%	7,1%

Figure 60: Education Level (Province-wise)

Education level - Province wise	Gaza	Inhambane	Manica	Cidade de Maputo	Maputo Provincia	Nampula	Niassa	Sofala	Tete	Zambézia
Pre school	2.8%	2.6%	1.4%	0.6%	0.7%	1.8%	4.3%	0.8%	3.0%	1.3%
Incomplete Primary Education	18.4%	17.0%	18.6%	9.1%	14.3%	9.4%	15.1%	11.4%	26.0%	11.6%
Complete Primary Education	8.7%	12.1%	18.4%	6.6%	7.3%	8.6%	12.7%	7.9%	9.4%	11.9%
Incomplete Secondary Education	21.8%	29.3%	30.3%	37.1%	38.7%	20.1%	27.9%	21.7%	24.6%	20.5%
Complete Secondary Education	23.8%	23.6%	19.5%	29.1%	22.0%	33.1%	27.6%	19.2%	17.5%	25.2%
Technical/Vocational Education in addition to Secondary Education	8.4%	7.3%	3.2%	5.7%	7.5%	17.3%	5.5%	17.6%	5.0%	16.0%
University/Polytechnic Incomplete	4.0%	1.4%	2.1%	4.2%	2.3%	3.4%	0.7%	3.7%	0.6%	2.5%
Full University/Polytechnic	5.9%	3.2%	3.0%	5.2%	1.9%	1.8%	1.7%	9.6%	1.9%	5.6%
Complete Post-University	1.1%	0.7%	1.2%	0.6%	0.9%	1.7%	1.7%	2.9%	2.1%	2.1%
Post-University Incomplete	0.3%	0.1%	0.2%	0.5%	0.4%	0.7%	0.3%	0.7%	0.9%	0.4%
Adult literacy	0.0%	0.1%	0.0%	0.2%	0.4%	0.0%	0.0%	0.8%	0.4%	0.3%
No Formal Education	4.5%	2.2%	2.0%	0.8%	2.8%	1.7%	2.4%	3.4%	8.6%	2.1%
Refused to answer	0.0%	0.0%	0.0%	0.2%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%
Do not know	0.3%	0.3%	0.0%	0.2%	0.0%	0.2%	0.0%	0.2%	0.0%	0.3%
other, please specify	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%

Niassa province has the highest percentage (4.3) of adult population who have attended pre-school. However, Manica has the most individuals whose education level is up to primary. Nampula stands out with the highest percentage of the adult population having completed secondary education. Sofala, in contrast, has the highest percentage of individuals who have completed University or Polytechnic education. Lastly, Tete has the highest percentage of respondents (8.6%) who have not received any formal education.

C2.7 Respondent Characteristics – Employment Profile

Out of the total adult population, a significant 83.7% are currently employed, while 7.9% are not at the employment stage. It is noteworthy that a higher percentage of males (87%) are employed compared to females (80%). Additionally, the percentage of unemployed females (10%) is higher than that of males, indicating a larger proportion of females being involved in home care and domestic work.

A higher percentage of individuals, 86% are employed in rural areas compared to the 80% employed in urban areas. It is worth noting that11% of the adult population in urban areas are not yet at employment stage, suggesting that a larger proportion of young individuals are engaged in the education system. This observation aligns with the education profiles previous mentioned, highlighting the focus on educational pursuits among the urban population.

Figure 61: Respondents' Employment Profile
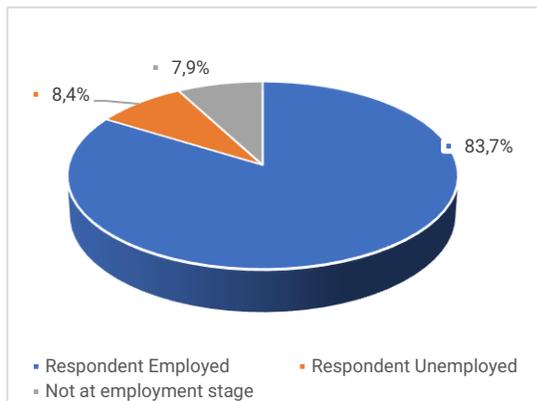
Figure 62: Employment Status - Female - Male
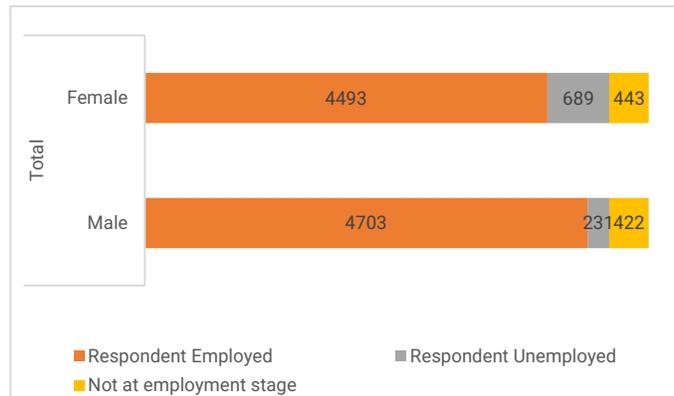
Figure 63: Employment Status- Rural-Urban (Total Numbers)
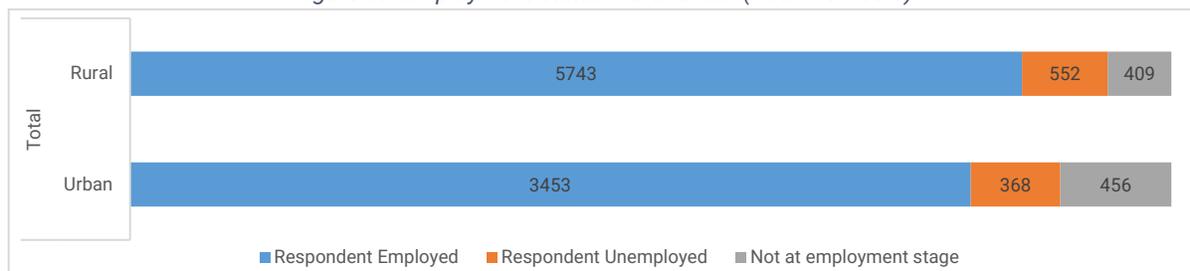
Figure 64: Employment Status (Age group wise)
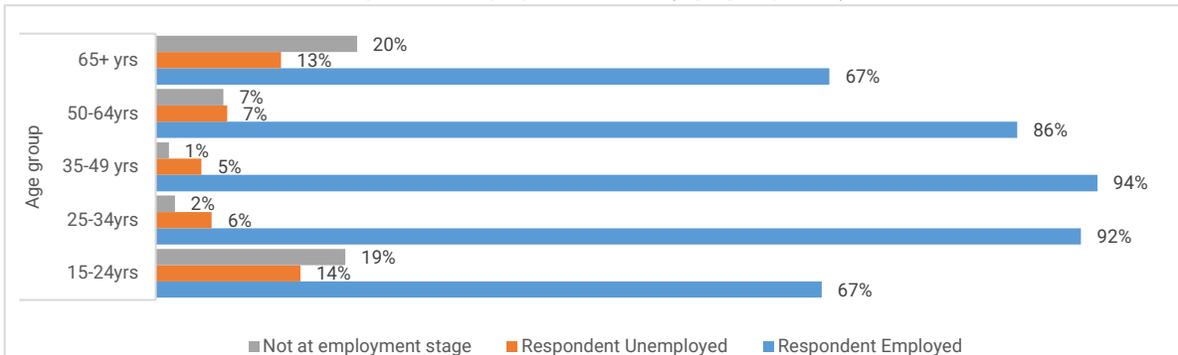
When considering of age groups:

i) For males in the age group of 15-24 years, approximately 75% in rural areas are employed, while around 64% are employed in urban areas. Conversely, for female in the same age group, around 54% are employed in urban areas, whereas approximately 67% are employed in rural areas.

ii) Between the age of groups 25-64 years, there is not a significant difference in employment rates between rural and urban areas for male,

iii) For individuals aged 65 and above, around 68% males in urban areas are still employed, while approximately 78% of males in rural areas remain employed. However, for females in the same age group, there is not much difference in percentage employed between rural and urban areas.

It is important to note that those that are not at employment stage may include individuals who are studying, have disabilities or have reached retirement age.

Figure 65: Employment Status – Rural
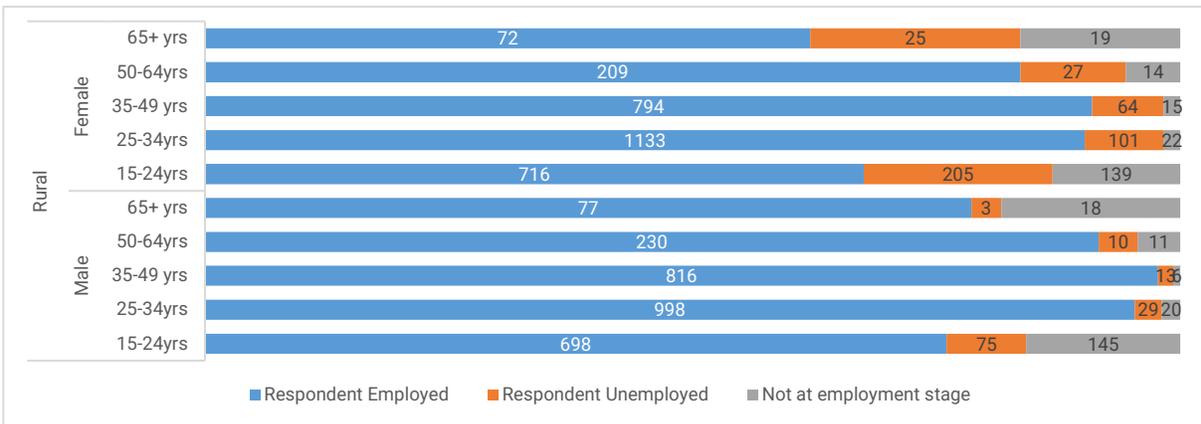
Figure 66: Employment Status- Urban
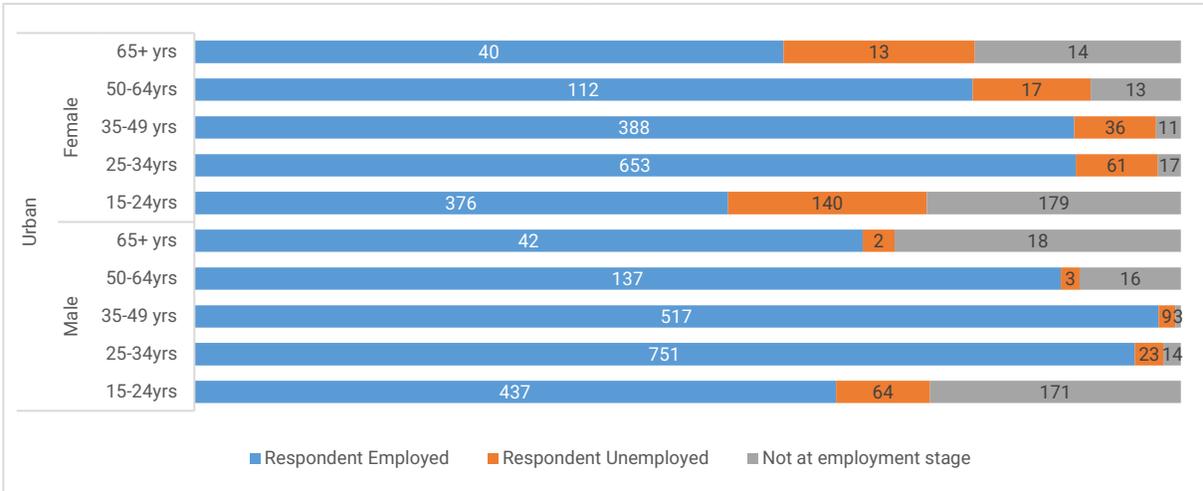
C2.8 Respondent Characteristics – Primary Work Situation

Out of the 83.7% of the adult population are employed, 27.5% are self-employed and 56.2% are in paid employment. Females are less employed with the difference of around 5% compared to male, both in the self-employed and paid employment category.

Figure 67: Current Primary Work Situation (Male Vs Female)
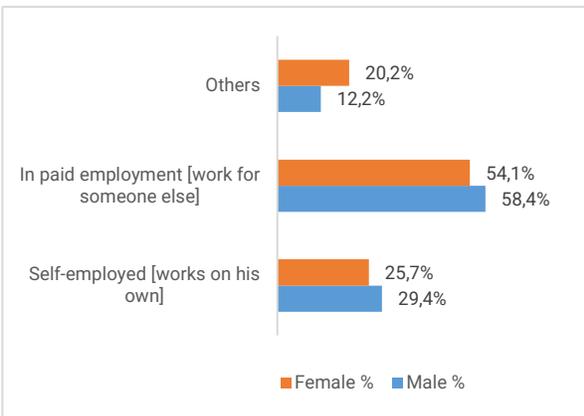
Figure 68: Respondent Primary Work Situation
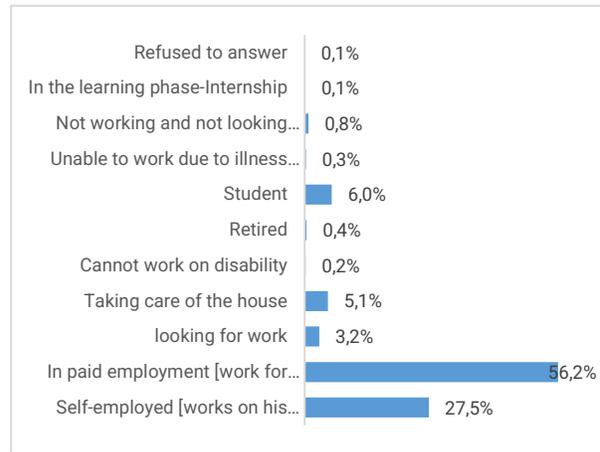
There is no significant difference in the percentage of employed between rural and urban areas. In paid employment, once see more employed population in rural areas, up by 4.5 percentage points when compared to urban areas.

Figure 69: Primary Work Situation (Rural Vs Urban)
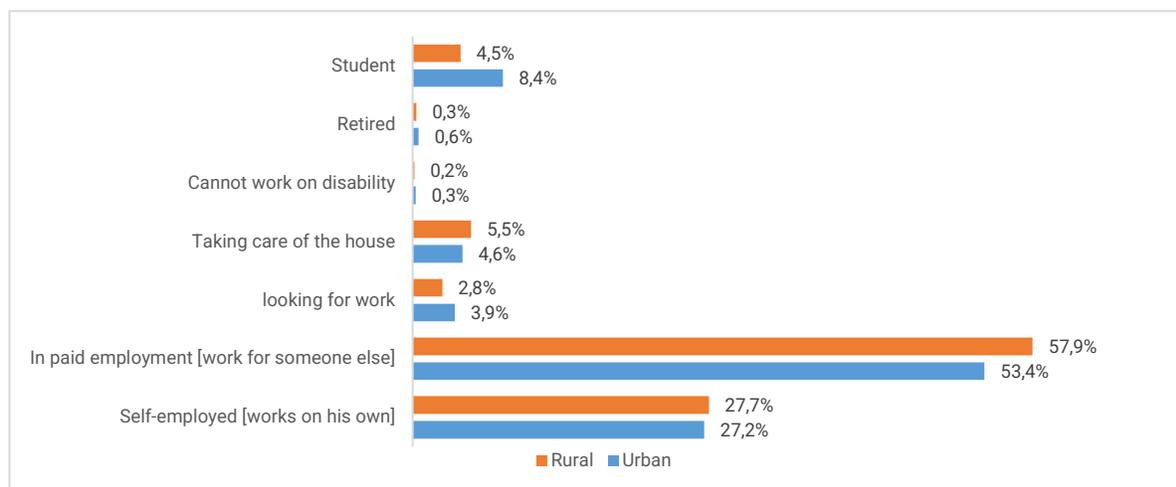
C2.9 Respondent Characteristics – Sector of Business

Out of total adult population, 63% are into agriculture, forestry, and fishing sector, followed by 15% in trade and finance sector. This reflects most population dependent on the country's agrarian economy. Construction, accommodation, and food activities constituted another 7.6% of the sector constitution in which people are involved.

Figure 70: Sector of Business

Sector of your business	Total	Gaza	Inhambane	Manica	Cidade de Maputo	Maputo Provincia	Nampula	Niassa	Sofala	Tete	Zambézia
Agriculture, forestry and fishing	63%	63%	58%	65%	10%	22%	69%	77%	55%	75%	80%
Mining and quarry	3%	5%	4%	3%	9%	7%	2%	1%	4%	1%	1%
Manufacture	3%	3%	6%	3%	5%	6%	2%	2%	4%	1%	2%
Supply of electricity, gas, steam and air conditioning	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%
Water supply, sewage, waste management and remediation activities	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Construction	3%	6%	3%	3%	8%	11%	2%	1%	3%	2%	1%
Trade and finance (e.g. banking, microfinance)	15%	13%	17%	17%	28%	25%	17%	10%	13%	13%	9%
Transport and communications	2%	2%	1%	1%	4%	4%	1%	1%	3%	1%	1%
Accommodation and food activities	4%	4%	4%	2%	18%	11%	3%	2%	6%	2%	1%
Insurance	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%

Real estate	1%	0%	1%	0%	1%	1%	0%	1%	1%	1%	1%
Administrative services	2%	2%	2%	2%	7%	5%	1%	2%	2%	1%	1%
Education	2%	1%	1%	2%	3%	1%	1%	2%	4%	1%	3%
Human health and social work activities (e.g. hospital, pharmacy, etc.)	1%	1%	0%	1%	3%	2%	1%	0%	2%	1%	0%
Arts, entertainment and recreation	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Artisan services	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
Other, please specify	1%	1%	1%	1%	3%	2%	0%	1%	2%	1%	0%

At the provincial level, the survey reveals variations in sector involvement, with certain provinces demonstrating below-average participation in specific sectors. Notably, Maputo City, Maputo and Sofala province exhibit the lowest involvement in agriculture, forestry and fishing sector, with percentages of 9.6%, 22.5% and 54% was observed, respectively. Similarly, in the trade and finance sector, below-average participation was observed in the provinces of Gaza, Niassa, Sofala, Tete and Zambezia.

C2.10 Respondent Characteristics – Sources of income

For 55.8% of adult population, the highest source of income stems from the formal sector, such as salaries or remuneration from business or companies, as well as government salaries.

The next tier of income sources for 50.2%, includes earnings from own businesses in the informal sector, agriculture-related activities and salaries for household work or agriculture labor.

Furthermore, approximately 4.6% of the adult population receives financial support from family members, while 3.7% rely on household members to cover their expenses.

Figure 71: Sources of Income

Other, please specify — 0,1%
Refused to answer — 1,0%
The household member pays my expenses — 3,7%
Receiving money from family/friends — 1,4%
Receiving money from a family member — 4,6%
Return on investments — 0,2%
Savings interest — 0,1%
Government subsidy — 0,3%
Pension — 0,6%
Property rental — 0,4%
Own business - providing a service (e.g. hairdresser, tailor,… — 2,5%
Own business/trader - agricultural products — 4,2%
Own business/trader - non-agricultural — 5,7%
Commercial/large scale agriculture — 2,1%
Subsistence/small-scale agriculture — 11,4%
Salary/ Remuneration of an individual for housework or agricultural… — 2,8%
Salary/Remuneration of an individual with their own business… — 12,6%
Salary/Remuneration of a business/company (formal sector) — 33,6%
Salary/Government salaries — 12,8%

When examining the breakdown of age group, the following observations regarding sources of income can be made:

i) In the15-24 years age group, a difference of more than 3% was observed between male and female in terms of income sources related to subsistence agriculture or receiving support from household or family members.

ii) For the 25-49years age groups, a difference of 5-9% was noticed, with females lagging behind males in terms of income sources related to formal sector involvement. This highlights the demographics trend of female being involved in the informal sector.

iii) Similar patterns were observed in the 50-64 years age group, where females were approximately 9% less involved in formal sector employment compared to male.

Figure 72: Sources of Income- Male

Figure 73: Sources of Income- Female

	15-24yrs
Other, please specify	0,2%
Refused to answer	2,1%
The household member pays my expenses	9,7%
Receiving money from family/friends	3,2%
Receiving money from a family member	12,7%
Return on investments	0,1%
Savings interest	0,2%
Government subsidy	0,1%
Pension	0,8%
Property rental	0,3%
Own business - providing a service (e.g. hairdresser, tailor,...	2,8%
Own business/trader - agricultural products	3,8%
Own business/trader - non-agricultural	6,3%
Commercial/large scale agriculture	1,7%
Subsistence/small-scale agriculture	15,5%
Salary/ Remuneration of an individual for housework or...	2,8%
Salary/Remuneration of an individual with their own business...	15,1%
Salary/Remuneration of a business/company (formal sector)	24,8%
Salary/Government salaries	7,0%

Figure 74: Sources of Income- Male (Age-wise I)

	35-49 yrs	25-34yrs
Other, please specify	0,1%	0,0%
Refused to answer	0,4%	0,9%
The household member pays my expenses	0,2%	1,2%
Receiving money from family/friends	0,2%	0,7%
Receiving money from a family member	0,4%	1,3%
Return on investments	0,4%	0,1%
Savings interest	0,2%	0,1%
Government subsidy	0,1%	0,1%
Pension	0,1%	0,2%
Property rental	0,5%	0,4%
Own business - providing a service (e.g. hairdresser, tailor, mechanic,...	2,0%	3,3%
Own business/trader - agricultural products	4,6%	3,8%
Own business/trader - non-agricultural	4,8%	5,9%
Commercial/large scale agriculture	3,2%	1,7%
Subsistence/small-scale agriculture	9,8%	6,8%
Salary/ Remuneration of an individual for housework or agricultural...	2,5%	2,1%
Salary/Remuneration of an individual with their own business...	13,3%	11,1%
Salary/Remuneration of a business/company (formal sector)	44,8%	50,4%
Salary/Government salaries	20,1%	16,8%

Figure 75: Sources of Income- Female (Age-wise II)

Source	35-49 yrs	25-34yrs
Other, please specify	0,0%	0,1%
Refused to answer	0,8%	0,4%
The household member pays my expenses	2,6%	2,8%
Receiving money from family/friends	1,0%	0,6%
Receiving money from a family member	2,7%	2,9%
Return on investments	0,2%	0,1%
Savings interest	0,2%	0,2%
Government subsidy	0,7%	0,2%
Pension	0,1%	0,2%
Property rental	0,5%	0,2%
Own business - providing a service (e.g. hairdresser, tailor,…	1,3%	1,5%
Own business/trader - agricultural products	7,6%	4,0%
Own business/trader - non-agricultural	7,4%	4,6%
Commercial/large scale agriculture	2,5%	2,1%
Subsistence/small-scale agriculture	15,0%	11,3%
Salary/ Remuneration of an individual for housework or agricultural…	4,6%	2,5%
Salary/Remuneration of an individual with their own business…	12,0%	10,8%
Salary/Remuneration of a business/company (formal sector)	35,8%	45,1%
Salary/Government salaries	15,6%	17,9%

Figure 76: Sources of Income- Male (Age-wise II)

Source	65+ yrs	50-64yrs
Other, please specify	0,6%	0,2%
Refused to answer	1,3%	1,2%
The household member pays my expenses	2,5%	2,2%
Receiving money from family/friends	3,8%	1,5%
Receiving money from a family member	6,9%	3,4%
Return on investments	0,0%	0,5%
Savings interest	0,0%	0,0%
Government subsidy	3,1%	1,0%
Pension	5,6%	2,0%
Property rental	1,3%	0,7%
Own business - providing a service (e.g. hairdresser, tailor,…	4,4%	2,0%
Own business/trader - agricultural products	5,0%	4,4%
Own business/trader - non-agricultural	7,5%	6,6%
Commercial/large scale agriculture	3,8%	4,9%
Subsistence/small-scale agriculture	20,0%	12,5%
Salary/ Remuneration of an individual for housework or…	2,5%	2,5%
Salary/Remuneration of an individual with their own business…	19,4%	16,2%
Salary/Remuneration of a business/company (formal sector)	14,4%	31,9%
Salary/Government salaries	13,1%	16,7%

Figure 77: Sources of Income- Female (Age-wise II)

Source	65+ yrs	50-64yrs
Other, please specify	0.0%	1.1%
Refused to answer	1.3%	2.7%
The household member pays my expenses	2.8%	5.5%
Receiving money from family/friends	1.3%	3.3%
Receiving money from a family member	4.3%	8.7%
Return on investments	0.0%	0.5%
Savings interest	0.0%	0.3%
Government subsidy	1.3%	1.6%
Pension	2.5%	3.8%
Property rental	0.5%	1.0%
Own business - providing a service (e.g. hairdresser, tailor,…)	1.0%	1.1%
Own business/trader - agricultural products	5.5%	8.4%
Own business/trader - non-agricultural	9.3%	8.4%
Commercial/large scale agriculture	2.7%	2.3%
Subsistence/small-scale agriculture	29.5%	21.8%
Salary/ Remuneration of an individual for housework or…	3.3%	5.8%
Salary/Remuneration of an individual with their own business…	19.7%	16.2%
Salary/Remuneration of a business/company (formal sector)	9.3%	22.8%
Salary/Government salaries	6.0%	10.9%

The below table highlights cells which are above average when compared to other provinces for a particular source of income. For example, the adult population of Inhambane, Manica, Cidade de Maputo, Maputo province and Nampula have above average income sources from formal sector when compared to other provinces.

Table 6: Sources of Income (Area-wise)

Sources of Income	Total	Gaza	Inhambane	Manica	Cidade de Maputo	puto Provin	Nampula	Niassa	Sofala	Tete	Zambézia
Salary/Government salaries	12.9%	17.3%	8.8%	7.9%	5.3%	5.8%	8.3%	11.1%	20.8%	12.7%	23.0%
Salary/Remuneration of a business/company (formal sector)	34.0%	27.2%	33.7%	34.8%	46.1%	42.5%	45.9%	21.4%	31.8%	24.0%	25.4%
Salary/Remuneration of an individual with their own business (informal sector)	12.7%	12.1%	16.8%	15.9%	18.4%	11.2%	12.4%	10.1%	10.2%	11.1%	12.7%
Salary/ Remuneration of an individual for housework or agricultural work	2.8%	2.8%	1.1%	3.7%	1.3%	4.1%	1.2%	0.8%	2.2%	11.2%	1.0%
Subsistence/small-scale agriculture	11.5%	13.6%	7.6%	11.2%	0.6%	1.6%	8.1%	21.0%	8.2%	14.4%	21.2%
Commercial/large scale agriculture	2.2%	1.5%	0.1%	2.1%	0.3%	0.3%	1.6%	7.1%	1.3%	3.4%	3.2%
Own business/trader - non-agricultural	5.7%	2.2%	8.4%	5.4%	5.9%	5.9%	7.8%	6.0%	6.4%	5.1%	3.7%
Own business/trader - agricultural products	4.3%	2.8%	10.4%	3.4%	1.6%	2.6%	4.8%	9.4%	2.5%	5.3%	2.7%
Own business - providing a service (e.g. hairdresser, tailor, mechanic, etc.)	2.5%	1.7%	2.0%	2.0%	4.1%	6.6%	2.8%	1.6%	1.9%	1.8%	1.2%
Property rental	0.4%	0.4%	0.4%	0.1%	0.0%	0.5%	0.2%	0.9%	0.7%	0.8%	0.3%
Pension	0.6%	1.1%	0.7%	0.0%	1.4%	1.9%	0.2%	0.3%	0.7%	0.4%	0.1%
Government subsidy	0.3%	0.1%	0.3%	0.0%	0.1%	0.0%	0.2%	0.3%	0.5%	1.2%	0.3%
Savings interest	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.3%
Return on investments	0.2%	0.0%	0.5%	0.2%	0.3%	0.4%	0.0%	0.5%	0.1%	0.2%	0.0%
Receiving money from a family member	4.6%	9.0%	4.9%	6.2%	6.1%	9.8%	2.4%	4.6%	7.3%	3.0%	1.8%
Receiving money from family/friends	1.4%	2.4%	1.1%	2.2%	1.6%	1.2%	1.5%	0.9%	2.4%	0.9%	0.9%
The household member pays my expenses	3.7%	5.5%	3.1%	4.6%	6.9%	5.7%	2.6%	3.8%	3.2%	4.6%	2.1%
Refused to answer	1.0%	1.5%	1.2%	0.1%	1.9%	0.3%	0.5%	2.7%	3.6%	0.1%	0.5%
Other, please specify	0.1%	0.1%	0.1%	0.1%	0.3%	0.1%	0.1%	0.0%	0.1%	0.1%	0.0%

A significant majority of the adult population, approximately 92.2%, relied on a single source of income. In contrast, a smaller proportion of individuals, around 6.9%, had two sources of income.

Figure 78: No. of Sources of Income

92,2%

0,0%

0,1%

0,8%

6,9%

- Having one source of income
- Having only 2 sources of income
- Having only 3 sources of income
- Having only 4 sources of income
- Having 4+ sources of income
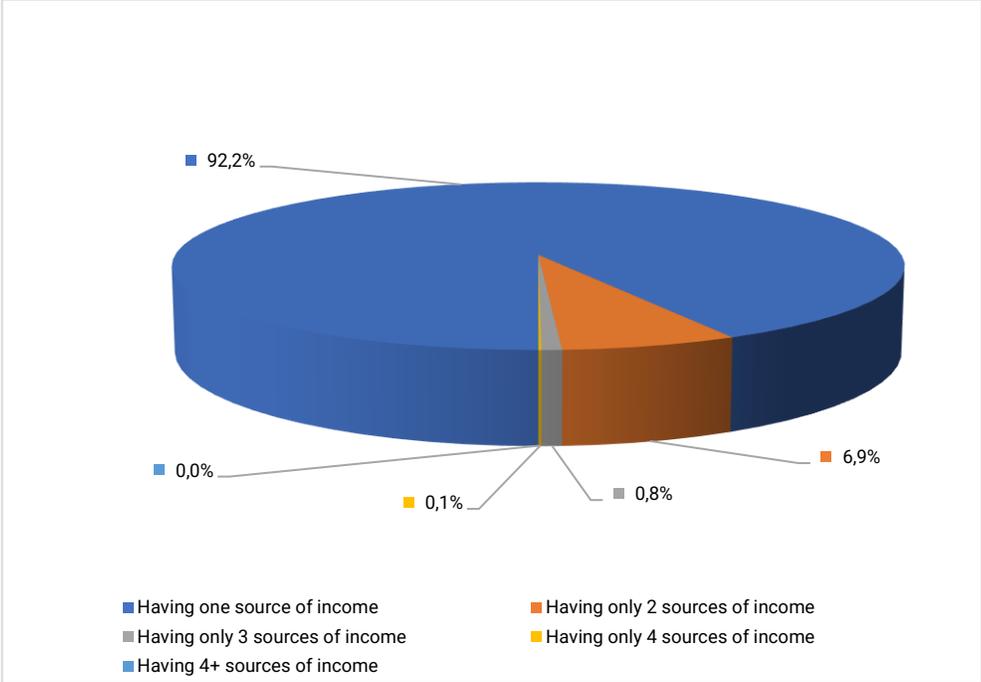
Figure 79: No. of Income Sources- Male

Having only 2 sources of income
- 10,0%
- 9,3%
- 5,8%
- 5,2%
- 7,4%

Having one source of income
- 87,5%
- 90,2%
- 93,3%
- 94,0%
- 91,6%

■ 65+ yrs ■ 50-64yrs ■ 35-49 yrs ■ 25-34yrs ■ 15-24yrs
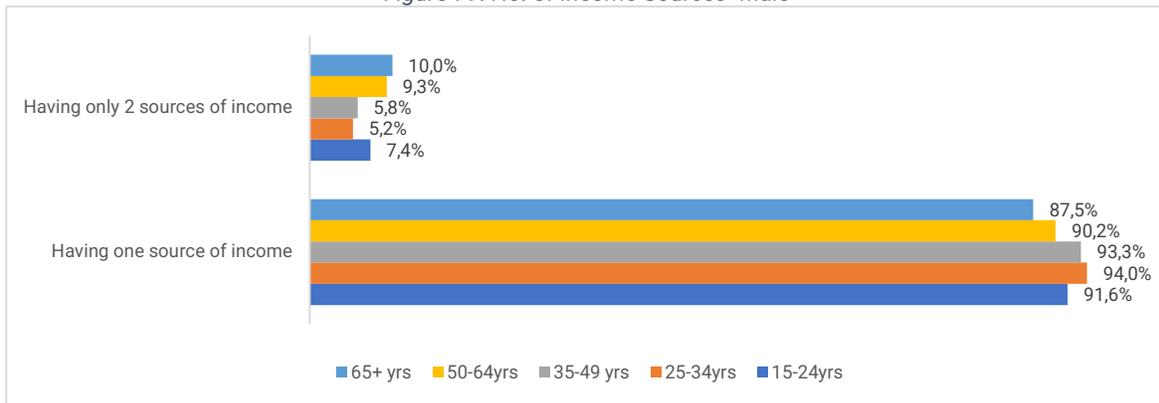
Figure 80: No of Income Sources- Female

Having only 2 sources of income
- 11,5%
- 11,1%
- 8,3%
- 5,8%
- 7,0%

Having one source of income
- 87,4%
- 88,4%
- 90,8%
- 93,5%
- 91,9%

■ 65+ yrs ■ 50-64yrs ■ 35-49 yrs ■ 25-34yrs ■ 15-24yrs
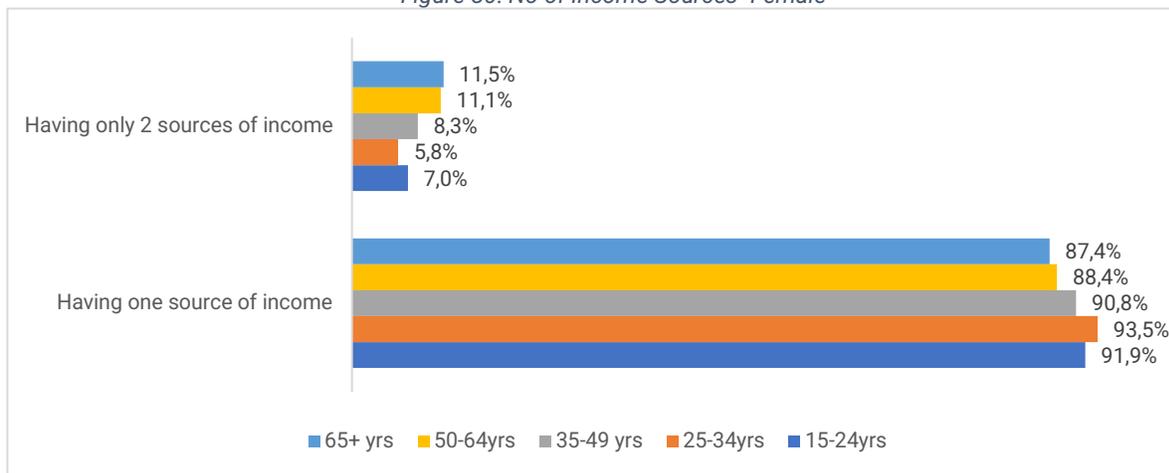
When compared at the age group level both for male and female, though age groups of 15-24years and 65+ years have the lowest percentage for single source of income, when it comes to having two sources of income, these two age groups are the top two among all other age groups. This denotes that the young generation is exploring multiple sources of income, whereas with old age an increased number of income streams is established.

The main source of respondent income (for total adult population) is compared with total adult population's overall sources of income. Aligning with the findings that 92.20% have only one source of income, one can see no significant differences when comparing both the graphs. The subsequent graph shows that less females (31.9%) are employed in the formal sector (apart from government jobs) compared to male respondents (38.7%). More females are in subsistence agriculture (13.1%) compared to male (8.4%). In terms or urban vs. rural, more formal sector jobs were in urban areas compared to rural areas.[7]

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[7] https://www.macaubusiness.com/mozambique-average-person-earns-e26-a-month/

C2.11 Respondent Characteristics – Main source of income Vs. Education level

The table below highlights the top 25% of education level in terms of percentages for each source of income. For the formal sector as a source of income, the top 25% of respondents are either from the education level of incomplete secondary education, complete secondary education, or technical vocational education completion along with secondary education.

Table 7: Main Source of Income Vs Education Level

Main Source of Income Vs. Education Level	Pre school	Incomplete Primary Education	Complete Primary Education	Incomplete Secondary Education	Complete Secondary Education	Technical/Vocational Education in addition to Secondary	University/Polytechnic Incomplete	Full University/Polytechnic	Complete Post-University	Post-University Incomplete	Adult literacy	No Formal Education	Refused to answer	Do not know	other, please specify
Salary/Government salaries	0.8%	3.3%	5.8%	9.2%	28.0%	27.3%	3.7%	13.1%	6.5%	2.0%	0.0%	0.2%	0.0%	0.1%	0.0%
Salary/Remuneration of a business/company (formal sector)	0.6%	7.0%	8.0%	20.5%	34.6%	17.3%	4.3%	4.4%	1.7%	0.4%	0.2%	1.0%	0.0%	0.1%	0.0%
Salary/Remuneration of an individual with their own business (informal sector)	2.4%	17.0%	12.1%	33.6%	23.4%	4.9%	1.2%	2.0%	0.7%	0.5%	0.2%	1.9%	0.0%	0.1%	0.0%
Salary/ Remuneration of an individual for housework or agricultural work	2.5%	34.6%	11.9%	25.9%	11.9%	2.5%	0.8%	1.2%	0.0%	0.0%	0.0%	8.6%	0.0%	0.0%	0.0%
Subsistence/small-scale agriculture	3.8%	30.7%	16.6%	23.7%	13.1%	1.5%	0.3%	0.4%	0.3%	0.0%	0.5%	8.7%	0.1%	0.3%	0.0%
Commercial/large scale agriculture	5.2%	20.5%	15.7%	24.3%	20.0%	5.7%	0.0%	2.9%	0.5%	0.5%	0.5%	3.8%	0.0%	0.5%	0.0%
Own business/trader - non-agricultural	3.1%	17.3%	13.0%	31.6%	22.4%	4.3%	1.0%	1.2%	0.2%	0.0%	1.0%	4.3%	0.2%	0.4%	0.0%
Own business/trader - agricultural products	3.2%	27.5%	12.7%	26.5%	18.1%	2.2%	0.2%	0.7%	0.2%	0.0%	0.2%	7.8%	0.0%	0.5%	0.0%
Own business - providing a service (e.g. hairdresser, tailor, mechanic, etc.)	0.4%	12.4%	9.3%	49.6%	19.5%	3.5%	0.9%	0.9%	0.0%	0.0%	0.0%	3.1%	0.0%	0.4%	0.0%
Property rental	0.0%	25.9%	18.5%	25.9%	22.2%	3.7%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Pension	1.8%	25.5%	7.3%	29.1%	14.5%	1.8%	5.5%	0.0%	0.0%	0.0%	3.6%	10.9%	0.0%	0.0%	0.0%
Government subsidy	7.1%	10.7%	17.9%	14.3%	25.0%	7.1%	0.0%	7.1%	3.6%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Savings interest	14.3%	28.6%	42.9%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Return on investments	0.0%	25.0%	33.3%	8.3%	16.7%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Receiving money from a family member	0.9%	18.2%	7.6%	45.8%	16.1%	2.8%	3.7%	0.9%	0.7%	0.4%	0.2%	2.4%	0.2%	0.2%	0.0%
Receiving money from family/friends	1.8%	16.1%	8.9%	42.0%	17.9%	4.5%	0.9%	0.9%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
The household member pays my expenses	3.4%	15.5%	12.4%	47.6%	12.9%	1.3%	1.3%	0.5%	0.5%	0.3%	0.3%	3.7%	0.0%	0.3%	0.0%
Refused to answer	8.6%	21.0%	15.2%	31.4%	15.2%	1.9%	0.0%	1.0%	1.0%	0.0%	0.0%	2.9%	0.0%	1.9%	0.0%
Other, please specify	2.2%	24.0%	10.0%	38.0%	12.9%	3.7%	1.8%	0.7%	0.4%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%

C2.12 Respondent Characteristics – Monthly income

The highest number of adult populations, 42.2% earn a monthly income below or equal to MZN 5,000, with the next 26% earning between 5001 – 10000 MZN per month. Hence 77.5% of the adult population earn less than or equal to MZN 15,000 per month.

Figure 81: Monthly Income
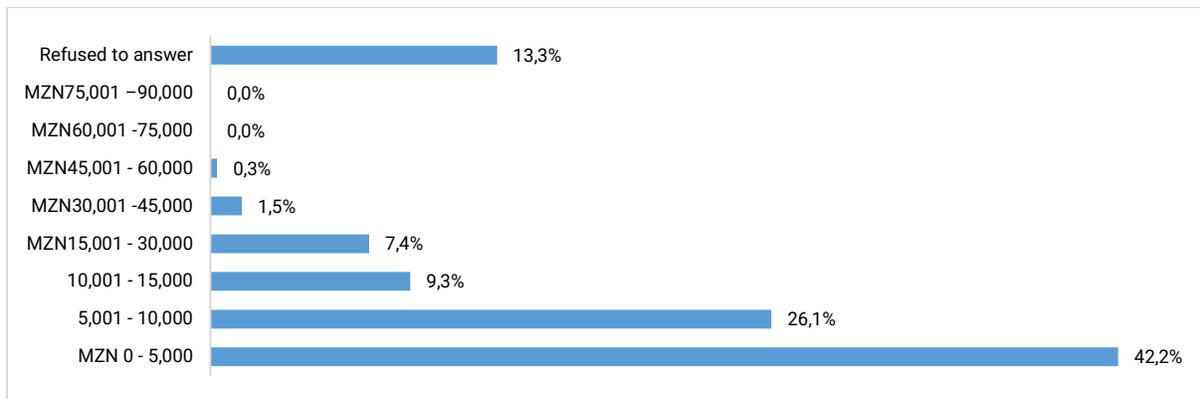
Regarding the gender, 46% female earned less than or equal to MZN 5,000 per month compared to 38.5% male. The difference between rural and urban areas for the same income bracket was around 3%, with rural adult population higher in this bracket.[8]

Figure 83: Monthly Income- Female Vs Male
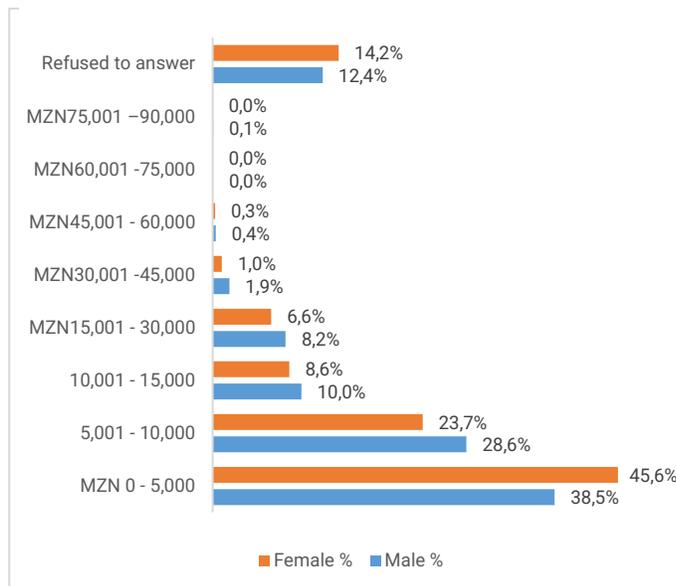
Figure 82: Monthly Income- Urban Rural

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[8] https://www.macaubusiness.com/mozambique-average-person-earns-e26-a-month/
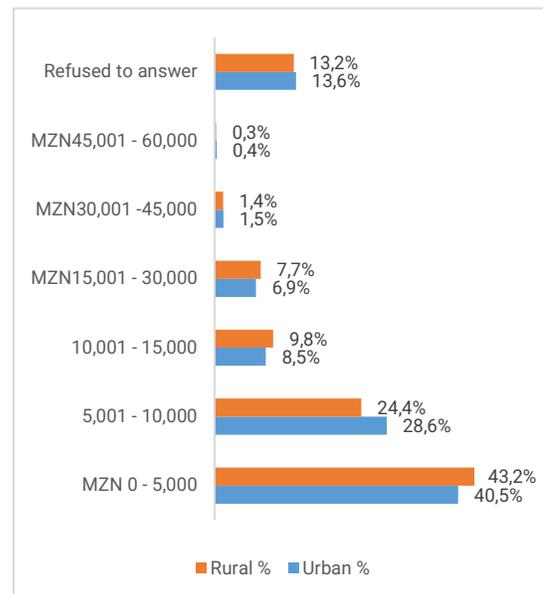
C3 Impact of Covid 19

Among the adult population, various impacts were reported as a result of the COVID-19 socio-economic crisis. Approximately 24% experienced a reduction in income, while 14% temporarily stopped working. Additionally, 4% of the respondents lost their job due to the pandemic's impact. Furthermore, 11% reported negative effects on their businesses consequently COVID 19. Interestingly, 24% of the adult population stated that they did not experience any impact.

It is worth noting that no significant difference was observed in terms of the COVID-19impact between male and female, as well as between urban and rural areas.

Figure 84: Impact of Covid 19 on Livelihood/ Income

Category	Percentage
Refused to answer	0%
Same as before, but expect the worst in the future	1%
Other, please specify	2%
Increased income	3%
The business was unable to operate due to restrictions but reopened later.	3%
Stopped traveling	4%
Lost job	4%
Failed in Business	8%
Stopped going to school	11%
Stopped working for a while	14%
Reduced Income	24%
Nothing changed	24%
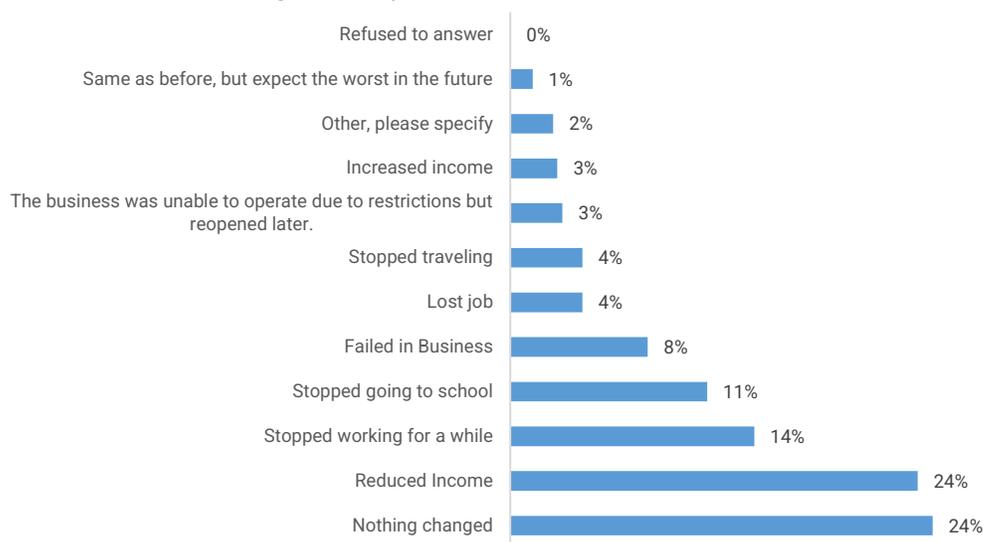
C4 Financial Inclusion Demand-side data

In Mozambique, the FinScope Consumer Survey conducted financial inclusion surveys in 2009, 2015 and 2019. The outcomes of the FinScope 2019 survey revealed several key findings:

▪ Only 21% of the adult population (16 years and above) had a bank account, indicating a relatively low level of financial inclusion.

▪ The proportion of financially excluded in Mozambique was high, with almost 46% of adults excluded from formal financial services.

▪ Approximately 22% of adults in Mozambique used other formal (non-bank) financial products or services, while and 11% relied solely on informal financial solutions to manage their finances

▪ Gender disparities in financial access were evident, with men, adult men having higher rates of bank account ownership compared to women. There was an 8-percentage point gap between men and women with 48% of adult women being financially excluded compared to 43% of adult men.

These findings underscore the need for targeted efforts to improve financial inclusion in Mozambique, particularly for women and those currently excluded from formal financial systems.

Figure 85: Mozambique Financial Access Strand (2009, 2014 and 2019
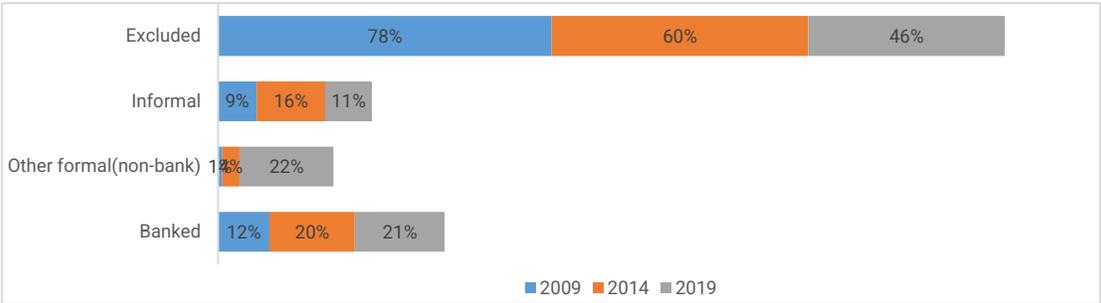
Chapter D. Financial Inclusion

D1 Access Dimension

The access to financial products is typically measured using supply-side data collected by the regulators. However, for the purposes of this survey, access is evaluated based on percentage of respondents who reported having a bank account or a mobile money account. According to the findings of this survey, in Mozambique, 48% of the adults currently have bank account,

Upon further examination of different age groups, it was found that 61% of individuals in the 25-34 years age group possessed bank accounts, making it the age group with the highest bank account ownership. Following closely behind is the 35-49years age group, with 57% having bank accounts. On the other hand, the lowest percentage of bank accounts ownership was observed among individuals in the15-24 years age group, with only 27% having bank accounts.

Among the adult population, individuals who had completed secondary education, TVET+ secondary education, or had incomplete/complete university or post-university education were more likely to possess bank accounts. The highest percentage of bank accounts holders (66%) was found among those in paid, followed by retirees and self-employed individuals.

Among individuals working in agriculture forestry and fishing, only 53%, had a bank account, while working in trade and finance sector, 56% possessed one. Notably, individuals who derived their income from formal work and received salaries or government salaries had a higher percentage bank accounts ownership compared to others.

n terms of digital financial services, approximately 83% of the adult population in the country had access to mobile account or e-money services. An overwhelming majority of 81% felt confident in transferring money electronically, reflecting a high level of trust in such transactions. However, when it came to purchasing products or service online, only 55% expressed confidence in engaging in online transactions.

D1.1 Head of Household have bank account.

The study shows that 57% of the head of households have a bank account, with higher percentage of head of household in urban areas (64%) having bank account compared to rural areas (52%).

Figure 87: Head of household have bank account (Overall)
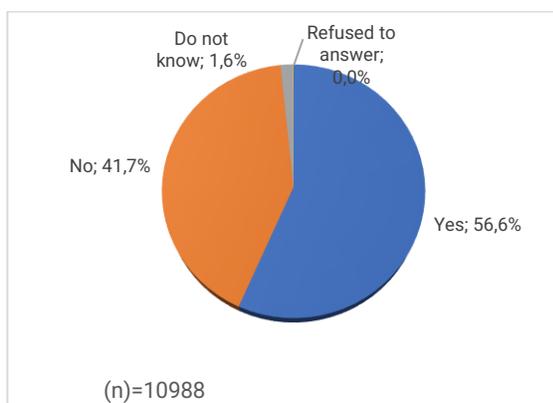
Figure 86: Head of household have bank account (Area wise)
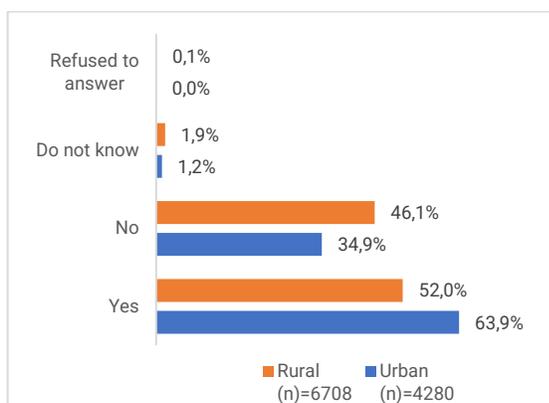
D1.2 Respondent Bank Account

In Mozambique, 48% of the adults have bank account, which represents a significant increase compared to the findings of FinScope 2019 survey, where the overall bank accounts ownership rate was only 21%. Among the provinces surveyed, Manica had the lowest percentage of bank accounts, followed by Niassa and Tete. Conversely, Nampula showed the highest percentage of bank accounts ownership.

When considering rural penetration, Manica province had the lowest percentage of bank accounts, indicating limited access to banking services in rural areas. Similarly, Manica and Niassa provinces had the

Figure 89: Percentage of respondents who have bank account in Mozambique
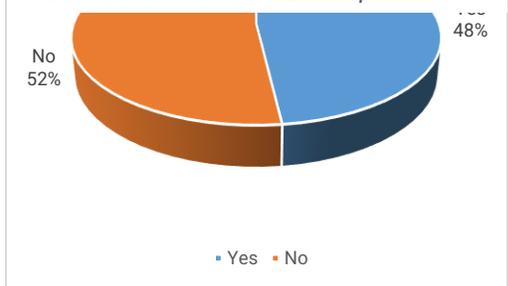
Figure 88: Percentage of respondents who have bank account per province
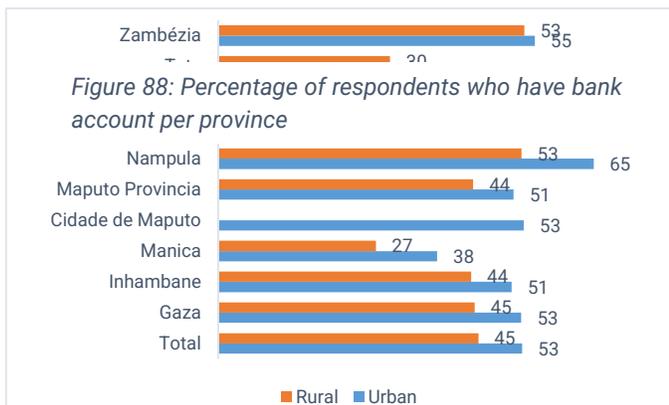
lowest urban penetration, suggesting lower levels of banking services in urban centers within those provinces.

Figure 90 Gender Wise Split of Bank Account Ownership
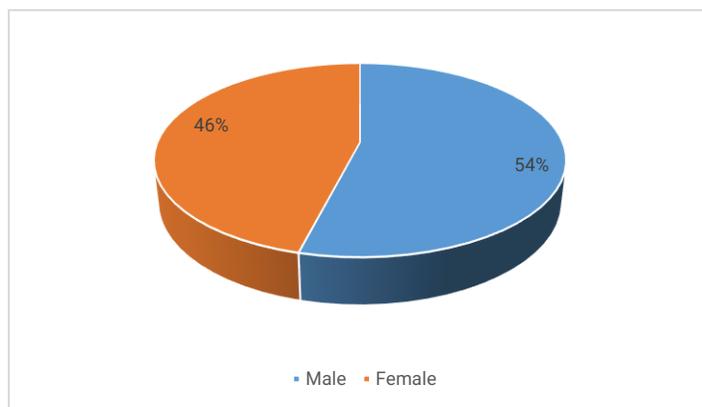
The gender wise split of bank account ownership indicates that male ownership of bank accounts is marginally higher than that of females, amongst the respondents. Among the age groups, the highest percentage of bank accounts was observed in the 25-34 years age group, with 61% of individuals having bank accounts. This was followed by the 35-49 years age group, where57% of the adults had bank accounts. In contrast, the lowest percentage of bank accounts was found among the 15-24 years age group, with only 27% of them having bank accounts.

When considering educational attainment, individuals who had completed secondary education, TVET+secondary education, and with incomplete/complete university or post-university education had the highest number of bank accounts. The bank account ownership rates varied within this group, ranging from 67% for those who had completed secondary education to 95% and above for those who had completed university and post-university education. This indicates a positive correlation between higher levels of education and bank account ownership.

Figure 91: Percentage of respondents who have bank account (Age category wise)
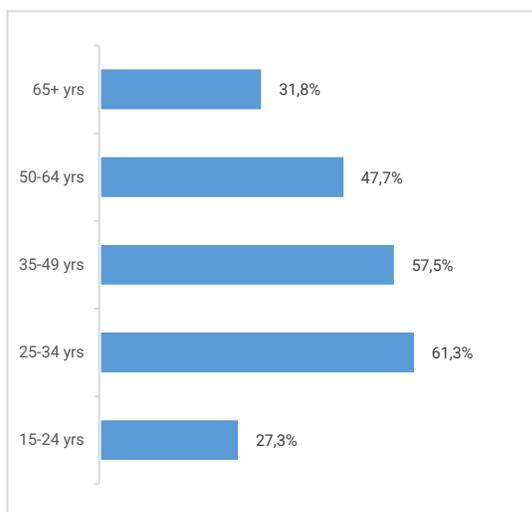
Figure 92: Percentage of respondents who have bank account (Education wise)
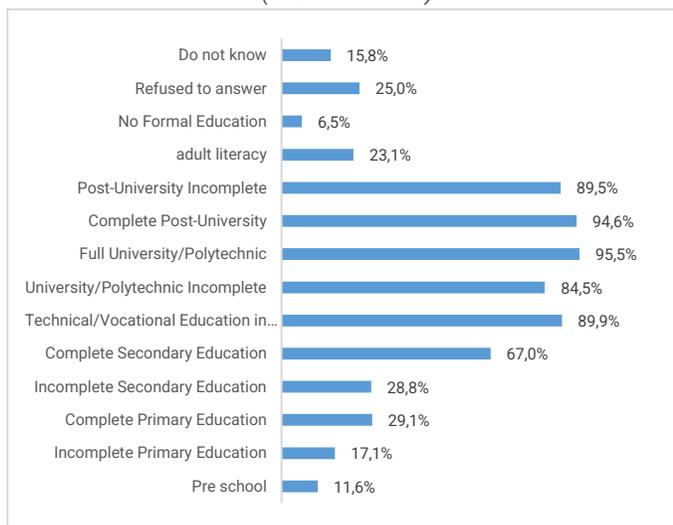
When it comes to employment status, the highest percentage of bank accounts (66%) was observed among individuals who were in paid employment. This group showed a strong presence in the banking system, indicating a higher level of financial inclusion. Following closely were individuals who had retired and those who were self-employed, both demonstrating a considerable proportion of bank account ownership. These findings suggest that individuals with stable income sources, such as regular employment or retirement benefits, were more likely to have bank accounts, enabling them to manage their finances more effectively.

Figure 93: Percentage of respondents who have bank account (Primary Work Situation Wise)
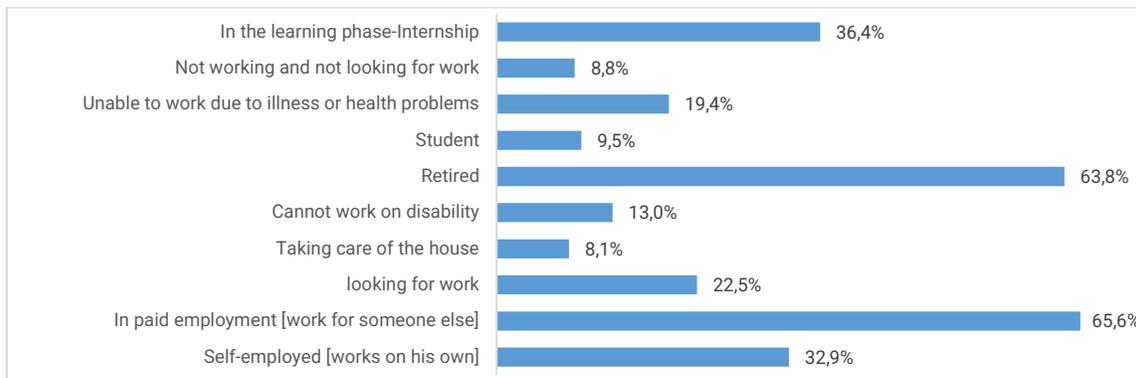
Only 53% of the adult population working in agriculture, forestry and fishing had a bank account, while a slightly higher percentage of 56% working in trade and finance had a bank account. This indicates that individuals in trade and finance were more likely to have access to banking services compared to those in agriculture-related fields.

Furthermore, individuals who had sources of income from formal work, such as salaries or government payments, had a higher percentage bank accounts ownership compared to those with others income sources. Notably, individuals relying on income from agriculture had one of the lowest percentages of bank accounts ownership, with only around 20% having accounts. This suggests a potential gap in financial inclusion within the agricultural sector.

Regarding income bracket, the highest percentage of individuals with bank accounts (around 80% and above) was found among the adult population earning between 10,001-60,000 MZN per month. In contrast, the percentages of bank account ownership were relatively lower among individuals in other monthly income groups.

Figure 94: Percentage of respondents who have bank account (Business Sector Wise)

Sector	Percentage
Artisan services	50,0%
Human health and social work activities (e.g. hospital,…	96,1%
Education	64,6%
Administrative services	77,6%
Real estate	87,3%
Insurance	63,2%
Accommodation and food activities	60,3%
transport and communications	61,6%
Trade and finance (e.g. banking, microfinance)	55,8%
Construction	47,5%
Water supply, sewage, waste management and remediation…	42,9%
Supply of electricity, gas, steam and air conditioning	63,0%
manufacture	65,1%
mining and quarry	42,5%
Agriculture, forestry and fishing	53,0%

Figure 95: Percentage of respondents who have bank account (Sources of income wise)

Source	Percentage
Other, please specify	54,5%
Refused to answer	14,4%
The household member pays my expenses	8,2%
Receiving money from family/friends	12,0%
Receiving money from a family member	12,4%
Return on investments	30,0%
Savings interest	71,4%
Government subsidy	68,4%
Pension	47,0%
Property rental	38,3%
Own business - providing a service (e.g. hairdresser, tailor,…	29,4%
Own business/trader - agricultural products	30,3%
Own business/trader - non-agricultural	33,2%
Commercial/large scale agriculture	37,3%
Subsistence/small-scale agriculture	20,8%
Salary/ Remuneration of an individual for housework or agricultural…	19,3%
Salary/Remuneration of an individual with their own business…	33,2%
Salary/Remuneration of a business/company (formal sector)	66,4%
Salary/Government salaries	89,9%

Figure 96: Percentage of respondents who have bank account (Monthly income wise)

Refused to answer	41,8%
MZN75,001 −90,000	33,3%
MZN60,001 -75,000	33,3%
MZN45,001 - 60,000	79,4%
MZN30,001 -45,000	93,8%
MZN15,001 - 30,000	89,8%
10,001 - 15,000	82,9%
5,001 - 10,000	65,6%
MZN 0 - 5,000	22,5%
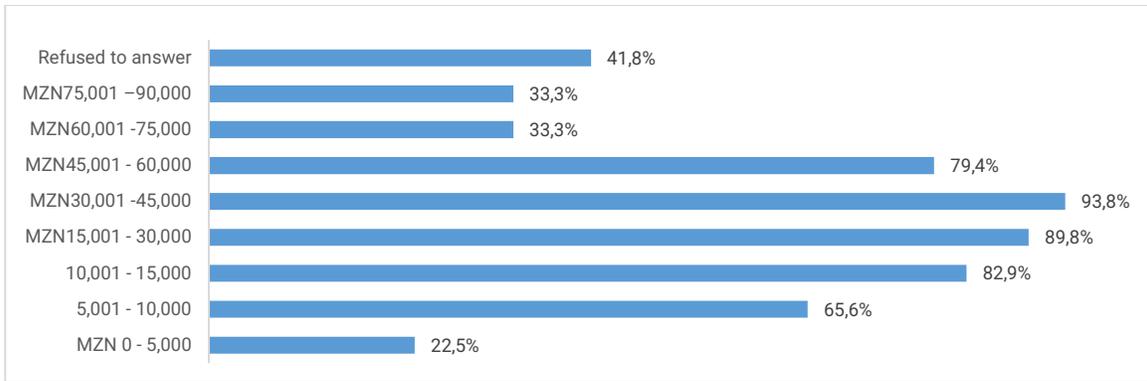
D1.3 Mobile and E-Money Account

Around 83% of the adult population had mobile account or e-money services in the country. In terms of area, 88% had access to these services compared to 81% in rural areas. The difference between male and female access to these services differed by 6-7 percentage points, with males having higher access.[9]

Figure 97: Respondents with mobile account services or other e-money services (%)
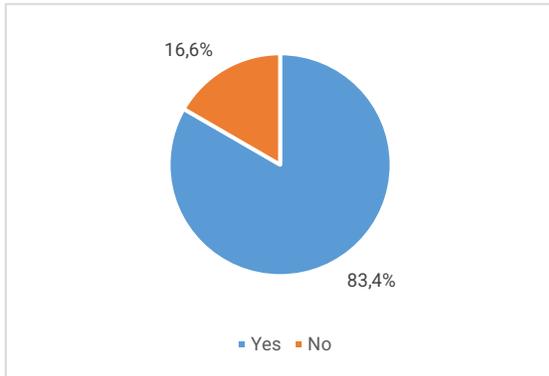
Figure 98: Respondents with mobile account services or other e-money services by area (%)

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[9] https://www.statista.com/statistics/1250411/share-of-adult-population-with-mobile-money-account-in-mozambique/
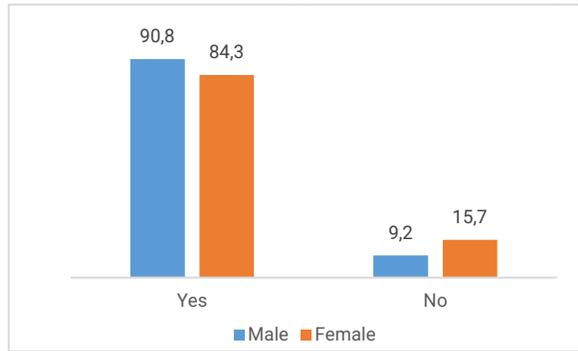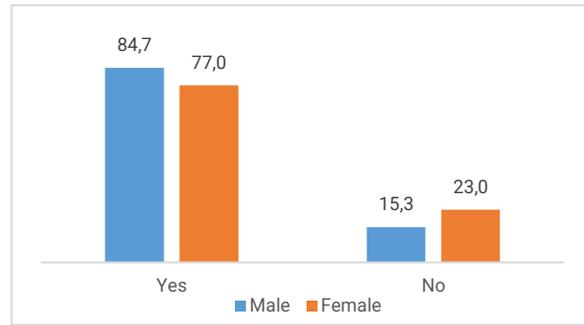
D2 Usage Dimension

This section lists the survey findings on the usage dimension of financial products, focusing on the population that not only accesses these products but also owns and actively uses them. The usage aspects reveal the choices and behavior underlying the preferences for specific financial product and institutional, influenced by the socio-economic profile of the population segment.

The survey findings highlight that Mozambique is predominantly a cash dependent economy, is reflected by the 2/3rd adult population receiving their main source of income in cash, as approximately two-thirds of the adult population received their main source of income in cash, while only one-third receive it through banks. Additionally, a higher percentage of adults receive money on monthly basis, and with lower level of the surplus income, only 38% of the population engages in savings. It is worth noting that despite nearly 50% of the adult population having bank accounts in the country, there is a need for further initiatives to promote and encourage savings behavior among the population. Due to the impacts of COVID-19 and other economic factors, only one-fifth of the adults' population in Mozambique have taken loans from various institutions in the past year. This indicates a low level of borrowing, potentially due to the challenging economic conditions. To stimulate economic growth and development, it is important to invest in education and businesses, as this can have a positive impact on the demand for loans. Encouraging incremental lending for productive purposes would be beneficial for individuals and the overall economy.

In terms of insurance penetration, Mozambique exhibits higher rates compared to the global average of 7% (Statista, 2021). It presents an opportunity to leverage insurance services to address the increasing risks faced by individuals and businesses, including climatic, life and non-life risks. By promoting insurance products and raising awareness about their benefits, individuals and businesses can mitigate the adverse effects of unforeseen events and enhance their financial resilience. Regarding pension schemes, globally only 32.5% of the working-age population contribute to such scheme, with a labour force contribution of 53.7 per cent globally (ILO 2021)[10]. In Mozambique, only 14% of the adults have pension products, indicating room for improvement in terms of access and utilization of these products in the country. Encouraging more individuals to participate in pension schemes can help secure their financial future and ensure a more stable retirement.

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[10] WIDER Working Paper 2022/95.

In summary, to foster a culture of savings and enhance financial well-being, efforts should be undertaken to raise awareness and provide resources that empower individuals to save more effectively. By promoting financial literacy and offering appropriate financial products and services, the goal of increasing the savings rate can be achieved, ultimately contributing to the overall financial resilience and stability of the population. Furthermore, there is a need to enhance access to loans, increase awareness about insurance products, and promote participation in pension schemes in Mozambique. These initiatives can contribute to the overall financial well-being and resilience of individuals and the economy.

D2.1 Savings

Figure 101: Participants saving money in Mozambique (%)

- Yes: 38,3%
- No: 61,2%
- Refused to answer: 0,5%
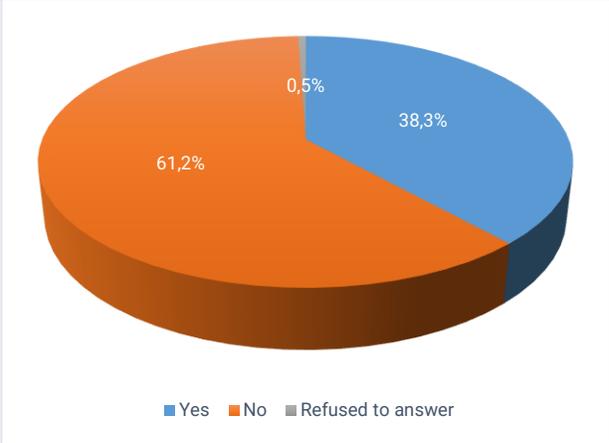
Figure 102: Participants saving money (by area)

	Yes	No	Refused to answer
Total	38,3	61,2	0,5
Urban	41,4	58,0	0,6
Rural	36,3	63,2	0,5
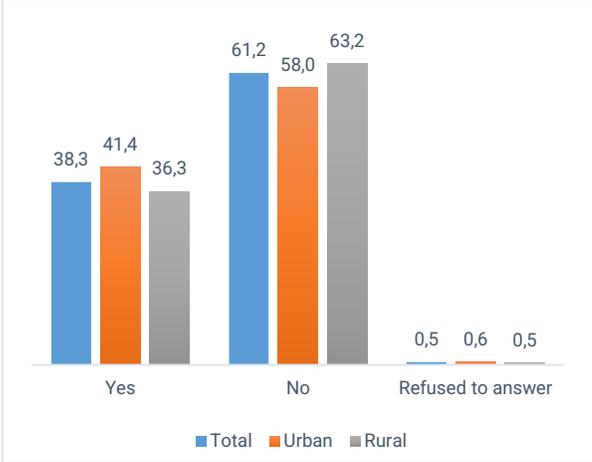
Figure 103: Type of institution used to deposit savings (%)

Around 36% of the adult population were saving in banks, and 32% saving at their home. 18% of the savers were using community association, 12% using savings thrift/collector, and 13% with savings clubs.
69% of the adult population were saving in one type of institutions, whereas 25% saved in using two institutions for their savings. Only 24% were saving in both formal and informal institutions.

Between female and male, males were using banks more for their savings (34%) compared to females (29%). In terms of urban vs. rural areas, banks were used for savings by 5 percentage points more. It is surprising to see that males were savings more at home (by 5 percentage points) compared to females.

Also, urban population was saving more at home (36%) compared to rural (29%). Females were saving more at communication associations (18%) compared to 13% by males. In addition, savings in community

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Also, urban population was saving more at home (36%) compared to rural (29%). Females were saving more at communication associations (18%) compared to 13% by males. In addition, savings in community

associations were higher in rural areas (21%) compared to in urban areas (13%). Savings groups were more preferred and used by females compared to males.

Figure 104: Type of institution used to deposit savings, by area (%)
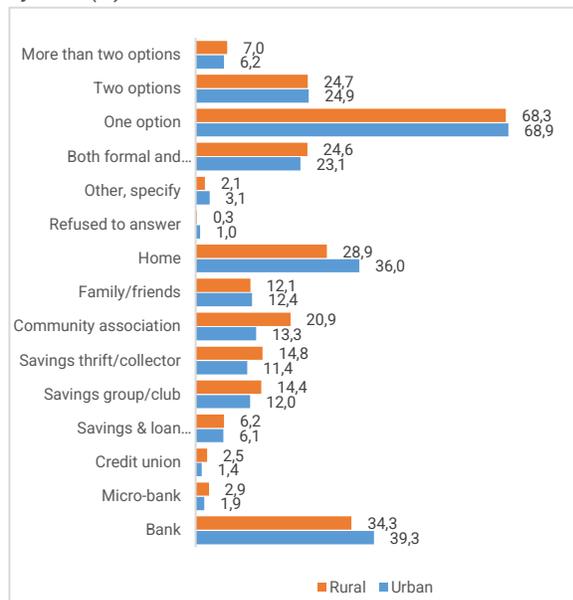
Figure 105: Type of institution used to deposit savings, by gender (%)
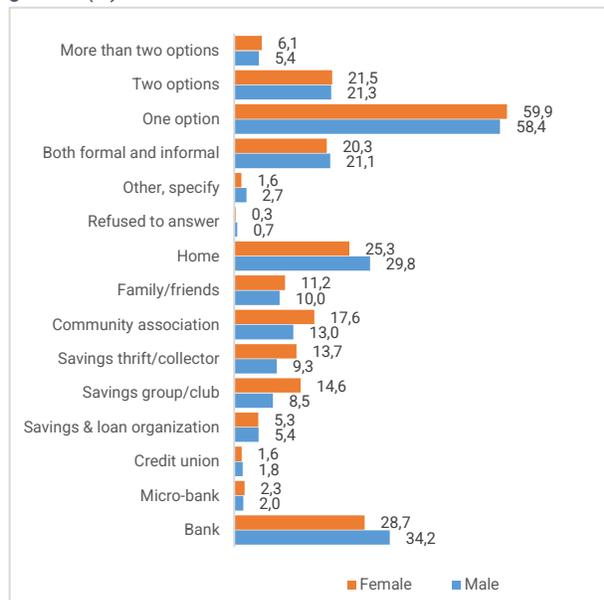
In terms of reasons to save, 61% of those who save, were saving for emergencies, with 34% saving to meet day-to-day household needs and 22% for meeting medical expenses. 14% were saving to meet education needs, and 13% were saving to meet their respective business expansion needs.

D2.2 Loan

The study shows that only 20% of the adult population had taken loans in the last 12 months. There was only two percentage point difference between loans taken by 15years and above age group in urban vs. rural areas, with rural areas being higher (80%).

Though 27% accessed loans from banks, 40% relied on family/friends to meet their respective credit needs. 15% of the loan receivers in the past 12 months had it from community associations, 13% from savings group/clubs and 7% from moneylenders.

Figure 106: Participants who borrowed money in the last 12 months
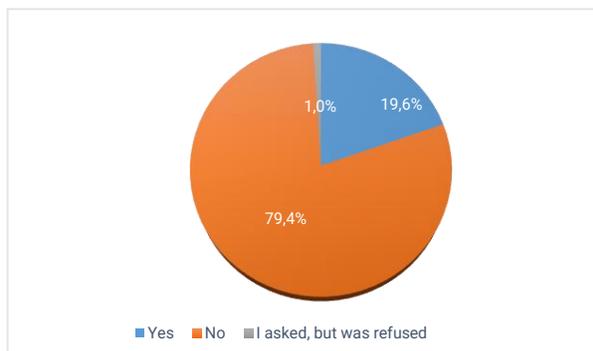
Figure 107: Participants borrowing money, by area (%)
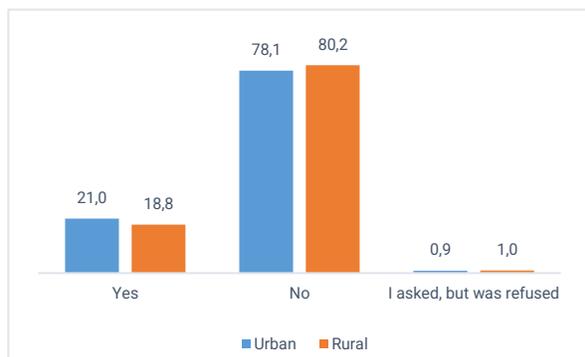
Figure 108: Source of loans (%)
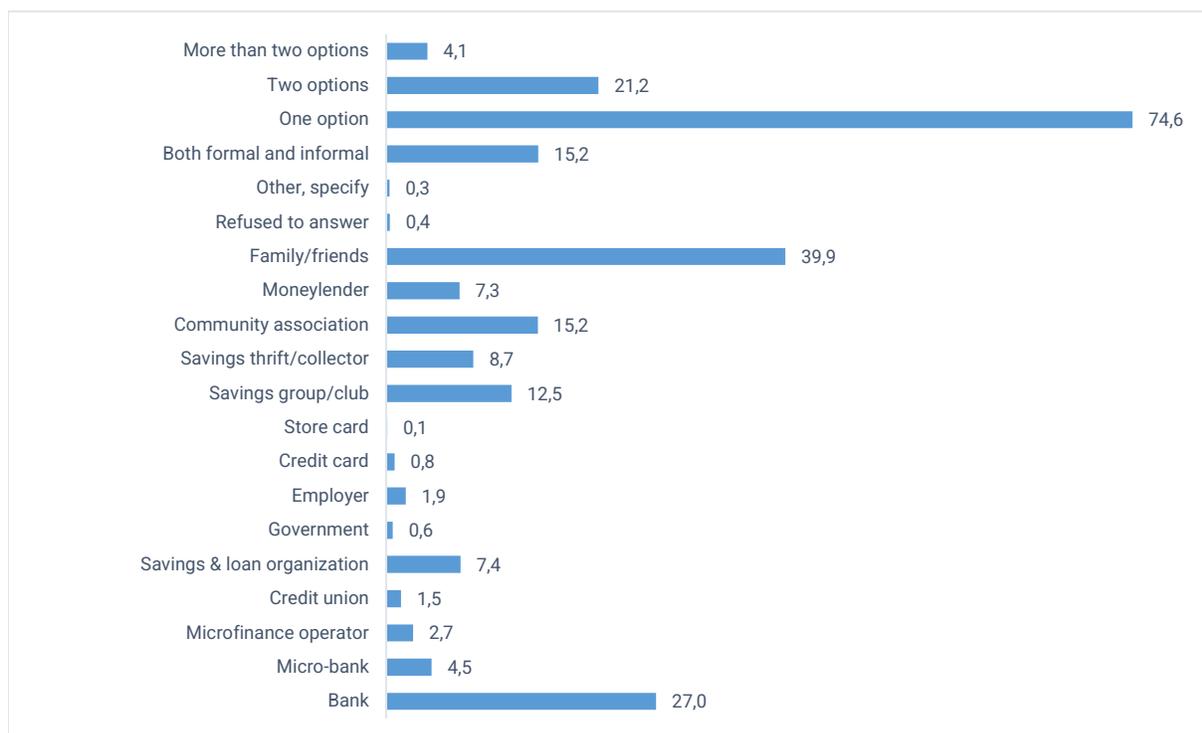
D2.3 Insurance

Around 17% of the population have insurance in Mozambique, with males having higher percentage of insurance compared to females. The difference between urban and rural in terms of insurance ownership is just 2 percentage points with urban higher at 18%.

Figure 110: Ownership of insurance in Mozambique (%)
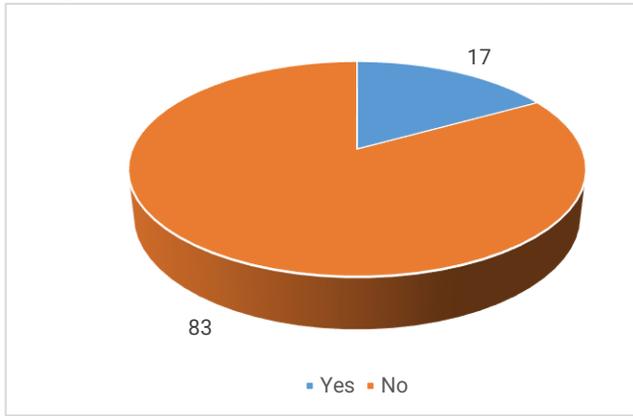
Figure 111: Ownership of insurance by area in Mozambique (%)
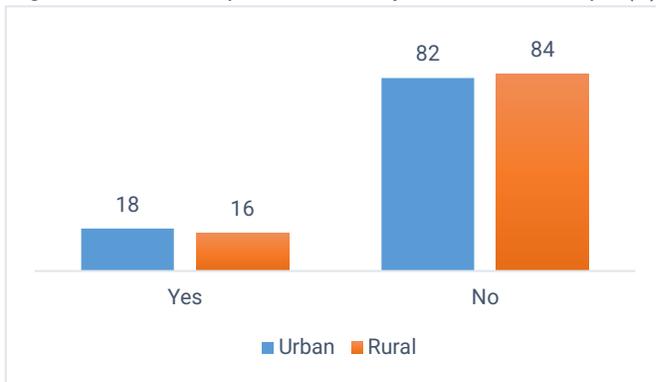
Figure 112: Insurance ownership by Gender
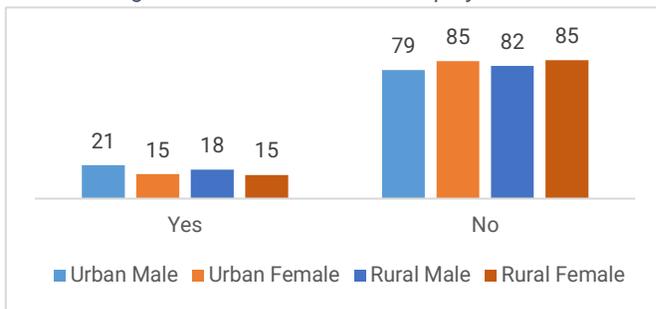
Figure 109: Type of insurance by area (%)
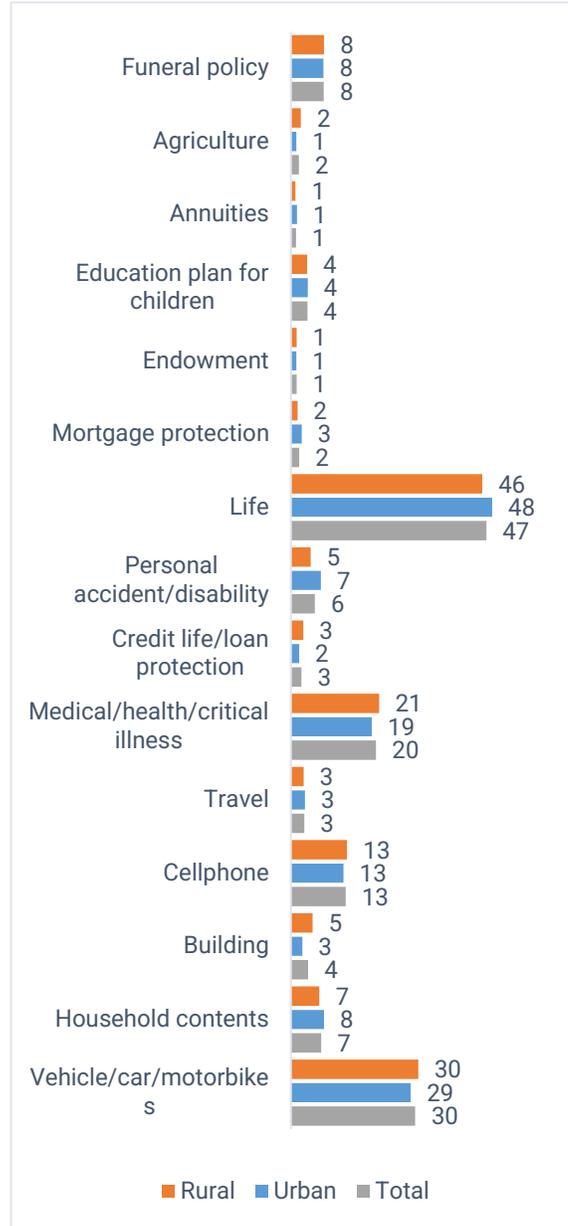
Figure 113: Short term insurance by area (%)
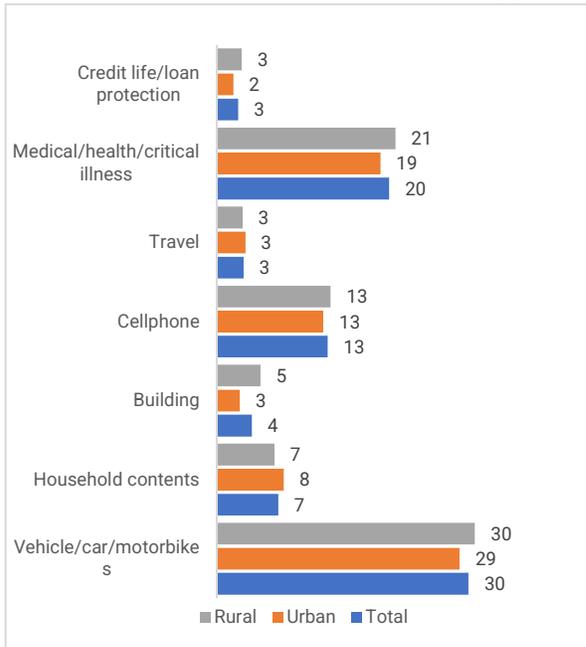
Figure 114: Long term insurance by area and employment status (%)
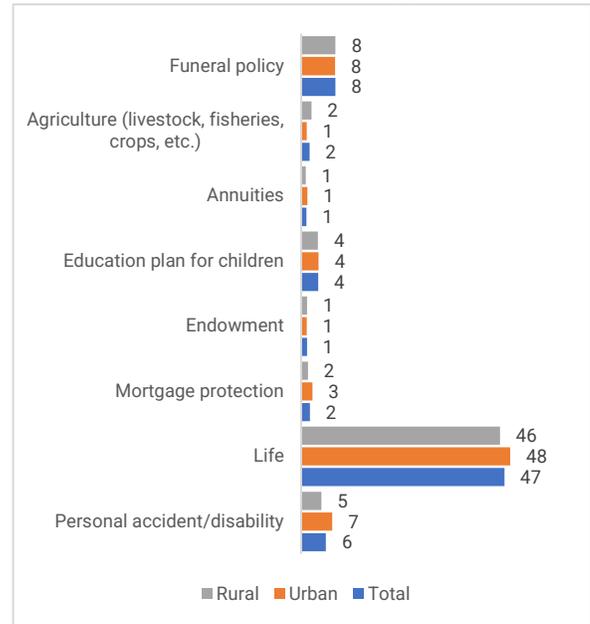
The highest number of insurance policies uptake is for life (47%), followed by vehicle insurance (at 30%) and medical (20%). The urban rural difference in uptake of these policies is minimal, showing equal preference for insurance across geographies.

D2.4 Pension

Around 14% of the adult population have pension funds in the country. The percentage having pension fund in urban and rural areas are almost same, with only difference of 1 percentage point. The highest percentage is 48%, who have solely contributed to their respective pension funds. Only in the case of 35%, both the person and their employer contributed.

Figure 116: Participants who have a pension fund in Mozambique (%)
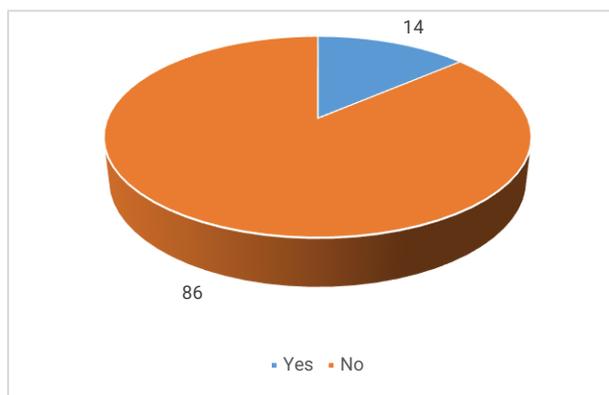
Figure 115: Participants who have a pension fund by area
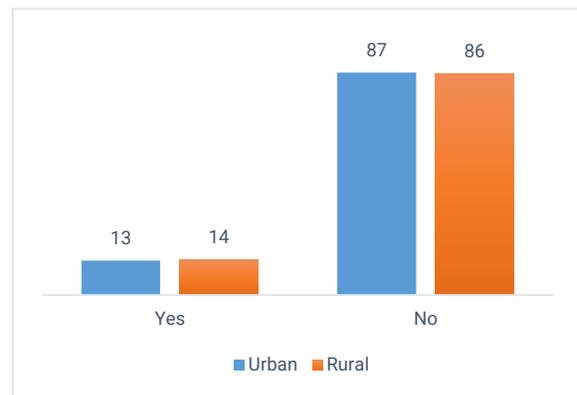
Figure 117: Type of pension (by area, gender)

Category	Female	Male	Rural	Urban	TotalYes
Not sure/Don't know	5	3	2	6	4
Pension that only your employer contribute(d)	15	18	15	19	17
Pension that both you and your employer contribute(d)	33	37	36	34	35
Pension that only you contribute(d) to	49	47	49	46	48
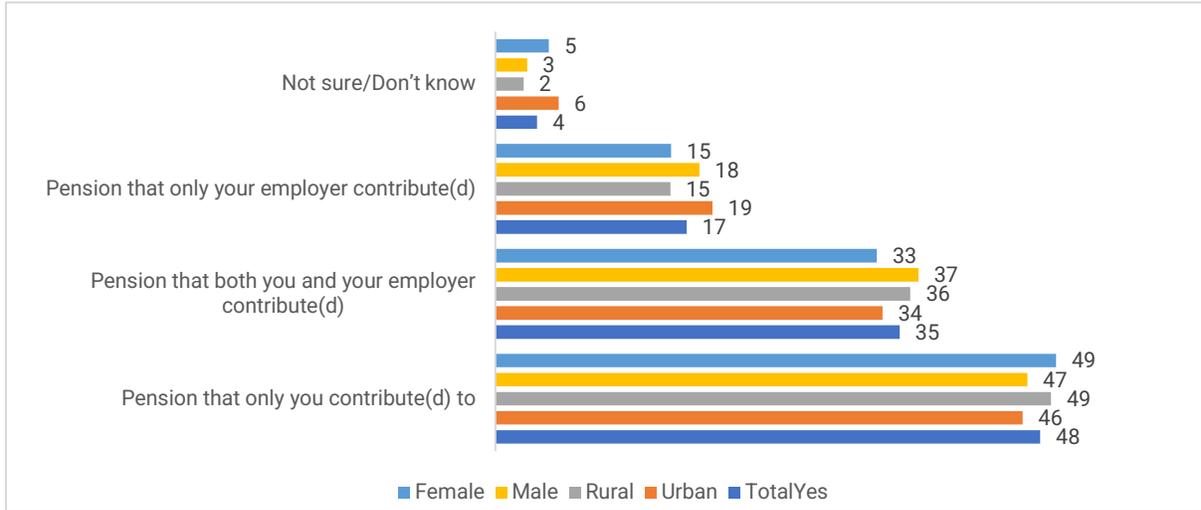
D2.5 Transactions - Frequency of use and ways of receiving money.

Around 69% of the adult population receive money monthly. 11% on daily and 10% on seasonal basis. There is no significant difference between urban and rural areas on how often the money is received. In terms of male and female, less percentage of females receiving money on monthly basis compared to males, whereas higher number of females in both urban and rural areas received money seasonally compared to males.

Figure 118: Frequency of receiving money.

Monthly	69,3%
Daily	10,7%
Seasonal/Occasionally	10,0%
Weekly	5,1%
After completion of work	3,2%
Refused to answer	0,9%
Other, please specify	0,5%
Annually	0,4%
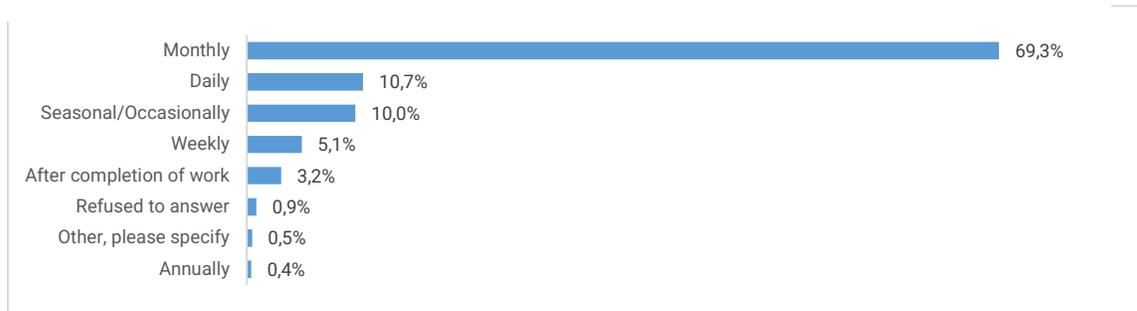
Figure 119: Frequency of receiving money (Area)

	Rural (n)=6708	Urban (n)=4280
Other, please specify	0,3%	0,8%
Refused to answer	0,7%	1,2%
After completion of work	3,5%	2,7%
Seasonal/Occasionally	9,9%	10,2%
Annually	0,5%	0,2%
Monthly	69,2%	69,3%
Weekly	5,0%	5,2%
Daily	10,9%	10,4%
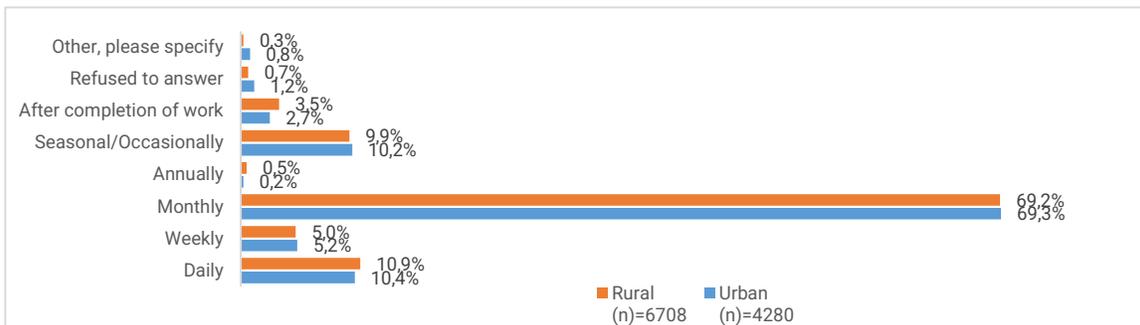
In terms of main source of income, around 66% of the adult population received their main source of income as cash, whereas 30% received their main source of income in banks. Only 2% received their main source of income via mobile money. The difference in ways of receiving money between urban and rural areas was not different, with only 3 percentage point difference in terms of receiving more cash in rural areas, whereas more receiving money in bank in urban areas.

In terms of age range, 78% of the population between 15-24 years received their main source of income via cash, which directly correlates to this age group having low bank account access. In terms of area, more urban population received their main source of income in bank when compared to their rural counterparts, reflecting low penetration of banking in rural areas.

Figure 120: Way to receive main source of income (Overall)
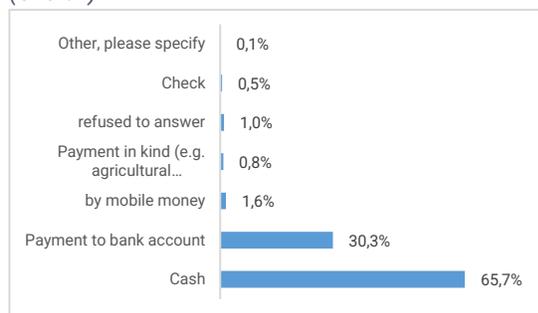
Figure 121: Way to receive main source of income (Area wise)
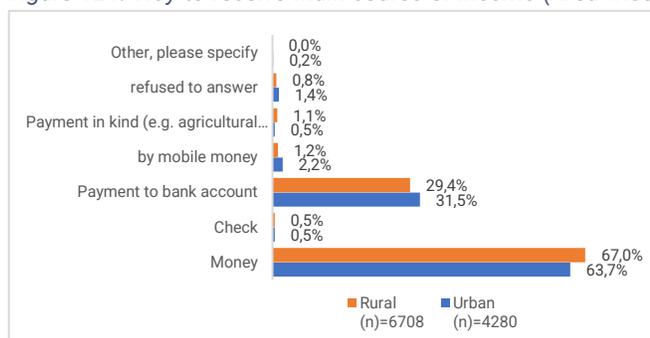
Figure 122: Way to receive main source of income (Area wise gender)
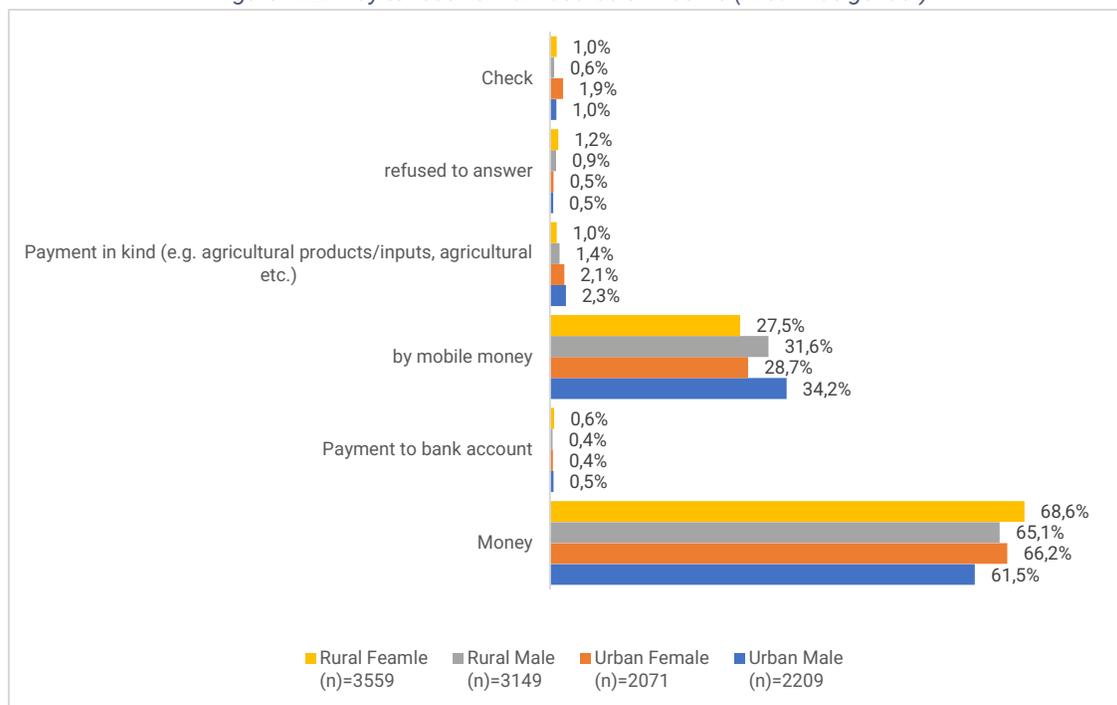
Figure 123: Way to receive main source of income (Age category wise Urban Male)
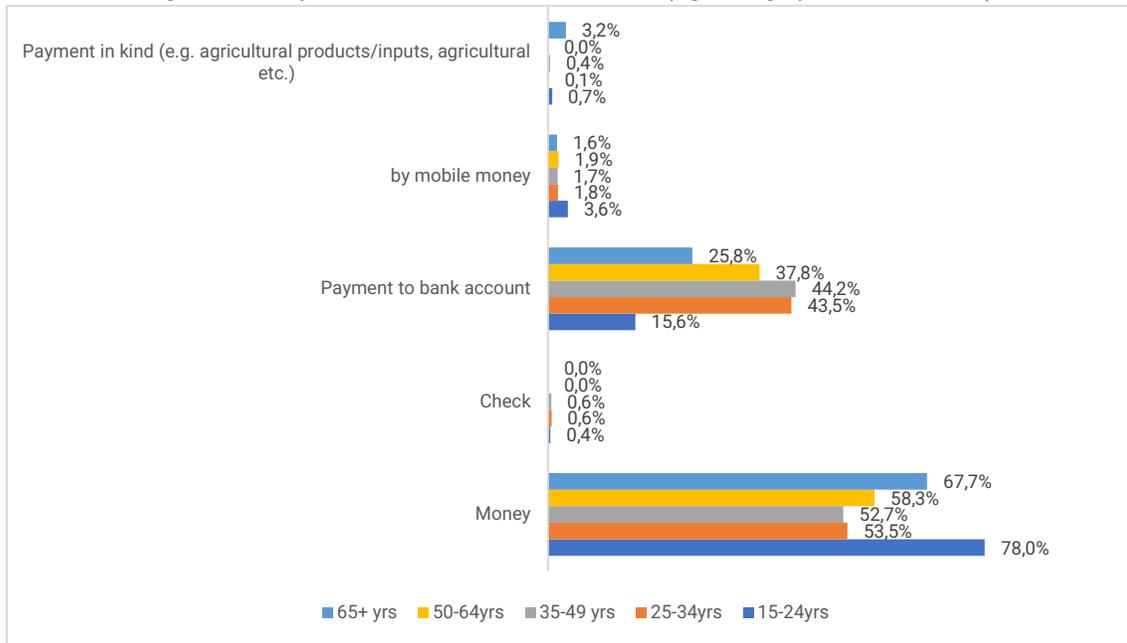
In terms transaction type used for receiving money or paying for services, 75.2% of the adults (15 years and above) received money in cash, and 54.5% of the adult (15 years and above) received money by cheque. There are around 20 percent of adults that also received money via debit/check card, electronic bank transfer and via agents. In terms of payment for goods/services cash, electronic bank transfer (9%), via cell phone accounts (9%) and cheque (13%) were the preferred medium.

Figure 124: Received money or paid for service via each of following services (%)
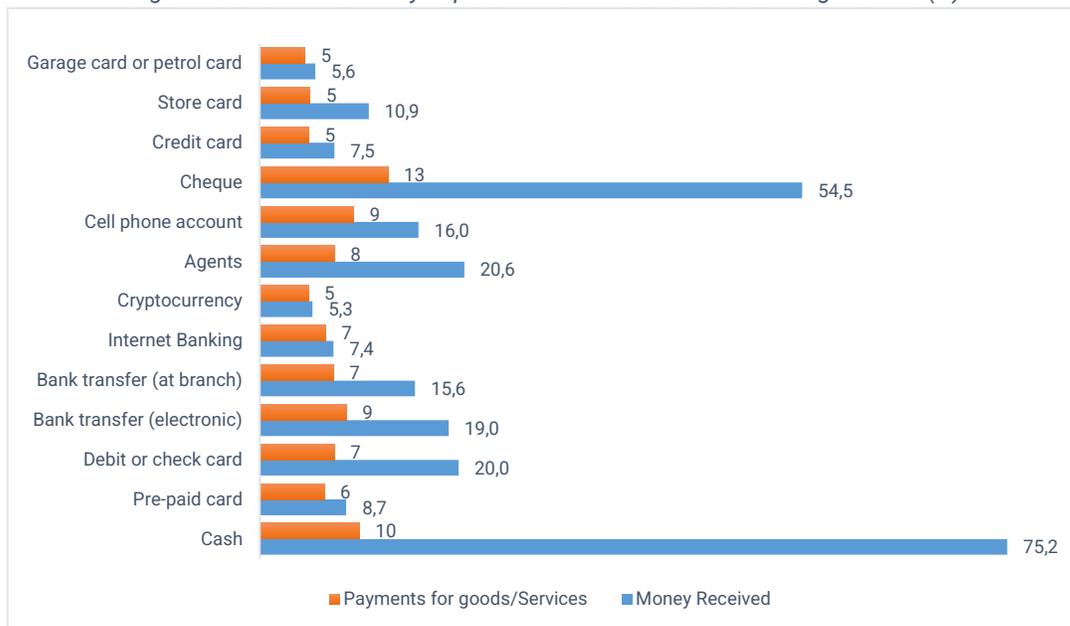
Figure 125 Percentage of received money via each service channel, by gender
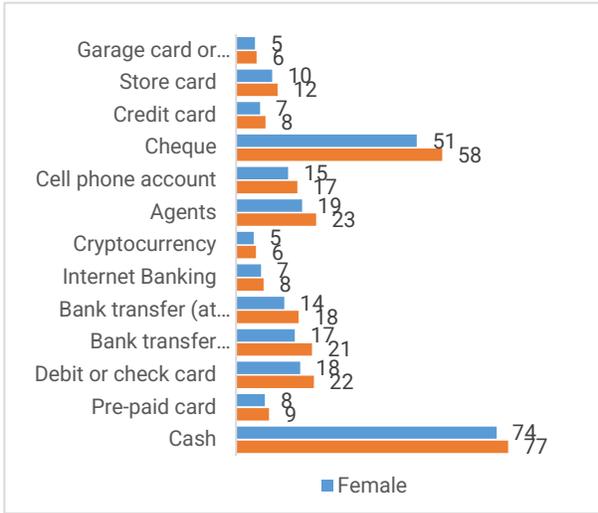
Figure 126 Percentage of money received via service channels by area
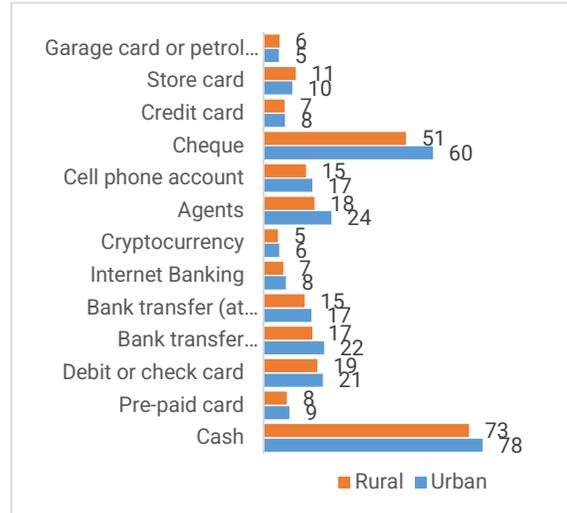
D2.6 – Transactions - Online Financial actions taken by respondents.

Around 41% of the population (15 years and above) stated that they have opened payment/deposit accounts online, Males stood at 45% compared to 37% of females who stated that they have completely opened online accounts. In terms of urban vs. rural, the difference was also the same, with urban areas being 7 percentage points higher than rural areas.

Figure 127: Financial actions taken by respondents in Mozambique (%)
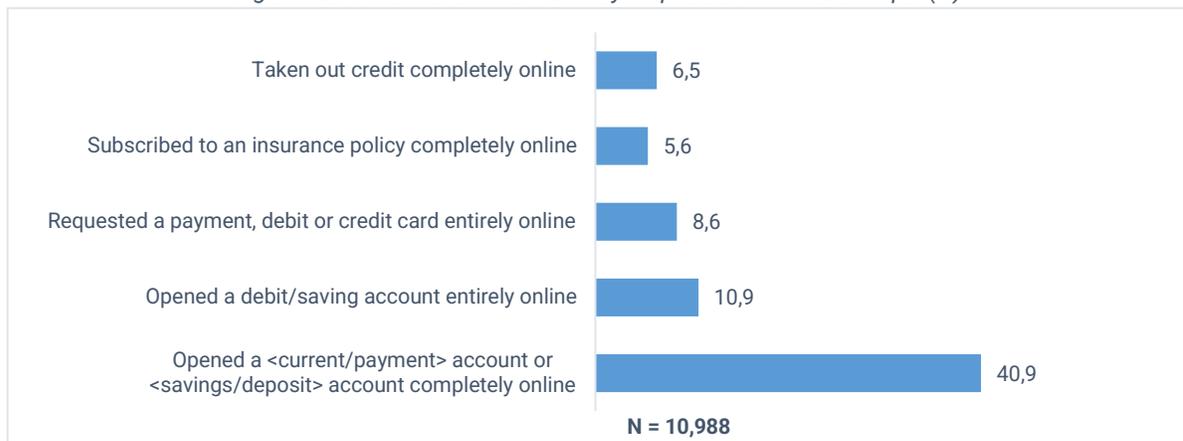
Figure 128: Financial actions taken by respondents in Mozambique by gender (%)
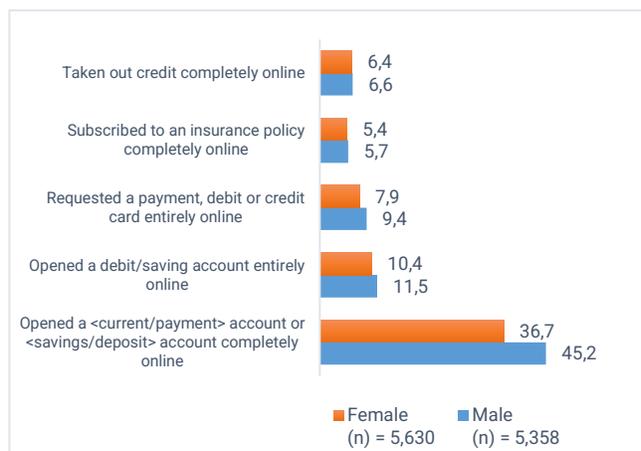
Figure 129: Financial actions taken by respondents in Mozambique by sector (%)

Figure 128 (left):

Action	Female	Male
Taken out credit completely online	6,4	6,6
Subscribed to an insurance policy completely online	5,4	5,7
Requested a payment, debit or credit card entirely online	7,9	9,4
Opened a debit/saving account entirely online	10,4	11,5
Opened a <current/payment> account or <savings/deposit> account completely online	36,7	45,2

Female (n) = 5,630   Male (n) = 5,358

Figure 129 (right):

Action	Rural	Urban
Taken out credit completely online	6,4	6,7
Subscribed to an insurance policy completely online	5,7	5,3
Requested a payment, debit or credit card entirely online	8,3	9,2
Opened a debit/saving account entirely online	10,3	11,8
Opened a <current/payment> account or <savings/deposit> account completely online	38,3	45,0

Rural (n) = 6,708   Urban (n) = 4,280

D2.7 Mobile money transactions

Around 81% of the adult population feel confident in transferring money electronically, while only 55% feel confident on buying products/service online. Around 63% are confident paying with a mobile device.

In terms of privacy and security, only 56% felt confident in ensuring the safety of sensitive information when making electronic payments or using online banking.

Figure 130: Purpose of using mobile money account (%)

	Total	Male	Female	Urban	Rural	Employed	Unemployed
Make deposit	83,3	84,7	82,0	85	82,4	83,2	83,7
Withdraw money	86,9	87,8	86,0	88	86,1	86,8	87,0
Transfer (sending and receiving)	75,1	76,5	73,6	78	73,2	76,8	72,3
Payment of services	47,2	48,9	45,4	49	46,1	50,5	42,0
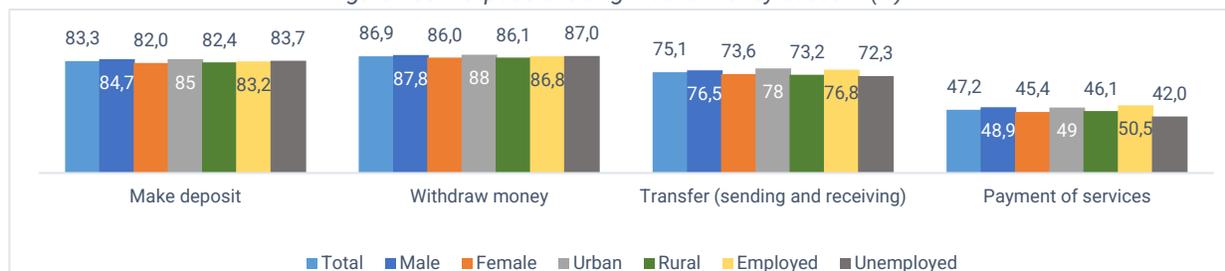
Figure 131: Confidence Rate about Conducting Transactions using Electronic Devices (Overall)

	%
Buying products/services online	55,3%
Ensuring the safety of sensitive information when making an electronic payment or using online banking	56,3%
Paying with a mobile device (e.g., cell phone or tablet) instead of using cash	63,5%
Paying with a card	61,7%
Keeping track of your bank balance	67,2%
Transferring money	80,7%

(n)=10988
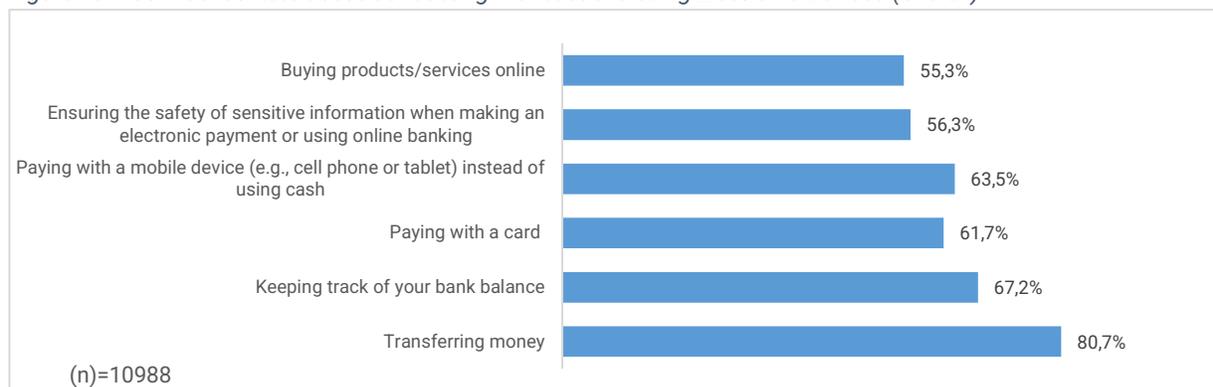
D2.8 Financial product owned personally or jointly.

Overall, 31% of the population had personally or joint ownership of checking account, 22% had savings account, 19% had mobile/cell phone payment account, 15% had a debit/prepaid card. More people owned products in urban areas compared to in rural areas. Between females and males, there was not much of a significant difference found in terms of ownership.

In terms of those who had heard about specific financial products, within those population (15 years and above) – 66% had individual or joint ownership of checking account, 57% had mobile/cell phone payment account, 49% had a debit/prepaid card. More people owned products in urban areas compared to in rural areas. Between female and male adult population, there was not much of a significant difference found in terms of ownership.

Figure 132: Proportion of respondents who currently own (personally or jointly) financial product (%)

Product	%
Financial products labeled as sustainable	5,2
crypto assets	4,4
A debit card/prepaid payment card	14,9
Mobile/cell phone payment account [not directly linked to a bank...	19,1
Bonds	5,1
Shares and Equity	6,0
Insurance	16,9
Microfinance loan	6,8
A savings account	22,1
A checking account	30,6
A credit card	12,7
A car loan	6,4
An unsecured bank loan	7,0
A secured property loan	9,0
A mortgage or home loan	7,0
An investment account	10,9
A pension or retirement product	16,0

Figure 133: Proportion of respondents who have heard of financial products (%)

Product	%
Financial products labeled as sustainable	36,1
crypto assets	36,4
A debit card/prepaid payment card	49,0
Mobile/cell phone payment account [not directly linked to a...	56,8
Titles	29,5
Shares and Equity	26,1
Insurance	32,7
Microfinance loan	25,8
A savings account	37,7
A checking account	65,9
A credit card	31,7
A car loan	18,3
An unsecured bank loan	28,0
A secured property loan	23,1
A mortgage or home loan	22,1
An investment account	31,5
A pension or retirement product	40,0

D2.9 Financial Products used.

In terms of those who had heard about specific financial products, among those adults - Around 61% of the adult population stated that they have used a checking account in the past 2 years. More than half (53%) had used mobile money accounts (not linked with banks) and 46% stated that they have used debit card/payment card. Between Males and females, there was not much difference observed in terms use, except three percentage point difference in use of checking account.

Around 28% of adults stated that they have used a checking account in the past 2 years. 18% had used mobile money accounts (not linked with banks) and 21% stated that they have used savings accounts. Between Males and females, there was not much difference observed in terms use, except 5 percentage point difference in use of checking account.

Figure 134: Financial products used over the last 2 years (%)
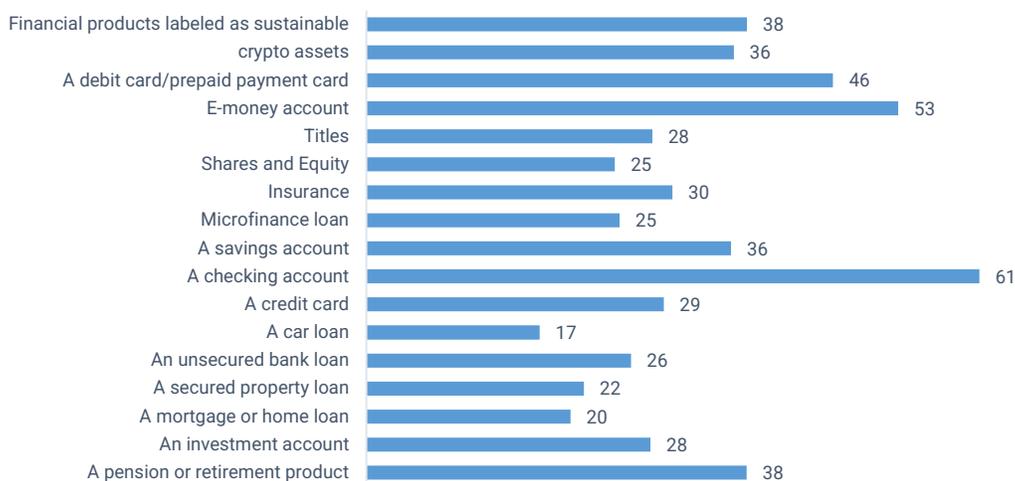
Figure 135: Financial products used over the last 2 years by gender (%)
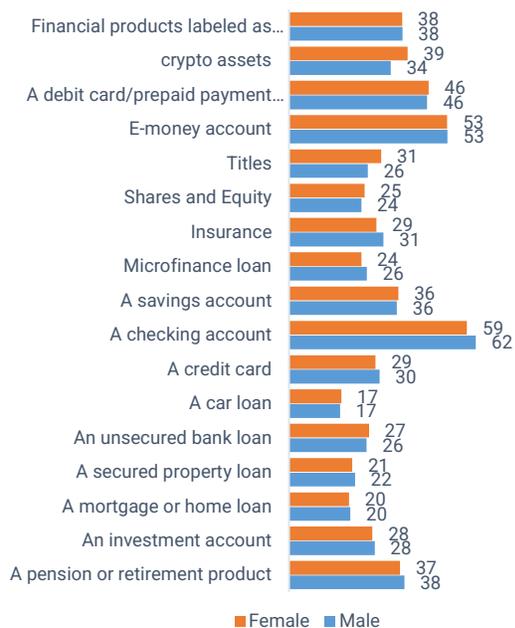
Figure 136: Financial products used over the last 2 years by area (%)
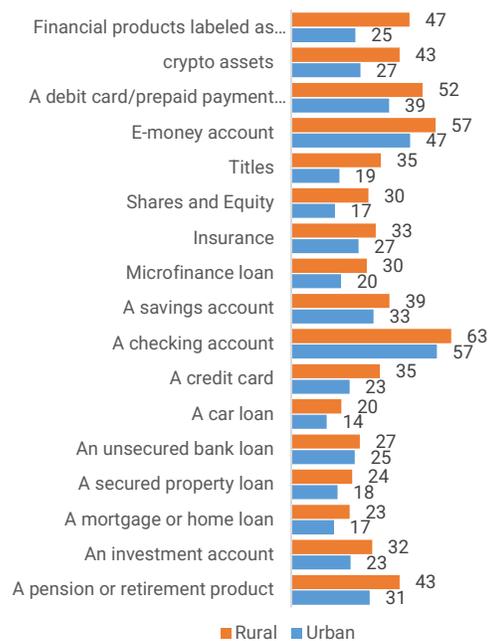
D2.10 Type of financial institutions used

In Mozambique, the majority of adults, 76%, have access to Electronic Currency Institutions, followed by 53% of adults with access to a bank.

Only 15% of adults have access to community associations, with 14% of adults having access to savings collectors. Furthermore, 13% of adults have access to electronic currency operators and only 10% have access to savings clubs/groups, insurance companies, and savings and loan organizations. The results reveal extremely low access, of only 5%, to microfinance operators and, surprisingly, 5% of adults had access to stock market operators. Still, about 12% have access to moneylenders.

Figure 137: Usage of Financial products by type of service provider

N=10.988
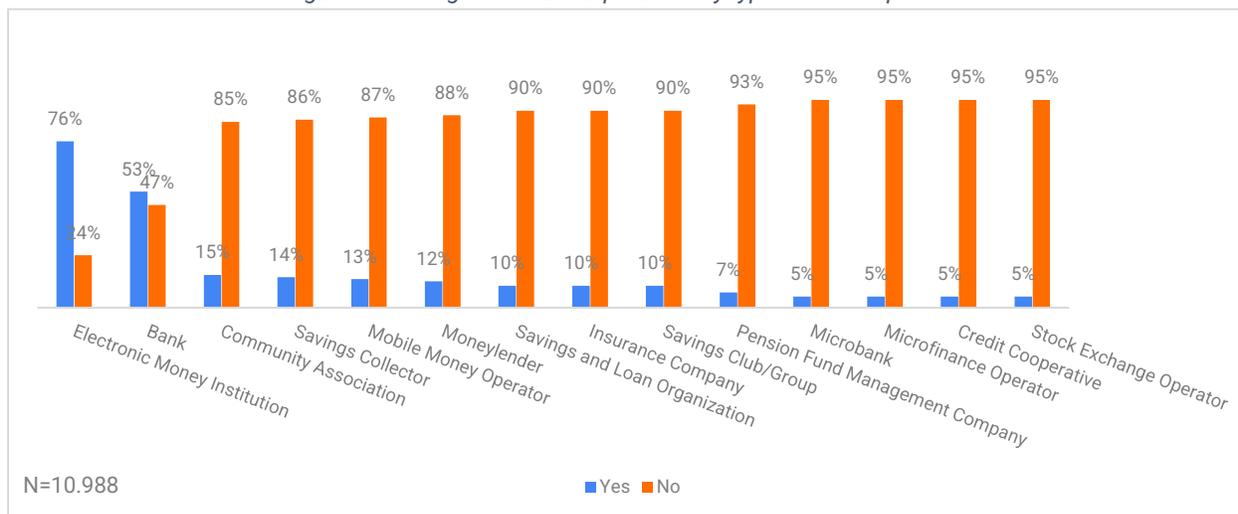
D2.11 Use of financial institution services

In terms of urban-rural break up, 82% and 58% had access to mobile money operator and bank respectively in urban areas. There was a difference of 10 percentage points, with male having higher access to mobile money operators and banks compared to females in urban areas. However, it is the reverse in rural areas, where females have higher access to mobile money operator and banks by 9% and 10% respectively.[11]

Figure 138: Use of service offered by various providers in urban Mozambique

Provider	Yes	No
Stock Exchange Operator	4%	96%
Microfinance Operator	5%	95%
Credit Cooperative	5%	95%
Microbank	6%	94%
Pension Fund Management Company	7%	93%
Savings and Loan Organization	10%	90%
Insurance Company	10%	90%
Savings Club/Group	10%	90%
Moneylender	12%	88%
Community Association	13%	87%
Savings Collector	14%	86%
Mobile Money Operator	15%	85%
Bank	58%	42%
Electronic Money Institution	82%	18%

N=4.280

Figure 139: Use of service offered by various providers in rural Mozambique

Provider	Yes	No
Microbank	5%	95%
Credit Cooperative	5%	95%
Stock Exchange Operator	5%	95%
Microfinance Operator	6%	94%
Pension Fund Management Company	8%	92%
Savings and Loan Organization	10%	90%
Insurance Company	10%	90%
Savings Club/Group	10%	90%
Mobile Money Operator	12%	88%
Moneylender	12%	88%
Savings Collector	13%	87%
Community Association	16%	84%
Bank	50%	50%
Electronic Money Institution	73%	27%

N=6.708

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[11] Mobile money is associated with the transfer of money using the cell phone as a resource. In the case of Mozambique, we have Mpesa, Mkesh, and E-mola and the use of these means is associated with the use of mobile phones.

Electronic money is a means of payment stored electronically. Thus, through this system, it is possible to carry out transactions without necessarily involving a bank or other financial entity. Electronic money includes any payment system involving digital means. In this way, it includes prepaid cards, credit cards or electronic wallets, among others. All of these means use software, in some cases hardware, and an internet connection to transact

Figure 140: Use of financial services by male respondents in urban Mozambique

Service	Yes	No
Stock Exchange Operator	4%	96%
Credit Cooperative	5%	95%
Microfinance Operator	6%	94%
Microbank	7%	93%
Pension Fund Management Company	8%	92%
Savings Club/Group	10%	90%
Savings and Loan Organization	11%	89%
Insurance Company	12%	88%
Community Association	12%	88%
Savings Collector	14%	86%
Moneylender	14%	86%
Mobile Money Operator	15%	85%
Bank	62%	38%
Electronic Money Institution	85%	15%

N=2.209
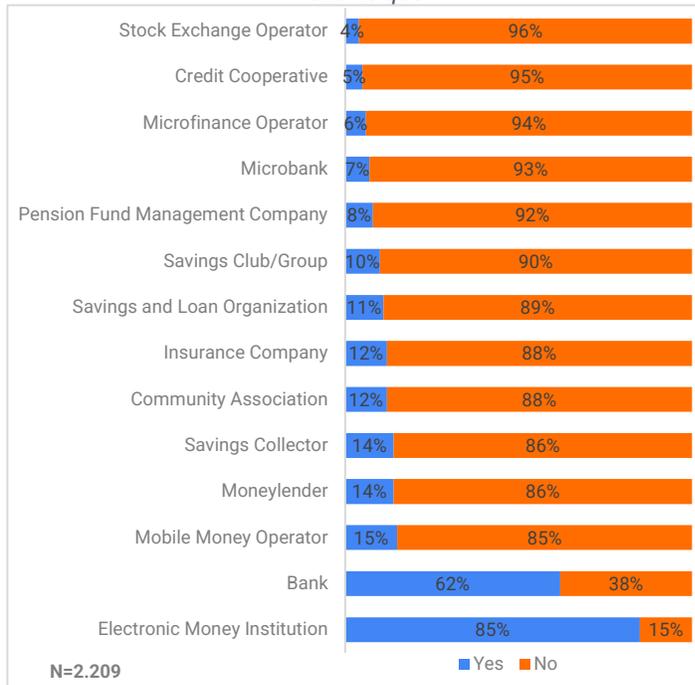
Figure 141: Use of financial services by male respondents in rural Mozambique

Service	Yes	No
Stock Exchange Operator	5%	95%
Microbank	6%	94%
Credit Cooperative	6%	94%
Microfinance Operator	7%	93%
Pension Fund Management Company	8%	92%
Savings and Loan Organization	10%	90%
Savings Club/Group	10%	90%
Insurance Company	11%	89%
Savings Collector	12%	88%
Mobile Money Operator	13%	87%
Moneylender	14%	86%
Community Association	15%	85%
Bank	55%	45%
Electronic Money Institution	77%	23%

N=3.149
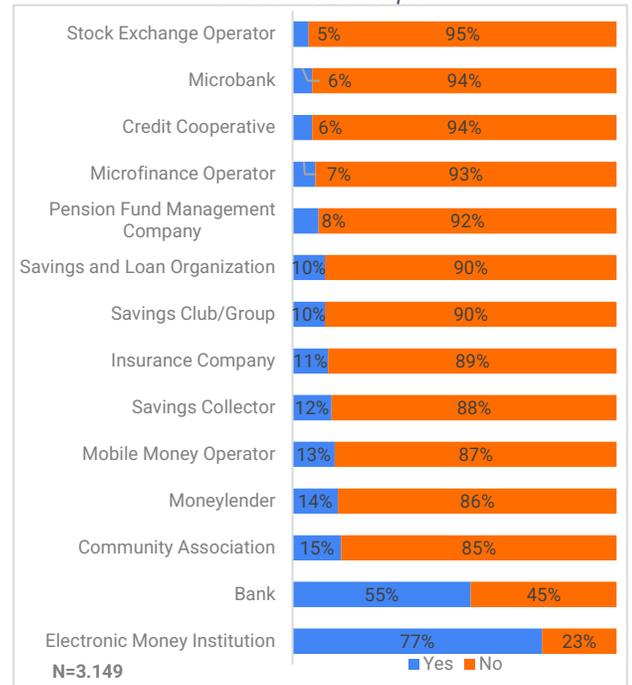
Figure 142: Use of financial services by female respondents in urban Mozambique

Service	Yes	No
Stock Exchange Operator	3%	97%
Credit Cooperative	4%	96%
Microbank	5%	95%
Microfinance Operator	5%	95%
Pension Fund Management Company	6%	94%
Insurance Company	8%	92%
Savings and Loan Organization	10%	90%
Savings Club/Group	10%	90%
Moneylender	11%	89%
Community Association	13%	87%
Mobile Money Operator	15%	85%
Savings Collector	15%	85%
Bank	53%	47%
Electronic Money Institution	78%	22%

N=2.071
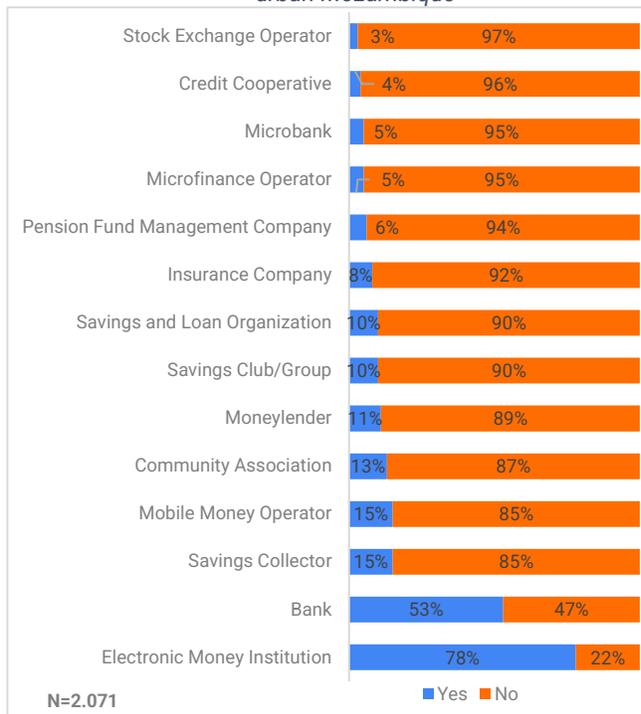
Figure 143: Use of financial services by female respondents in rural Mozambique

Service	Yes	No
Microbank	4%	96%
Microfinance Operator	5%	95%
Credit Cooperative	5%	95%
Stock Exchange Operator	5%	95%
Pension Fund Management Company	7%	93%
Insurance Company	9%	91%
Savings and Loan Organization	10%	90%
Savings Club/Group	11%	89%
Moneylender	11%	89%
Mobile Money Operator	11%	89%
Savings Collector	14%	86%
Community Association	16%	84%
Bank	45%	55%
Electronic Money Institution	69%	31%

N=3.559
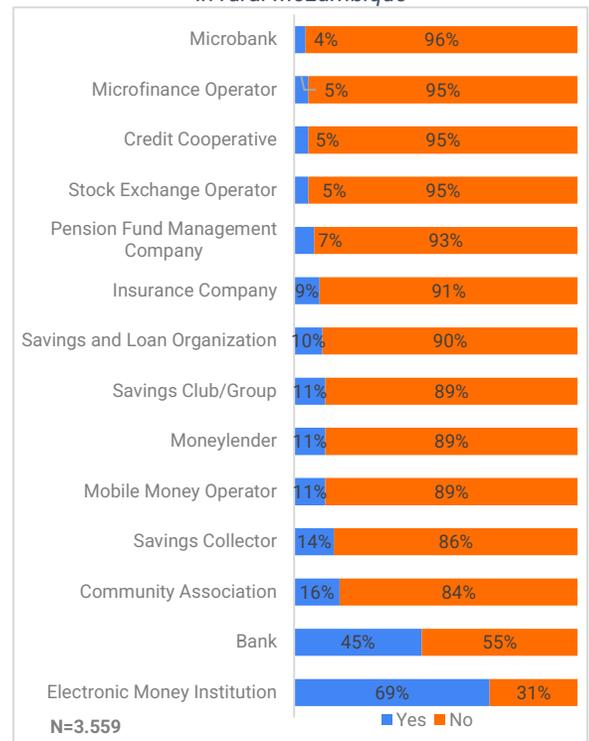
D3 Digital Financial Services

The table below provides a snapshot of the population using digital banking products. In all 20% of banked customers are using mobile money, 16.8% using debit or check cards, and 10% with credit cards. Only 6.3% undertake internet banking activities. There is a significant percentage of the banked population (3-5%) that have digital products but are not using them.

Figure 144: Usage of banking products

Which Banking product you have and use, have and do not use, never had (%age)	Have and Use					Have but don't Use					Never had					Refused to answer				
	Total	Male	Female	Urban	Rural	Total	Male	Female	Urban	Rural	Total	Male	Female	Urban	Rural	Total	Male	Female	Urban	Rural
BANK DIGITAL PRODUCTS																				
Pré-paid card	6.4	7.3	5.6	6.9	6.1	4.6	5.1	4.2	4.9	4.4	36.7	40.6	33.0	40.4	34.4	0.3	0.3	0.4	0.5	0.3
Debit or check card	16.8	19.0	14.7	17.8	16.1	4.4	4.6	4.2	4.2	4.5	26.6	29.3	24.0	30.3	24.3	0.3	0.3	0.3	0.5	0.2
Credit card	10.3	11.0	9.6	10.1	10.4	4.9	5.2	4.7	4.9	5.0	32.6	36.8	28.7	37.6	29.4	0.3	0.3	0.2	0.2	0.3
Internet banking	6.3	6.7	6.0	7.1	5.8	4.0	4.6	3.5	3.8	4.1	37.4	41.6	33.4	41.4	34.8	0.4	0.4	0.4	0.4	0.4
Mobile Money	20.0	22.2	17.9	21.7	19.0	3.4	3.8	3.1	3.3	3.5	24.5	27.1	22.0	27.5	22.5	0.2	0.2	0.2	0.3	0.1

D4 Financial Institutions – Preference

This section tries to understand the level of trust the adults (15years and above) have on the different type of financial institutions While the usual banks and mobile money operator is highly trusted, a substantial 60% also have trust in insurance companies. In terms of gender wise break up, the major difference between male and female was found related to moneylenders, credit unions, micro banks (14-16 percentage points higher of male who completely trusts them); Community associations and savings thrift/collector (10 percentage points higher for female who completely trusts them). Also, the trust in financial institutions, irrespective of its type is more in rural areas compared to urban areas.

D4.1 Level of Trust on Financial Institutions

Highest trust was envisaged in banks, with 82% of the adults stating that they completely trust this institution. Mobile money operator is completely trusted by 73% of the adults, whereas 60% have complete trust in insurance companies.

The level of complete trust within range of 40-50% of adults were with micro bank, microfinance operator, electronic money institution, savings and loan organizations, pension fund management companies, savings group/club, savings thrift or collector, and community associations.

Figure 145: Level of trust of financial service provider by respondents

	Completely Trusts	Somewhat Trusts	Somewhat Distrusts	Completely Distrusts
Moneylender	35%	41%		
Credit Cooperative	38%	51%		
Stock Market Operator	40%	51%		
Savings and Loan Organization	42%	50%		
Microfinance Operator	43%	50%		
Community Association	47%	42%		
Microbank	48%	46%		
Mobile Money Operator	49%	46%		
Pension Fund Management Company	51%	40%		
Savings Group/Club	52%	36%		
Savings Collector	52%	44%		
Insurance Company	60%	33%		
Electronic Currency Institution	73%	24%		
Bank	82%	17%		

■ Completely Trusts ■ Somewhat Trusts ■ Somewhat Distrusts ■ Completely Distrusts

There was no significant difference in respondent percentages completely trusting financial institutions when compared between urban and rural areas.

*Figure 146: Proportion of respondents who **completely trust** each financial service provider by gender (%)*

	Men	Women
Savings Collector	45%	55%
Community Association	45%	55%
Savings and Loan Organization	48%	52%
Savings Group/Club	4…	52%
Electronic Currency Institution	52%	48%
Pension Fund Management Company	53%	47%
Bank	54%	46%
Mobile Money Operator	54%	46%
Insurance Company	56%	44%
Microbank	57%	43%
Credit Cooperative	57%	43%
Stock Market Operator	57%	43%
Microfinance Operator	58%	42%
Moneylender	58%	42%

*Figure 147: Proportion of respondents who **somewhat trust** each financial service provider by gender (%)*

	Men	Women
Savings Group/Club	45%	55%
Savings Collector	47%	53%
Bank	48%	52%
Stock Market Operator	4…	52%
Electronic Currency Institution	49%	51%
Community Association	49%	51%
Mobile Money Operator	50%	50%
Credit Cooperative	52%	48%
Savings and Loan Organization	52%	48%
Microfinance Operator	54%	46%
Moneylender	54%	46%
Microbank	56%	44%
Insurance Company	56%	44%
Pension Fund Management Company	58%	42%
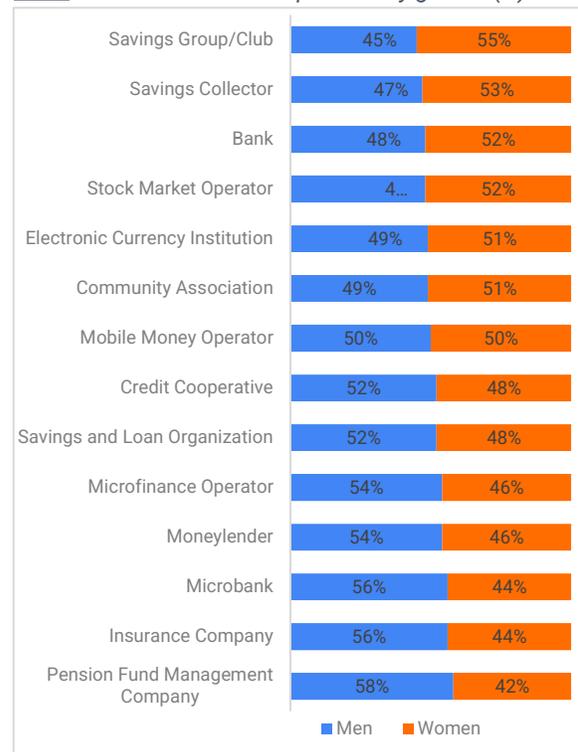
*Figure 148: Proportion of respondents who **somewhat distrust** each financial service provider by gender*

	Men	Women
Community Association	45%	55%
Pension Fund Management Company	46%	54%
Savings and Loan Organization	48%	52%
Savings Collector	4…	51%
Electronic Currency Institution	50%	50%
Mobile Money Operator	51%	49%
Bank	53%	47%
Loan Shark	54%	46%
Savings Group/Club	55%	45%
Microbank	56%	44%
Credit Cooperative	57%	43%
Microfinance Operator	58%	42%
Insurance Company	58%	42%
Stock Market Operator	69%	31%
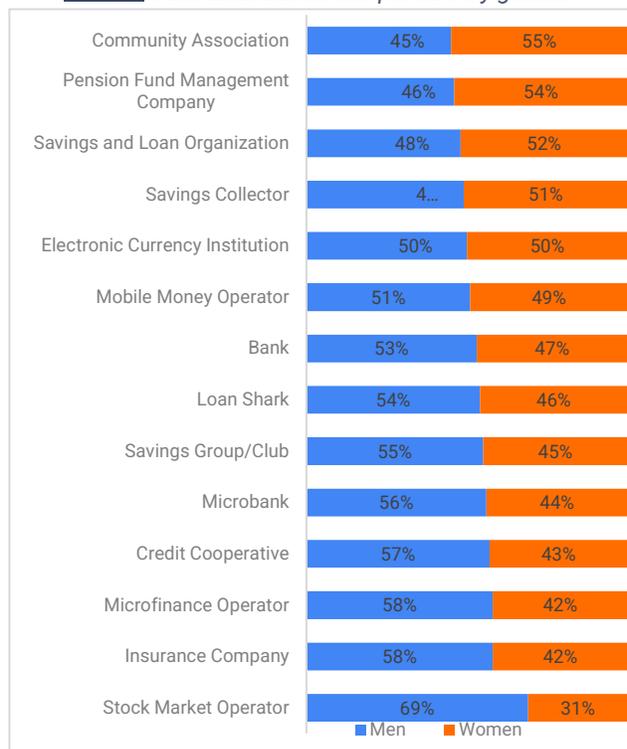
*Figure 149: Proportion of respondents who **completely distrust** each financial service provider by gender)*

	Men	Women
Microfinance Operator	17%	83%
Community Association	27%	73%
Stock Market Operator	33%	67%
Savings Collector	3…	65%
Pension Fund Management Company	40%	60%
Credit Cooperative	50%	50%
Loan Shark	52%	48%
Insurance Company	55%	45%
Savings and Loan Organization	58%	42%
Electronic Currency Institution	59%	41%
Savings Group/Club	59%	41%
Microbank	60%	40%
Mobile Money Operator	63%	38%
Bank	69%	31%
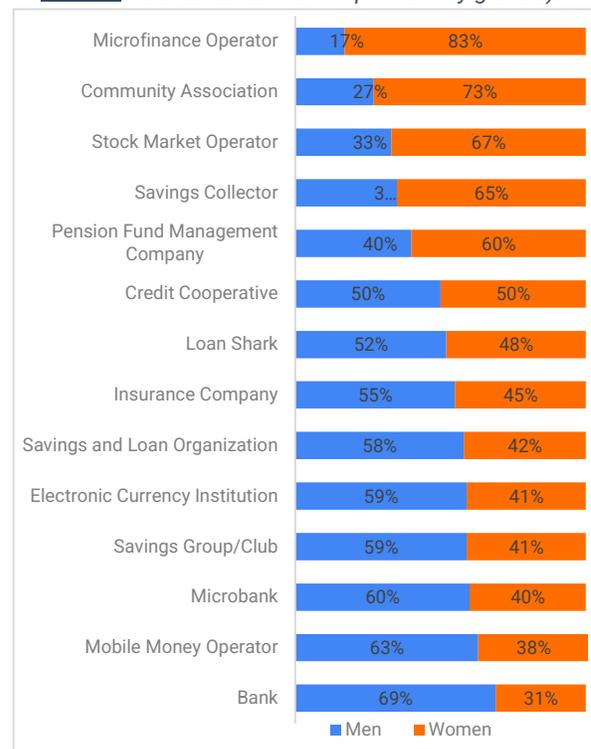
Figure 150: Proportion of respondents who **completely trust** each financial service provider by area

	Men	Women
Pension Fund Management Company	36%	64%
Community Association	37%	63%
Microfinance Operator	40%	60%
Electronic Currency Institution	4...	59%
Stock Market Operator	41%	59%
Mobile Money Operator	41%	59%
Savings Group/Club	41%	59%
Savings Collector	41%	59%
Moneylender	41%	59%
Insurance Company	42%	58%
Bank	43%	57%
Savings and Loan Organization	43%	57%
Credit Cooperative	44%	56%
Microbank	48%	52%
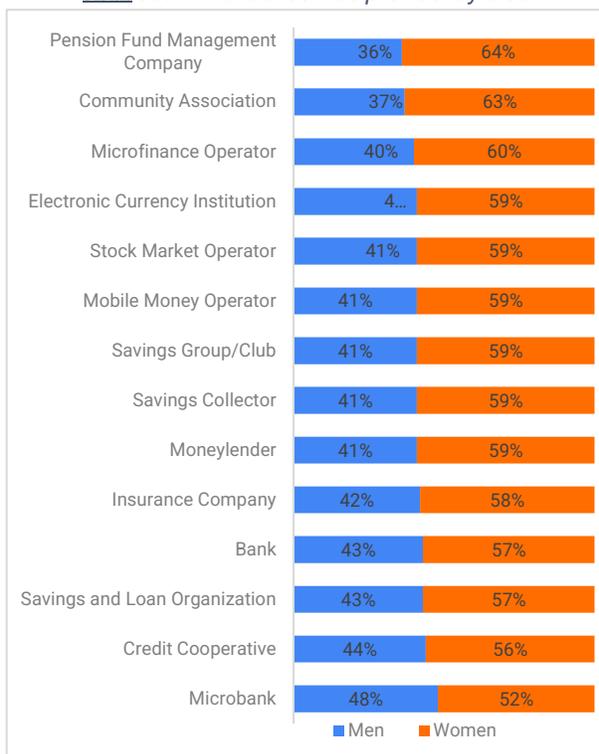
Figure 151: Proportion of respondents who **somewhat trust** each financial service provider by area (%)

	Men	Women
Credit Cooperative	28%	72%
Stock Market Operator	28%	72%
Community Association	33%	67%
Microfinance Operator	3...	65%
Pension Fund Management Company	35%	65%
Savings and Loan Organization	36%	64%
Savings Group/Club	36%	65%
Microbank	37%	63%
Insurance Company	38%	62%
Moneylender	38%	62%
Bank	41%	59%
Savings Collector	41%	59%
Electronic Currency Institution	43%	57%
Mobile Money Operator	49%	51%

D4.2 Type of Financial Institution preferred to manage money

The highest preference for managing money was entrusted with bank and mobile money operator. Males preferred banks more than females for managing their money, while for mobile money operators there was no significant difference observed. There was no significant difference observed in terms of preferences for managing money between urban and rural areas.

Figure 152: The most important provider used to manage money (gender wise)

Figure 152 (Gender wise chart):
- Moneylender: Female 0,8% / Male 0,8%
- Community association: Female 3,0% / Male 1,1%
- Savings thrift/collector: Female 1,9% / Male 1,3%
- Savings group/club: Female 2,1% / Male 0,8%
- Pension funds management...: Female 0,1% / Male 0,0%
- Mobile money operator: Female 49,2% / Male 47,7%
- Insurance company: Female 0,1% / Male 0,1%
- Stock exchange operator: Female 0,2% / Male 0,1%
- Savings & loan organization: Female 1,7% / Male 1,2%
- Electronic money institution: Female 0,7% / Male 0,9%
- Credit union: Female 0,4% / Male 0,3%
- Microfinance operator: Female 0,6% / Male 0,6%
- Micro-bank: Female 0,5% / Male 0,4%
- Bank: Female 38,7% / Male 44,6%

■ Female ■ Male

Figure 153: The most important provider used to manage money (Area wise)

- Moneylender: Rural 0,9% / Urban 0,7%
- Community association: Rural 2,4% / Urban 1,5%
- Savings thrift/collector: Rural 1,8% / Urban 1,6%
- Savings group/club: Rural 1,7% / Urban 1,0%
- Pension funds management company: Rural 0,1% / Urban 0,1%
- Mobile money operator: Rural 48,5% / Urban 48,4%
- Insurance company: Rural 0,1% / Urban 0,1%
- Stock exchange operator: Rural 0,2% / Urban 0,1%
- Savings & loan organization: Rural 1,6% / Urban 1,3%
- Electronic money institution: Rural 0,9% / Urban 0,6%
- Credit union: Rural 0,5% / Urban 0,2%
- Microfinance operator: Rural 0,7% / Urban 0,5%
- Micro-bank: Rural 0,4% / Urban 0,4%
- Bank: Rural 40,4% / Urban 43,5%

■ Rural ■ Urban

It is interesting to note that lower income segment, 0-5000 MZN adults preferred banks less (28%) and mobile money operators more (62%) compared to other respondent segments by income.

Figure 154: Most important provider respondents use to manager their money by income group in Mozambique (%)

	Bank	Microfinance operator	Electronic money institution	Savings & loan organization	Mobile money operator (e.g. mKesh, mPesa, eMola)	Savings group/club	Community association
MZN 0 - 5,000	28	0	1	1	62	2	3
MZN5,001 - 10,000	48	1	1	2	42	1	2
MZN10,001 - 15,000	60	2	2	2	29	1	1
MZN15,001 - 30,000	70	1	1	1	24	0	0
MZN30,001 -45,000	76	0	1	1	19	1	1
MZN45,001 - 60,000	68	6	3	0	16	3	3
MZN60,001 -75,000	33	0	0	0	33	33	0
MZN75,001 −90,000	0	0	0	0	67	0	33
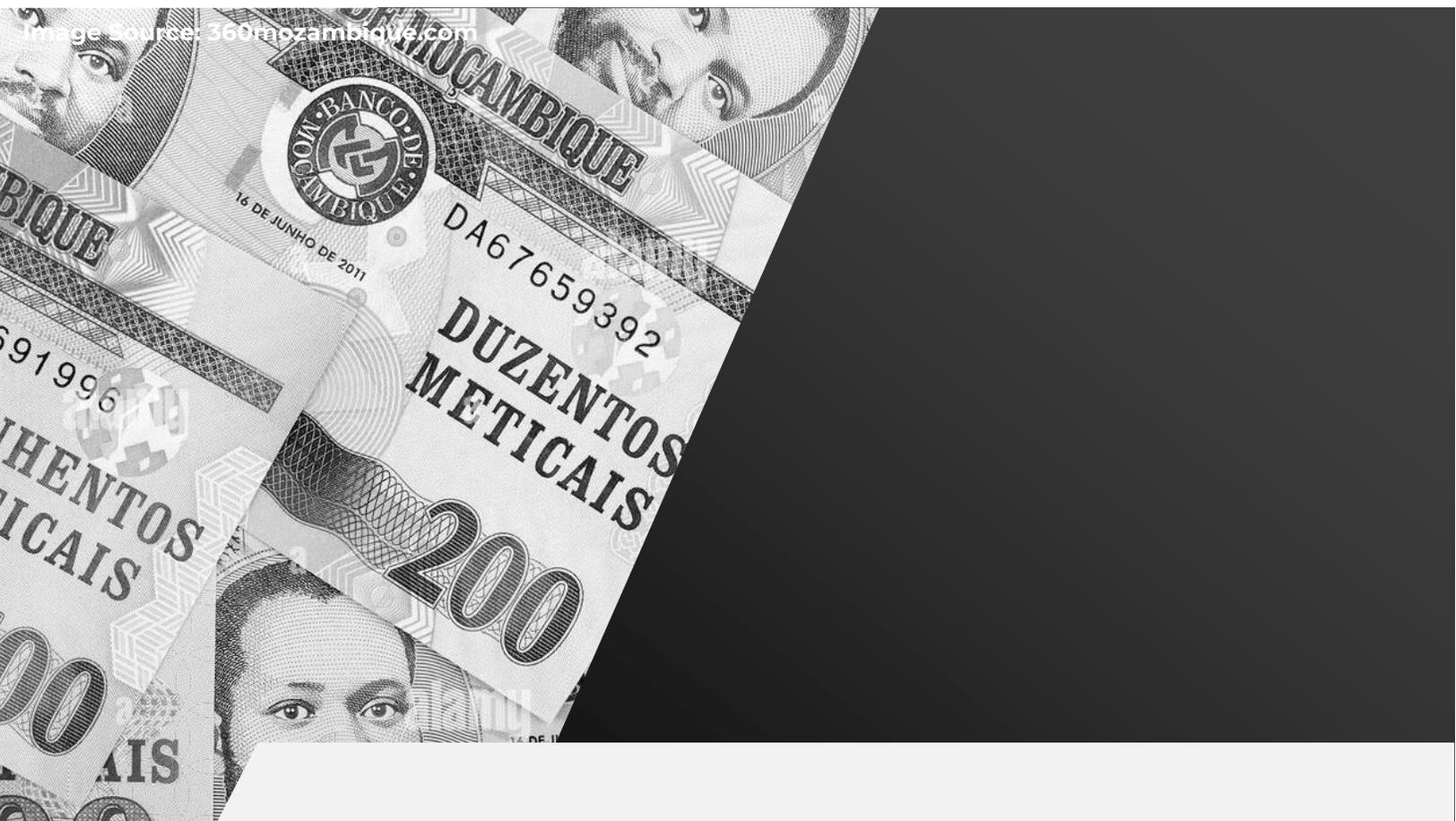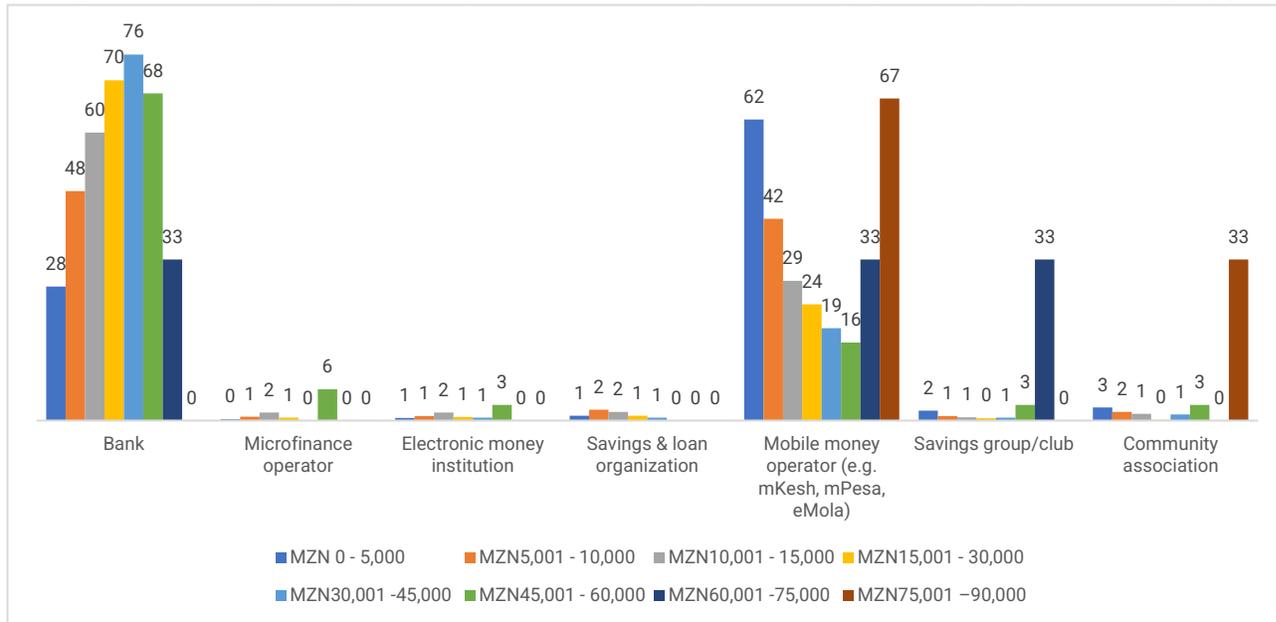
Chapter E: Financial Literacy Score

E1. How is the Score calculated

For Overall Financial Literacy (Total Score – 20)

In assessing overall financial literacy, three key dimensions are considered: Financial Knowledge, Financial Attitude, and Financial Behavior. Each dimension is scored individually, contributing to an overall score ranging from 0 to 20.

- Financial Knowledge: This dimension measures individuals' understanding of financial concepts and principles. The knowledge score is calculated based on the number of correct responses to seven financial knowledge questions. The score ranges between 0 and 7, reflecting the extent of an individual's financial knowledge.

- Financial Attitude: This dimension assesses individuals' attitudes towards financial matters. The attitude score is derived from, where respondents provide their agreement or disagreement with three statements. The average response across the two attitude questions is computed, resulting in a score ranging from 0 to 4. This score reflects the overall attitude towards financial decisions and behaviors.

- Financial Behavior: This dimension evaluates individuals' financial behaviors and actions. The behavior score is determined by counting the number of "financially savvy" behaviors exhibited by individuals. These behaviors include budgeting, active saving, avoiding borrowing to meet expenses, selecting appropriate financial products, staying informed about financial affairs, working towards financial goals, making informed purchases, and paying bills on time. The behavior score ranges from 0 to 9, indicating the level of positive financial behaviors practiced by individuals.

  A comprehensive assessment of overall financial literacy is obtained by considering these three dimensions—financial knowledge, financial attitude, and financial behavior. The overall score, ranging from 0 to 20, provides an indication of an individual's level of financial literacy and proficiency in managing financial matters.

For Digital Financial Literacy (Total Score – 10)

Digital financial literacy is assessed based on three components: knowledge, attitude, and behavior.

- ***The knowledge component*** of the digital financial literacy score measures the number of correct responses to three questions, with a score ranging from 0 to 3.

- **The attitudes component** of the digital financial literacy score counts the number of "savvy" attitudes reflected in three statements, with a score ranging from 0 to 3.

- **The behavior component** of the digital financial literacy score counts the number of "savvy" behaviors demonstrated in four statements, with a score ranging from0 to 4.

E2. Financial Knowledge Score – Country and Gender

In this survey, the overall Financial Knowledge Score[12] is 3.62, which represents 51.69% of the maximum score. The findings indicate a relatively low understanding among adults regarding the impact inflation has on spending power and the implications of compounding. However, adults demonstrated some understanding and ability to identify interest-related aspects, as well as comprehend the relationship between risk and reward.

Figure 155: FL Knowledge Score - Understanding (%age)
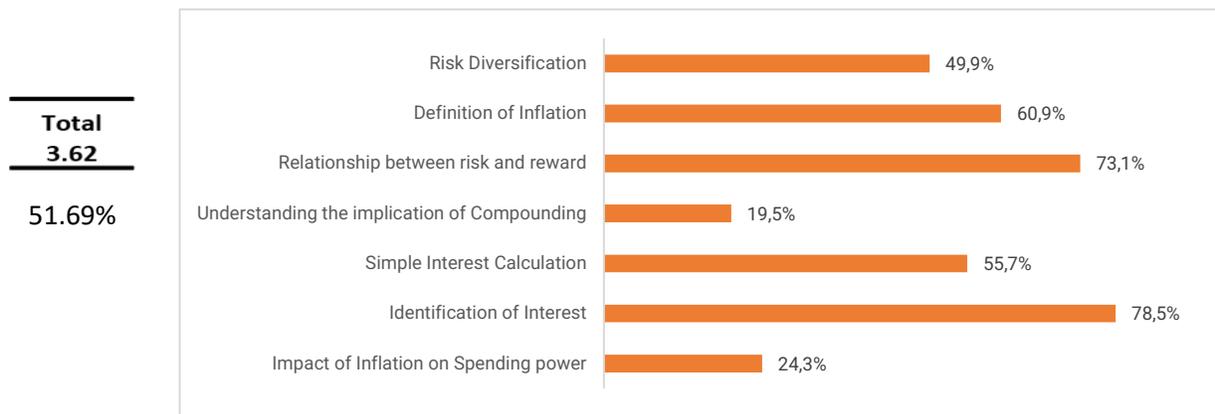
Differences between males and females were observed in the knowledge aspects related to defining and understanding inflation, risk, and reward, and identifying interest rate. Rural adults demonstrated a lower understanding of inflation and risk and reward concepts compared to their urban counterparts. In terms of regional variations, Inhambane province received the lowest knowledge score of 2.84, while Maputo City had the highest score of 3.94. These findings highlight the need for targeted interventions to improve financial knowledge, particularly in rural areas and specific regions with lower scores.

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[12] Excluding Cabo Delgado

Male	Female
3.71	3.53
53.07	50.38

Figure 156: Fl Knowledge Score - Male Vs. Female (%age)

Category	Female (%age)	Male (%age)
Risk Diversification	49,1%	50,9%
Definition of Inflation	58,5%	63,4%
Relationship between risk and reward	71,2%	75,0%
Understanding the implication of Compounding	19,3%	19,7%
Simple Interest Calculation	54,4%	57,1%
Identification of Interest	76,5%	80,5%
Impact of Inflation on Spending power	23,7%	24,9%
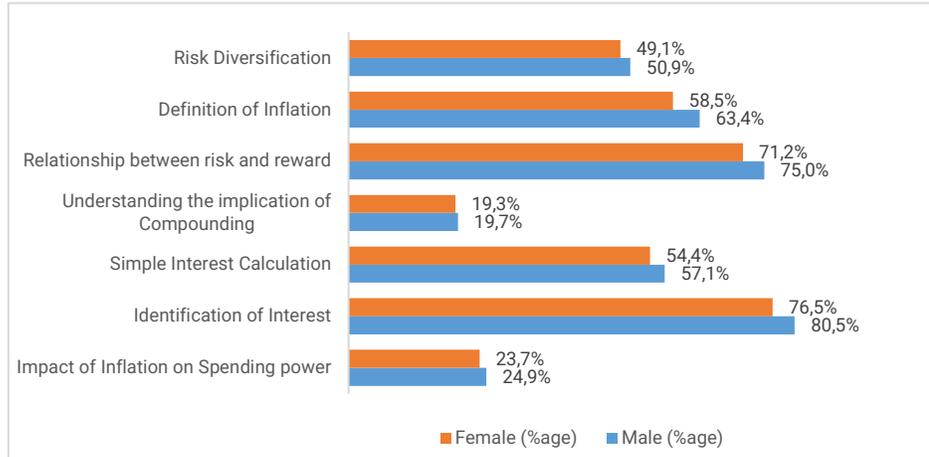
E3: Financial Knowledge Score – Employment and Spatial

This section examines the analysis of the financial literacy (FL) knowledge score based on employment status, and spatial factors such as rural and urban areas. The knowledge scores for rural and urban areas appear to be similar, with a score of 3.57 for rural areas and 3.69 for rural areas.

Similarly, a minimal difference in FL scores is observed amongst the employed and not employed individuals. These findings suggest that there is a consistent level of financial literacy knowledge across different employment statuses and spatial factors.

Figure 157: FL Knowledge Score - Rural Vs. Urban (%age)

Rural	Urban
3.57	3.69
51.06%	52.67%

Category	Urban	Rural
Risk Diversification	46,5%	52,10%
Definition of Inflation	64,5%	58,60%
Relationship between risk and reward	74,8%	71,96%
Understanding the implication of Compounding	20,2%	19,10%
Simple Interest Calculation	55,2%	56,07%
Identification of Interest	80,7%	77,06%
Impact of Inflation on Spending power	26,9%	22,6%

Figure 158: FL Knowledge Score – Employed Vs. Not Employed (%age)

Nao Trabalha	Trabalha
3.31	3.86
55.14%	47.26%
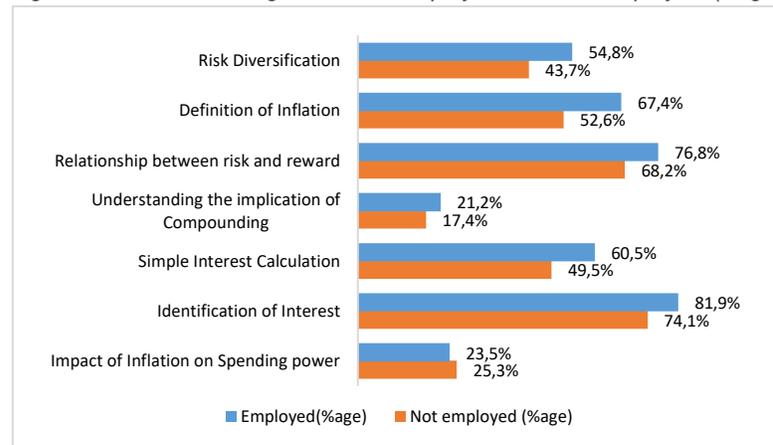
The FL score across the provinces provides an interesting insight. Inflation seems to have a relatively lowimpact across most provinces, except for Sofala, Gaza, Maputo, and Maputo City, where it ranges from 36% to 38%. In terms of understanding of the definition of inflation, respondents from Tete province demonstrate the highest understanding at 74%, while that of Manica and Inhambane have the lowest understanding at 43%. Knowledge of interest rates and their application is generally highest amongst respondents across all provinces, while the understanding more complex concepts such as compounding is the least.

Table 8:: Financial Literacy Knowledge Score- Understanding

Financial Literacy Knowledge Score - Understanding (%)	Niassa	Nampula	Zambezia	Tete	Manica	Sofala	Inhambane	Gaza	Maputo Provincia	Cidade de Maputo
Impact of Inflation on Spending power	23%	24%	10%	25%	23%	36%	15%	38%	34%	37%
Identification of Interest	82%	68%	84%	79%	86%	75%	73%	77%	85%	86%
Simple Interest Calculation	63%	54%	76%	49%	62%	50%	39%	41%	41%	54%
Understanding the implication of Compounding	22%	17%	24%	28%	27%	20%	9%	9%	38%	26%
Relationship between risk and reward	65%	74%	79%	61%	81%	70%	68%	66%	80%	74%
Definition of Inflation	60%	58%	74%	70%	43%	57%	43%	50%	58%	76%
Risk Diversification	45%	50%	67%	55%	46%	46%	37%	38%	42%	40%

The FL knowledge score across the provinces is generally similar; with Zambezia having the highest score, (4.15) and Inhambane having the lowest score (2.84). However, the scores do not differ by more than 1 point amongst the other provinces. Therefore, further exploration is needed to assess the possible reasons for the lower score in Inhambane.

Table 9: Financial Literacy Knowledge Score- Understanding (%)

	Niassa	Nampula	Zambezia	Tete	Manica	Sofala	Inhambane	Gaza	Maputo Provincia	Cidade de Maputo
FL Score	3.59	3.45	4.15	3.67	3.67	3.54	2.84	3.20	3.80	3.94
%	51.33%	49.24%	59.28%	52.43%	52.49%	50.63%	40.61%	45.73%	54.25%	56.28%

E4 Financial Attitude Score

The survey obtained an attitude score of 2.20 out of 4 (55.11%). The difference between males and females, as well as between rural and urban, was not significant. The attitude also aligns with the adults savings habit previously mentioned. The statement "Money is there to be spent" received the lowest score among the attitudinal questions.

Figure 159: FL Attitude Score

	Financial Knowledge	Financial Attitude	Financial Behaviour	Financial Literacy
Score	3,62	2,20	4,47	10,30
%age	51,69%	55,11%	49,69%	51,48%
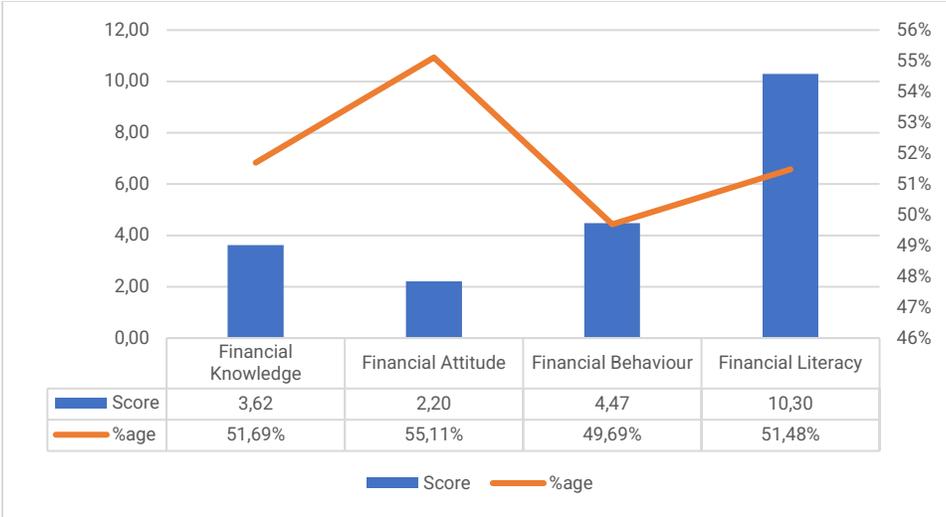
E5 Financial Behaviour Score

The overall Financial Behavior score is 4.47 out of 9 (50%). The lowest score was obtained in the category of financial product choice and awareness, with a score of 18%. This was followed by setting financial goals, which scored 46%. On the other hand, the highest score was achieved in various active savings and purchasing behavior.

Total
4.47

Figure 160: FL Behavioral Score - Overall

50.00%

	Day to Day financial decision making	Various forms of active savings	Self reliance approach to make ends meet	Financial Product awareness, choice and influence aspects	Purchasing behaviour	Timely payments	Monitoring financial affairs	Setting financial goals
Total	0,64	0,74	0,54	0,36	0,73	0,50	0,50	0,46
Total (%age)	64%	74%	54%	18%	73%	50%	50%	46%
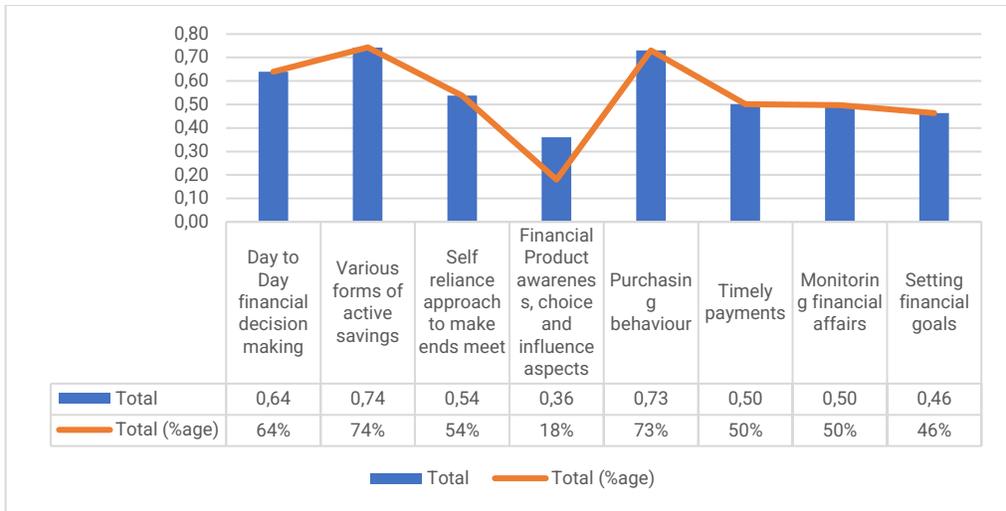
There is no significant difference in behavioral scores between overall males and females and between rural and urban areas. A significant difference is observed between the employed and not formally employed sample groups.

Figure 161: FL Behavioural Score - Female Vs. Male
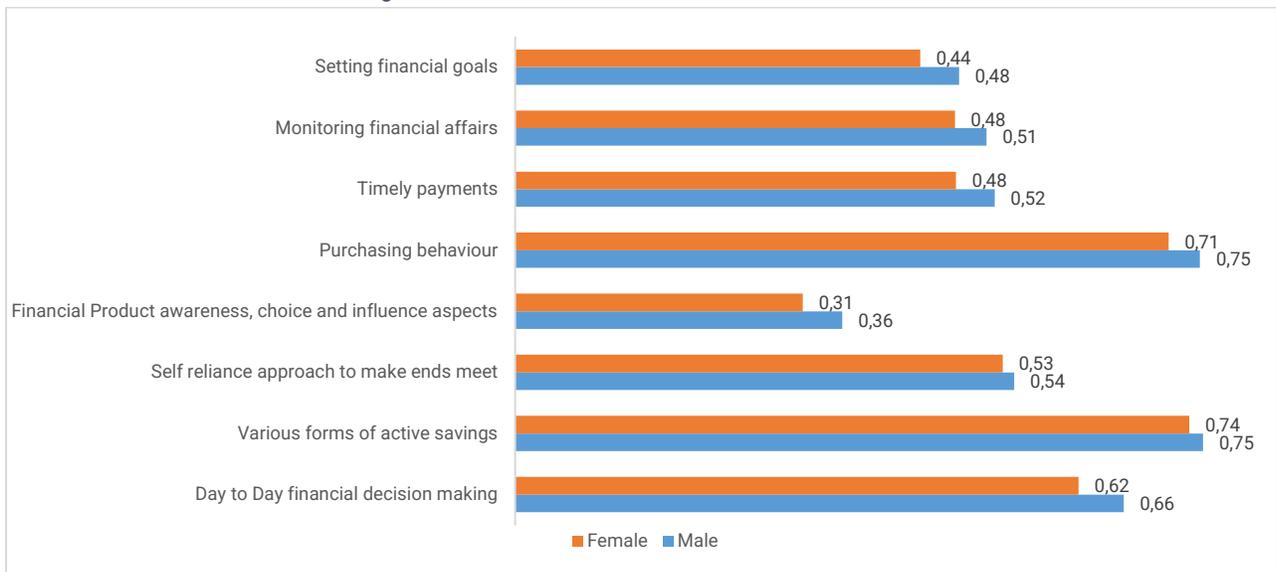
Figure 162: FL Behavioural Score - Urban Vs. Rural

	Urban	Rural
Setting financial goals	0,47	0,46
Monitoring financial affairs	0,50	0,49
Timely payments	0,50	0,50
Purchasing behaviour	0,75	0,72
Financial Product awareness, choice and influence aspects	0,38	0,31
Self reliance approach to make ends meet	0,54	0,54
Various forms of active savings	0,76	0,73
Day to Day financial decision making	0,65	0,63
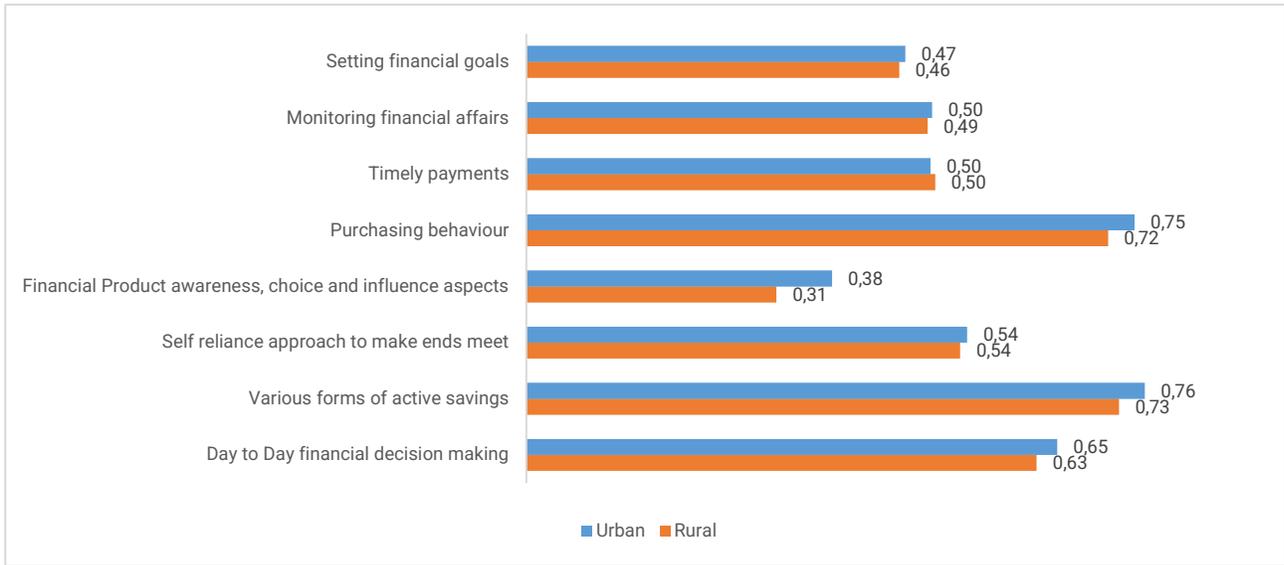
E6: Mozambique Financial Literacy Score

The overall Financial Literacy score for the adults surveyed is 10.30, equivalent to 51.48%. The lowest score was obtained in the financial behavior dimension, with a score of 49.7%. Conversely, the highest score was achieved in financial attitude dimension, scoring 55%.

Figure 163: Financial Literacy Score - Mozambique

	Financial Knowledge	Financial Attitude	Financial Behaviour	Financial Literacy
Score	3,62	2,20	4,47	10,30
%age	51,69%	55,11%	49,69%	51,48%

Figure 164: Financial Literacy Score – Male
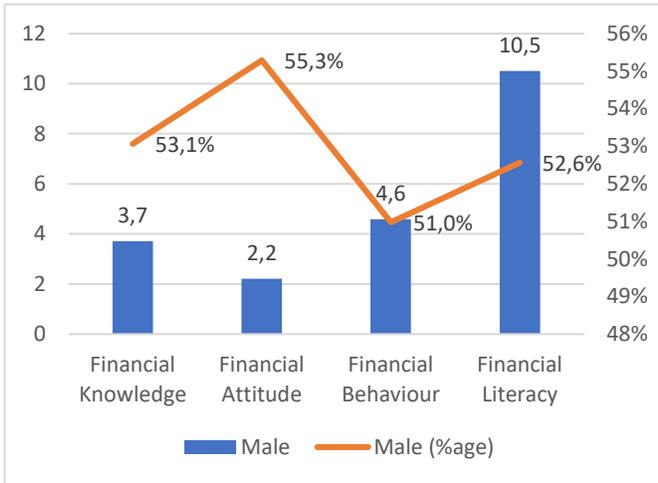
Figure 165: Financial Literacy Score - Female
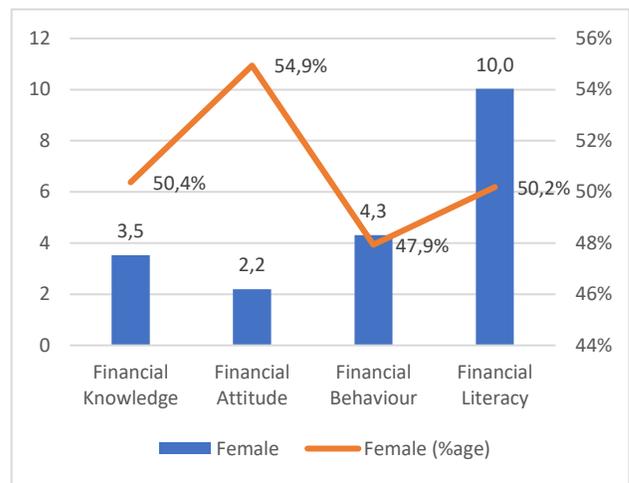
Table 10: Total Literacy Score, by gender, employment status and geographical areas

Dimention	Male		Female		With formal employment		Without formal employment		Rural		Urban	
Financial Knowledge	3.71	53.07%	3.53	50.38%	3.31	47.26%	3.86	55.14%	3.57	51.06%	3.69	52.67%
Financial Attitude	2.21	55.29%	2.20	54.94%	2.24	55.93%	2.18	54.47%	2.19	54.85%	2.22	55.52%
Financial Behaviour	4.59	50.98%	4.31	47.94%	3.77	41.94%	5.02	55.75%	4.38	48.66%	4.55	50.60%
Financial Literacy	10.51	52.57%	10.04	50.19%	9.32	46.60%	11.06	55.28%	10.15	50.74%	10.46	52.31%

There is a slight difference of around 2 percentage points in the overall scores between males and females,, with males' scores higher. In terms of specific dimensions, there is approximately a 3-percentage point difference, with males having higher scores in both knowledge and behavior.

Among the different age groups, the 65+ years age group and the 15-24 years age group obtained the lowest literacy scores, with 8.7 and 9.7, respectively. On the other hand, the age group between 25-49 years achieved the highest scores across all dimensions of financial literacy.

Figure 166: FL Score – Employed
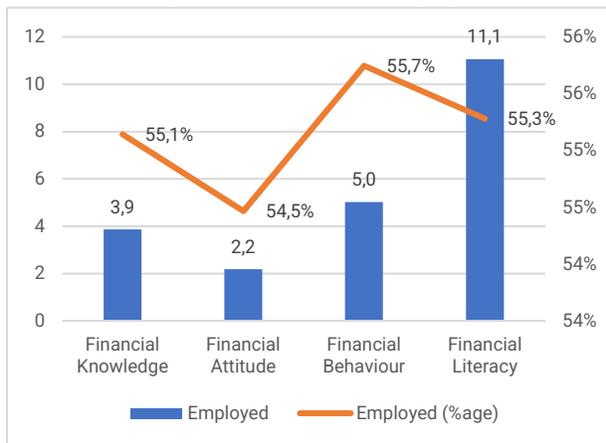
Figure 167: FL Score – Not formally Employed
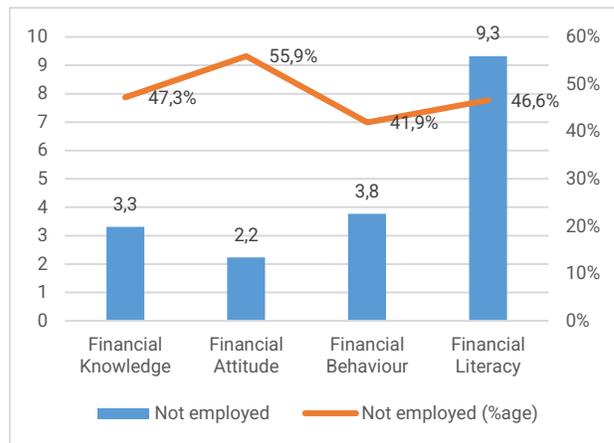
Figure 168: Financial Literacy Score – Rural
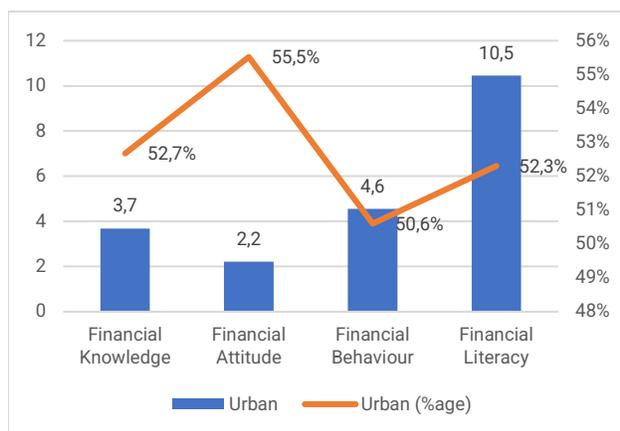
Figure 169: Financial Literacy Score – Urban
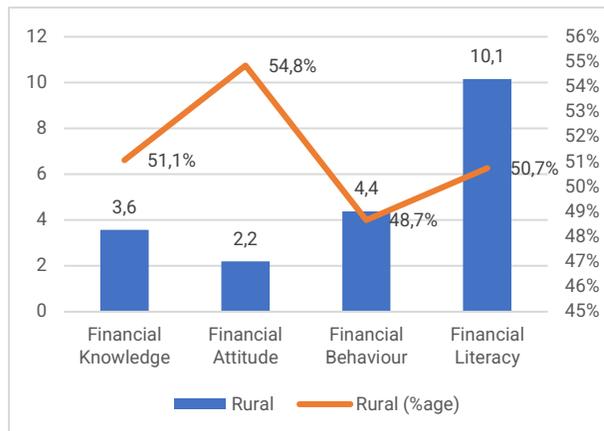
Table 11: Province-wise Financial Literacy Score

Province	Financial knowledge	Financial attitude	Financial behaviour	Financial literacy
Maputo city	3.8	2.3	4.7	10.9
Gaza	3.2	2.4	4.5	10.1
Inhambane	2.8	2.4	4.5	9.8
Manica	3.7	2.3	4.2	10.2
Maputo province	3.6	2.5	4.6	10.7
Nampula	3.4	2.0	4.4	9.9
Niassa	3.6	2.1	3.7	9.4
Sofala	3.5	2.1	4.3	9.9
Tete	3.7	2.5	4.0	10.1
Zambézia	4.1	2.0	4.9	11.1
Total	3.6	2.2	4.4	10.3

Table 12: Male Vs Female Literacy Score

Item	Female	Male	Significance
Financial knowledge	3.5	3.7	***
Financial attitude	2.2	2.2	
Financial behaviour	4.3	4.6	***
Financial literacy	10.0	10.5	***

*,**,*** significant at 10%, 5% and 1%, respectively

Niassa province obtained the lowest financial literacy score of 9.4, followed by Inhambane and Nampula province. On the other hand, the top three provinces with the highest scores are Zambezia (11.1), Maputo City (10.9) and Maputo Province (10.7).

When considering the monthly income of the adult population, those with the lowest monthly income range (0-5,000 MZN) had the lowest financial literacy scores. However, as the income increased, so did the literacy scores, with those with 15,000 MZN and above achieving scores above 12. The outlier is adults with monthly incomes 75,001 – 90,000 MZN which had a financial literacy score of 8.48.

Table 13: Income-wise Financial Literacy Score

Income	MZN 10,001 - 15,000	MZN 5,001 - 10,000	MZN 0 - 5,000	MZN 15,001 - 30,000	MZN30,001 - 45,000	MZN45,001 - 60,000	MZN60,001 - 75,000	MZN 75,001 - 90,000	Refused to answer

Financial knowledge	4.2	3.8	3.3	4.5	4.5	4.6	4.7	3.3	3.1
Financial attitude	2.1	2.1	2.3	2.1	2.2	2.2	2.7	2.0	2.2
Financial behaviour	5.4	4.9	3.8	5.9	5.8	5.7	4.8	3.2	3.9
Financial literacy	11.7	10.8	9.4	12.5	12.4	12.5	12.1	8.5	9.3

Table 14: Education level wise Literacy Score

Schooling	Financial knowledge	Financial attitude	Financial behaviour	Financial literacy
Adult literacy	3.08	2.08	3.86	9.02
Complete Post-University	4.60	2.28	5.88	12.76
Complete Primary Education	3.41	2.24	3.94	9.59
Complete Secondary Education	3.96	2.14	4.89	10.99
Do not know	2.11	2.29	2.41	6.80
Full University/Polytechnic	4.38	2.15	5.85	12.38
Incomplete Primary Education	2.85	2.30	3.40	8.55
Incomplete Secondary Education	3.46	2.25	4.12	9.84
No Formal Education	2.36	2.43	2.90	7.68
Post-University Incomplete	4.42	2.23	5.58	12.24
Pre school	2.52	2.26	2.90	7.69
Refused to answer	1.50	2.47	2.14	6.11
Technical/Vocational Education in addition	4.33	2.05	5.58	11.95
University/Polytechnic Incomplete	4.20	2.11	5.57	11.88

Table 15: Employment-wise Literacy Score

Item	Financial knowledge	Financial attitude	Financial behaviour	Financial literacy
Self-employed [works on his own]	3.4	2.2	4.1	9.8
In paid employment [work for someone els	3.9	2.2	5.0	11.0
Looking for work	3.5	2.2	3.7	9.4
Taking care of the house	3.0	2.3	2.9	8.2
Cannot work on disability	2.2	2.2	2.4	6.8
Retired	3.4	2.2	3.5	9.2
Student	3.3	2.3	3.1	8.7
Unable to work due to illness or health	2.4	2.4	2.6	7.3
Not working and not looking for work	2.7	2.4	2.3	7.4
In the learning phase-Internship	3.5	1.9	3.4	8.7
Refused to answer	2.1	2.4	2.3	6.8

In terms of education level, adults who had only attended preschool obtained the lowest financial literacy score of 7.69. However, as the education level increased, the scores also improved, indicating that higher education level is an important aspect to achieve full financial literacy. When considering employment status, individuals who were not working, unable to work or undertaking housework had the lowest financial literacy scores. Conversely, adults who were in paid employment had the highest financial literacy score of 11, closely followed by self-employed adults with 9.76 scores. This suggests that being actively engaged in paid employment contributes positively to financial literacy levels.

E7: Digital Financial Literacy Score

The Digital Financial Literacy score, at 36.70%, is notably lower compared to the overall Financial Literacy score of around 50%. This highlights the urgent need for accelerating digital financial services in the country accompanied by comprehensive education initiatives. It is worth noting that the knowledge component received the lowest score within the Digital Financial Literacy assessment. Furthermore, males demonstrated higher digital literacy scores compared to females, with a marginal difference of 2%. Similarly, there was a slight 2% disparity between urban and rural areas in terms of digital literacy levels.

Figure 170: DFL Score - All Respondents
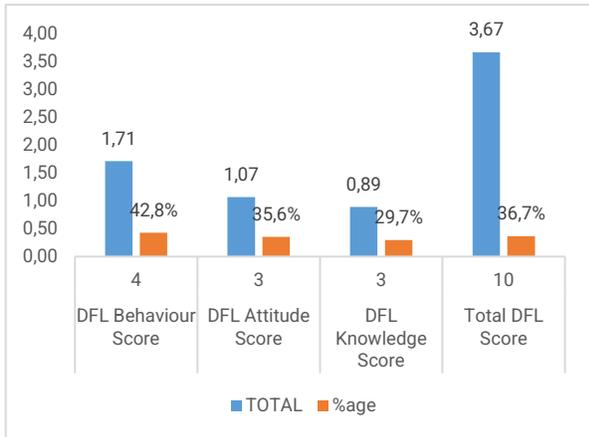
Figure 171: DFL Score - Female Vs Male
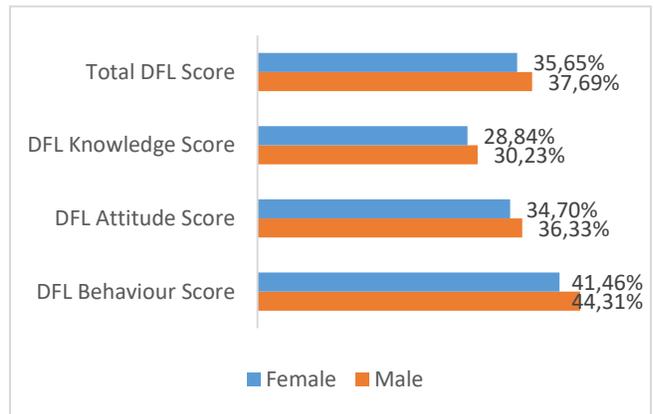
Figure 172: DFL Score - Employed Vs Not Formally Employee
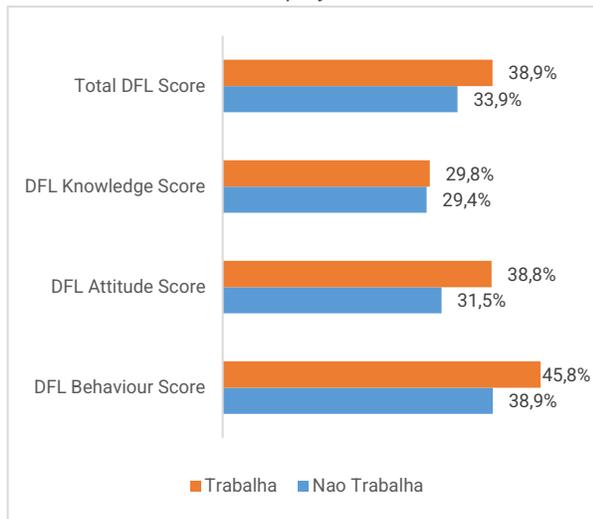
Figure 173: DFL Score - Rural Vs. Urban
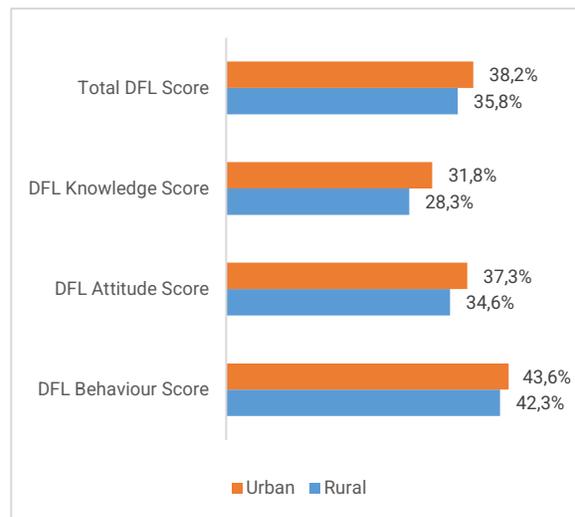
E8: Digital Financial Literacy

When it comes to sharing personal financial information, a significant portion of adults, 55%, stated that they never share their bank account passwords and PINs with their closest friends. Conversely, only 8.6% of the adults reported that they always or occasionally share this information with their closest friends. Similarly, almost half of the adults, 49.2%, stated that they never share information about their personal finances publicly online.

When it comes to online security practices, only 21.1% of the adults fully agreed or agreed that they regularly change passwords on websites they use for online shopping and personal finance. In contrast, a considerable 45.9% of the adults disagreed or completely disagreed with the statement, indicating that they do not regularly change passwords for online finance activities.

Regarding the digital environment and privacy considerations, 28.4% of the adults fully agreed or agreed that they do not consider it important to read the terms and conditions when making online purchases. Additionally, only 21.1% of adults always or often checked before buying a financial product online, whether the provider is regulated in their country.

Furthermore, a notable 42.1% of the adults fully agreed or agreed that they are more likely to read the fine print of a contract if it presented on paper than in digital format. When it comes to the usage of public Wi-Fi networks for online shopping, 41.4% of the adults disagreed with the statement that it is safe to do so, while only 19.4% fully agree or agree with it. Additionally, 37.1% of the adults fully agreed or agreed that it is important to pay attention to the security of a website before making an online transaction.

Figure 174: Country regulation check before buying financial product online.

Before buying a financial product online, check if the provider is regulated in your country
- Do not know: 12,4%
- Never: 29,5%
- Seldom: 12,4%
- Some of the time: 15,0%
- Often: 9,5%
- Always: 11,6%
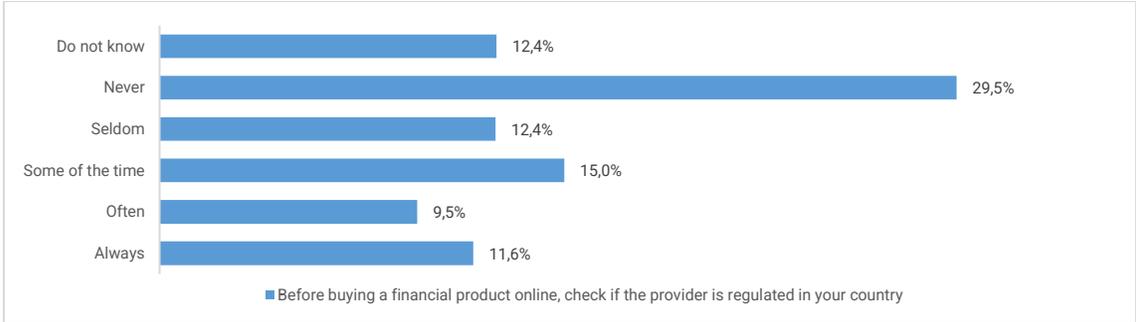
Figure 175: Contract format (Paper Vs Digital)

You are more likely to read the fine print of a contract if it is on paper than in digital format
- Do not know: 15,5%
- I completely disagree: 3,7%
- Disagree: 24,3%
- Neither Agree nor Disagree: 13,9%
- Agree: 34,5%
- I fully agree: 7,6%
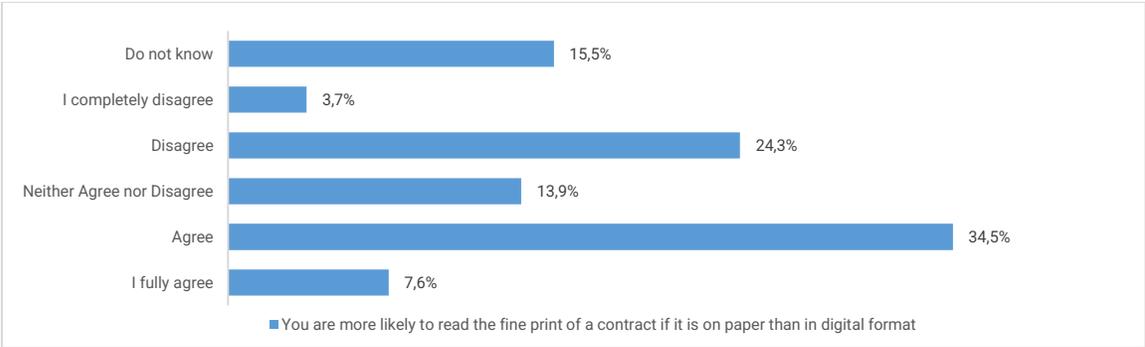
Figure 176: Safety of shopping online using public Wi-Fi networks

Response	Percentage
Do not know	21%
I completely disagree	6%
Disagree	35%
Neither Agree nor Disagree	17%
Agree	17%
I fully agree	3%

■ Do you think it is safe to shop online using public Wi-Fi networks (e.g. in cafes, airports, shopping malls)
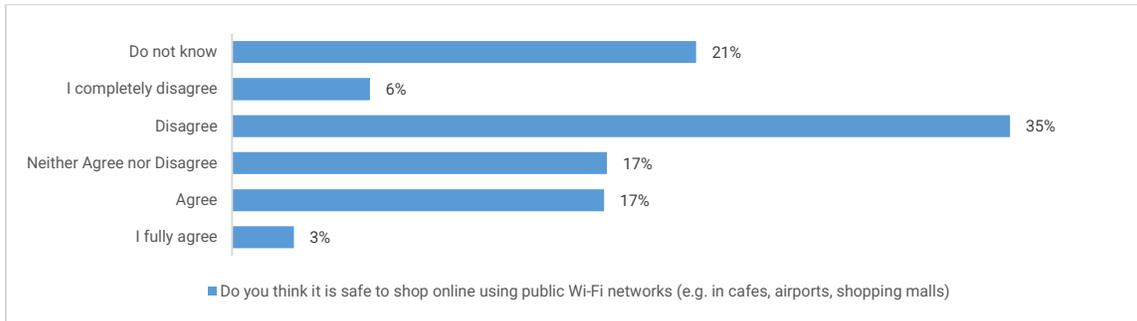
Figure 177: Sharing information about personal finances publicly online

Response	Percentage
Do not know	10,3%
Never	49,2%
Seldom	11,8%
Some of the time	11,0%
Often	6,3%
Always	3,3%

■ You share information about your personal finances publicly online (e.g. on social media)
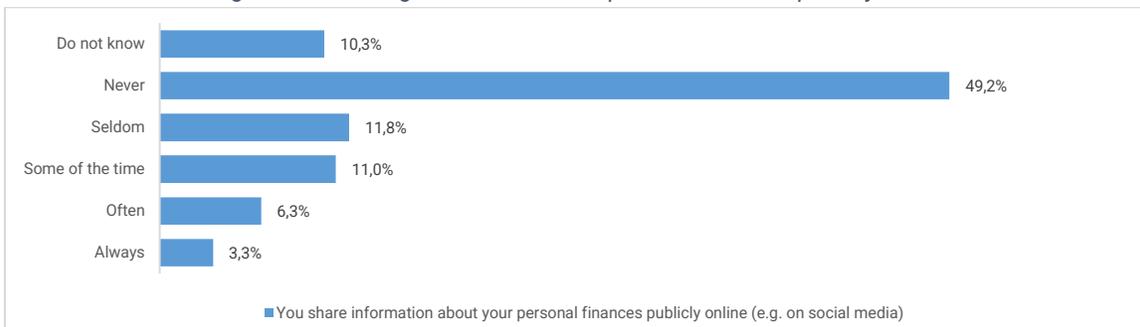
Figure 178: Sharing bank account passwords and PINs with closest friend

Response	Percentage
Do not know	17,0%
I completely disagree	6,6%
Disagree	39,3%
Neither Agree nor Disagree	15,0%
Agree	17,7%
I fully agree	3,4%

■ You regularly change passwords on websites you use for online (electronic) shopping and personal finance
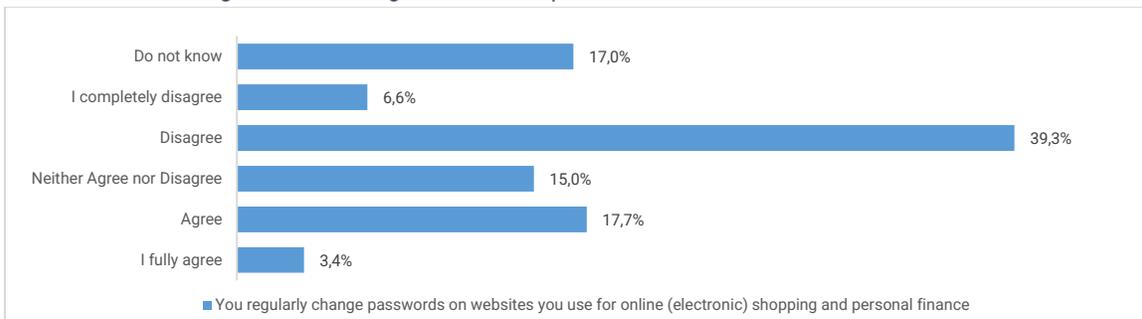
Figure 179: Website security before making online transaction

Response	Percentage
Do not know	5,4%
Never	55,0%
Seldom	13,1%
Some of the time	12,2%
Often	5,6%
Always	3,0%

■ You share your bank account passwords and PINs with your closest friends
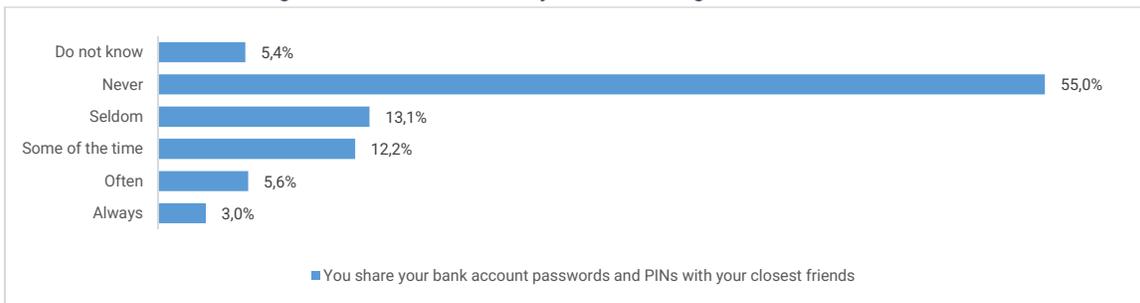
Figure 180: Password changes on websites for online shopping and personal finance

E9: Comparison to Earlier Survey Findings

African countries, including Malawi and Nigeria, among others, have undertaken financial literacy surveys. However, the data from these surveys is not being compared to the fact that they are more than 3 years old.

South Africa

On financial decision-making, we found that about a third (36%) managed household finances, with another third making financial decisions jointly with someone else while a third stated that they did not make such decisions on finances. A fifth (19%) of all adult South Africans said that they always set long-term financial goals and work hard to achieve them in 2020. Around half (48%) of the adult population reported they set long-term goals often or some of the time and only a minority (30%) said that they set such goals infrequently or never. In terms of savings behavior, more than two-fifths (44%) of adult populace have not been saving actively.

The index was labelled the 'Financial Knowledge Domain' and was scored on a 0 to 100 scale; the mean score on the domain was 51 (SE=0.734) in 2020. The average South African scored 51 (SE=0.537) on the Financial Literacy Index in SASAS 2020.

Table 16: Financial Literacy Score

Countries	Number of participants	Financial Literacy Score	Knowledge	Behavior	Attitude
Austria	1418	14.4	5.3	6	3.1
Bulgaria	1047	12.3	4.1	5.3	2.9
Colombia	1200	11.2	3.8	4.8	2.6
Croatia	1079	12.3	4.5	5	2.8
Czech Republic	1003	13	4.5	5.3	3.1
Estonia	1005	13.3	4.9	5.3	3.1
Georgia	1056	12.1	4.5	5.1	2.5
Germany	1003	13.9	5.2	5.7	3.1
Hong Kong, China	1002	14.8	6.2	5.8	2.9
Hungary	1001	12.3	4.6	4.5	3.3
Indonesia	1000	13.3	3.7	6.3	3.3
Italy	2036	11.1	3.9	4.2	3
Korea	2400	12	4.6	5.4	3.1
Malaysia	2818	12.5	3.7	6.1	2.7
Moldova	1074	12.6	4	5.5	3.1

Countries	Number of participants	Financial Literacy Score	Knowledge	Behavior	Attitude
Montenegro	1030	11.5	4.1	4.7	2.6
Peru	1205	12.1	4.1	5.1	2.9
Poland	1000	13.1	5	5.5	2.6
Portugal	1480	13.1	4	5.9	3.2
North Macedonia	1076	11.8	3.9	5.1	2.8
Romania	1060	11.2	3.5	5	2.7
Russia	83478	12.5	4.8	4.9	2.8
Slovenia	1019	14.7	4.8	6.3	3.6
France	2155		4.8		
Malta	1013	19.3	2.2	5.2	2.8
Thailand	111129		3.9		3.9
Average		12.6	4.4	5.3	3
Average (OECD-12)		13	4.6	5.3	3.1

Source: OECD/INFE 2020 International Survey of Adult Financial Literacy

The financial literacy score of various countries from the OECD/INFE 2020 International Survey of Adult Financial Literacy are mentioned in the table above. Though it does not cover African countries, it does provide a reference benchmark to other continents and countries. Comparing Mozambique Financial literacy scores with the above countries, Mozambique has the scores of - Knowledge – 3.62, Attitude – 2.2, Behavior – 4.47 and Financial Literacy – 10.3, which is lower than the countries mentioned in the above list.

E10: Using regression model – determinants of Financial Literacy[13]

Empirical strategy

This study also intends to identify factors affecting the financial literacy levels in Mozambique including those affecting:
  i)   Access to financial services;
  ii)   Budgeting and saving behavior;
  iii) Financial planning for older age; and
  iv)   Financial literacy score itself.

Various empirical models can be considered for identifying the determinants of a specific dependent variable depending on the type of data available and, more importantly, the type of outcome variable (whether it is continuous or discrete) available. While access to financial services, budgeting and saving behavior, and financial planning for older age fall under discrete outcome variables, the financial literacy index is estimated as a continuous variable varying from 0 to 20.

On the one hand, various models are often employed to identify determinants of a discrete outcome variable including (i) Probit and Logistic regressions; (ii) Multinomial Logistic and Probit regressions; and

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[13] Reference
(Chirwa, 2014). DOI: https://docplayer.net/103358945-Malawi-baseline-financial-literacy-and-consumer-protection-household-survey.html
(Long, 2006)

(iii) Ordered Probit and Logistic regressions. Probit and Logistic regressions are used to model the relationships between dichotomous or binary outcome variables and a set of socio-economic characteristics. Multinomial logistic and probit regressions are employed to estimate relationships between a categorical dependent variable and a set of independent variables, but this is not applicable to cases of the ordinal dependent variables as it ignores the order of the variable. Ordered probit and logistic regressions are like multinomial regressions except that ordered models consider the order of the categorical dependent variable. They are used to estimate relationships between an ordinal outcome variable and a set of independent variables.

As such, *Probit/Logistic regression will be employed to identify determinants of access to financial services*, budgeting and saving behavior, and financial planning for older age, which are binary outcome variables.

Alternatively, this study will create terciles (low, medium, and high) of the financial literacy score and then, perform ordered probit/logistic regressions. The probability that respondent i will fall under j level (low, medium, and high) is:

$$p_{ij} = p(y_i = j) = \emptyset(x'_{ij}\beta)$$

Where *x* refers to a list of regressors which respondents financial and behavioral traits, household wealth and welfare indicators and respondent/household demographic characteristics.

Table 17: Distribution of the financial literacy scores across the terciles

Terciles	Minimum	Mean	Maximum	Median
First tercile	1.60	6.80	9.07	7.20
Second tercile	9.09	10.42	11.78	10.40
Third tercile	11.80	13.56	18.20	13.27

In this study, probit and logistic regression techniques are utilized to identify the factors that influence binary outcome variables, while ordered probit and logistic regression are employed to analyze the determinants of the ordinal outcome variables. It is important to note that probit and logistic regressions are important, with the main difference lying in the interpretation of the coefficients. Therefore, the study primarily utilizes probit regressions for its analysis.

Table 18: List of the independent variables considered in the regressions.

Variable	Type	Description
Sector	Dichotomous	Measured as dummy equal 1 if respondent resides in urban area and 0 for respondent residing rural area.
Employment status	Dichotomous	Measured as dummy equal 1 for respondent with formal employment and 0 for respondent without formal employment.
Household size	Continuous	Number of people in the household.
Age	Categorical	Measured as categorical variable (age group): 1 for 15 - 24 years old; 2 for 25 - 34 years old; 3 for 35 - 49 years old; 4 for 50 - 64 years old; and 5 for 65+ years old.
Gender of respondent	Dichotomous	Measured as a dummy equal to 1 if male respondent and equal to zero if female respondent
Education	Categorical	Highest level of the education completed: 1 for pre-school; 2 for Primary school incomplete; 3 for Primary school complete; 4 for Secondary school incomplete; 5 for Secondary school complete; 6 for technical/vocational

		Measured as marital status of respondent: 1 for Married; 3 for Single; 4 for separated; 5 for divorced; 6 for living with partner; and 7 for Widowed.
		education beyond secondary school; 7 for University/Polytechnic incomplete; 8 for University/Polytechnic complete; 9 for post-university complete; 10 for post-university incomplete; 11 for Adult literacy; 12 for no formal education.
Marital status	Categorical	Measured as marital status of respondent: 1 for Married; 3 for Single; 4 for separated; 5 for divorced; 6 for living with partner; and 7 for Widowed.
Respondent currently has a bank account	Dichotomous	Measured as dummy equal to 1 if respondent currently has a bank account and equal to zero otherwise.
Respondent currently has insurance	Dichotomous	Measured as dummy equal to 1 if respondent currently has an insurance and equal to zero otherwise.
Respondent has been saving money or putting money aside in the past 12 months	Dichotomous	Measured as dummy equal to 1 if respondent currently saving money and equal to zero otherwise.
Respondent got a loan or borrowed money in the last 12 months	Dichotomous	Measured as dummy equal to 1 if respondent got a loan and equal to zero otherwise.
Respondent is confident he/she has done good job of making financial plans for his/her retirement	Dichotomous	Measured as dummy equal to 1 if respondent is confident, one has done decent job of making financial plans for their retirement and equal to zero otherwise.
Monthly income of the respondent	Categorical	Measured as categorical variable: 1 for MZN 0 - 5,000; 2 for MZN 5,001 - 10,000; 3 for MZN 10,001 - 15,000; 4 for MZN15,001 - 30,000; 5 for MZN 30,001 -45,000; and 6 for more than MZN 45,000.
Province	Categorical	Measured as categorical variable: 1 for Niassa; 3 for Nampula; 4 for Zambezia; 5 for Tete; 6 for Manica; 7 for Sofala; 8 for Inhambane; 9 for Gaza; 10 for Maputo Province; and 11 for Maputo city.

Determinants of financial literacy: *impact of inflation on spending power, identification of interest, definition of inflation and risk diversification*

Table 19 displays the results of probit regression analysis, examining the likelihood of individuals having the correct financial knowledge on various aspects in Mozambique, including the impact of inflation on spending power, identification of interest, definition of inflation, and risk diversification. All the four models are validated by the statistically significant Chi-squared test statistic at the 1% level. The socio-economic characteristics account for a variation ranging from 1% in the Impact of inflation on spending power model to 8% in the Inflation model, in explaining the dependent outcome variable. It is important to note that the relatively low explanatory power is consistent with that found in similar studies (e.g., Chirwa and Mvula, 2014), but it is crucial to emphasize that explanatory power is not used as a validaon for the model.

Table 19: Financial Literacy Determinants- Impact of Inflation on spending power, identification of interest, definition of inflation and risk diversification

Variable	dy/dx			
	Impact of inflation on spending power	Identification of interest	Definition of inflation	Risk diversification
Sector (1=urban)	0.035*** (0.009)	0.024*** (0.008)	0.034*** (0.009)	-0.069*** (0.010)
Employment status (1 = respondent with formal employment)	-0.029*** (0.010)	0.036*** (0.009)	0.015 (0.011)	0.002 (0.011)
Household size	0.002 (0.002)	0.005*** (0.002)	0.002 (0.002)	-0.003* (0.002)
Age (reference category: 15 - 24 years old)				
25 - 34 years old	0.006 (0.011)	-0.017* (0.010)	0.008 (0.012)	-0.010 (0.013)

| Variable | dy/dx | | | |
	Impact of inflation on spending power	Identification of interest	Definition of inflation	Risk diversification
35 - 49 years old	-0.002 (0.012)	-0.046*** (0.012)	0.016 (0.013)	-0.012 (0.014)
50 - 64 years old	-0.027 (0.018)	-0.029* (0.017)	-0.002 (0.019)	-0.058*** (0.020)
65+ years old	-0.047** (0.024)	-0.053** (0.024)	-0.025 (0.028)	-0.015 (0.029)
Gender of respondent (1 = male)	0.012 (0.008)	0.017** (0.008)	0.011 (0.009)	-0.007 (0.009)
Highest level of the education attained (reference category: pre-school)				
Primary school incomplete	-0.003 (0.033)	0.084** (0.035)	0.057 (0.037)	0.071* (0.036)
Primary school complete	-0.006 (0.034)	0.147*** (0.035)	0.089** (0.038)	0.127*** (0.037)
Secondary school incomplete	0.013 (0.032)	0.156*** (0.034)	0.147*** (0.037)	0.134*** (0.036)
Secondary school complete	-0.005 (0.033)	0.149*** (0.035)	0.175*** (0.037)	0.191*** (0.037)
Technical/vocational education beyond secondary school	-0.008 (0.035)	0.165*** (0.037)	0.239*** (0.039)	0.203*** (0.039)
University/Polytechnic incomplete	0.039 (0.042)	0.128*** (0.043)	0.215*** (0.046)	0.212*** (0.046)
University/Polytechnic complete	-0.040 (0.038)	0.186*** (0.040)	0.290*** (0.044)	0.186*** (0.044)
Post-university complete	-0.017 (0.045)	0.120** (0.049)	0.323*** (0.050)	0.233*** (0.052)
Post-university incomplete	0.062 (0.069)	0.061 (0.070)	0.342*** (0.069)	0.169** (0.076)
Adult literacy	0.118 (0.100)	0.037 (0.093)	0.169* (0.096)	0.214** (0.102)
No formal education	-0.010 (0.038)	-0.028 (0.041)	0.046 (0.044)	0.032 (0.043)
Marital status (reference category: married)				
Single	0.016 (0.010)	0.018* (0.010)	0.036** (0.011)	-0.028** (0.012)
Separated	0.025 (0.025)	-0.111*** (0.026)	-0.002 (0.027)	-0.020 (0.029)
Living with partner	0.044*** (0.011)	-0.009 (0.011)	0.024** (0.012)	-0.014 (0.013)
Widowed	0.046 (0.028)	-0.036 (0.025)	-0.025 (0.029)	-0.075** (0.031)
Respondent currently has a bank account	0.044*** (0.011)	0.059*** (0.011)	0.068*** (0.012)	0.044*** (0.013)
Respondent currently has insurance	-0.043*** (0.013)	0.035*** (0.013)	0.097*** (0.015)	0.099*** (0.014)
Respondent has been saving money or putting money aside in the past 12 months	0.050*** (0.009)	0.012 (0.009)	0.019* (0.010)	0.011 (0.010)
Respondent got a loan or borrowed money in the last 12 months	0.009 (0.011)	-0.019* (0.011)	0.004 (0.012)	0.031** (0.013)
Respondent is confident he/she has done good job of making financial plans for his/her retirement	-0.001 (0.009)	0.023** (0.008)	0.059*** (0.009)	0.049*** (0.010)
Monthly income of the respondent (reference category: MZN 1 - 5,000)				
MZN 5,001 - 10,000	-0.026** (0.011)	-0.019* (0.010)	0.055*** (0.012)	0.038*** (0.012)
MZN 10,001 - 15,000	0.011 (0.016)	-0.016 (0.016)	0.069*** (0.018)	0.062*** (0.019)
MZN 15,001 - 30,000	-0.030* (0.018)	0.066*** (0.016)	0.100*** (0.021)	0.052** (0.022)
MZN 30,001 - 45,000	0.007 (0.038)	0.050 (0.034)	0.093** (0.044)	0.00003 (0.042)
More than MZN 45,000	-0.007 (0.069)	0.067 (0.057)	0.142 (0.072)	0.158** (0.076)
Number of observations	10988	10988	10988	10988
Prob>Chi2	0.000	0.000	0.000	0.000
Pseudo R2 (%)	1.17	4.78	7.93	4.55
*,**,*** significant at 10%, 5% and 1%, respectively Standard Error in parenthesis				

The model analyzing the impact of inflation on spending power reveals that residing in urban areas raises the probability of having correct knowledge about impact of inflation on spending power by 3.5 percentage

points compared to those residing in rural areas. Surprisingly, respondents with formal employment are associated with lower probability of having correct knowledge about the impact of inflation on spending power. The results show that being respondent with formal employment decreases the probability of having correct knowledge about the impact of inflation on spending power by 3 percentage points.

There is no significant difference between knowledge about the impact of inflation on spending power of respondents aged 25 - 64 years old and those aged 15 - 24 years old. However, respondents aged 65 and above display lower knowledge in this area. Specifically, being in the 65+ age group decreases the probability of having correct knowledge about the impact of inflation on spending power by 4.7 percentage points.

Another variable included the regression on impact of inflation on spending power is the highest education completed by respondents. The results show that there is no meaningful relationship between education completed by respondents and correct knowledge about the impact of inflation on spending power.

Moreover, the study found no significant difference between married respondents and those who are single, separated, and widowed. However, living with a partner, without a formal/traditional marriage, increases the probability of having correct knowledge about the impact of inflation on spending power by 4.4 percentage points.

Having a bank account and saving money were found to have a positive impact on the probability of having correct knowledge of the impact of inflation on spending power. Specifically, individuals who have a bank account have a4.4 percentage point higher probability of having correct knowledge, while those who save money have a 5-percentage point's higher probability. On the other hand, the presence of insurance among the respondents was associated with lower probability of having correct knowledge of impact of inflation on spending power. The results show that having insurance decreases the probability of having correct knowledge of the impact of inflation on spending power by 4.3 percentage points.

Finally, the findings reveal that reporting a monthly income within the range of 5,000 - 10,000 Meticais and 15,000 - 30,000 Meticais is associated with a decrease in the probability of having correct knowledge of the impact of inflation on spending power. Specifically, having a monthly income in the range of 5,000 - 10,000 Meticais is associated with a2.6 percentage point decrease in the probability, while having a monthly income in the range of 15,000 - 30,000 Meticais is associated with a 3-percentage point's decrease.

Regarding the knowledge on identification of interest, defining inflation, and risk diversification, the results show that residing in urban areas increases the probability of providing correct answers for identifying interest and defining inflation. On the other hand, individuals residing in rural areas have a higher probability of answering the risk diversification question correctly. Furthermore, respondents with formal employment have a 3.6 percentage point higher probability of providing a correct answer for identifying interest compared to those without formal employment.

The coefficient on the household size is not conclusive. The increase of one person in the household results in an increase in the probability of correct knowledge of identification of interest by 0.5 percentage points, whereas the same increase leads to decrease in the probability of correct knowledge of risk diversification by 0.3 percentage points.

Younger respondents were more likely to answer correctly to the question on identification of interest. There is no significant difference between the knowledge of inflation and age groups. The same is true for risk diversification, except that those respondents aged 50 - 64 years old were less likely to correctly answer the question on risk diversification as opposed to those aged 15 - 24 years old.

The results also show that education levels play a significant role in the probability of answering the identification of interest, definition of inflation and risk diversification questions correctly. The higher the education levels the higher is the probability of answering those questions correctly.

The results on the marital status appear to be inconsistent as single respondents were more likely to have correct knowledge of identification of interest and definition of inflation, but they appeared unlikely to answer correctly to risk diversification questions as opposed to married respondents.
Having a bank account and insurance plays a significant and positive role in the probability of having correct knowledge of identification of interest, definition of inflation and risk diversification questions correctly.

Receiving a loan or borrowing money does not appear to have a consistent effect on the probability of having correct knowledge of financial terms. Respondents who received or borrowed money were less likely to correctly answer the interest question, but they were more likely to have correct knowledge of risk diversification. One might argue that this is because the question captures two different questions in which might not take the same direction.
Saving or putting money aside increases the probability of having a correct answer to the inflation question by 2 percentage points.

Being confident about making good financial plans for retirement plays a significant and consistent role in the probability of having correct knowledge of identification of interest, definition of inflation and risk diversification. Respondents who reported being confident that they had done a decent job of making financial plans for their retirement are more likely to answer those three questions correctly.

Monthly income of respondents plays some role in the probability of having correct knowledge of identification of interest, definition of inflation and risk diversification. However, the results do not appear to be consistent when comparing those earning 5,000 - 10,000 to those earning 1 - 5000 Meticais. Higher income levels are associated with correct knowledge of the definition of inflation and risk diversification. This is not consistently observed for the interest question.

Having a bank account and insurance plays a significant and positive role in the probability of having correct knowledge of identification of interest, definition of inflation and risk diversification questions correctly.

Receiving a loan or borrowing money does not appear to have a consistent effect on the probability of having correct knowledge of financial terms. Respondents who received or borrowed money were less likely to correctly answer the interest question, but they were more likely to have correct knowledge of risk diversification. One might argue that this is because the question captures two different questions in one which might not take the same direction.

Saving or putting money aside increases the probability of having a correct answer to the inflation question by 2 percentage points.

Being confident about making good financial plans for retirement plays a significant and consistent role in the probability of having correct knowledge of identification of interest, definition of inflation and risk diversification. Respondents who reported being confident they had done a decent job of making financial plans for their retirement are more likely to answer those three questions correctly.

Monthly income of respondents plays some role in the probability of having correct knowledge of identification of interest, definition of inflation and risk diversification. However, the results do not appear to be consistent when comparing those earning 5,000 - 10,000 to those earning 1 - 5000 Meticais. Higher income levels are associated with correct knowledge of the definition of inflation and risk diversification. This is not consistently observed for the interest question.

Determinants of financial literacy: *impact of socio demographic characteristic*

The coefficient and the marginal effects of the estimated ordered probit regression model are given in Table 10 and 11. In the models, the "high" category of the dependent variable was taken as the reference category in most of the interpretations. Model 1 excludes province of residence whereas model 2 includes that variable. Model 2 will be used for comparisons between provinces. Overall, models 1 and 2 explain 12.55% and 14.32% of the variation in the financial literacy index, respectively.

The probability of a participant residing in an urban area being financially literate at high-level was 1.2 percentage points higher than that of participants residing in rural areas, ceteris paribus. Participants living in urban areas are associated with higher financial literacy scores.
The probability of a participant with formal employment being financially literate at high-level was 2.6 percentage points higher than that of participants without formal employment. This is consistent for both models. This means that participants with formal employment are associated with higher financial literacy scores.

As for age, the results also show that the probability of a participant in the 25-34 age range being financially literate at high-level was 1.6 percentage points higher than that of participants in the 15-24 age group. This is consistent for both models. The results show no statistically significant difference between the financial literacy level of participants aged 15-24 years old and other groups other than the 25-34 age range, which suggests that Mozambicans aged 25 - 34 years old are more likely to have higher financial literacy score.

Table 20: Ordered Probit Regression: Sector, Employment, Age, Gender

Variable	Ordered Probit Regression	
	β	dy/dx

	Low	Medium	High
Sector (1=urban)	0.033 (0.023)	-0.010 (0.007)	0.0001 (0.0001)	0.010 (0.007)
Employment status (1 = respondent with formal employment)	0.098*** (0.026)	-0.030*** (0.008)	0.0004 (0.0003)	0.030*** (0.008)
Age (reference category: 15 - 24 years old)				
25 - 34 years old	0.050* (0.030)	-0.015* (0.009)	-0.0001 (0.0002)	0.015* (0.009)
35 - 49 years old	-0.029 (0.033)	0.009 (0.010)	-0.0002 (0.0003)	-0.009 (0.010)
50 - 64 years old	-0.075 (0.049)	0.023 (0.015)	-0.001 (0.001)	-0.022 (0.014)
65+ years old	-0.049 (0.070)	0.015 (0.022)	-0.0005 (0.001)	-0.015 (0.021)
Gender of respondent (1 = male)	0.024 (0.023)	-0.007 (0.007)	0.0001 (0.0001)	0.007 (0.007)

Table 21: Probit Regression on variables: Marital Status and Monthly income of respondents

Marital status (reference category: married)				
Single	0.022 (0.028)	-0.007 (0.007)	0.0001 (0.0001)	0.007 (0.007)
Separated	-0.282*** (0.070)	0.089*** (0.023)	-0.008** (0.004)	-0.081*** (0.019)
Living with partner	-0.098*** (0.031)	0.030*** (0.010)	-0.001* (0.0005)	-0.029*** (0.009)
Widowed	-0.319*** (0.075)	0.101*** (0.024)	-0.010** (0.005)	-0.091*** (0.020)
Monthly income of the respondent (reference category: MZN 1 - 5,000)				
MZN 5,001 - 10,000	0.165*** (0.029)	-0.053*** (0.009)	0.002*** (0.001)	0.051*** (0.009)
MZN 10,001 - 15,000	0.280*** (0.043)	-0.087*** (0.013)	-0.001 (0.001)	0.088*** (0.014)
MZN 15,001 - 30,000	0.521*** (0.051)	-0.153*** (0.014)	-0.017*** (0.004)	0.170*** (0.017
MZN 30,001 -45,000	0.588*** (0.105)	-0.170*** (0.026)	-0.023** (0.011)	0.194*** (0.036)
More than MZN 45,000	0.494** (0.194)	-0.146*** (0.050)	-0.014 (0.017)	0.161** (0.067)
The Household has a budget (1 = Yes)	0.240*** (0.024)	-0.073*** (0.007)	0.001** (0.001)	0.072*** (0.007)
Participant received training on financial matters (1 = Yes)	-0.003 (0.044)	0.001 (0.013)	-0.00001 (0.0001)	-0.001 (0.013)
Participant has a bank account (1=Yes)	0.412*** (0.029)	-0.125*** (0.009)	0.001 (0.001)	0.124*** (0.009)
Participant has a mobile money account (1 = Yes)	0.463*** (0.034)	-0.141*** (0.010)	0.001 (0.001)	0.140*** (0.010)

Marital status (reference category: married)				
Participant has insurance (1 = Yes)	0.380*** (0.036)	-0.116*** (0.011)	0.001 (0.001)	0.114*** (0.011)
Participant has pension (1 = Yes)	0.003 (0.038)	-0.0009 (0.012)	0.00000 (0.0001)	0.001 (0.011)
Participant has been saving money aside (1 = Yes)	0.219*** (0.025)	-0.067*** (0.007)	0.0007 (0.001)	0.066*** (0.007)
Participant bought any goods or services and not paid for credit (1 = Yes)	0.237*** (0.044)	-0.072*** (0.013)	0.001 (0.001)	0.071*** (0.013)
Cut1	0.532 (0.041)			
Cut2	1.567 (0.042)			
Number of observations	10,988			
Prob>Chi2	0			
Pseudo R2	0.126			
*,**,*** significant at 10%, 5% and 1%, respectively				

Results consistently show that a higher level of education results in a higher probability of a participant being financially literate at a high level. There is no significant difference between participants with only pre-school levels and those without formal education. Respondents with pre-school are more likely to be financially literate at high-level as opposed to those with adult literacy.

The results show that married participants are more likely to be financially literate at high-level than their counterparts. It is worth highlighting that the coefficients are slightly higher for widowed and divorced/separated participants.

Respondents who have bank accounts, insurance, and savings and those who received a loan in the last 12 months are more likely to be financially literate at high-level than their counterparts. This is also true for respondents confident they have done a decent job of making financial plans for their retirement. This means that financial traits are positively associated with financial literacy levels in Mozambique.

Lower the monthly income of the respondents results in lower financial literacy levels in Mozambique. The same logic applies to higher monthly income of respondents. The results show, for instance, that the probability of a participant earning MZN 30,000 – 45,000 per month being financially literate at high-level was 15-20 percentage points higher than that of participants earning less than MZN 5,000 per month.

To understand further the differences between provinces, a model including province variables was performed. This model shows that participants in Niassa are more likely to be financially literate at high-level than those in Nampula and Sofala. Those respondents in Niassa are less likely to be financially literate at high-level than those in Zambezia, Tete, Manica, Inhambane, Gaza, Maputo province and Maputo city.

Table 22: Probit Regression on variables: Age, Education, Province, Marital Status and Monthly income of respondents

Variable	Model 1				Model 2			
	β1	dy/dx			β2	dy/dx		
		Low	Medium	High		Low	Medium	High
Sector (1=urban)	0.040* (0.023)	-0.012* (0.007)	0.0002 (0.0001)	0.012* (0.007)	-0.013 (0.025)	0.004 (0.008)	-0.00007 (0.0002)	-0.004 (0.007)
Employment status (1 = respondent with formal employment)	0.084*** (0.026)	-0.026*** (0.008)	0.0006* (0.0003)	0.026*** (0.008)	0.061** (0.027)	-0.018** (0.0080)	0.0004 (0.0002)	0.018** (0.008)
Household size	0.005 (0.004)	-0.001 (0.001)	0.00003 (0.00003)	0.001 (0.001)	0.003 (0.004)	-0.001 (0.001)	0.00002 (0.00003)	0.001 (0.001)
Age (reference category: 15 - 24 years old)								
25 - 34 years old	0.055* (0.030)	-0.017* (0.009)	0.0002 (0.0002)	0.016* (0.009)	0.061** (0.030)	-0.018* (0.009)	0.0002 (0.0002)	0.018* (0.009)

Variable	Model 1				Model 2			
	β1	dy/dx			β2	dy/dx		
		Low	Medium	High		Low	Medium	High
35 - 49 years old	0.002 (0.034)	-0.001 (0.010)	0.00002 (0.0003)	0.001 (0.010)	0.021 (0.034)	-0.006 (0.010)	0.0002 (0.0003)	0.006 (0.010)
50 - 64 years old	-0.020 (0.049)	0.006 (0.015)	-0.0002 (0.0007)	-0.006 (0.015)	-0.026 (0.050)	0.008 (0.015)	-0.0003 (0.0007)	-0.007 (0.014)
65+ years old	-0.010 (0.071)	0.003 (0.022)	-0.0001 (0.0009)	-0.003 (0.021)	-0.023 (0.072)	0.007 (0.022)	-0.0003 (0.001)	-0.007 (0.021)
Gender of respondent (1 = male)	0.015 (0.023)	-0.005 (0.007)	0.00009 (0.0001)	0.005 (0.007)	0.011 (0.023)	-0.003 (0.007)	0.0001 (0.0001)	0.003 (0.007)
Highest level of the education attained (reference category: pre-school)								
Primary school incomplete	0.232** (0.094)	-0.082** (0.033)	0.024** (0.012)	0.058*** (0.022)	0.198** (0.095)	-0.068** (0.033)	0.021* (0.012)	0.048** (0.022)
Primary school complete	0.432*** (0.096)	-0.150*** (0.034)	0.035** (0.012)	0.115*** (0.023)	0.404*** (0.097)	-0.138*** (0.034)	0.034** (0.011)	0.104** (0.023)
Secondary school incomplete	0.530*** (0.093)	-0.182*** (0.033)	0.037** (0.012)	0.145*** (0.022)	0.515*** (0.094)	-0.174*** (0.033)	0.037** (0.011)	0.137*** (0.021)
Secondary school complete	0.631*** (0.094)	-0.214*** (0.033)	0.036** (0.012)	0.178*** (0.022)	0.671*** (0.095)	-0.222*** (0.033)	0.035** (0.011)	0.187*** (0.022)
Technical/vocational education beyond secondary school	0.772*** (0.099)	-0.256*** (0.034)	0.031** (0.012)	0.225*** (0.025)	0.844*** (0.101)	-0.271*** (0.034)	0.027** (0.012)	0.244*** (0.025)
University/Polytechnic incomplete	0.788*** (0.117)	-0.261*** (0.039)	0.030** (0.012)	0.231*** (0.033)	0.837*** (0.119)	-0.269*** (0.038)	0.027** (0.012)	0.242*** (0.032)
University/Polytechnic complete	0.890*** (0.113)	-0.289*** (0.037)	0.023* (0.013)	0.266*** (0.031)	0.879*** (0.114)	-0.280*** (0.037)	0.024** (0.012)	0.256*** (0.031)
Post-university complete	0.830*** (0.133)	-0.273*** (0.042)	0.028** (0.013)	0.245*** (0.039)	0.850*** (0.134)	-0.273*** (0.041)	0.026** (0.013)	0.246*** (0.039)
Post-university incomplete	0.904*** (0.187)	-0.292*** (0.054)	0.022 (0.018)	0.271*** (0.061)	0.968*** (0.188)	-0.303*** (0.052)	0.0167 (0.019)	0.286*** (0.060)
Adult literacy	-0.443* (0.250)	-0.154* (0.084)	0.036** (0.013)	0.118 (0.074)	0.415 (0.254)	-0.141* (0.084)	0.034** (0.014)	0.107 (0.072)
No formal education	0.058 (0.112)	-0.021 (0.040)	0.007 (0.014)	0.014 (0.026)	0.035 (0.113)	-0.012 (0.039)	0.004 (0.014)	0.008 (0.025)
Marital status (reference category: married)								
Single	-0.007 (0.028)	0.002 (0.009)	0.000002 (0.00002)	-0.002 (0.009)	-0.077*** (0.030)	0.023*** (0.009)	-0.0000003 (0.0002)	-0.023*** (0.009)
Separated	-0.297*** (0.070)	0.094*** (0.023)	-0.009** (0.004)	-0.085*** (0.019)	-0.281*** (0.070)	0.086*** (0.022)	-0.006* (0.003)	-0.080*** (0.019)
Living with partner	-0.081*** (0.031)	0.025*** (0.010)	-0.0006 (0.0004)	-0.024*** (0.009)	-0.103*** (0.031)	0.031*** (0.009)	-0.0003 (0.0004)	-0.030*** (0.009)
Widowed	-0.276*** (0.075)	0.087*** (0.025)	-0.008* (0.004)	-0.080*** (0.021)	-0.274*** (0.076)	0.084*** (0.024)	-0.005 (0.004)	-0.078*** (0.021)

Variable	Model 1				Model 2			
	β1	dy/dx			β2	dy/dx		
		Low	Medium	High		Low	Medium	High
Respondent currently has a bank account	0.368*** (0.030)	-0.113*** (0.009)	0.002** (0.0009)	0.111*** (0.009)	0.368*** (0.030)	-0.110*** (0.009)	0.002** (0.0009)	0.108*** (0.009)
Respondent currently has insurance	0.367*** (0.035)	-0.112*** (0.011)	0.002** (0.001)	0.110*** (0.010)	0.361*** (0.036)	-0.108*** (0.011)	0.002** (0.001)	0.106*** (0.010)
Respondent has been saving money or putting money aside in the past 12 months	0.253*** (0.025)	-0.078*** (0.008)	0.002** (0.001)	0.076*** (0.007)	0.294*** (0.025)	-0.088*** (0.007)	0.002** (0.001)	0.086*** (0.007)
Respondent got a loan or borrowed money in the last 12 months	0.058* (0.031)	-0.019* (0.009)	0.0004 (0.0002)	0.017* (0.009)	0.024 (0.031)	-0.007 (0.009)	0.0001 (0.0002)	0.007 (0.009)
Respondent is confident he/she has done good job of making financial plans for his/her retirement	0.247*** (0.024)	-0.076*** (0.007)	0.002** (0.001)	0.074*** (0.007)	0.234*** (0.024)	-0.070*** (0.007)	0.001** (0.001)	0.068*** (0.007)
Monthly income of the respondent (reference category: MZN 1 - 5,000)								
MZN 5,001 - 10,000	0.177*** (0.029)	-0.056*** (0.009)	0.002** (0.001)	0.055*** (0.009)	0.194*** (0.029)	-0.060*** (0.009)	0.002** (0.001)	0.058*** (0.009)
MZN 10,001 - 15,000	0.265*** (0.044)	-0.083*** (0.013)	-0.0002 (0.001)	0.083*** (0.014)	0.316*** (0.045)	-0.096*** (0.013)	-0.001 (0.002)	0.097*** (0.014)
MZN 15,001 - 30,000	0.444*** (0.052)	-0.133*** (0.015)	-0.010** (0.004)	0.143*** (0.018)	0.5170267***(0.0532008)	-0.150*** (0.014)	-0.014** (0.004)	0.164*** (0.018)
MZN 30,001 - 45,000	0.456*** (0.109)	-0.137*** (0.029)	-0.011 (0.008)	0.147*** (0.037)	0.570*** (0.110)	-0.163*** (0.027)	-0.018* (0.010)	0.182*** (0.037)
More than MZN 45,000	0.476** (0.195)	-0.142*** (0.051)	-0.012 (0.016)	0.154** (0.067)	0.484** (0.196)	-0.142*** (0.051)	-0.011 (0.015)	0.153** (0.066)
Province (reference category: Niassa province)								
Nampula					-0.211*** (0.052)	0.067*** (0.016)	-0.011*** (0.002)	-0.056*** (0.014)
Zambézia					0.354*** (0.052)	-0.104*** (0.016)	-0.002 (0.002)	0.106*** (0.015)
Tete					0.163*** (0.057)	-0.050*** (0.017)	0.002* (0.001)	0.047*** (0.016)
Manica					0.356*** (0.060)	-0.105*** (0.018)	-0.002 (0.002)	0.106*** (0.018)
Sofala					-0.193*** (0.059)	0.061*** (0.019)	-0.010*** (0.003)	-0.052*** (0.016)
Inhambane					0.064 (0.063)	-0.020 (0.020)	0.002 (0.002)	0.018 (0.018)
Gaza					0.130** (0.064)	-0.040** (0.020)	0.002* (0.001)	0.038** (0.019)
Maputo Provincia					0.356*** (0.059)	-0.104*** (0.017)	-0.002 (0.002)	0.106*** (0.017)

Variable	Model 1				Model 2			
	β1	dy/dx			β2	dy/dx		
		Low	Medium	High		Low	Medium	High
Cidade de Maputo					0.420*** (0.067)	-0.121*** (0.019)	-0.005 (0.003)	0.126*** (0.020)
Cut1	0.704 (0.098)				0.763 (0.107)			
Cut2	1.739 (0.099)				1.825 (0.107)			
Number of observations	10,988				10,988			
Prob>Chi2	0.000				0.000			
Pseudo R2 (%)	12.55				14.32			
*,**,*** significant at 10%, 5% and 1%, respectively Standard Error in parenthesis								

Factors Associated with Access to Formal and Informal Financial Services

This section shows the factors influencing access to formal and informal financial services. Formal financial services include bank, micro-bank, microfinance, operator, credit union and savings & loan organization. Informal financial services include Cooperative, Savings group/club, Moneylender, Savings thrift/collector, friends/relatives and Community association.

There is no significant difference between respondents with pre-school and those who have completed primary school, secondary school in terms of use of informal financial markets. Those who completed technical education, university and post-university are also more likely to use informal financial markets.

Higher income levels are associated with high probability of using formal financial markets. Mozambicans earning between 5,000 - 10,000 Meticais are more likely to use informal segments as opposed to those earning 1 - 5,000 Meticais. On the other hand, those earning 30,000 - 45,0000 Meticais are less likely to use informal financial markets as opposed to those earning 1 - 5,000 Meticais.

Table 23: Financial Literacy Determinants: Access to Formal and Informal Financial Services

Variable	dy/dx	
	Formal	Informal
Financial literacy index	0.025*** (0.001)	0.020*** (0.002)
Sector (1=urban)	0.037*** (0.007)	0.028*** (0.009)
Employment status (1 = respondent with formal employment)	0.042*** (0.008)	0.035*** (0.011)
Household size	-0.0007 (0.004)	0.008* (0.005)
Squared term of the household size	-0.0002 (0.0002)	-0.001** (0.0003)
Age (reference category: 15 - 24 years old)		
25 - 34 years old	0.031*** (0.009)	0.022* (0.012)
35 - 49 years old	0.052*** (0.011)	0.031** (0.014)
50 - 64 years old	0.040** (0.016)	-0.023 (0.019)
65+ years old	0.025 (0.025)	-0.078*** (0.027)
Gender of respondent (1 = male)	0.006 (0.007)	-0.014 (0.009)
Highest level of the education attained (reference category: pre-school)		
Primary school incomplete	-0.044 (0.033)	-0.014 (0.036)
Primary school complete	-0.022 (0.034)	-0.012 (0.037)
Secondary school incomplete	-0.043 (0.032)	0.017 (0.036)

Variable	dy/dx	
	Formal	Informal
Secondary school complete	0.005 (0.033)	0.039 (0.036)
Technical/vocational education beyond secondary school	0.028 (0.034)	0.067* (0.038)
University/Polytechnic incomplete	0.064 (0.039)	0.083* (0.046)
University/Polytechnic complete	0.094** (0.038)	0.100** (0.043)
Post-university complete	0.212*** (0.047)	0.180*** (0.052)
Post-university incomplete	0.058 (0.059)	0.026 (0.071)
Adult literacy	-0.129* (0.068)	0.154 (0.104)
No formal education	-0.123*** (0.037)	0.035 (0.043)
Marital status (reference category: married)		
Single	-0.027*** (0.009)	-0.011 (0.011)
Separated	-0.011 (0.022)	0.055* (0.028)
Living with partner	-0.047*** (0.009)	0.020 (0.012)
Widowed	-0.010 (0.026)	0.045 (0.031)
Respondent is confident he/she has done good job of making financial plans for his/her retirement	0.076*** (0.008)	0.015 (0.010)
Monthly income of the respondent (reference category: MZN 1 - 5,000)		
MZN 5,001 - 10,000	0.080*** (0.009)	-0.002 (0.011)
MZN 10,001 - 15,000	0.124*** (0.014)	0.035** (0.017)
MZN 15,001 - 30,000	0.067*** (0.015)	-0.029 (0.019)
MZN 30,001 - 45,000	0.043 (0.027)	-0.110*** (0.034)
More than MZN 45,000	0.139** (0.062)	-0.059 (0.069)
Number of observations	10988	10988
Prob>Chi2	0.000	0.000
Pseudo R2 (%)	17.42	3.56
*,**,*** significant at 10%, 5% and 1%, respectively Standard Error in parenthesis		

The table also presents marginal effects from regression analysis of the probability of participating in different financial segments. All the models are valid based on the Chi-squared tests at the 1 percent significance level, rejecting the null hypothesis that all the parameter coefficients are equal to zero. That said, the formal market model has more explanatory power than the other two markets.

The evidence shows that participation in the formal and informal markets is positively associated with financial literacy. The more financially literate the adult respondent is, the higher the probability of participation in these markets. Respondents residing in urban areas are more likely to use either formal or informal financial markets. Household size is associated with the use of informal financial markets and the relationship between the two is U-shaped, which implies non-existence of bias against respondents belonging to larger households. The smallest probability of using the informal financial market is observed at about 2 persons.

On the one hand, households aged 25 - 64 years old are more likely to use formal financial markets as opposed to those aged 15-24 years old. There is no significant difference between those aged 65+ years old and respondents aged 15 - 24 in the access to formal financial market. On the other hand, households aged 25 - 49 years old are more likely to use informal financial markets as opposed to those aged 15-24 years old. There is no significant difference between those aged 50 - 64 years old and respondents aged 15 - 24 in the access to informal financial markets. Respondents aged 65+ are less likely to use informal financial markets as opposed to those aged 15-24 years old.

The study findings indicate that there is no substantial distinction between respondents who have completed different levels of education (pre-school, primary school, secondary school, technical education) and those who have not completed university, in terms of their utilization of formal financial markets. This suggests that the level of education attained does not have a significant impact on the use of formal financial services. Other factors such as income, access to financial institutions, and awareness of financial services may play a more influential role in determining individuals' engagement with formal financial markets.

Those who have completed university are strongly associated with the use of formal financial markets. On the other hand, Mozambicans with adult literacy and those with no formal education are less likely to use formal financial services.

Determinants of Access to bank accounts and bank loans

Table 24 reports marginal effects of socio-economic characteristics of adult respondents on the revealed demand for bank accounts and bank loans. The statistically significant Wald Chi-squared at the 1% level validates both models.

The evidence shows that access to bank accounts and bank loans is positively associated with financial literacy. The more financially literate the adult respondent is, the higher the probability of accessing a bank account and loan. Respondents residing in urban areas are more likely to access a bank account or loan. Household size is positively associated with access to a bank loan and negatively associated with access to a bank account.

On the one hand, older respondents are more likely to have a bank account. On the other hand, households aged 25 - 49 years old are more likely to access a bank loan as opposed to those aged 15-24 years old. There is no significant difference between those aged 50+ years old and respondents aged 15 - 24 in the access to informal financial markets.

Being a male respondent increases the probability of accessing a bank account as opposed to their counterpart. The higher the education level of the respondent, the higher is the likelihood that he/she has access to a bank account or loan. Higher-income levels are associated with the high probability of having access to a bank account or loan.

Table 24: Probit Regression Marginal Effects-Bank Account and Bank Loan

Variable	dy/dx	
	Bank Account	Bank Loan
Financial literacy index	0.025***	0.015***
	(0.001)	(0.001)
Sector (1=urban)	0.048***	0.019**
	(0.007)	(0.008)
Employment status (1 = respondent with formal employment)	0.096***	0.025***
	(0.008)	(0.009)
Household size	-0.006*	0.002
	(0.003)	(0.004)
Squared term of the household size	0.0003	-0.0004
	(0.0002)	(0.0003)
Age (reference category: 15 - 24 years old)		
25 - 34 years old	0.095***	0.021**
	(0.009)	(0.010)
35 - 49 years old	0.127***	0.041***
	(0.011)	(0.011)
50 - 64 years old	0.174***	0.020
	(0.015)	(0.016)
65+ years old	0.153***	-0.035
	(0.022)	(0.022)
Gender of respondent (1 = male)	0.031***	-0.007
	(0.007)	(0.008)

Variable	dy/dx	
	Bank Account	Bank Loan
Highest level of the education attained (reference category: pre-school)		
Primary school incomplete	0.071** (0.032)	-0.071** (0.033)
Primary school complete	0.142*** (0.033)	-0.054 (0.033)
Secondary school incomplete	0.169*** (0.032)	-0.077** (0.032)
Secondary school complete	0.373*** (0.032)	-0.044 (0.033)
Technical/vocational education beyond secondary school	0.527*** (0.034)	0.014 (0.035)
University/Polytechnic incomplete	0.490*** (0.041)	0.038 (0.041)
University/Polytechnic complete	0.580*** (0.041)	0.041 (0.040)
Post-university complete	0.549*** (0.052)	0.134*** (0.049)
Post-university incomplete	0.505*** (0.073)	0.091 (0.069)
Adult literacy	0.077 (0.083)	0.058 (0.095)
No formal education	-0.043 (0.038)	-0.088** (0.037)
Marital status (reference category: married)		
Single	-0.047*** (0.009)	-0.023** (0.009)
Separated	-0.011 (0.022)	0.036 (0.025)
Living with partner	-0.025*** (0.009)	-0.012 (0.010)
Widowed	0.061*** (0.022)	0.040 (0.027)
Respondent is confident he/she has done good job of making financial plans for his/her retirement	0.052*** (0.007)	0.014* (0.008)
Monthly income of the respondent (reference category: MZN 1 - 5,000)		
MZN 5,001 - 10,000	0.153*** (0.010)	0.013 (0.010)
MZN 10,001 - 15,000	0.220*** (0.016)	0.040*** (0.015)
MZN 15,001 - 30,000	0.223*** (0.020)	-0.044*** (0.014)
MZN 30,001 - 45,000	0.258*** (0.051)	-0.074*** (0.023)
More than MZN 45,000	0.172** (0.070)	-0.023 (0.055)
Number of observations	10988	10988
Prob>Chi2	0.000	0.000
Pseudo R2 (%)	41.41	5.22
*,**,*** significant at 10%, 5% and 1%, respectively Standard Error in parenthesis		

Determinants of budgeting, saving, and planning for older age

Table 25 reports marginal effects of socio-economic characteristics of adult respondents on the budgeting, saving, and planning for older age. The statistically significant Wald Chi-squared at the 1% level validates all models.

The evidence shows that budgeting, saving, and planning for older age (pension) are positively associated with financial literacy. The more financially literate the adult respondent is, the higher the probability of budgeting, saving, and planning for older age. Respondents residing in urban areas are more likely to report savings. Household size is positively associated with access to a bank loan and negatively associated with access to a bank account.

The results show that respondents with formal employment are more likely to report having budgeted, saved and planned for older age (pension). Larger households are less likely to report to have budgeted or a pension fund.

The respondent's age does not play a role in the probability of a respondent reporting to have budgeted for their households' expenses. That said, the results show that it is relevant to explain the probability of saving and having a pension fund. Respondents aged 25 - 49 are more likely to save than those aged 15 - 25 years old. Respondents aged 65+ years are less likely to report saving as opposed to those aged 15 -24 years old. Additionally, there is no statistical difference between those aged 25 - 49 years and those aged 15 - 24 years old in the probability of having a pension fund. Respondents aged 50+ are more likely to report having a pension than those aged 15 - 24 years old.

While the gender of respondent does appear to be a relevant variable to explain the probability of a household budgeting for their expenses, it is truly relevant to explain the probability of saving and having a pension fund. Men are less likely to report savings, but they are more likely to have a pension fund as opposed to their counterparts.

Interestingly, confidence about making good financial plans for retirement is strongly associated with the probability of having a pension fund. Higher income levels are associated with a high probability of budgeting, saving, and having a pension fund.

Table 25 Probit Regression on Budgeting, Saving and Pension

Variable	dy/dx		
	Budgeting	*Saving*	*Pension*
Financial literacy index	*0.066****	*0.028****	0.014***
	(0.001)	*(0.002)*	(0.001)
Sector (1=urban)	-0.0008	0.043***	-0.003
	(0.008)	(0.009)	(0.006)
Employment status (1 = respondent with formal employment)	0.035***	0.050***	0.021***
	(0.009)	(0.011)	(0.007)
Household size	-0.010***	0.006	-0.010***
	(0.004)	(0.004)	(0.003)
Squared term of the household size	0.0004*	-0.0005*	0.0003
	(0.0002)	(0.0003)	(0.0002)
Age (reference category: 15 - 24 years old)			
25 - 34 years old	0.016	0.034***	0.008
	(0.010)	(0.012)	(0.008)
35 - 49 years old	0.016	0.041***	0.015
	(0.011)	(0.013)	(0.009)
50 - 64 years old	0.005	-0.006	0.049***
	(0.017	(0.019)	(0.015)
65+ years old	0.007	-0.081***	0.051**
	(0.024)	(0.027)	(0.023)
Gender of respondent (1 = male)	-0.0004	-0.018**	0.011*
	(0.008)	(0.009)	(0.006)
Highest level of the education attained (reference category: pre-school)			
Primary school incomplete	0.040	-0.042	-0.047*
	(0.032)	(0.037)	(0.028)
Primary school complete	0.028	-0.026	-0.039
	(0.033)	(0.038)	(0.028)

Variable	dy/dx		
	Budgeting	Saving	Pension
Secondary school incomplete	0.062* (0.032)	-0.016 (0.037)	-0.043 (0.028)
Secondary school complete	0.084*** (0.032)	0.004 (0.037)	-0.001 (0.028)
Technical/vocational education beyond secondary school	0.080** (0.034)	0.034 (0.039)	0.052* (0.029)
University/Polytechnic incomplete	0.124*** (0.041)	0.056 (0.046)	0.0006 (0.033)
University/Polytechnic complete	0.127 (0.040)	0.084* (0.044)	0.021 (0.031)
Post-university complete	0.114*** (0.049)	0.144*** (0.052)	0.067* (0.037)
Post-university incomplete	0.075 (0.069)	0.002 (0.070)	0.055 (0.051)
Adult literacy	0.084 (0.083)	0.134 (0.102)	0.104 (0.085)
No formal education	0.043 (0.038)	-0.032 (0.044)	-0.085*** (0.031)
Marital status (reference category: married)			
Single	-0.041*** (0.010)	-0.031*** (0.011)	-0.040*** (0.008)
Separated	-0.027 (0.024)	0.020 (0.028)	-0.017 (0.019)
Living with partner	0.012 (0.010)	-0.037*** (0.012)	-0.049*** (0.008)
Widowed	-0.056** (0.026)	0.028 (0.030)	0.071*** (0.026)
Respondent is confident he/she has done good job of making financial plans for his/her retirement	0.025*** (0.008)	0.067*** (0.009)	0.123*** (0.007)
Monthly income of the respondent (reference category: MZN 1 - 5,000)			
MZN 5,001 - 10,000	0.050*** (0.010)	0.047*** (0.011)	0.069*** (0.007)
MZN 10,001 - 15,000	0.056** (0.016)	0.097*** (0.017)	0.102*** (0.012)
MZN 15,001 - 30,000	0.104*** (0.019)	0.035* (0.020)	0.119*** (0.014)
MZN 30,001 - 45,000	0.058 (0.041)	-0.022 (0.037)	0.150*** (0.030)
More than MZN 45,000	0.026 (0.071)	0.069 (0.075)	0.094* (0.050)
Number of observations	10988	10988	10,988
Prob>Chi2	0.000	0.000	0.000
Pseudo R2 (%)	25.14	7.85	20.65
*,**,*** significant at 10%, 5% and 1%, respectively Standard Error in parenthesis			

Chapter F: Financial Literacy – Survey Findings

F1. Financial Knowledge

Around 77% of the total adults were able to undertake division-based calculation. In terms of understanding the probability of winning, and taking risks for potential rewards, approximately 47.5% of the adults showed a willingness to take the risks. However, adults overall understood less inflation and its impact on spending power. Only around 9% of the adults were able to provide the correct answer regarding the purchasing power in relation to the impact of inflation. On the other hand, approximately 78% of the total adults demonstrated the ability to correctly identify interest. It is worth noting that males, both in urban and rural areas, had a higher proportion of correct answers compared to their female counterparts, in the mentioned knowledge areas.

Simple interest calculation was correctly done by only 55% of the total adults, with around 15% stating that they did not know how to do it. The concept of compounding was also one of the least understood concepts, with only around 31% of total adults being able to correctly answer the question. In terms of self-assessment, around 40% of the adults rated their general knowledge on financial matters as average. On the other hand, 17.3% of adults rated themselves quite high or extremely high in terms of financial knowledge. However, a significant portion of adults (37%) rated themselves as having quite low or extremely low general knowledge on financial matters compared to others.

Approximately 40% of the adults have heard about pension or retirement products, credit cards, checking accounts (47%), savings account (59%) and insurance (52%). Between 20-40% of the adults have some awareness of investment account, mortgage, property loan, car loan, unsecured bank loan, microfinance loan, shares, debit cards and mobile phone account (not linked to banks). It is encouraging to note that

around 69% of the adults express interest or strong interest in financial matters. Only a small percentage (8.2%) of the adults show no interest at all in financial matters.

When it comes to market information, it is noteworthy that 26.5% of adults follow labor market-related information, followed by 18.5% on interest rate, and 12.5% who keep an eye on the stock market. Surprisingly, there is a considerable portion, around 35% of adults, who do not regularly follow any market-related information.

In terms of the sources of financial information, approximately 52% of adults rely on television, followed by 35% who turn to radio, and 24% who use the internet to stay informed about financial matters. Interestingly, about 29% of adults depend on their friends and family for financial information.

It is reassuring that 56% of the adults were able to correctly mention the name of Bank of Mozambique as one of the financial regulators. However, 38% of adults admitted to not knowing any financial regulator. This highlights the need for further education and awareness about the role of financial regulators in the country.

F1.1 Understanding financial concepts.

Around 77% of the total adults demonstrated the ability to undertake division-based calculation, indicating a reasonably high level of numeracy. However, it is worth noting that a lower percentage of rural adults and females were able to provide correct answer compared to their male and urban counterparts. This suggests a potential disparity in mathematical skills across different demographics.

When it comes to understanding the concept of probability and being willing to take risks for potential rewards, around 47.5% of adults expressed a willingness to take risks. Interestingly, male respondents in rural areas displayed a slightly higher inclination towards risk-taking surpassing their female counterparts in rural areas by approximately 3 percentage points. Surprisingly, there was not a significant difference in the risk-taking behavior between adults from rural and urban areas, indicating a relatively consistent risk appetite across different geographical locations.

Figure 181: Calculation- Division (Male/Female- Rural/Urban)
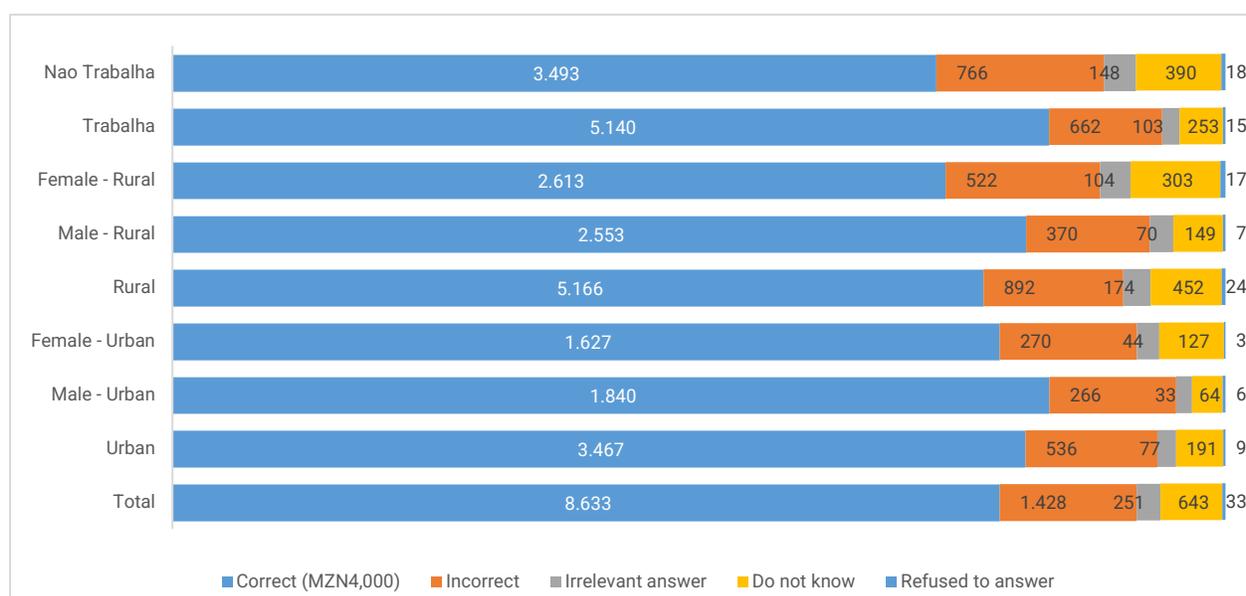
Figure 182: Risk and Reward
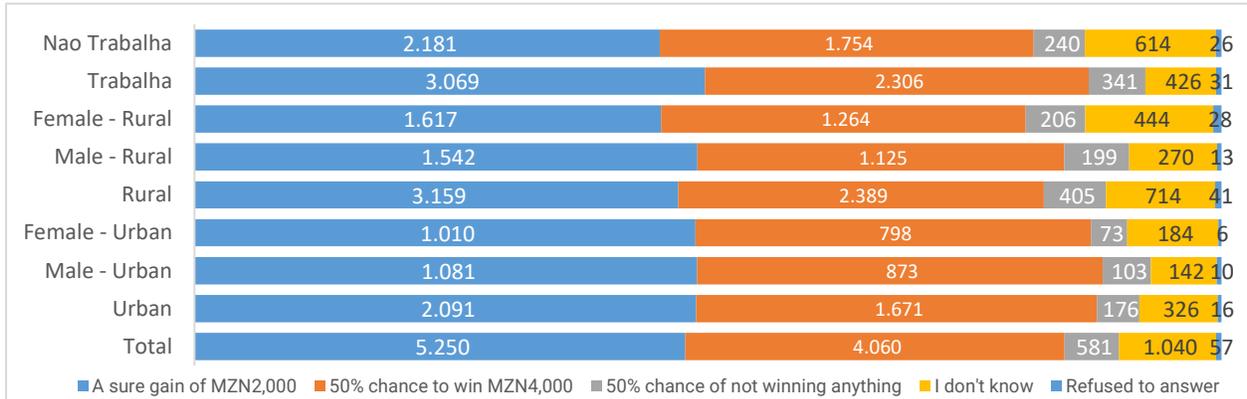
Figure 183: Calculation: Identification of Interest
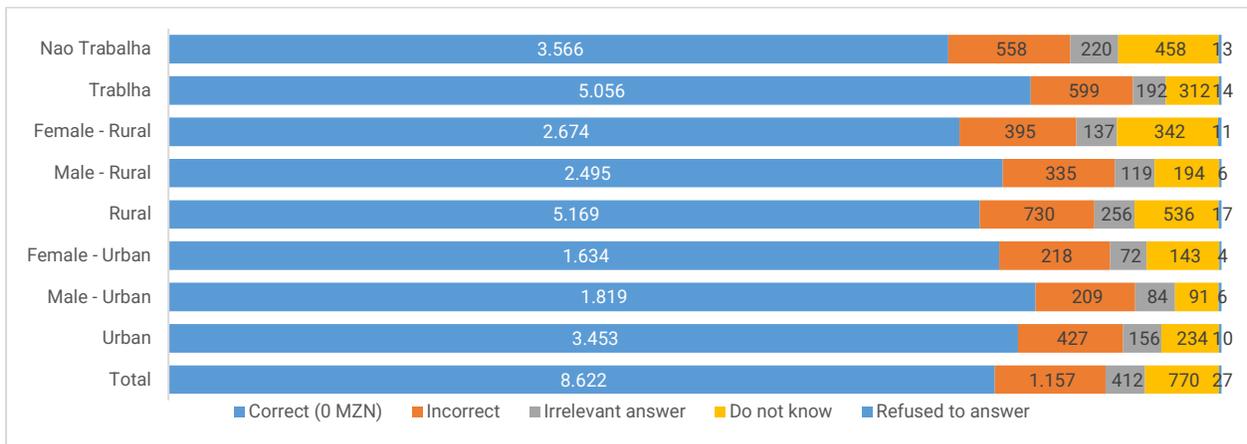
Figure 184 Calculation- Impact of Inflation on Spending Power
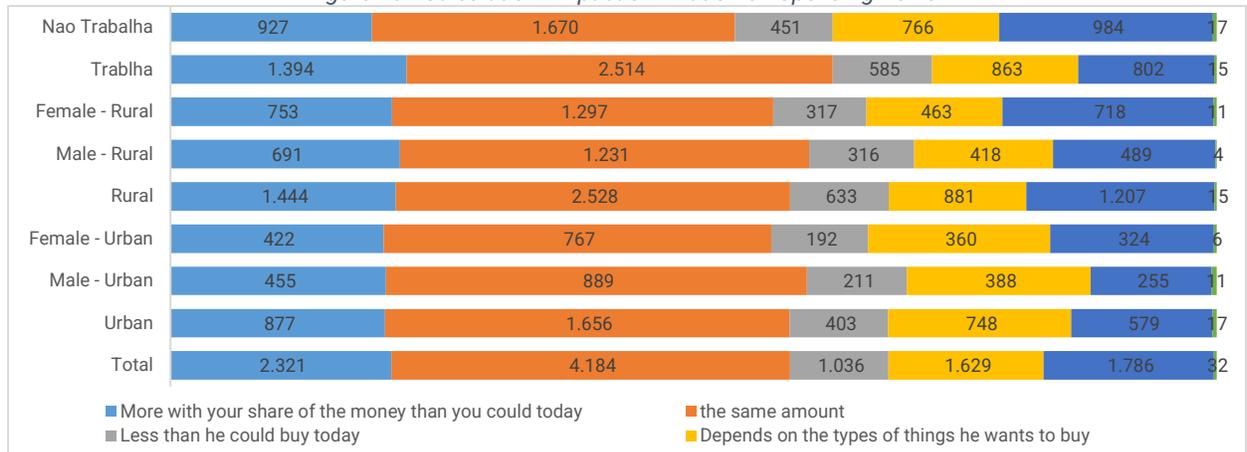
Adults, in general, displayed a relatively lower level of understanding when it came to inflation and its impact on spending power. Only around 9% of the total adults were able to provide the correct answer regarding the purchasing power and its relationship with inflation. This indicates a need for increased awareness and education on this topic.

On the other hand, interest identification fared better, with approximately 78% of the total adults being able to correctly identify interest rates. Males in both urban and rural areas exhibited higher accuracy compared to their female counterparts. Additionally, adults who were employed in paid positions showed a higher level of proficiency in identifying identify interest rates compared to other segments. Furthermore, urban adults displayed a higher likelihood of providing accurate responses compared to their rural counterparts, suggesting a potential difference in financial knowledge and exposure between the two settings   .

Figure 185 Simple Interest Calculation
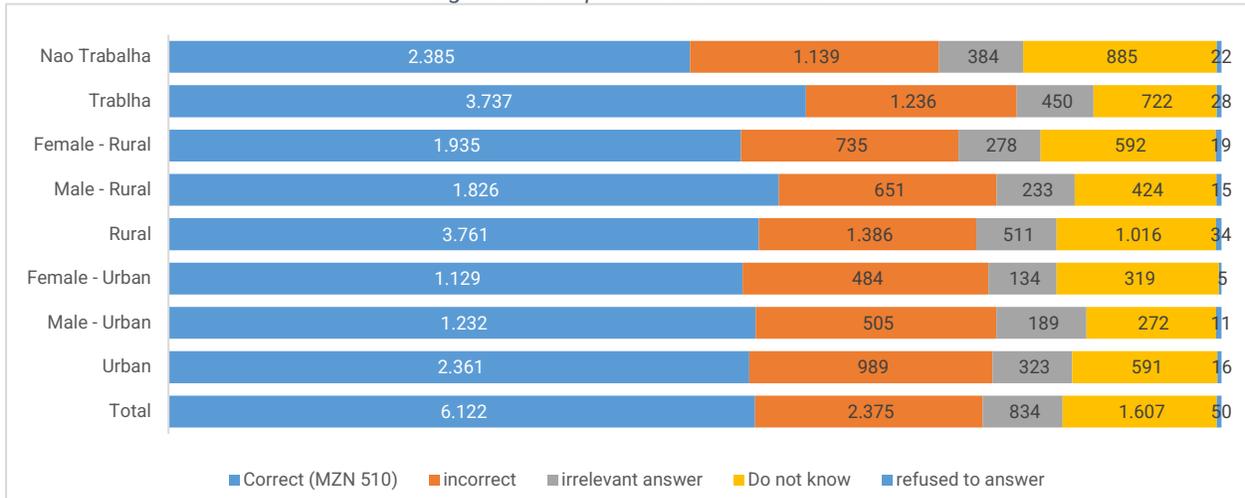
Figure 186 Calculation- Understanding the implication of compounding
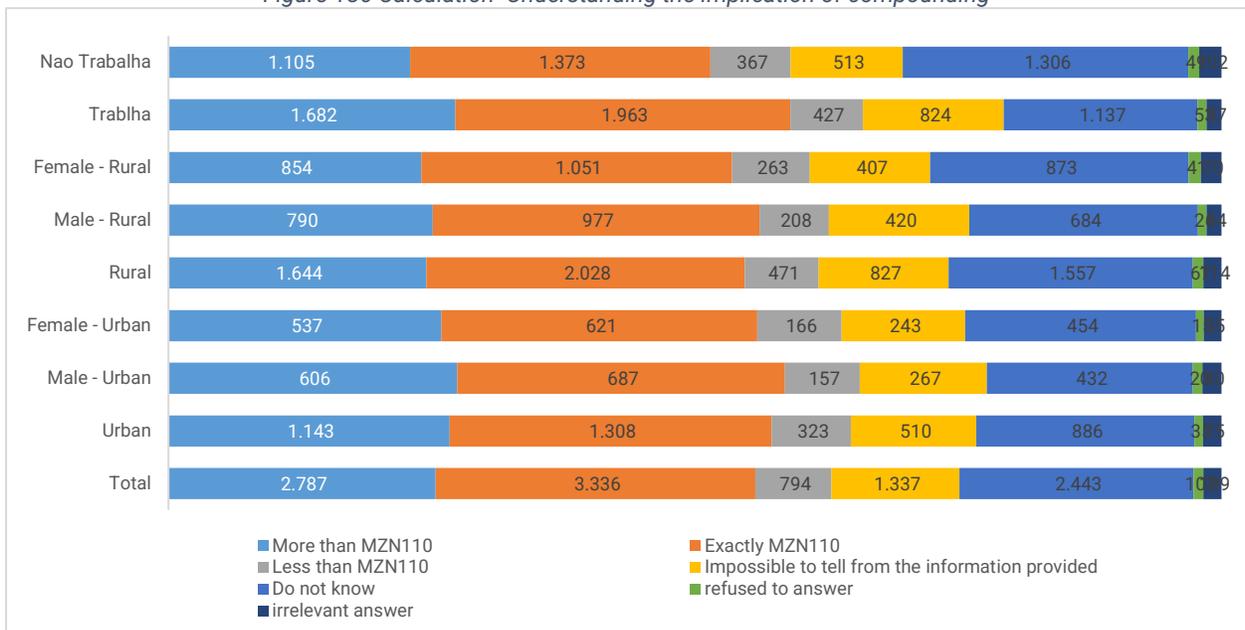
Simple interest calculation was correctly done by only 55% of the total adults, with around 15% stating that they do not know. Rural males were able to correctly answer by around two percentage points more than their urban male counterparts were. In terms of rural and urban respondent differences, there was only around one percentage point found, with rural adults scoring more than urban adults.

Compounding was also one of the least understood concepts, with only around 31% of total adults being able to correctly answer the question. There was not much of difference between the understanding by adults in rural and urban areas on compounding.

Figure 187 General knowledge on Financial Matters compared to others by gender
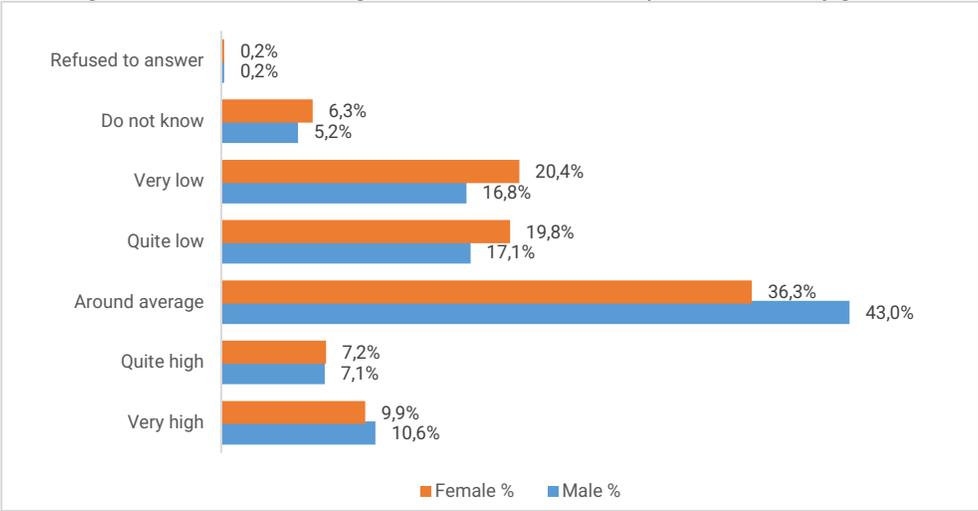
Around 40% of the adults rated their general knowledge on financial matters as average. On the other hand, aproximatey 17.3% rated themselves quite high or extremely high, while 37% of rated themselves having quite high or extremely low general knowledge on financial matters compared to others. Females rated their knowledge on financial matters low compared to male, with the difference of around 7 percentage points.

Adults within the age group of 25-34 years gave themselves high ratings, indicating a positive perception of their financial knowledge and understanding. However, adults in the age group 50-65+ years tended to rate themselves lower, suggesting a relatively lower level of confidence in their financial knowledge and understanding.

Figure 188 General knowledge on Financial Matters to others by Age

Legend: 65+ yrs, 50-64 yrs, 35-49 yrs, 25-34 yrs, 15-24 yrs

Do not know: 10,8% / 6,7% / 5,5% / 4,0% / 7,3%
Very low: 25,7% / 22,0% / 18,4% / 15,3% / 21,2%
Quite low: 23,9% / 19,7% / 17,2% / 16,8% / 20,5%
Around average: 24,2% / 32,6% / 40,5% / 45,3% / 35,6%
Quite high: 2,9% / 7,1% / 8,5% / 8,1% / 5,4%
Very high: 11,7% / 11,7% / 9,8% / 10,3% / 9,9%
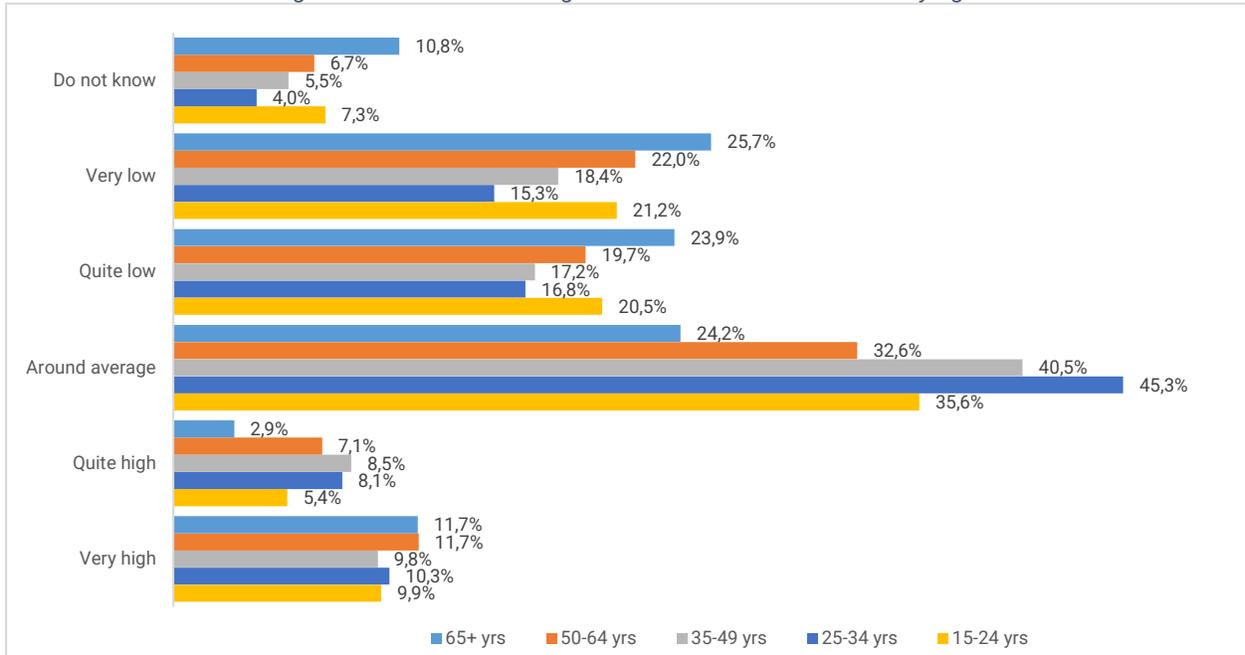
F1.2 Information on Financial Products and Services

F1.2.1 - Level of Information on financial products and services

Around 40% of the adults have awareness of financial products such as pension or retirement and, credit card, checking account (47%), savings account (59%) and insurance (52%). The awareness of other financial products, such as investment account, mortgage, property loan, car loan, unsecured bank loan, microfinance loan, shares, debit cards and mobile phone account (not linked to banks), ranges between 20% and 40%.

There is an average 4% difference in awareness of financial products between males and females, with males having heard more about financial products compared to females. The difference between urban and rural areas is significant, ranging around 10 percentage point difference, with adults in rural areas having heard less about financial products.

Figure 189: Proportion of respondents who have never heard of various financial products in Mozambique

Product	Percentage
A savings account	59%
Insurance	52%
A checking account	47%
A pension or retirement product	40%
A credit card	40%
A secured property loan	39%
A car loan	35%
An investment account	34%
Mobile payment account	34%
A mortgage or home loan	32%
A debit card/prepaid payment card	30%
Microfinance loan	26%
An unsecured bank loan	25%
Shares	23%
Bonds	17%
Financial products labeled as sustainable	14%
Crypto assets	12%

Figure 190: Proportion of respondents who have heard of financial products by gender

Product	Male	Female
Savings account	57%	51%
Insurance	55%	48%
Checking account	49%	44%
Pension or retirement product	42%	38%
Credit card	43%	37%
Secured property loan	42%	36%
Investment account	37%	32%
Car loan	37%	32%
Mobile payment account	36%	32%
Mortgage or home loan	34%	30%
Debit card/prepaid payment card	33%	28%
Unsecured bank loan	26%	24%
Microfinance loan	29%	24%
Shares	25%	21%
Bonds	19%	16%
Financial products labeled as sustainable	16%	13%
Crypto assets	14%	10%

■ Male ■ Female

Figure 191: Proportion of respondents who have heard of financial product by area

	Urban	Rural
Savings account	66%	54%
Insurance	60%	46%
Checking account	53%	43%
Pension or retirement product	45%	37%
Secured property loan	45%	35%
Credit card	48%	35%
Investment account	40%	31%
Car loan	41%	31%
Mobile payment account	38%	31%
Mortgage or home loan	38%	28%
Debit card/prepaid payment card	33%	28%
Unsecured bank loan	27%	24%
Microfinance loan	32%	23%
Shares	26%	21%
Bonds	19%	16%
Financial products labeled as sustainable	16%	14%
Crypto assets	13%	11%

Figure 192: Proportion of respondents who have heard of financial products by employment status

	Employed	Unemployed
Savings account	65%	50%
Insurance	59%	42%
Checking account	56%	35%
Pension or retirement product	46%	33%
Secured property loan	45%	32%
Credit card	48%	30%
Investment account	40%	27%
Car loan	41%	27%
Mobile payment account	40%	25%
Mortgage or home loan	37%	24%
Debit card/prepaid payment card	38%	21%
Unsecured bank loan	30%	19%
Microfinance loan	33%	18%
Shares	28%	16%
Bonds	22%	11%
Financial products labeled as sustainable	18%	9%
crypto assets	15%	8%

F 1.2.2 Knowledge aspects

When it comes to risks and rewards, approximately 71.5% of the adults stated that they understood that a high-return investment is likely to be of high risk. Similarly, a comparable percentage of adults indicated their comprehension of the probability of winning. Around 60% of the adults demonstrated their understanding of how inflation affects the cost of living.

In terms of digital environment-related understanding, around 45% of the adults understood about the risks of sharing personal data, and around 67% did not understand about legal tenders of cryptocurrencies or they did not know about it.

Figure 193: Statements related to knowledge aspects.

Statement	Total True	TOTAL False	TOTAL Do not know
Cryptocurrencies are the same legal tender as banknotes and coins	4.048	3.570	3.283
Personal data I share publicly online may be used to target me with personalized commercial or financial offers	5.022	3.348	2.530
A digital finance contract requires that the signature of a paper contract be considered valid	5.947	2.857	2.127
You are less likely to lose all your money if you keep it in more than one place	6.446	3.252	1.239
It is generally possible to reduce the risk of investing in the stock market by purchasing a wide range of stocks and shares.	5.487	3.099	2.337
High inflation means the cost of living is rising fast	6.691	2.172	2.051
If someone offers you a chance to win a lot of money, chances are there is also a chance that you will lose a lot of money.	7.656	2.383	908
A high-return investment is likely to be high-risk.	8.027	2.020	900

■Total True ■TOTAL False ■TOTAL Do not know

F1.3 Financial Information and its sources

F1.3.1 Financial information and its sources

A significant proportion of adults, approximately 69% of the adults, expressed interest or a strong interest in financial matters. Conversely, only 8.2% of adults exhibited no interest at all in financial matters. In terms of market information, 26.5% of adults follow labor market-related information, while 18.5% focus on interest rate aspects, and 12.5% on stock market. It is worth noting that 35% of adults do not regularly follow any market-related information.

Figure 194 Interested in Financial Matters by gender.

	Total Female	Total Male	Total
strongly interested	9,6%	10,6%	10,1%
Interested	58,4%	60,3%	59,3%
Neither interested nor uninterested	11,9%	11,2%	11,5%
Uninterested	11,5%	10,1%	10,8%
Not at all interested	8,5%	7,8%	8,2%

■Total Female ■Total Male ■Total
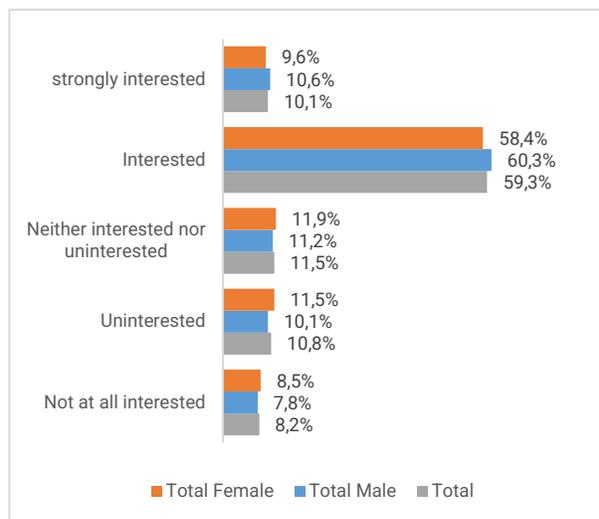
Figure 195 Market information regularly followed.

None	34,7%
State pension, benefits and tax credits	1,2%
Labor market	26,5%
Taxation, eg. income tax, capital gains tax	5,9%
Inflation	9,8%
Interest rate	18,5%
stock market	12,5%
Housing market	14,7%
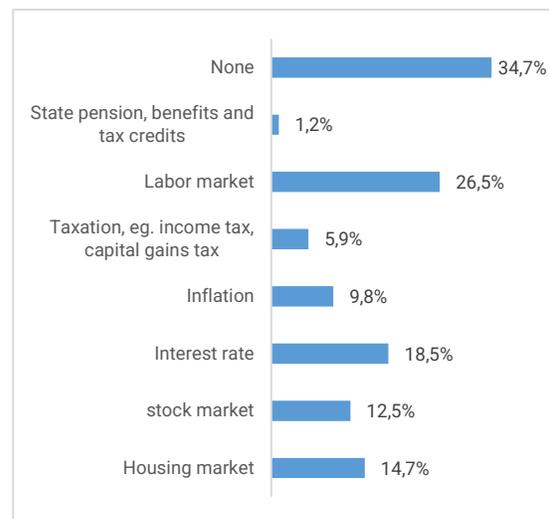
Around 52% of the adults received their information on financial matters from television, while 35% rely on radio, and 24% utilize the internet as a source of information on financial matters. Additionally, around 29% depended on their friends and families for receiving information on financial matters.

In rural areas, radio, friends, and families were relied on more compared to in urban areas. Furthermore, it is worth noting that 17% of females do not use any specific information sources, whereas this figure is slightly lower at 13% for males.

Figure 196 Sources used for information on financial matters (Total)
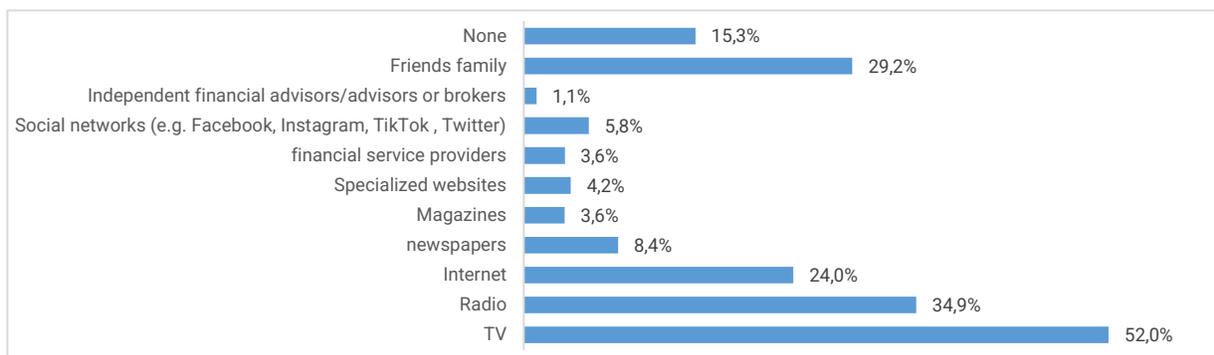
Figure 197 Sources used for information on financial matters (Rural Vs. Urban) %
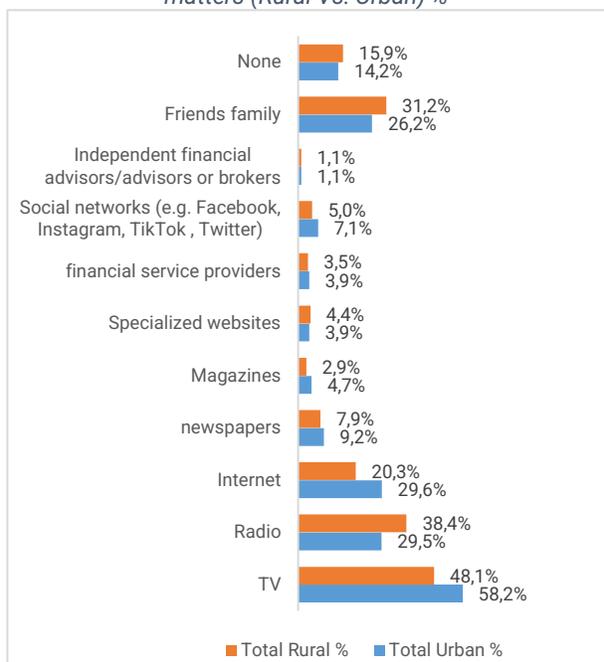
Figure 198 Sources used for information on financial matters by Gender (%)
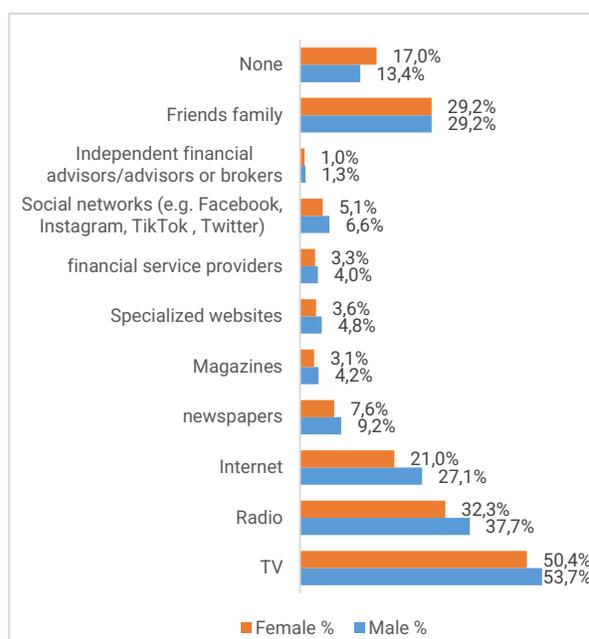
F1.3.2 Financial Regulator information

It is reassuring that 56% of adults were able to mention correctly the name of the Bank of Mozambique as one of the financial regulators. However, it is concerning that 38% of adults admitted to not knowing any financial regulator. This highlights the need for further education and awareness about the role of financial regulators in the country.

Figure 199 Knowledge on Names of Financial Regulators in Mozambique

Category	Percentage
Answered more than 1	9,8%
Other, please specify	3,3%
Refused to answer	0,9%
Do not know	38,0%
Mozambican Insurance Supervision Institute (ISSM)	6,9%
Bank of Mozambique	56,0%
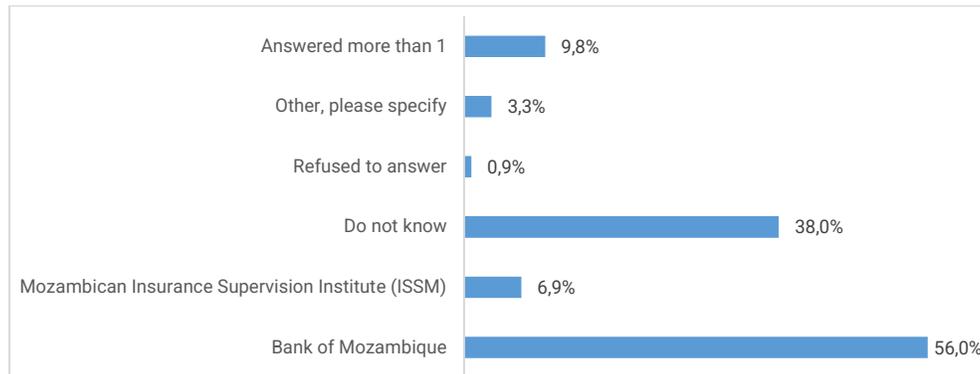
F2. Financial Attitude and Wellbeing

This section aimed to assess the challenges and well-being experienced by adults in relation to their financial situation. Approximately one-third of the adults (33.3%) agree or fully agree that they are ***satisfied with their respective current financial situation***. Furthermore, 58.9% of the adults fully agreed or agreed with the statement that their financial situation limits their ability to prioritize important matters. Additionally, the survey revealed that 34.3% of adults feel that their financial situation consistently or frequently dominates their life.

Furthermore, 34.3% of the adults acknowledged that their financial situation often or always ***controls their life***. When it comes to debt, approximately one-fourth (25.6%) of the adults fully agreed or agreed that they currently have a significant amount of debt. In terms of financial concerns, 47.3% of the adults fully agreed or agreed with the statement expressing their concern that their money may not last.

In terms of attitudes towards money, the majority of the adults (61%) stated that they believe t ***money exists to be spent***, with 53.4% fully agreeing or agreeing with the statement that they find more satisfaction in spending money rather than saving it for long-term purposes.

When it comes to the belief that ***is easier to save when one is saving for a specific purpose,*** around 74% of the adults agreed or fully agreed with this statement. Regarding their risk-taking ability, 53.3% of the adults stated that they fully agree or agree that ***they are prepared to risk some of their own money to save or make an investment***.

In terms of confidence in dealing with banks or financial institutions, 31.3% of total adults expressed their confidence by stating that they are always or often ***confident to file a claim against a bank or financial institution*** if they are unsatisfied with the product or services offered. When it comes to understanding the terms and conditions of agreements with a financial institution, 26% of the adults stated that they always or often understand the terms and conditions.

F2.1 Assessment Statements

Around one-third of the adults, 33.3%, agree or fully agree that they are satisfied with their current financial situation. However, a significant portion, 49.4% of the adults, disagreed or completely disagreed with this statement, indicating a lack of satisfaction. Furthermore, around 42.2% of the adults agreed or fully agreed with the statement that due to their current financial situation, they feel that they will never be able to have the things they desire in life. This sentiment is further supported by more than half of the adults (53.8%) agreeing or fully agreeing that they are just surviving financially, suggesting a precarious financial position.

A significant majority of the respondents, more than half (58.9%), fully agreed or agreed with the statement that their respective financial situation restricts their ability to pursue important things in their lives. This indicates that their current financial condition poses limitations and constraints on their aspirations and goals.

Furthermore, a considerable proportion, 51.1% of the respondents, reported that they always or often worry about meeting their current expenses. This suggests a consistent concern and apprehension regarding their ability to cover their financial obligations. In contrast, only a minority of adults, 18%, stated that they seldom or never worry about paying their respective current expenses, indicating a relatively small proportion who feel financially secure in this regard.

In all 34.3% of the adults stated that their situation is where finances control their life always or often. In terms of debt, one-fourth (25.6%) of the adults fully agreed or agreed that they have lot of debt at present. Almost half of the adults, 47.3%, fully agreed or agreed with the statement that they are worried that their money will not last. Overall, with more than one-third of the adults having high financial stress, financial literacy addressing aspects of financial management and discipline would be important to incorporate in implementation programs.

Around 61% of the adults stated by fully agreeing or agreeing with the statement that money exists to be spent. More than half of the respondents (53.4%) fully agreed or agreed with the statement that they find it more satisfying to spend money than to save it for long-term use. Only 33.9% of the adults either disagreed or completely disagreed with this statement.

This overall reflects on the long-term thinking and planning by the adults surveyed, with 42.1% of the adults either fully agreeing or agreeing with the statement that they tend to live for today and let tomorrow take care of itself. Only 45.2%, less than half of the adults completely disagreed or disagreed with this statement.

Around 31.3% of total adults exhibited confidence by stating that they are always or often confident to file a claim against a bank or financial institution if they are not satisfied with the product or services they were offered. Only 28.5% of adults stated that they are never or seldom confident to file a claim against a bank if such a situation arises.

In terms of understanding terms of conditions of any agreement the respondent have with a financial institution only 26% of the adults stated that they always or often understand the terms and conditions of any agreement, 30.4% of adults replied that seldom or never understand the terms and conditions and 25.7% were able to understand only some of the time.

Figure 201: Percentage of respondents who worry about paying current expenses
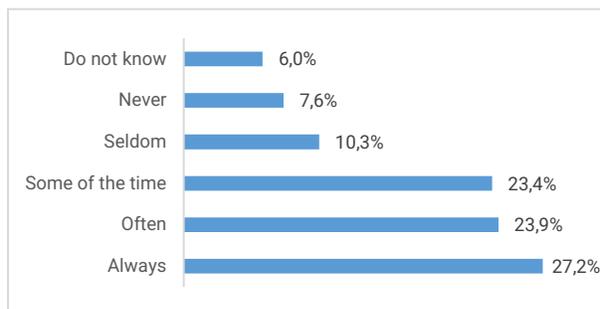
Figure 200: Percentage of respondents for whom finances control their lives
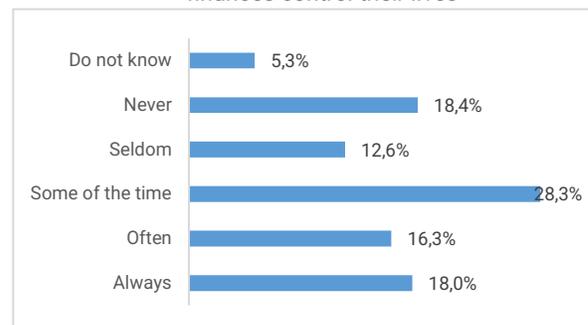
Figure 202: Assessment Statement- Whether financial situation limits the ability to do things important for one

Your financial situation limits your ability to do the things that are important to you.

- Do not know: 3%
- I completely disagree: 3%
- Disagree: 23%
- Neither Agree nor…: 12%
- Agree: 46%
- I fully agree: 13%
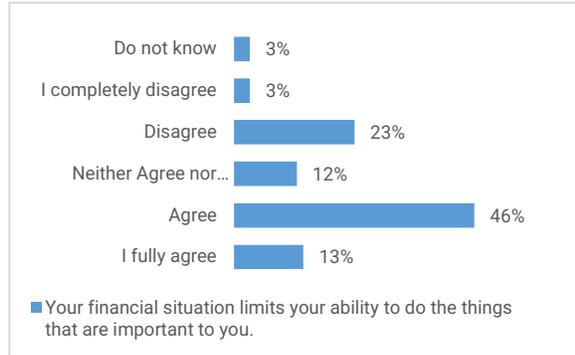
Figure 203: Assessment Statement- Current status of debt

You have a lot of debt now

- Do not know: 3%
- I completely disagree: 10%
- Disagree: 50%
- Neither Agree nor Disagree: 11%
- Agree: 21%
- I fully agree: 5%
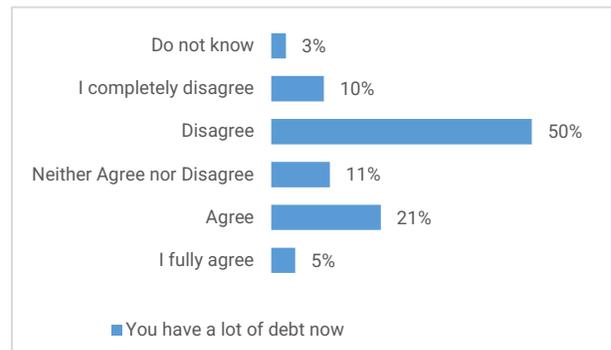
Figure 204 Assessment Statement- Satisfaction level of current financial situation

Are you satisfied with your current financial…

- Do not know: 3%
- I completely disagree: 13%
- Disagree: 37%
- Neither Agree nor Disagree: 14%
- Agree: 28%
- I fully agree: 6%
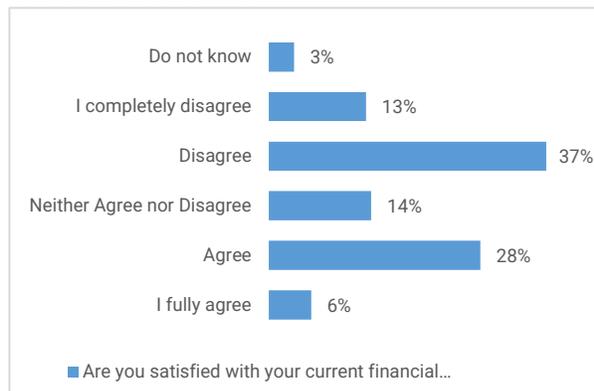
Figure 205: Assessment Statement- Worried that one's money won't last

You're worried your money won't last

- Do not know: 6,1%
- I completely disagree: 3,6%
- Disagree: 28,3%
- Neither Agree nor Disagree: 14,5%
- Agree: 40,6%
- I fully agree: 6,7%
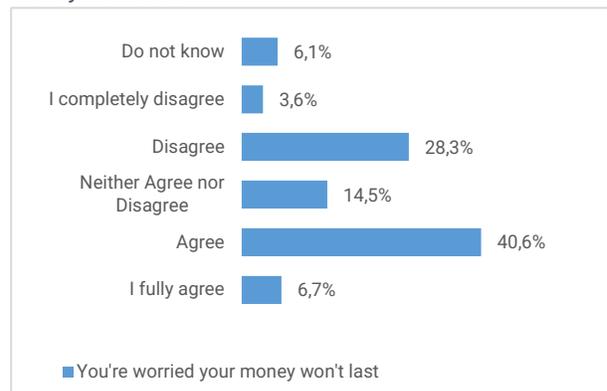
Figure 206 Feeling of never getting things wanted in life for one's financial situation

Because of your financial situation, you feel that you will never have the things you want in life.

- Do not know: 6,4%
- I completely disagree: 6,1%
- Disagree: 32,1%
- Neither Agree nor Disagree: 13,0%
- Agree: 34,7%
- I fully agree: 7,5%
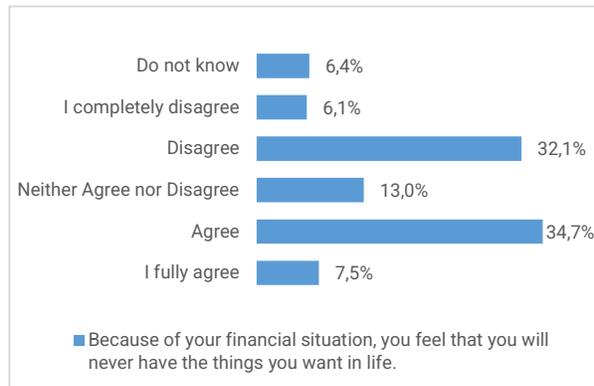
Figure 207 Assessment Statement-One is just surviving financially

You're just surviving financially.

- Do not know: 4,9%
- I completely disagree: 4,4%
- Disagree: 23,9%
- Neither Agree nor Disagree: 13,0%
- Agree: 44,2%
- I fully agree: 9,6%
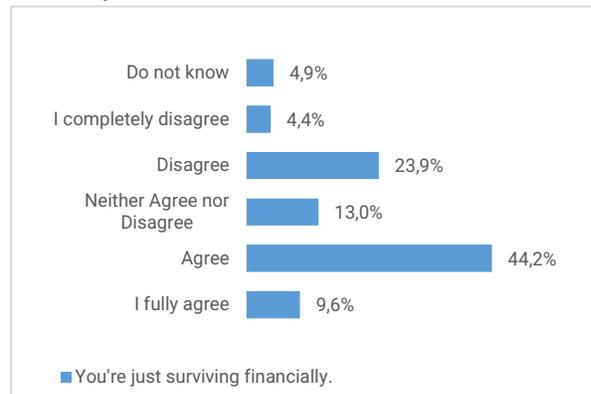
Figure 208 Assessment Statement- Satisfaction level of saving money vs saving it for long-term use
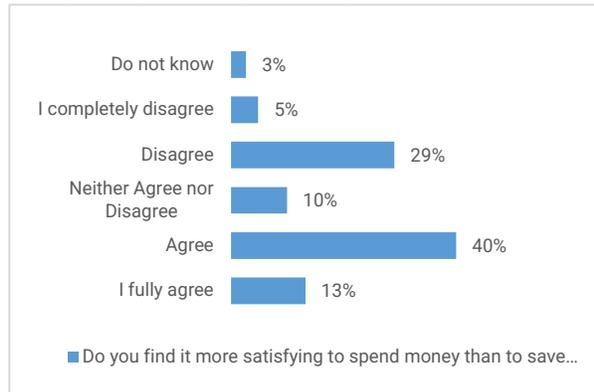
Figure 209 Assessment Statement- Money exists to be spent
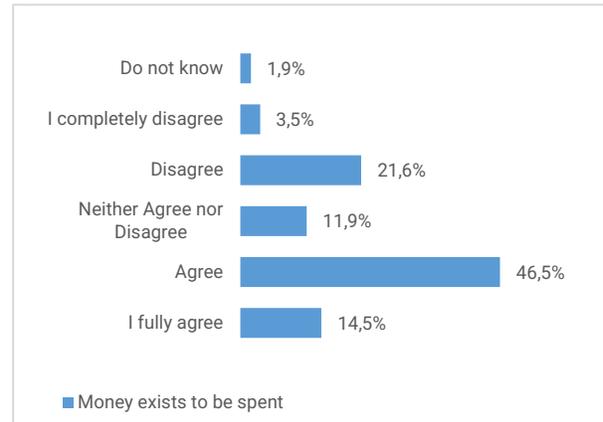
Figure 210 Assessment Statement- One tends to live for today and let tomorrow take care of itself
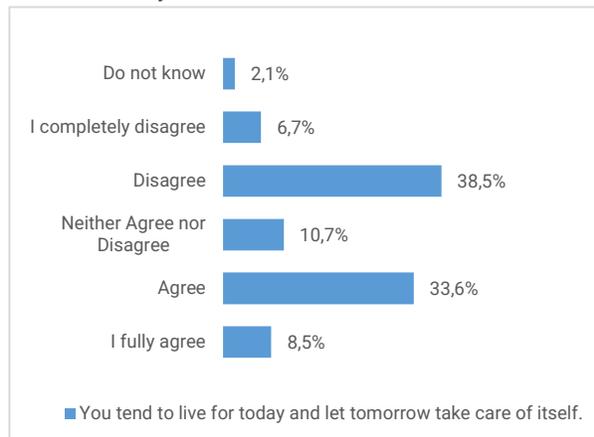
Figure 211 Assessment Statement- Confidence level to file a claim against a bank or FI
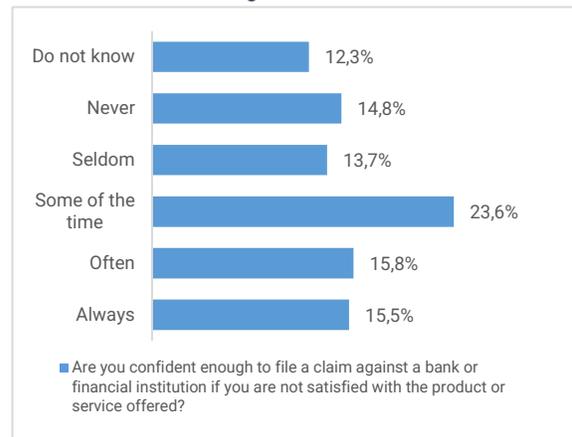
Figure 212 Assessment Statement- Level of understanding of the terms and conditions of any agreement with an FI
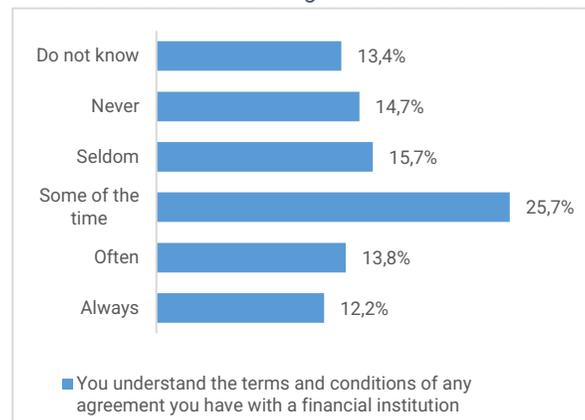
F3. Financial Behaviour

F3.1 Financial Education

Only a small percentage, 8.7% of the adults. reported receiving formal training on financial matters in the past year. Among those who received training, the most common topics covered were interest rates, with 41% of the adults of the adults reporting training in this area. This was followed by training on inflation aspects (20.4%), business plans (19.5%), saving strategies (16.2%), bond market (11.5%), and loans (10.3%). The remaining financial topics had training rates below 10% among the adults.

In terms of the number of topics covered, most adults (65.3% of those who received training), reported receiving training on a single topic. Additionally, 21.8% of the adults received on two topics or financial matters. Face to face training as the most common method, with approximately 85% of the training being delivered in person.

In terms of specific financial matters, a significant percentage of adults expressed interest in receiving training. Approximately 75% to 78% of the adults stated that they are interested in topics such as e-money/mobile money aspects, how to save for old age, and how to save regularly, how interest rates are calculated and how to open a bank account. Similarly, around 62% to 74% of the adults were interested in receiving training on topics such as where to get the best financial products, how insurance products work, how to manage loan and how to get investors for your business.

When it comes to the preferred method of training, most survey respondents (75.6%) expressed a preference for face-to-face instruction. They indicated a desire for in-person interaction and direct communication with trainers.

F 3.1.1 Financial Education - Received Training on Financial Matters

Only a small percentage of adults, specifically 8.7%, reported having received formal training on financial matters in the past year. This low percentage indicates a clear need for increased availability and accessibility of formal and structured training programs.

Interestingly, there was no significant difference between males and females regarding the receipt of formal training. Both genders showed similar levels of participation in financial training opportunities. Similarly, when comparing urban and rural, there was only a marginal 1-percentage point difference, indicating that both regions could benefit from enhanced access to financial training programs.

These findings highlight the importance of promoting and expanding financial education initiatives to ensure that individuals, regardless of their gender or geographical location, have equal opportunities to acquire essential financial knowledge and skills.

Among the adults who received financial training in the past year, the most popular topic was interest rates, with 41% of respondents indicating that they received training on this subject. This was followed by training on inflation aspects, which was received by 20.4% of the participants. Business plans ranked third, with 19.5% of adults reporting training in this area.

Other topics that received some level of training included how to save (16.2%), the bond market (11.5%), and loans (10.3%). However, the remaining financial matters had less than 10% of the adults who received training on them, suggesting a potential gap in knowledge and education in these areas.

When considering the breadth of training received, it was found that 65.3% of the adults received training on one topic, while 21.8% received training on two topics or financial matters. Only a small proportion, 6.4%

of adults, (reported receiving formal training on more than three topics, indicating a need for more comprehensive and diverse training opportunities.

These findings emphasize the importance of providing a wide range of financial training options to cater to the varied needs and interests of individuals. By addressing the gaps in knowledge across different financial topics and promoting multi-topic training programs, financial literacy can be enhanced, enabling individuals to make informed financial decisions.

Figure 213 Past Year - Received formal Training on Financial Matters
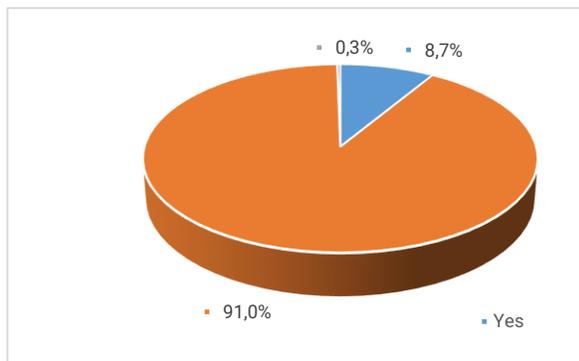
Figure 214 Percentage of respondents who received formal training on financial matters, by gender
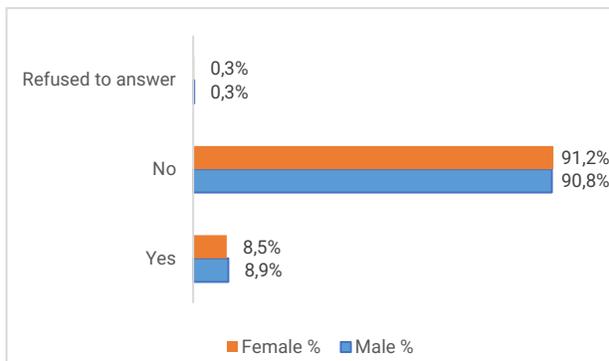
Figure 215 Percentage of respondents who received formal training on financial matters (urban vs. rural)
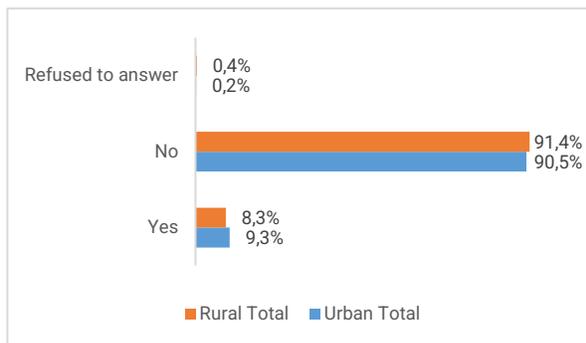
Figure 216 Percentage of respondents who have received training on financial matters, by status of employment
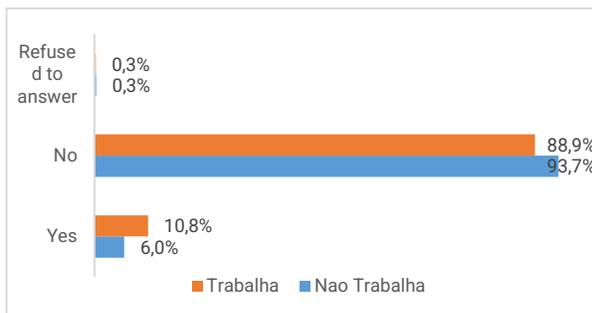
Figure 217 The proportion of financial matter training topics that respondents received training on

Figure 218 Percentage of respondents who received trainings on one and more than one topic

Topic	%
Stock market	1,7%
Gender funding	0,4%
Saving clubs	1,4%
Cooperatives	1,2%
Insurance	4,6%
Banking	7,8%
Microfinance	2,9%
How to start a business	7,0%
Loans	10,3%
Digital financial services	4,7%
financial modeling	3,7%
How to save	16,2%
Bond market	11,5%
Budget	6,3%
Business plans	19,5%
Inflation	20,4%
Interest rate	41,0%

Number of Topics	%
More than 3 Topics	6,4%
Three Topics	6,6%
Two Topics	21,8%
One Topic	65,3%

F 3.1.2 Financial Education – Training Delivery and Satisfaction

The majority of the training sessions were conducted through face-to-face interactions, accounting for approximately 85% of the total training received. Among the adults who participated in these face-to-face sessions, 54% reported being very satisfied with the training. While an additional 40% stated that they were satisfied with the training received. These high satisfaction rates indicate the effectiveness of the face-to-face training delivery method in meeting the needs and expectations of the participants.

Figure 219 Satisfaction level on training received

Satisfaction	%
Very unsatisfied	0,2%
a little dissatisfied	1,8%
Neither satisfied nor dissatisfied	4,3%
Satisfied	40,2%
Very satisfied	53,5%
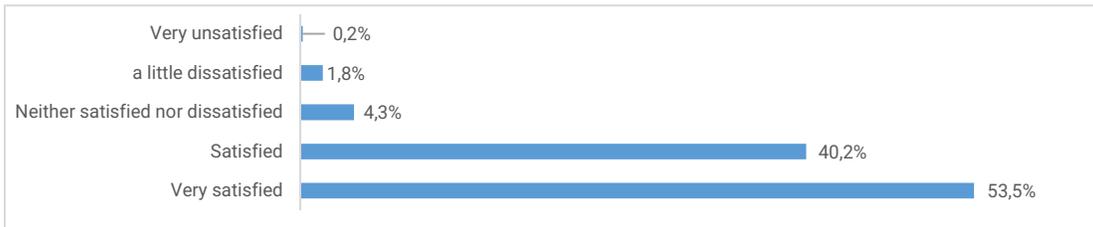
Figure 220 The channels of training delivery

Topic	Face to face	Not face-to-face (e.g., online)	Other
Other specify	18	5	1
Stock market	11	5	
Gender funding	4		
Savings club	10	3	
Cooperative	5	6	
Insurance	34	10	
Banking	68	7	
Microfinance	23	5	
How to start a business	58	8	1
Loans	84	13	1
Digital financial services	33	11	1
Financial modeling	29	6	
Bond market	54	5	1
How to save	129	25	1
Budget	95	14	1
Business plan	150	34	2
Inflation	163	32	
Interest rate	351	40	1

I2c How the training was delivered Face to face
I2c How the training was delivered Not face-to-face (e.g., online)

F 3.1.3 Financial Education – Need for Training

When it comes to specific financial matters, a significant percentage of adults expressed interested in receiving training. Approximately 75% to 78% of the adults stated that they are interested in e-money/mobile money aspects; how to save for old age; and how to save regularly; how interest rates are calculated; and how to open a bank account. Around 62%-74% of the adults were interested in receiving training on - where to get the best financial products; how insurance products work; how to manage loans and how to get investors for your business.

Compared to males and females, females were less interested to learn on how to invest in stocks and how insurance products work, when compared to males. There was not much of a significant difference observed in terms of interest in specific financial matters between urban and rural adults. However, more adults in rural areas stated that either they do not know or refused to answer.

*Figure 221 Topics of interest on financial matters by **Males** (interested vs. not interested)*
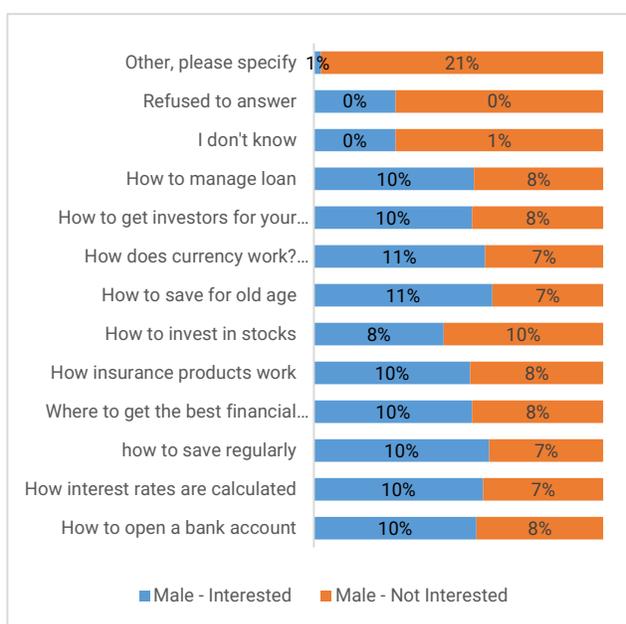
*Figure 222 Financial matters of interest by **females** (interested vs. not interested)*
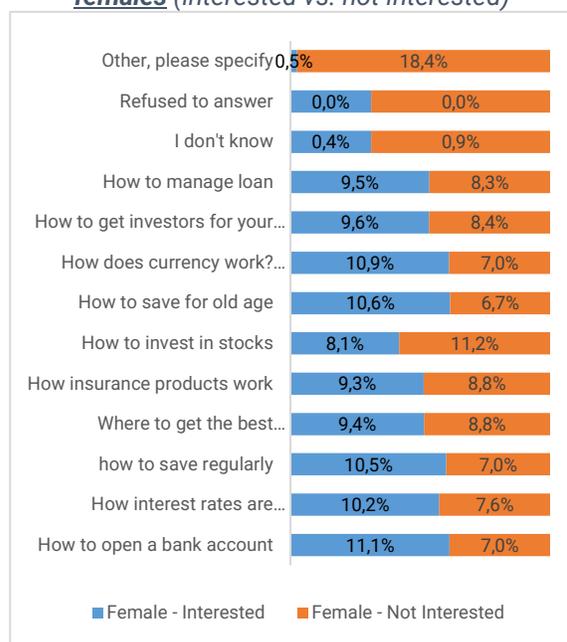
*Figure 223 Topics of interest on financial matters for **Urban** (interested vs. not interested)*
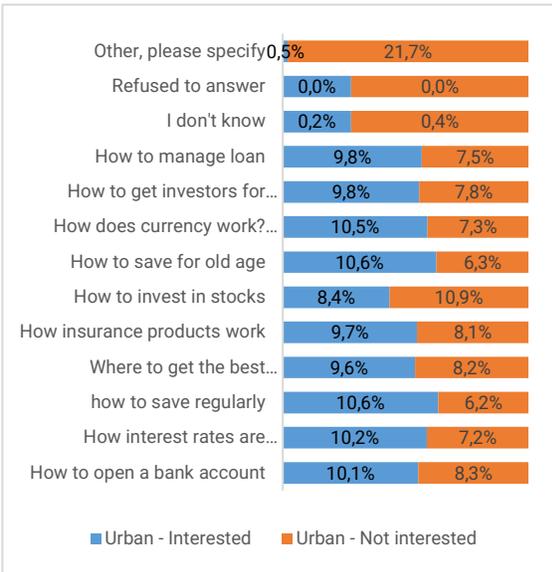
*Figure 224 Topics of financial matters of interest for **Rural** (Interested Vs. Not Interested)*
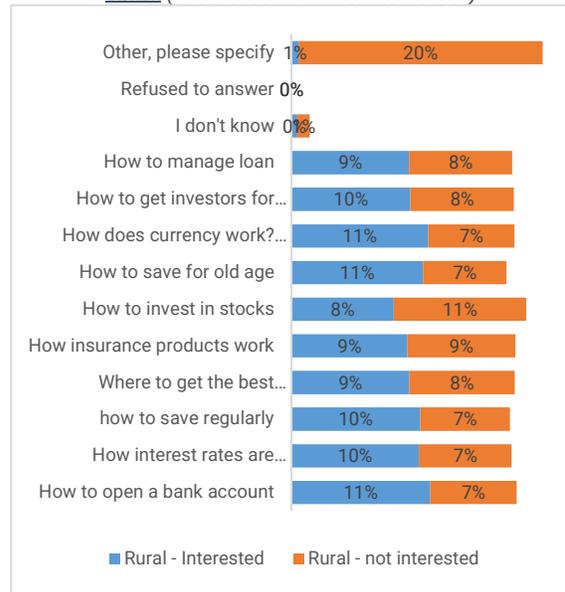
F 3.1.4 Financial Education – Training method preferences

In terms of preferred method of training, most surveyed adults, 75.6%, expressed a preference for face-to-face instruction. Notably, there was only 2 percentage point difference between males and females, with females (74.6%) showing a slightly lower preference for face-to-face teaching methodology compared to males. Only a small percentage of respondents, around 4%, stated that they preferred online trainings, with 3.2% preferring via TV and only 2.2% via radio.

Figure 225: Mediums preferred by respondents for being taught
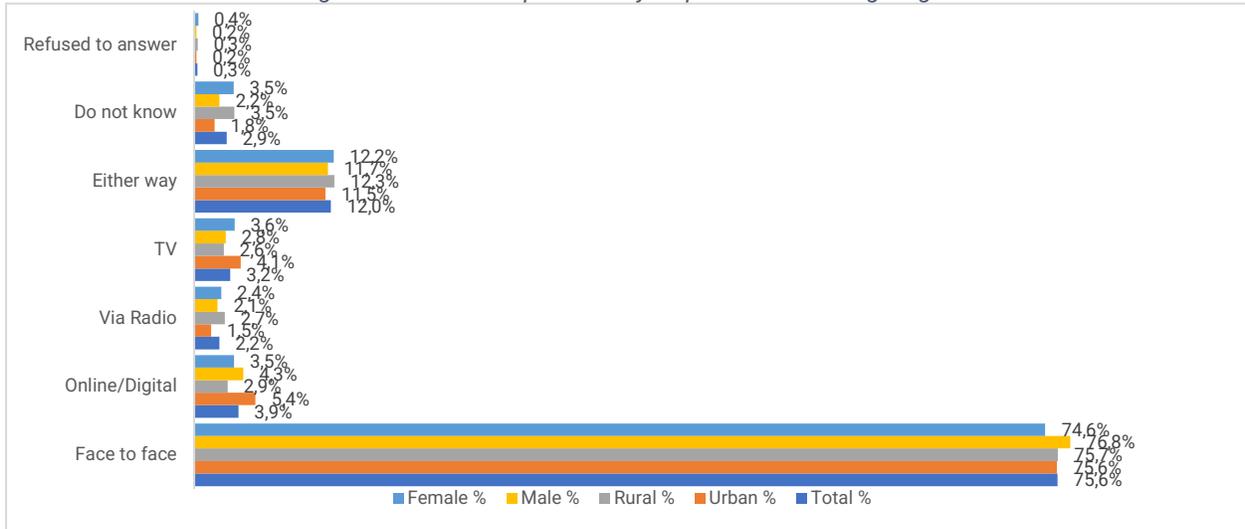
F3.2 Assessment of Financial Services

F3.2.1 Factors on use of bank accounts

When it comes to choosing a bank, most adults (52%) prioritize bank's reputation and integrity as the key factor. Additionally, nearly half of the adults (50%) consider the bank's customer service aspects for currently using their services. Approximately 30% of adults base their decision on bank's credit rating, while 24% take into account the bank's marketing and advertising efforts.

Interestingly, only 32% of the adults considered more than two aspects when choosing a bank, indicating that a significant portion of the population may not thoroughly evaluate multiple factors before making their decision.

The reasons for choosing a bank do not significantly differ between males and females, although females exhibit 2-percentage point lower consideration for customer service compared to males. In terms of urban versus rural areas, the rural population tend to place slightly more importance (by 2-3 percentage points) on the bank's reputation, integrity, and bank's customer services.

These findings suggest that a bank's reputation, integrity, and customer service play pivotal roles in adults' decision-making process when selecting a bank, regardless of gender or geographic location.

Figure 226 Considerations in choosing a bank (%)

More than two considerations — 7%
Two considerations — 14%
One consideration — 9%
Other, specify — 3%
Bank's lending rate — 4%
Bank's deposit interest rate — 6%
Bank's range of products and services — 7%
Bank's marketing/advertising — 15%
Bank's customer service — 9%
Bank's credit rating — 16%
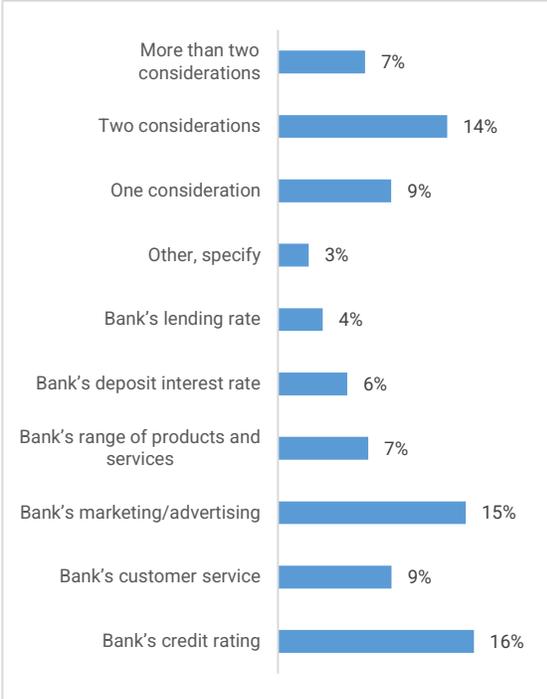
Figure 227 Considerations in choosing a bank by gender (%)

More than two considerations — Female 10%, Male 10%
Two considerations — Female 7%, Male 7%
One consideration — Female 15%, Male 13%
Other, specify — Female 11%, Male 10%
Bank's lending rate — Female 2%, Male 2%
Bank's deposit interest rate — Female 3%, Male 4%
Bank's range of products and services — Female 4%, Male 5%
Bank's marketing/advertising — Female 8%, Male 8%
Bank's customer service — Female 15%, Male 15%
Bank's credit rating — Female 9%, Male 9%
Bank's reputation and integrity — Female 16%, Male 16%

■ Female ■ Male

Figure 228 Considerations in choosing a bank by rural vs. urban

More than two considerations — Rural 10%, Urban 10%
Two considerations — Rural 7%, Urban 7%
One consideration — Rural 14%, Urban 14%
Other, specify — Rural 8%, Urban 11%
Bank's lending rate — Rural 3%, Urban 2%
Bank's deposit interest rate — Rural 4%, Urban 4%
Bank's range of products and services — Rural 6%, Urban 5%
Bank's marketing/advertising — Rural 7%, Urban 8%
Bank's customer service — Rural 16%, Urban 15%
Bank's credit rating — Rural 10%, Urban 9%
Bank's reputation and integrity — Rural 16%, Urban 16%

■ Rural ■ Urban

Figure 229 Considerations in choosing a bank by status of employment

More than two considerations — Unemployed 9%, Employed 10%
Two considerations — Unemployed 7%, Employed 7%
One consideration — Unemployed 16%, Employed 13%
Other, specify — Unemployed 10%, Employed 9%
Bank's lending rate — Unemployed 2%, Employed 3%
Bank's deposit interest rate — Unemployed 4%, Employed 4%
Bank's range of products and services — Unemployed 5%, Employed 6%
Bank's marketing/advertising — Unemployed 7%, Employed 8%
Bank's customer service — Unemployed 14%, Employed 16%
Bank's credit rating — Unemployed 10%, Employed 9%
Bank's reputation and integrity — Unemployed 15%, Employed 16%

■ Unemployed ■ Employed

F3.4 Reasons for not using products and services

When questioning adults who do not have a bank account, the reasons behind this were explored. The highest percentage, 19%, mentioned their current unemployment as the primary reason. Another 14% cited irregular income as the cause. Additionally, 21% stated either no specific reason or lack of interest due to which they do not have a bank account.

Between 10-12% of respondents identified reasons such as high costs, excessive documentation requirements, and expensive charges and fees as barriers to not having a bank account. When comparing urban and rural areas, individuals in rural areas placed more emphasis on charges and fees, low interest rate, and overall costliness as significant factors influencing their decision not to have a bank account, in comparison to their urban counterparts.

Figure 230 Reasons for not having a bank account (%)
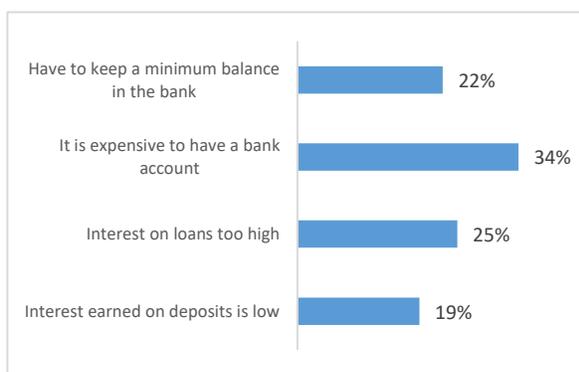
Figure 231 Reasons for not having a bank account by area (rural vs. urban)
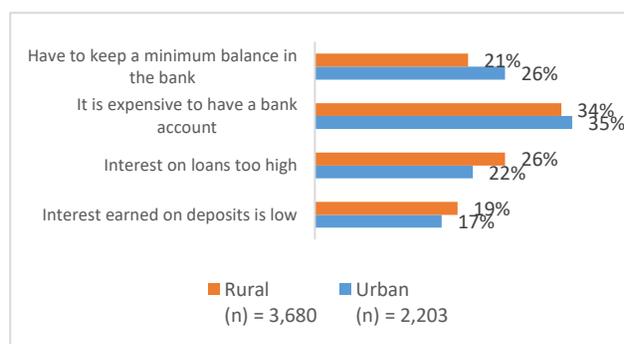
F 3.4.1 Reasons for not using products and services

Among the adults who do not have a bank account, 9% mentioned that the distance to banks was a significant factor. They found the banks to be too far from their location, making it inconvenient for them to access banking services. Additionally, 7% of adults stated that the cost of reaching a bank was prohibitive, which further hindered their ability to establish a bank account.

Figure 232 Distance/mobility related reasons for not having a bank account (%) by status of employment and area (rural vs. urban)
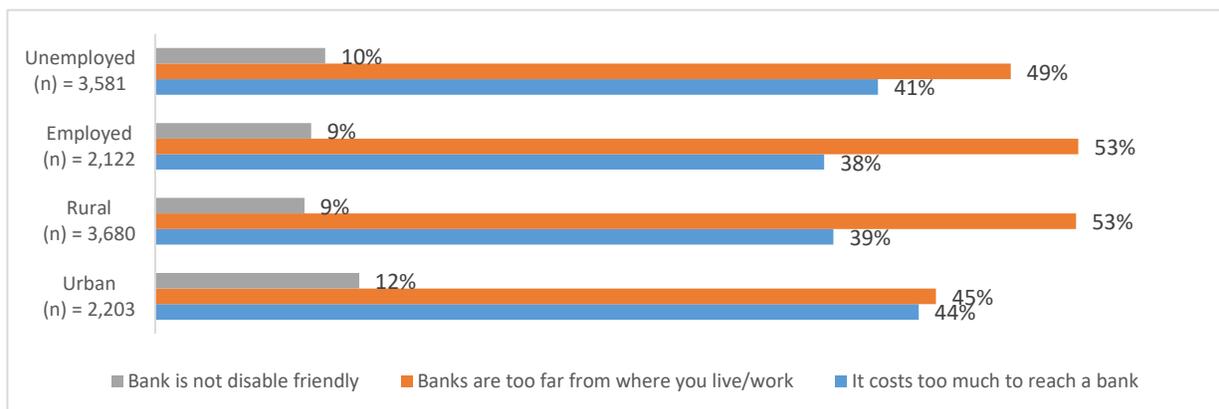
Figure 233 Service/bank procedure related reasons for not having a bank account (%)
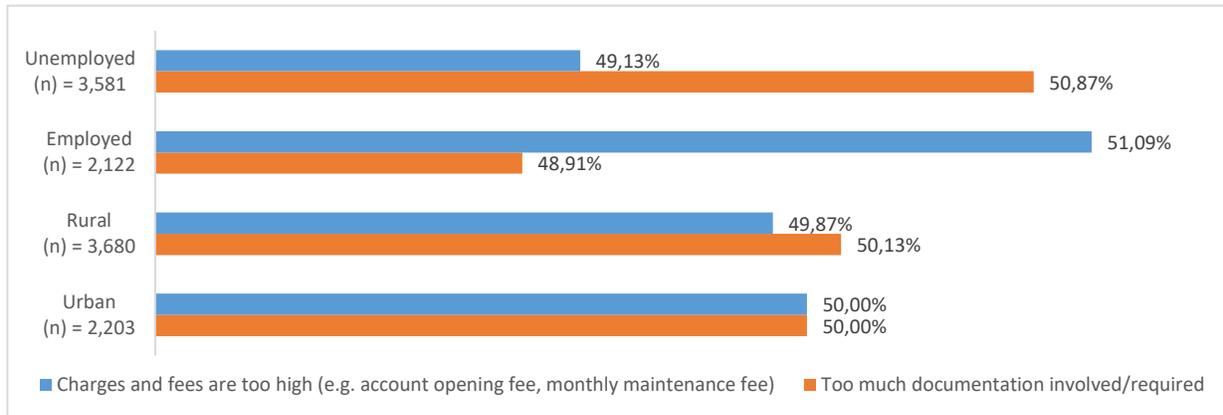
Figure 234 Service/bank procedure related reasons for not having a bank account (%)
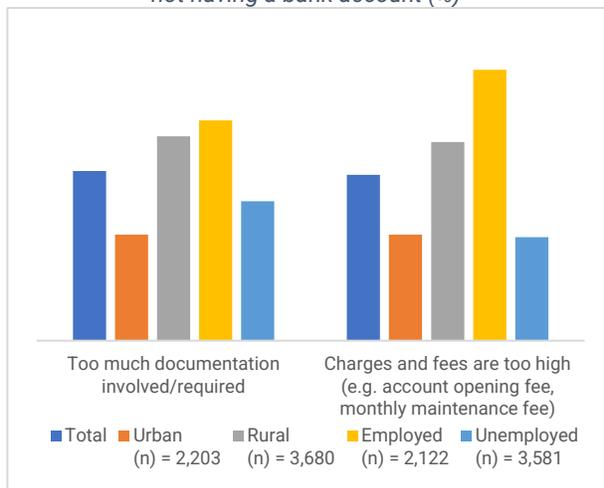
Figure 235 Service/bank procedure related reasons for not having a bank account by income level (%)
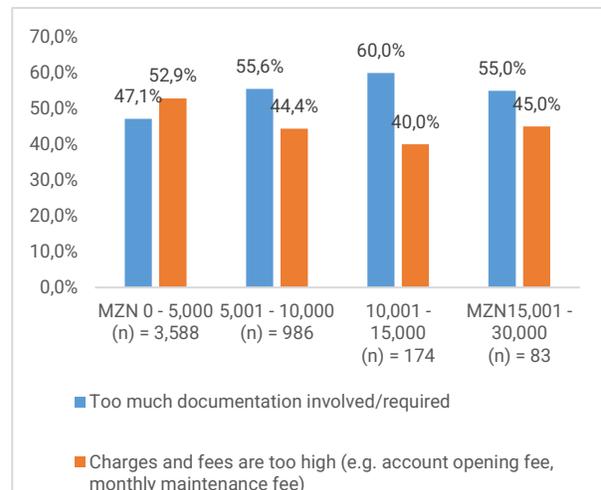
F3.5 Money management practices

When it comes to budgeting and planning, a significant majority of adults, approximately 84%, reported being involved in day-to-day money management decisions. However, when considering family-level financial management, only 49.1% of the adults stated that their households had a budget in place, 68.1% of the adults expresses feeling very comfortable or comfortable making financial decisions independently.

Among all the adults surveyed, almost half, or49%, were responsible for day-to-day money management decisions in their households. Regarding savings habits, 50% of those who had saved in the past 12 months reported keeping their savings at home or in their wallet. Additionally, 40% of adults utilized electronic money for their saving, while 34% participated in informal savings groups. In the event of a large expense equivalent to their monthly income, only 28% of the adults felt confident in managing without external

assistance. This suggests that a considerable portion of the adult population may require additional financial support in such circumstances. Almost half of the respondents (43.7%) stated that their family are keeping up with bills and financial commitments without much difficulty, although they may experience occasional struggles. In terms of running out of money, a comparison between males and females shows that 23.15% or females run of money every month compared to 21.4% of males. In the event of losing their main source of income, 17% of adults stated that they can manage covering expenses without borrowing money or having to relocate.

Regarding the source of loans, 40% of the adults relied on family and friends followed by 27% from banks. Savings groups or clubs accounted for 13 percent, while community associations provided loans for 15% of adults. When assessing their own credit records, 46% of adults rated themselves average on their respective credit record, while 42% considered their credit record to be poor or extremely poor. In terms of purpose for taking a loan, the majority (22%) of adults took loans for starting or expanding a business, with 18-19% taking loan for meeting medical expenses of education or paying bills. When selecting a lender, the most important factor for adults was the speed of receiving the funds, with 52% of respondents prioritizing this aspect. Following that, 33% considered a low interest rate as their primary consideration, and 21% of the adults valued a manageable repayment period (15 years and above).

In terms of purchasing behavior, half of the adults (50.6%) consistently take careful consideration of their affordability before making a purchase. The majority of adults, 73%, do always of often consider affordability aspects. In terms of personal financial management, 27.3% of the adults stated that they always keep a close personal watch on their financial affairs. Similarly, 25.3% of adults consistently set long-term financial goals and work diligently to achieve them.

When it comes to bill payment, 50.2% of adults either always or often pay their respective bills on time. In terms of financial tracking, 38.7% of adults fully agreed or agreed that they are aware of the amount of money they spent in the last seven days. Furthermore, 19.7% of adults experienced a significant reduction in income in the last three years.

In terms of the digital landscape, half of adults (48%) of adults fully agreed or agreed that digital tools make managing their personal finances easier. Additionally, a significant majority of adults (56.4%) expressed trust in digital financial service providers. However, 23% of adults stated that they consistently have a clear understanding of the specific financial products or services they need without seeking guidance from financial advisors.

F 3.5.1 Budgeting and Planning

Around 84% of the total adults reported being involved in day-to-day money management decisions. In terms of location, rural adults had a slightly higher percentage, surpassing their urban counterparts by 3 percentage points in taking these decisions. When examining gender differences, rural males and females showed a 4-percentage point's difference, with 86% of males and 85% of females participating management decisions, compared to 82% of males and 81% of females in urban areas. However, when considering individual decisions-making actions, only 49.1% of the adults stated that their family had a budget.

Figure 236 Day to day money management decision (overall)
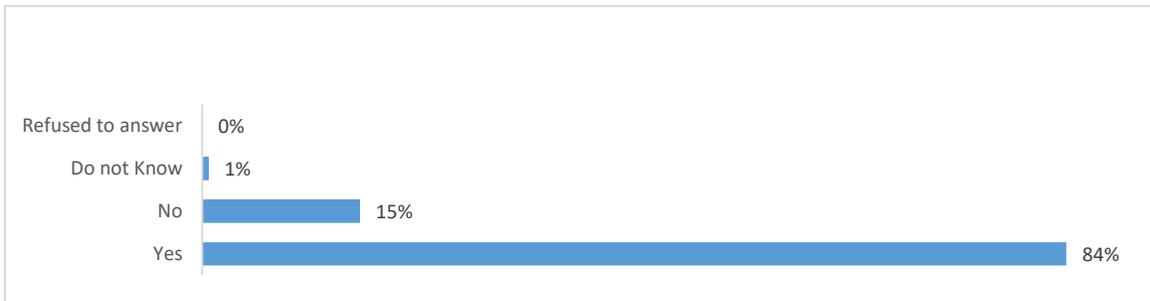
Figure 237 Day to day money management Decision (Area wise)
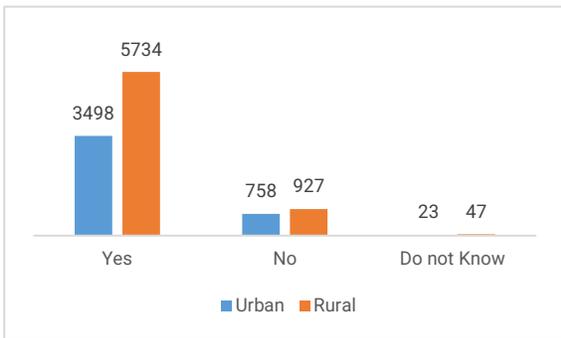
Figure 238 Day to day money management Decision (Area wise gender)
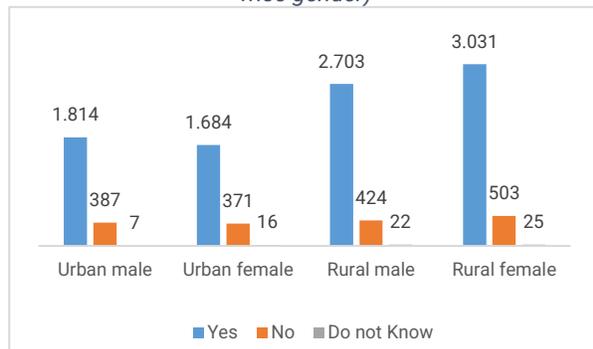
Figure 239 Day-to-day management decision by education level
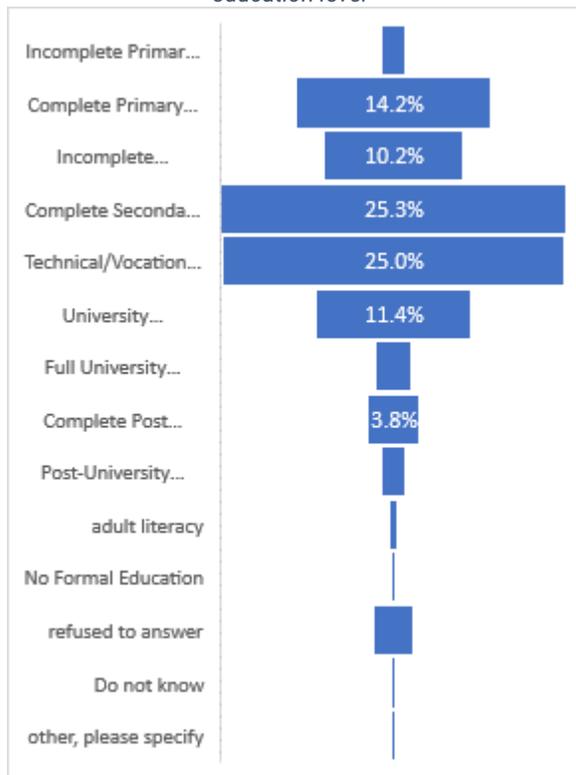
Figure 240 Day-to-day money management decision by gender and education level
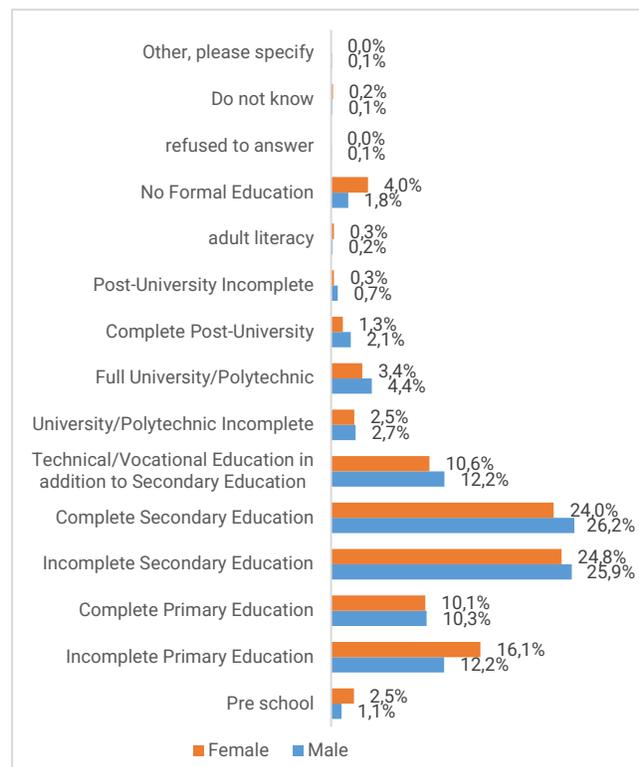
Figure 241 Family have a budget Vs. Main source of income of household (Overall)
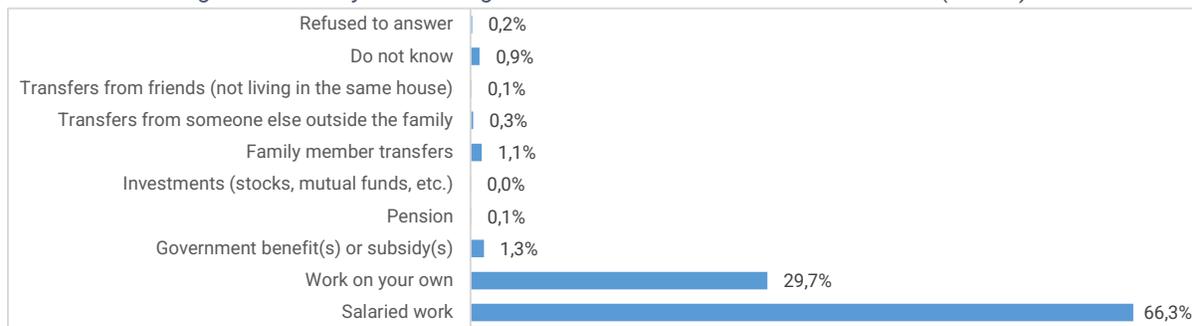
More than half of respondents (68.1%) stated that they are very comfortable or comfortable making financial decisions alone, while 71.5% male adults stated they were very comfortable or comfortable, compared to 65.25% female adults stating the same.

Of the total adults, 49% of the adults were responsible for day-to-day money management decisions in their households, while 21% stated they take decisions along with their spouse. In terms of oneself or with family involvement, around 64% adults stated they make plans to manage income and expenses and 43% adults mentioned they keep note of their spending.

Only 17% stated they use banking apps or money management tools to keep track of expenses. Additionally, 29% of the adults mentioned acting on cost reductions to achieve their most important

financial goal. In terms of saving or investing money and creating an action plan to reach their financial goals, 16-17% of adults stated that they have have undertaken these actions.

Figure 242 Action taken for oneself/Family - those who answered YES (Overall)
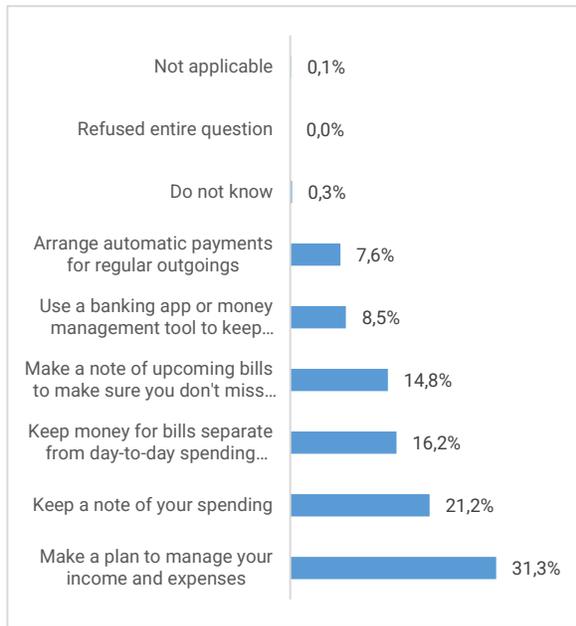
Figure 243 Action taken to achieve your most important financial goal - those who answered YES (Overall)
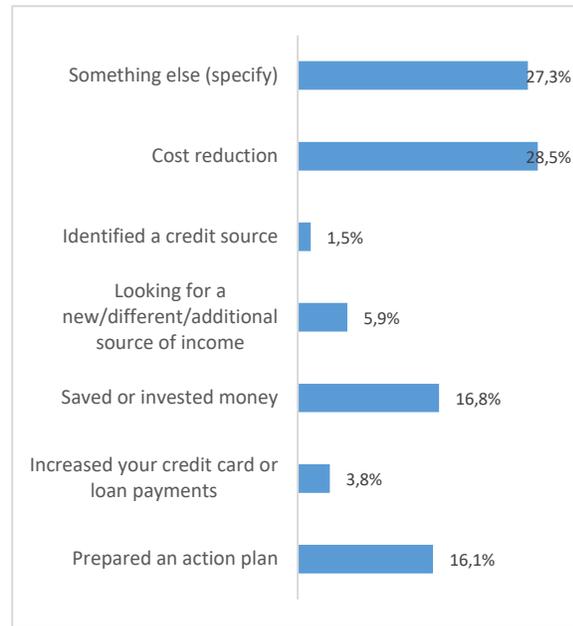
Figure 244 Level of comfort making financial decisions alone
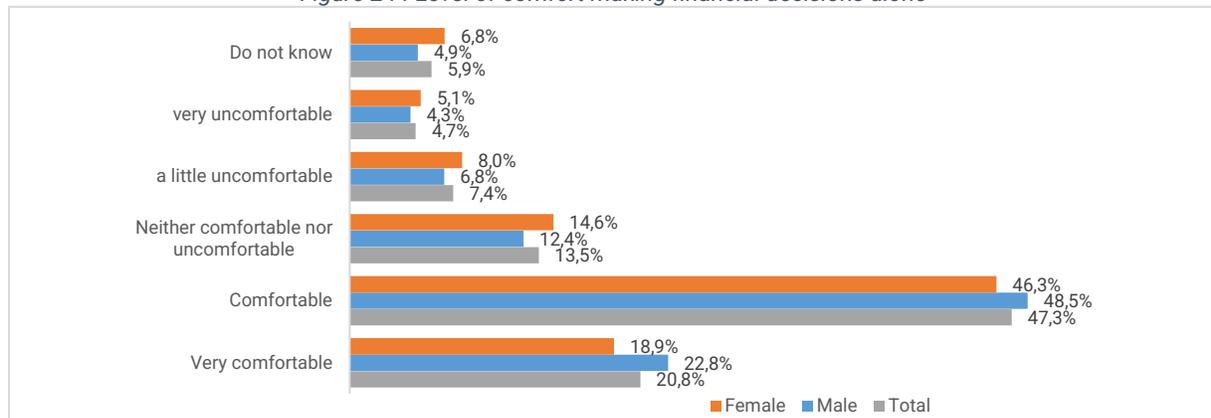
Figure 245 Responsible for day-to-day money management decisions in the household (Overall)

Category	Percentage
Other, please specify	0,02%
Refused to answer	0,03%
Do not know	0,64%
Nobody	0,45%
Non-relatives	0,07%
Other relatives	1,85%
Brothers Sisters	0,71%
Children	0,14%
Parents	9,75%
Your spouse	3,62%
You and another family member (or family members)	3,50%
You and your spouse	20,55%
You with someone else	9,68%
You (respondent)	49,00%
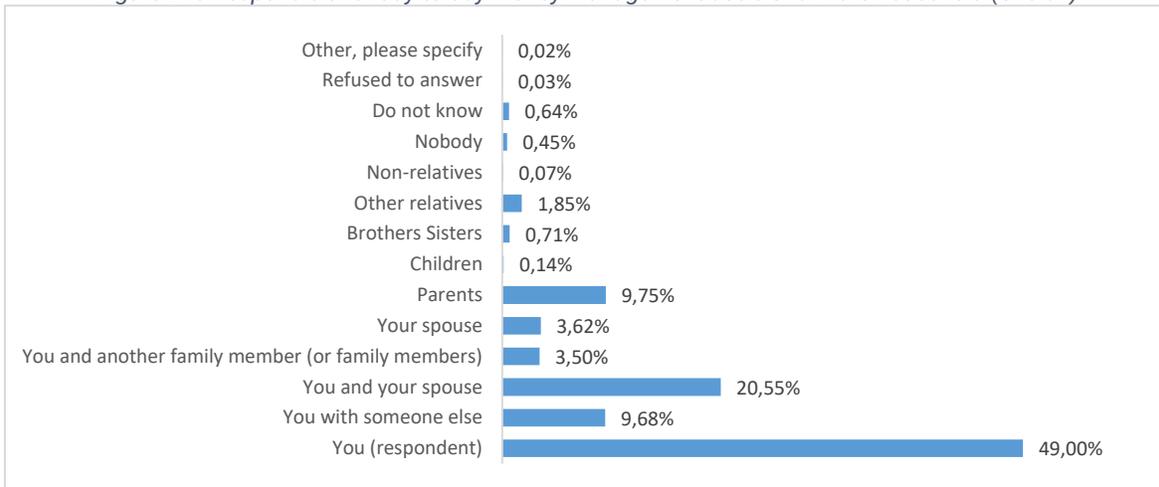
F 3.5.2 Savings Behavior

Among adults who saved in the last 12 months, 50% of them were saving money or home or in their wallet. Electronic money was chosen by 40% of adults as their preferred saving method, while 34% opted for savings groups.

Between 18-19% of the adults were savings money in a savings or deposit account, and some also entrusted their family members with their savings. Only a small percentage, less than 7% of those who saved, invested in shared and equity, bonds, or term deposits, and in crypto assets.

In the event of facing a large expense equal to their monthly income, only 28% of the adults stated that they could manage without any external help. On the other hand, 64% of adults mentioned that they would require external assistance to cope with such a situation.

Figure 246 Those who saved in the last 12 months (Overall)

Figure 247 Faced large expenses equal to monthly income and managed without help (total)
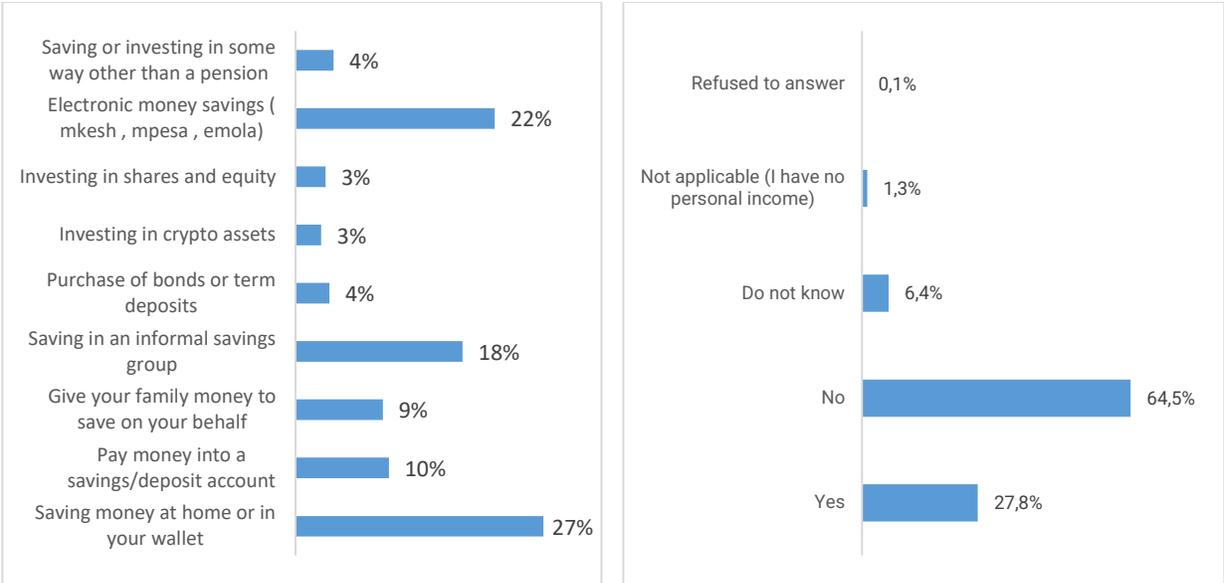
Although 64% of adults stated that they would require external help to manage a situation involving a large expense, it is noteworthy that around 66% of the adults are able to save more than 20% of their monthly income. Specifically, 11% of adults are able to save between 16-20% of their income, while 13% are able to save between 11-15% of their monthly earnings.

When considering urban and rural areas, rural adults, on average, save 20% of their monthly income, which is 3 percentage points higher than their urban counterparts do. In terms of gender differences, it appears that females tend to save less compared to their male counterparts.

Figure 248 Savings in the last 12 months by respondents by area (rural vs. urban) %
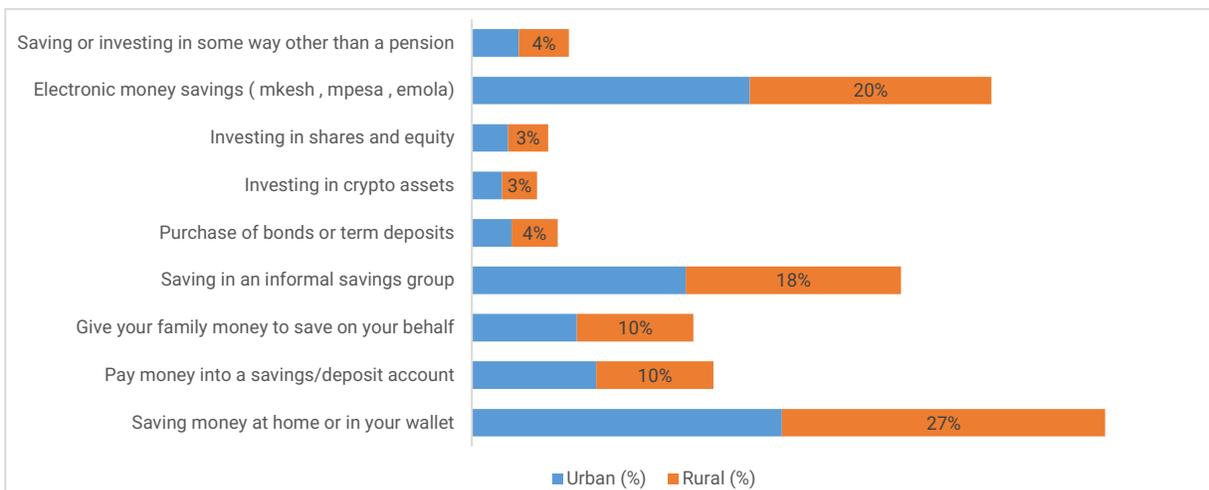
Figure 249 Savings in the last 12 months by gender and area (rural vs. urban)
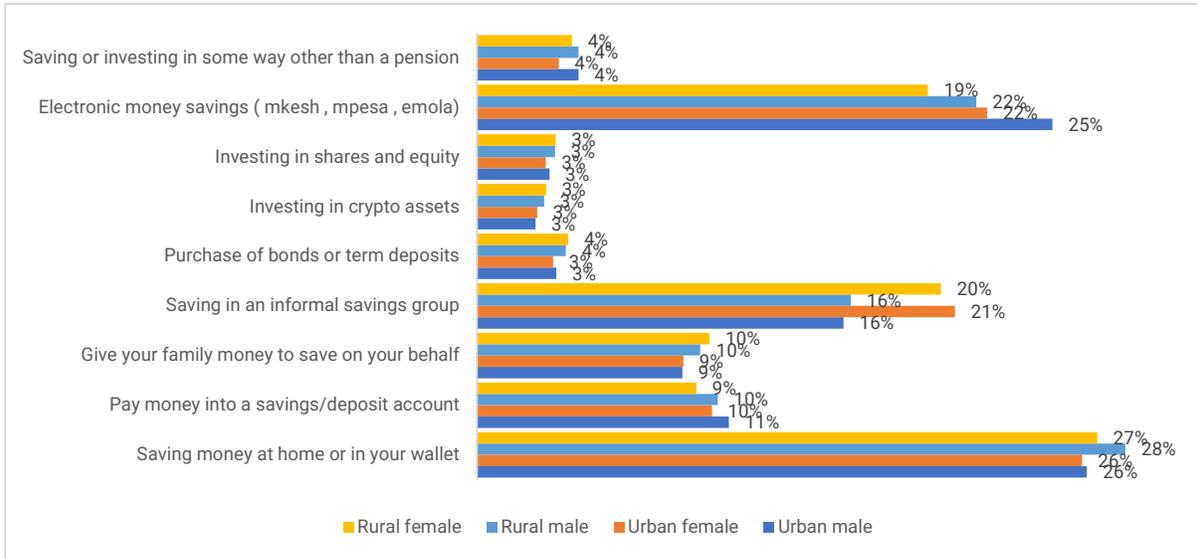
Figure 250: Share of monthly income saved by respondents (%)
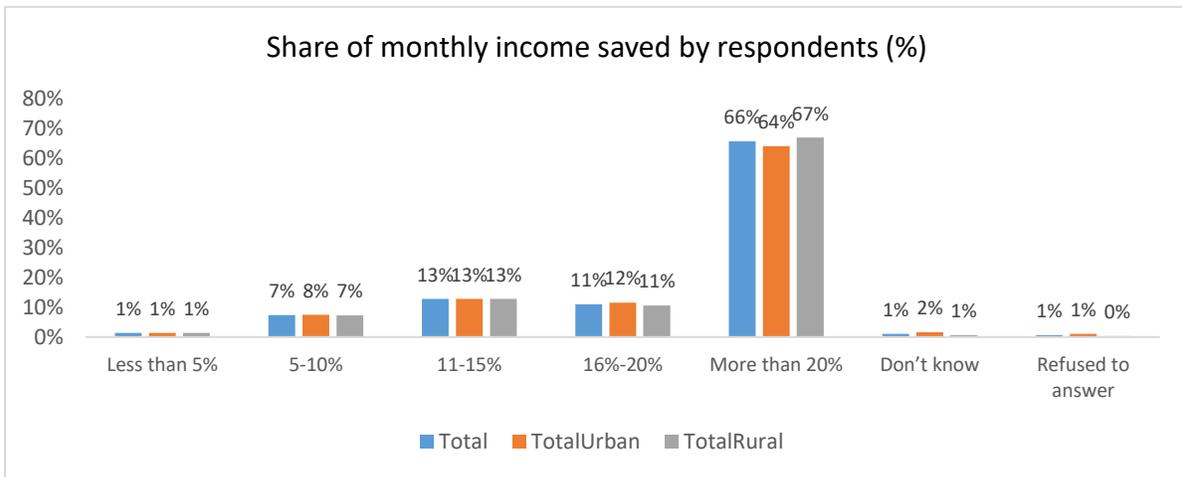
Figure 251: Share of monthly income saved by gender and in <u>urban</u> Mozambique (%)
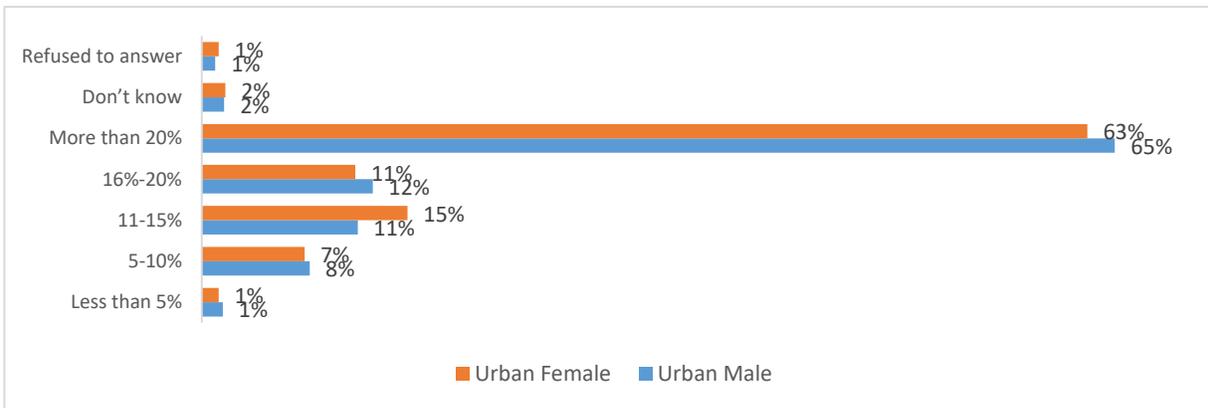
Figure 252: Share of monthly income saved by gender in _rural_ Mozambique (%)
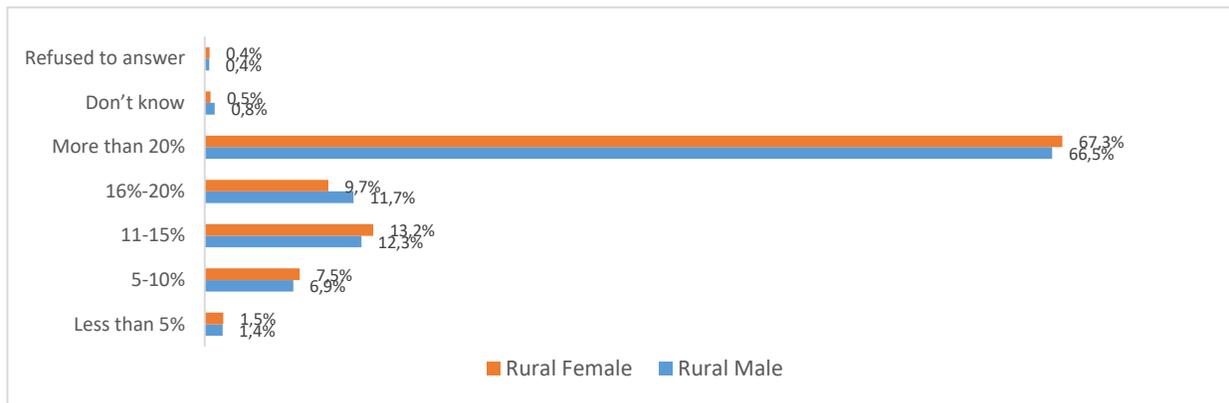
F 3.5.3 Adequacy of basic needs

Around 43.7% of adults mentioned that their family can keep up with bills and financial commitments without much difficulty, although they may occasionally face struggles. For 24% of respondent, it is a constant struggle to meet these obligations, while 19.6% stated that their family are falling behind or facing significant financial problems due to the burden of numerous bills or financial commitments.

Regarding running out of money, the survey shows that 23.15% or females experience this situation every month, compared to 21.4% of males. On the other hand, 18.6% females reported not running out of money is past 12 months, while the percentage of males was slightly higher at 20.3%.

When considering the loss of the main source of income, around 17% of adults stated that they would be able to cover their expenses without borrowing money or having to move house. Another 22% believed they could manage for more than a week but less than a month, while 25% expressed that they would be able to manage a month but not three months without their primary income.

Figure 253: Lost main source of income - time till one can cover expenses without borrowing money or moving house (Overall)
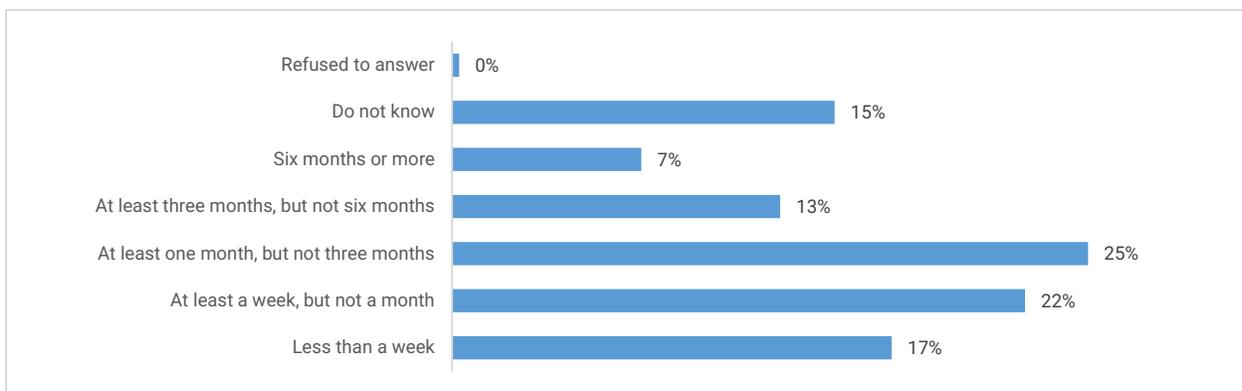
F3.5.4 Debts and Debt management – Sources of loan

When it comes to obtaining loans, 40% of the adults relied on family and friends, followed by 27% who sought loans from banks. Savings groups and clubs were a source of loans for 13% of the adults, while 15% obtained loans from community associations. Notably, savings groups/clubs and community associations were more popular among rural residents and females compared to their urban and male counterparts, who relied more on loans from family and friends, particularly in urban areas.

In terms of self-assessment, 46% of adults rated themselves as having an average credit record, while 42% considered themselves poor or very poor. Only 11% rated their credit record as very good or good. This self-assessment did not differ significantly between rural and urban in this regard.

Figure 254 The frequency at which respondents ran out of money in the past 12 months
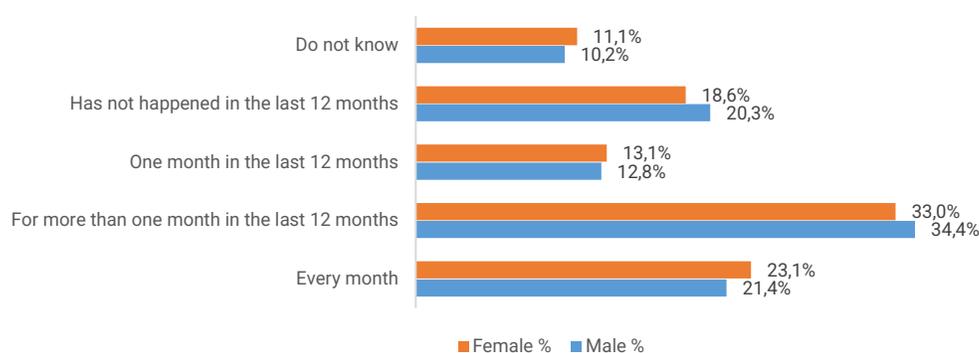
Figure 255 Source of loans (%) by gender area and status of employment
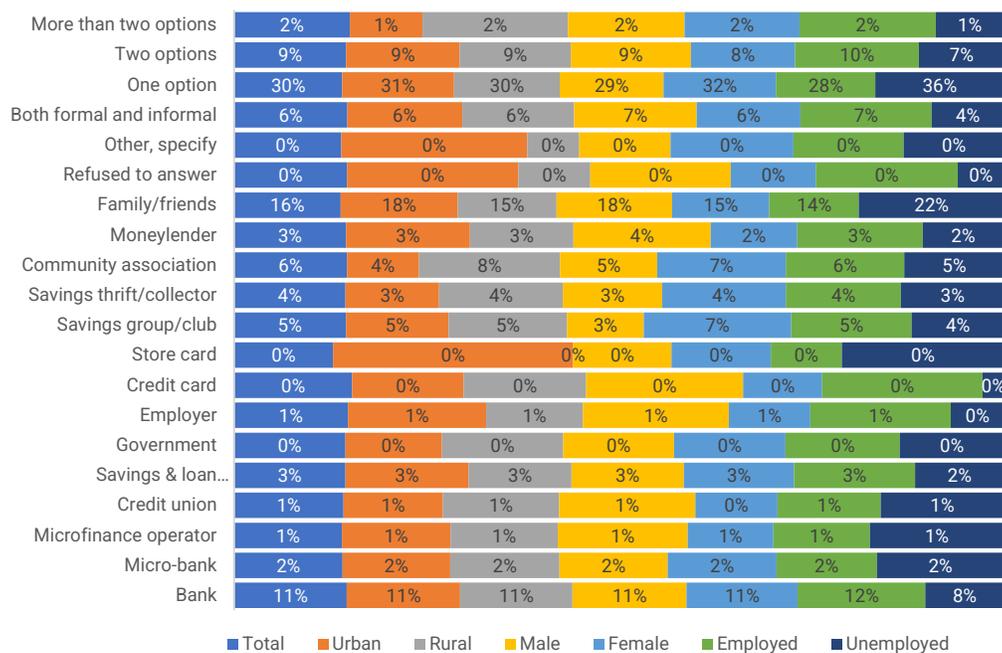
Figure 256 Self-rating of credit record, by area and employment status
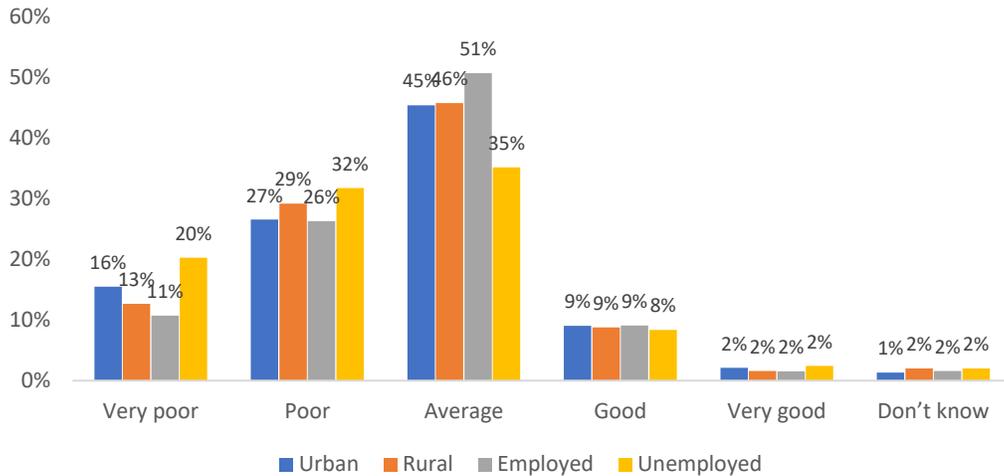
F3.5.5 Debts and Debt Management - Purpose of Loan

Most adults (22%) took loans for the purpose of starting or expanding a business, followed by 18-19% who used loans to cover medical expenses, education costs or general bills. Approximately 12-14% of adults took loans for purchasing food and clothing, house renovation or extension, or buying a house.

There were significant differences between rural and urban areas in terms of loan purposes. Urban adults had a higher percentage (6 percentage points) of loans taken for buying food or clothing, while rural adults had a higher (3 percentage points) for expanding businesses. When it came to gender differences, more females took loans for starting or expanding business and education (with a 3-percentage point difference), while more males took loans for bills paying, debts repayment, and buying a house (with differences ranging from 2-4 percentage point).

Figure 257 Purpose of taking a loan, overall
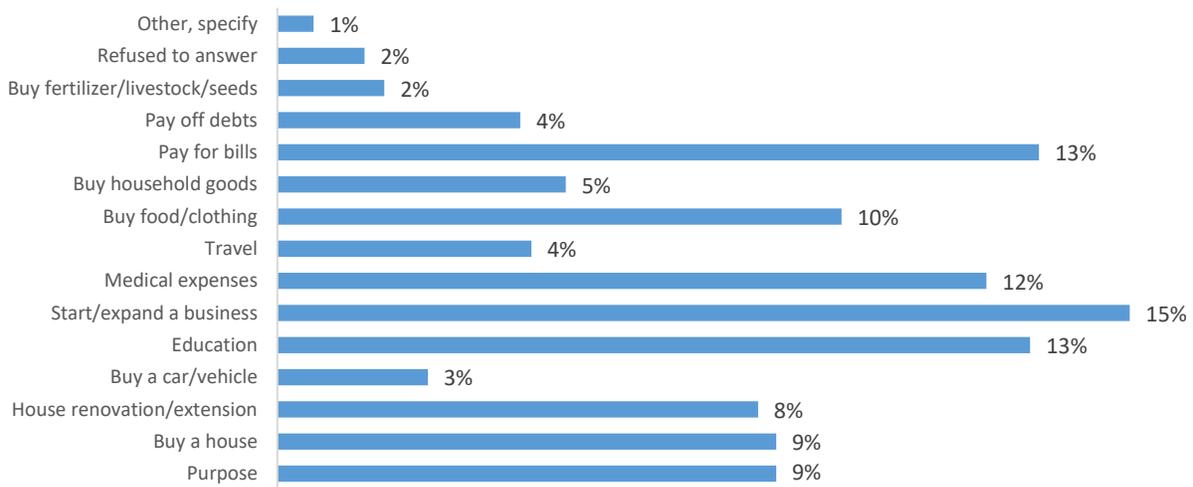
Figure 258 Purpose of taking a loan, by area (rural vs. urban)
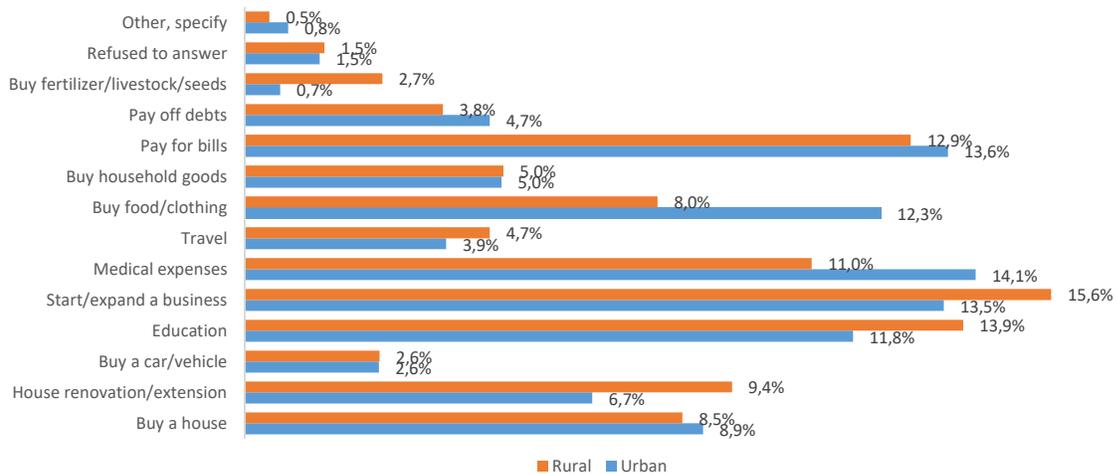
F 3.5.6 Debts and Debt management - Factors considered for taking loan

The most key factor for adults when deciding whom to take a loan from was the time it takes to get the money, as mentioned by 52% of the respondents. Following closely, 33% of the adults prioritized low interest rates, and 21% emphasized a feasible repayment period. Additionally, 12% of adults considered factors such as no collateral requirement, repayment flexibility, and affordability conditions as major considerations in choosing a loan provider. These preferences did not vary significantly between females and males or between urban and rural areas.

Figure 259 Purpose of taking a loan, by gender (%)
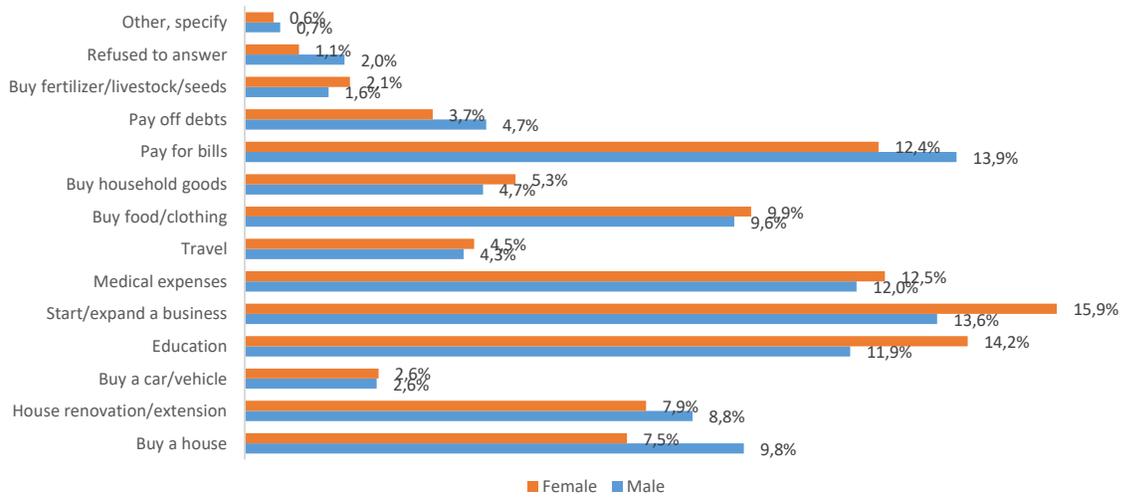
While both genders expressed a preference for low interest rates, females had a slightly higher preference by 3 percentage points. In terms of location, rural areas showed a greater preference for repayment flexibility and affordability, with a difference of 2-5 percentage points compared to urban areas.

Figure 260 Factors considered by respondents to decide on whom to take a loan from (%)

Figure 261 Factors considered by respondents to decide on whom to take a loan from, by gender (%)
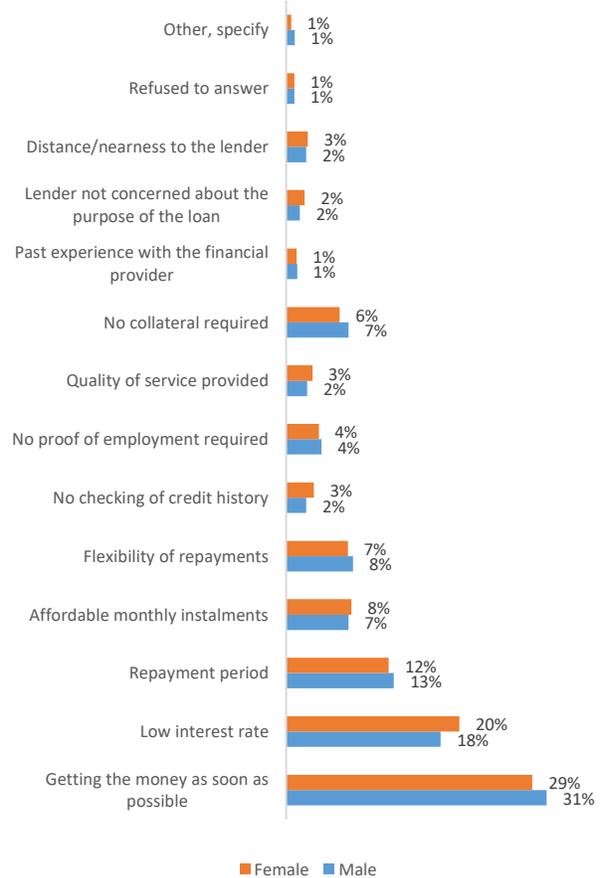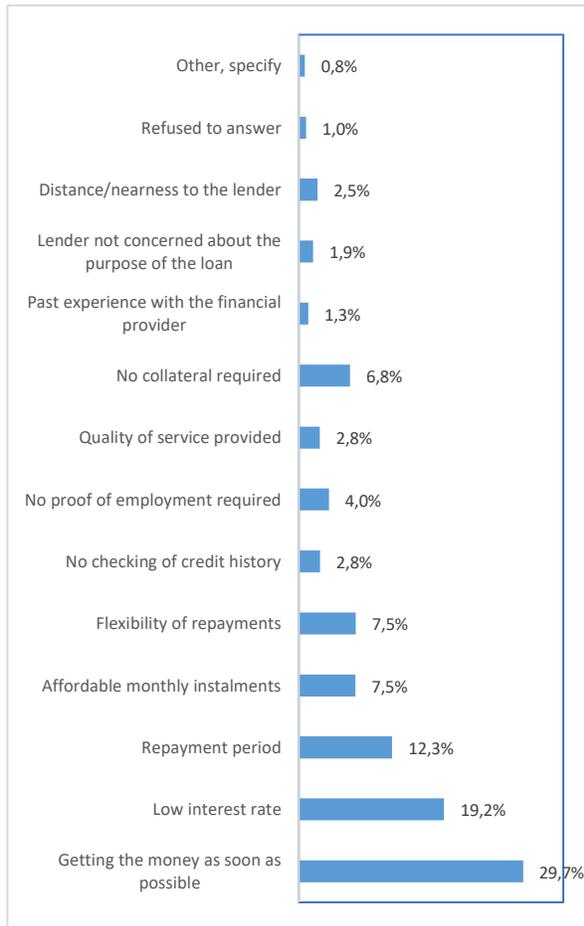
Figure 262 Amount of money borrowed by area (%)
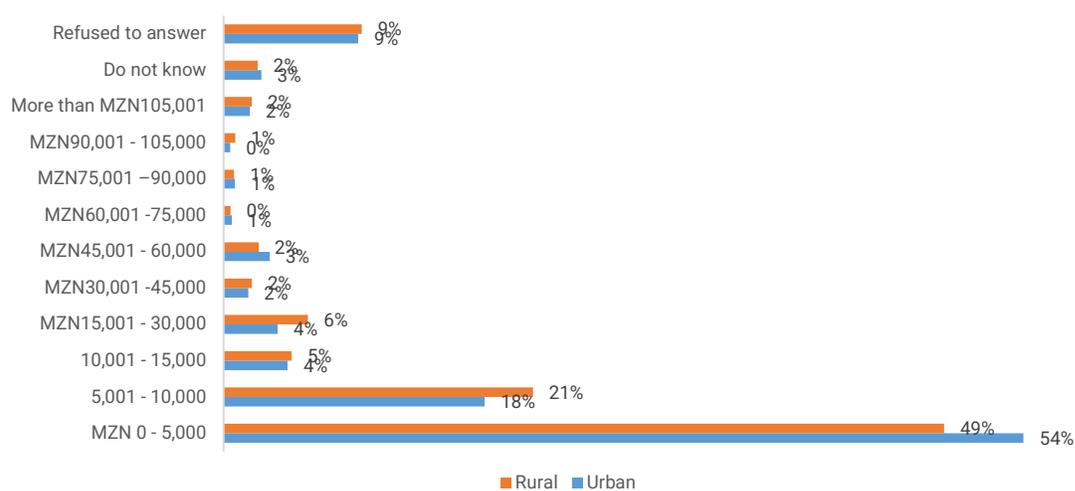
Figure 263 Amount of money borrowed by gender and employment status in <u>urban</u> Mozambique (%)

Figure 264 Amount of money borrowed by gender and employment status in <u>rural</u> Mozambique (%)

Urban (Urban Unemployed, Urban Employed, Urban Female, Urban Male)

Income band	Urban Unemployed	Urban Employed	Urban Female	Urban Male
Refused to answer	9%	9%	9%	9%
Do not know	1%	3%	3%	2%
More than MZN105,001	1%	2%	1%	3%
MZN90,001 - 105,000	0%	0%	1%	0%
MZN75,001 – 90,000	0%	0%	0%	0%
MZN60,001 - 75,000	0%	0%	0%	1%
MZN45,001 - 60,000	2%	4%	3%	3%
MZN30,001 - 45,000	2%	2%	2%	2%
MZN15,001 - 30,000	2%	3%	4%	4%
10,001 - 15,000	2%	5%	5%	4%
5,001 - 10,000	15%	19%	16%	19%
MZN 0 - 5,000	66%	48%	56%	53%

Rural (Rural Unemployed, Rural Employed, Rural Female, Rural Male)

Income band	Rural Unemployed	Rural Employed	Rural Female	Rural Male
Refused to answer	6%	11%	10%	9%
Do not know	3%	2%	2%	2%
More than MZN105,001	1%	1%	1%	2%
MZN90,001 - 105,000	0%	1%	0%	1%
MZN75,001 – 90,000	1%	1%	0%	1%
MZN60,001 - 75,000	1%	0%	0%	1%
MZN45,001 - 60,000	2%	2%	2%	3%
MZN30,001 - 45,000	1%	2%	1%	2%
MZN15,001 - 30,000	2%	8%	5%	6%
10,001 - 15,000	2%	6%	6%	4%
5,001 - 10,000	19%	22%	21%	21%
MZN 0 - 5,000	63%	42%	50%	47%

F 3.5.8 General Money Management - Assessment on money management

In terms of purchasing behavior, it was found that 50.6% of adults stated that they always carefully consider whether they can afford something before making a purchase. Additionally, a significant majority of 73% stated that they always or often consider affordability aspects when making buying decisions.

When it comes to purchasing specific financial products or services, approximately 36% of adults reported that they always or often compare different options before choosing the one that best suits their needs.

In the context of digital purchases, 30% of adults agreed that they are more likely to be impulsive buyers when shopping online, while 33% disagreed with this statement. It suggests that there is a mixed response among adults regarding their impulsiveness in online shopping.

Overall, these findings shed light on the considerations individuals take into account when making purchases, in terms of affordability and comparison, as well as the varying attitudes towards impulsive online shopping.

Figure 265 Consideration of affordability before purchase
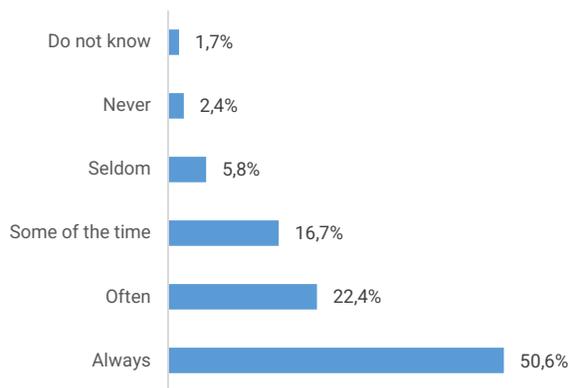
Figure 266 Respondents keeping a close personal watch on financial affairs
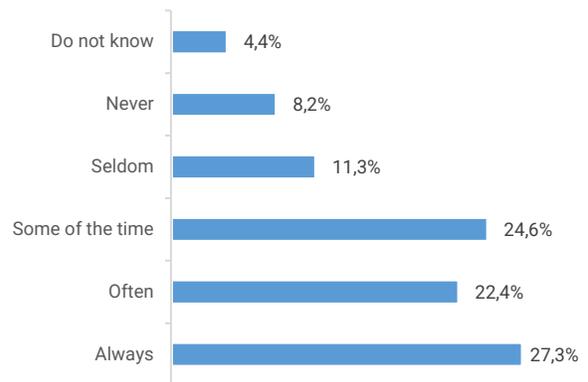
Figure 267 When purchasing financial products/services, you compare different options and then choose the one that best suits your needs
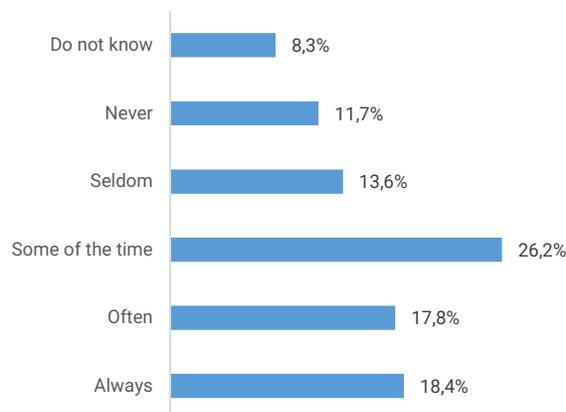
Figure 268 Impulsive shopping vs. in-person shopping
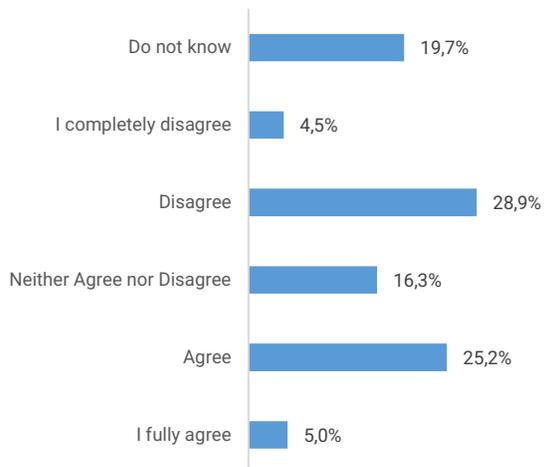
Approximately 42% of adults stated that they do not believe in borrowing money, while a similar percentage of adults disagreed or completely disagreed with this statement. This indicates a considerable proportion of individuals who hold a negative view towards borrowing money.

On the other hand, a higher proportion of adults, accounting for 75.4% of the total, fully agreed or agreed with the statement that if they borrow money, they have a responsibility to pay it back. This highlights a strong sense of financial responsibility among most adults.

Regarding savings, a substantial 74% of adults agreed or fully agreed with the statement that it is easier to save when one is saving for a specific purpose. This indicates that having a specific goal in mind motivates individuals to save more effectively.

These findings reflect the attitudes and beliefs of adults regarding borrowing money, responsibility towards debt repayment, and the effectiveness of saving with a specific purpose.

Figure 269 Person does not believe in borrowed money
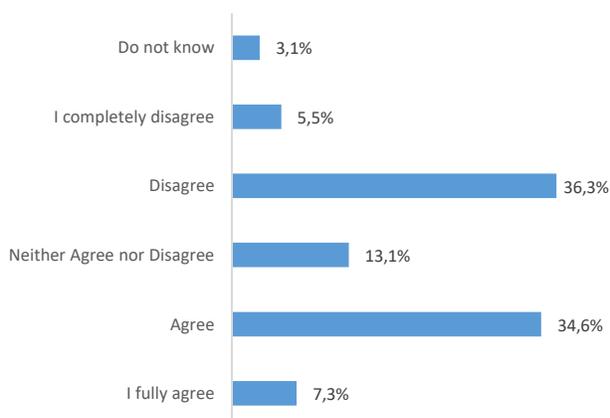
Figure 270 Person believes in responsibility in paying back borrowed money
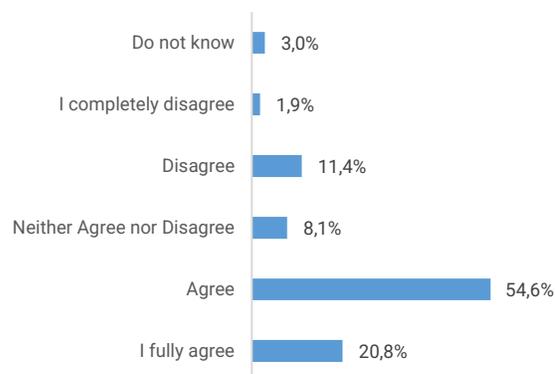
Figure 271 Ease of saving money if saved for a specific purpose
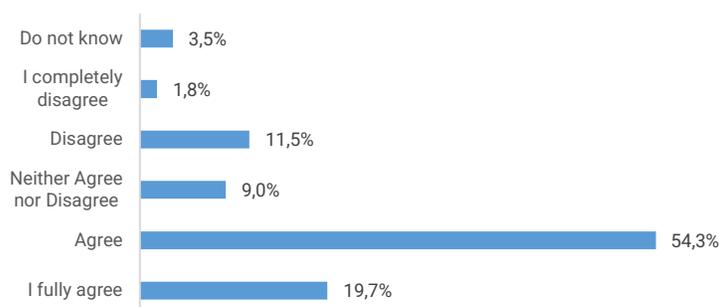
According to the study, 38.3% of adults fully agreed or agreed with the statement that it is more important to invest in profitable companies rather than those that strive to improve their social impact. Conversely, 29.7% of adults either fully disagreed or disagreed with this statement, indicating a differing perspective on the importance of social impact in investment decisions.

Regarding business processes and ethics, 30.7% of adults either completely disagreed or disagreed with the statement that it is more important to invest in profitable companies than those that strive to improve their risk management, ethics, and accountability. On the other hand, a higher percentage of adults, 37.4%, either fully agreed or agreed with this statement, indicating a greater emphasis on ethical considerations in investment decisions.

In terms of the environment, 28.3% of adults either disagreed or completely disagreed with the statement that it is more important to invest in profitable companies than those that strive to minimize their negative impact on the environment. This suggests that a significant portion of adults prioritize environmental concerns when making investment choices.

Moreover, a portion of the respondents, who were not specified in the information provided, stated that they fully agree or agree with the statement that they are prepared to risk some of their own money to save or make an investment.

Figure 272 : Importance to invest in profitable companies than those that strive to improve their social impact
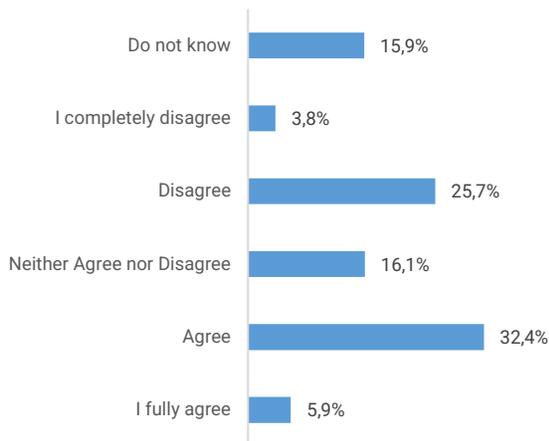
Figure 273 : Importance to invest in profitable companies than those that strive to improve their risk management, ethics and accountability
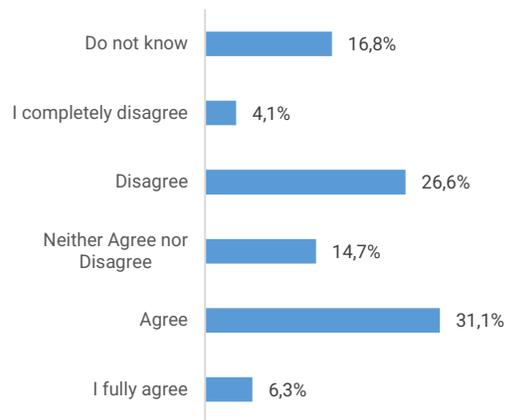
Figure 274 Importance of investing in profitable companies' vs striving to minimize their negative impact on the environment

Do not know	15,4%
I completely disagree	3,4%
Disagree	24,9%
Neither Agree nor Disagree	16,0%
Agree	33,7%
I fully agree	6,2%
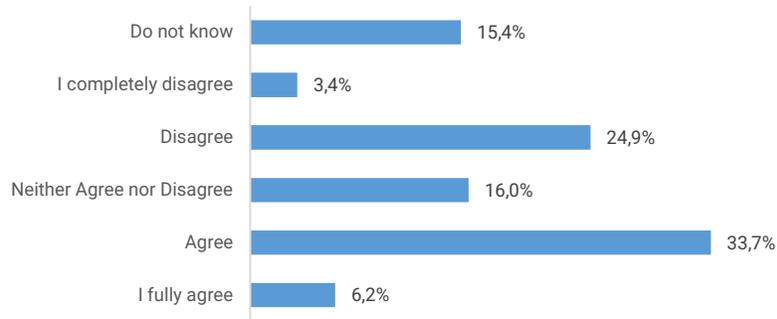
Figure 275 : Prepared to risk some of the own money to save or make an investment

Do not know	5,7%
I completely disagree	3,5%
Disagree	23,1%
Neither Agree nor Disagree	14,2%
Agree	42,7%
I fully agree	10,6%
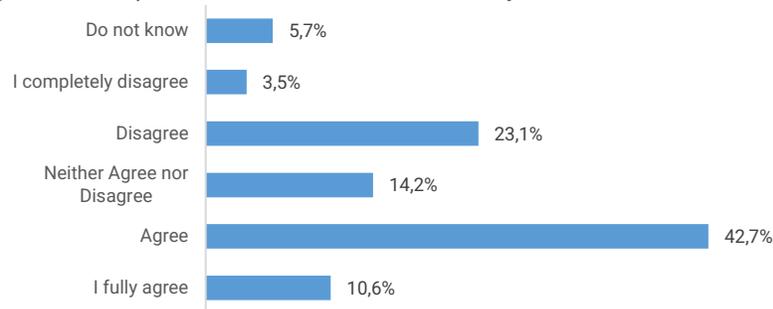
According to the study, around 27.3% of adults stated that they always keep a close personal watch on their financial affairs. Additionally, 22.4% of adults mentioned that they often engage in this practice, indicating a significant proportion of individuals actively monitoring their finances. On the other hand, 19.5% of adults stated that they either never or seldom keep a close watch on their financial affairs.

Similarly, when it comes to setting long-term financial goals, 25.3% of adults stated that they always set such goals and work hard to achieve them. Additionally, 21% of adults mentioned that they often set long-term financial goals and work hard to achieve them, indicating a considerable number of individuals prioritizing long-term financial planning and efforts.

These findings highlight a significant portion of adults who demonstrate a proactive approach to managing their financial affairs, both through regular monitoring and through the establishment of long-term financial goals.

Figure 276 Close watch over financial affairs   *Figure 277 Set long-term financial goals and work hard to achieve them*

Do not know	4,4%
Never	8,2%
Seldom	11,3%
Some of the time	24,6%
Often	22,4%
Always	27,3%

Do not know	4,5%
Never	9,8%
Seldom	12,7%
Some of the time	25,2%
Often	21,0%
Always	25,3%
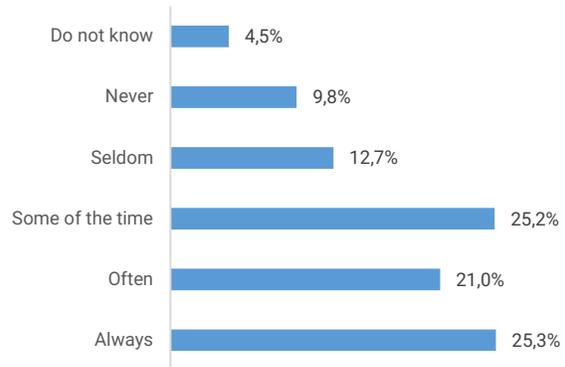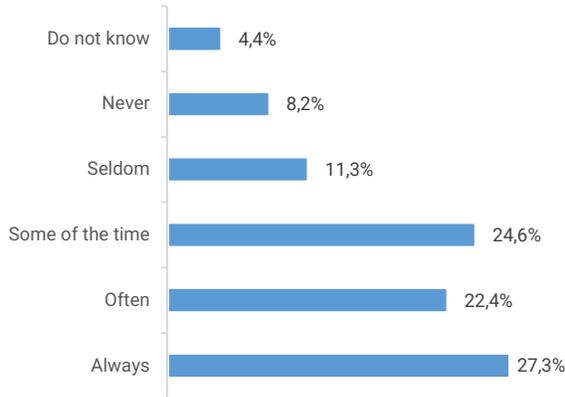
According to the study, when it comes to budgeting regularly for their money, only 8.7% of adults fully agreed with the statement, indicating a small percentage of individuals who consistently engage in budgeting. However, 43% of adults stated that they agree with the statement, suggesting a greater number of individuals who recognize the importance of budgeting. On the other hand, approximately 27.6% 31% of adults disagreed with the statement, indicating a significant portion who do not engage in regular budgeting practices.

Regarding bill payment, around 50.2% of adults either always or often pay their respective bills on time, indicating a considerable portion of individuals who prioritize timely payments. However, it is worth noting that 14.5% of adults found it highly difficult to pay their bills on time, stating that they seldom or never do so.

In terms of having money to spare at the end of the month, only 19.7% of adults stated that they consistently have some money left over (always and often). However, 33% of adults reported having money to spare only some of the time, while 43.3% of adults stated that they seldom or never have money to spare. These findings indicate that a significant proportion of adults face challenges in generating income that exceeds their expenses and struggle to set aside savings at the end of the month.

Overall, the study reveals that there is room for improvement in budgeting practices, bill payment consistency, and the ability to generate surplus income among a considerable portion of the adult population.

Figure 278 Regularly budget for money
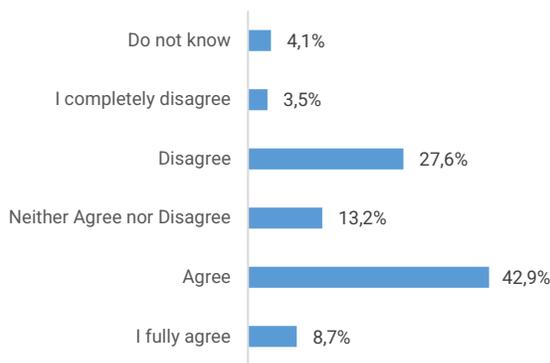
Figure 279 Pays bills on time

Do not know	4,1%
I completely disagree	3,5%
Disagree	27,6%
Neither Agree nor Disagree	13,2%
Agree	42,9%
I fully agree	8,7%

Do not know	2,1%
Never	4,1%
Seldom	10,4%
Some of the time	31,9%
Often	23,8%
Always	26,4%
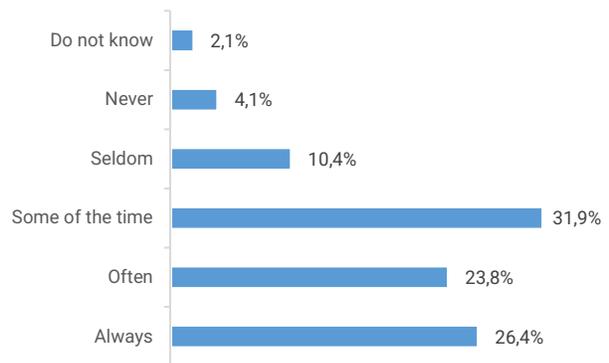
Figure 280 Has money to spare at the end of the month

Category	Percentage
Do not know	3,0%
Never	22,9%
Seldom	20,4%
Some of the time	33,0%
Often	10,9%
Always	8,8%
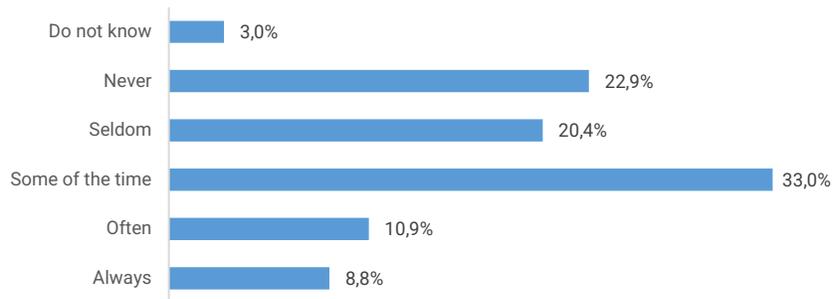
F 3.5.9 General Money Management – Assessment on financial action

According to the study, approximately 38.7% of adults fully agreed or agreed with the statement that they know how much money they spent in the last seven days, indicating a significant portion of individuals who are aware of their recent spending. However, 40.2% of adults either disagreed or completely disagreed with the statement, suggesting that a substantial number of individuals have difficulty tracking their expenses accurately.

Regarding income reduction in the last three years, 19.7% of adults reported experiencing a significant decrease in their income. This reduction can be attributed to various reasons, with 37.1% of adults citing a delay in salary payment, 24.2% mentioning a reduction in investment income, and 26.4% indicating job loss or disability of either themselves or the head of the family.

When faced with a sudden drop in income, the study found that 57.7% of adults managed to make ends meet by reducing their expenses and saving money. Another 27.7% of respondents relied on their existing savings to cope with the situation, while 17.1% borrowed money from family and friends.

These findings highlight the financial challenges individuals face when their income decreases unexpectedly. While a significant portion of adults resort to expense reduction and savings utilization, borrowing from social networks is also a common practice. It is important to note the importance of financial preparedness and emergency planning to mitigate the impact of income fluctuations.

Figure 281 Knowledge on how money was spent in the past 7 days

Category	Percentage
Do not know	10,7%
I completely disagree	5,8%
Disagree	34,4%
Neither Agree nor Disagree	10,3%
Agree	32,4%
I fully agree	6,3%
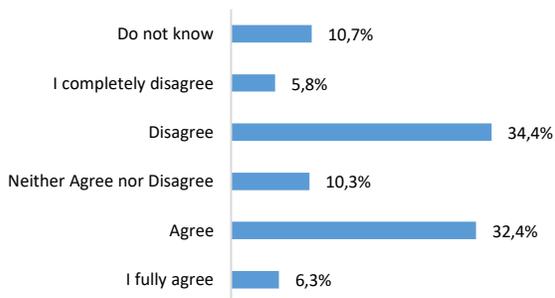
Figure 282 Significant reduction in income

Category	Percentage
Refused to answer	1,0%
No	79,3%
Yes	19,7%
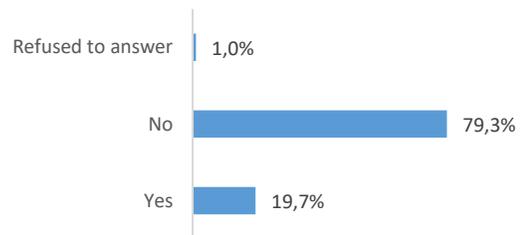
Figure 283 Reason for reduction in income
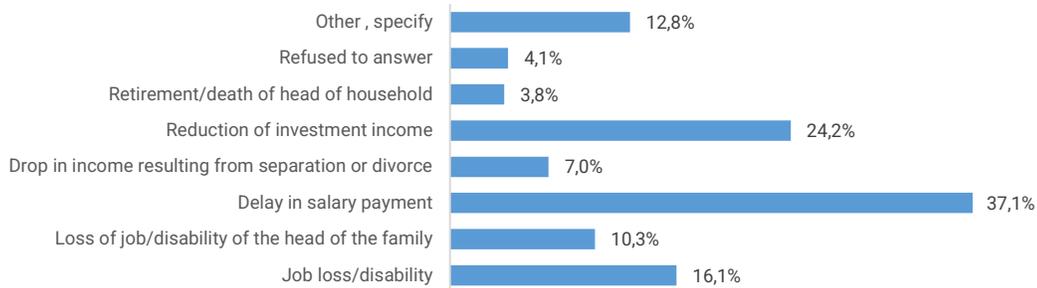
Figure 284 How ends were met when income suddenly dropped

F 3.5.10 General Money Management – Assessment on financial service providers

The findings indicate varying levels of trust and confidence in financial institutions and the digital landscape, which results are summarized below:

- ❖ **Trust in Banks:**
- ✓ Almost half of adults /49.1%) fully agreed or agreed that they believe their money in a bank will be safe even if the bank fails.
- ✓ Almost a quarter of adults (24.4%) completely disagreed or disagreed with this statement, expressing a lack of trust in the safety of their money in such a scenario.
- ✓ This suggests that a significant portion of adults have confidence in the stability and security of banks.

- ❖ **Business Ethics and Banking Services:**
- ✓ More than half of adults (56%) fully agreed or agreed with the statement that banks should check business ethics before providing banking services.
- ✓ This indicates that a majority of adults believe that ethical considerations should play a role in the provision of banking services.

- ❖ **Digital Tools for Personal Finance Management:**
- ✓ Around 48% of adults fully agreed or agreed that digital tools make managing their personal finances easier.

- Only 23.3% of adults either completely disagreed or disagreed with this statement, suggesting a higher level of acceptance and trust in digital tools for financial management.
- This indicates that a significant portion of adults find value in leveraging technology to streamline and simplify their personal finance management.

- ❖ **Trust in Digital Financial Service Providers:**
- More than half of adults (56.4%) exhibited trust in digital financial service providers.
- This suggests that a considerable number of adults have confidence in the reliability and security of digital financial platforms.

These findings highlight the importance of trust, both in traditional financial institutions and in the digital landscape, when it comes to managing personal finances. Trust in the safety of funds, consideration of business ethics, and confidence in digital tools and providers play significant roles in shaping individuals' attitudes and behaviors toward financial management.

F 3.5.11 General Money Management – Assessment on financial advice

When it comes for seeking financial advisors for guidance and support in making informed decisions about financial matters, only 23% of adults stated that they always or often possess a clear idea of the types of financial products or services they need without consulting any financial advisors. More than a quarter of adults (25.9%) mentioned that they have a clear idea and occasionally do not require the assistance of financial advisors. In contrast, a significant proportion of adults (32.8%) admitted to seldom or never having a clear idea of the financial products/services they need without consulting financial advisors.

These findings suggest that a majority of adults either rely on financial advisors or have uncertainty when it comes to determining the types of financial products and services they need. A significant portion of adults feel the need to consult professionals for guidance and advice in their financial decision-making process. It highlights the importance of seeking expert opinions and information to make informed choices about financial matters.

Figure 285: Having a clear idea of the types of financial products/services one needs without consulting any financial advisors
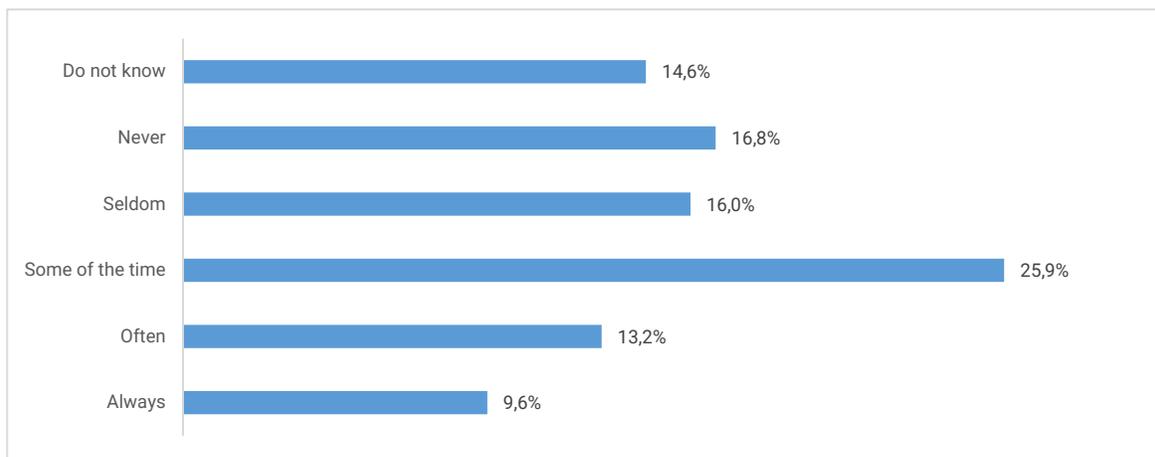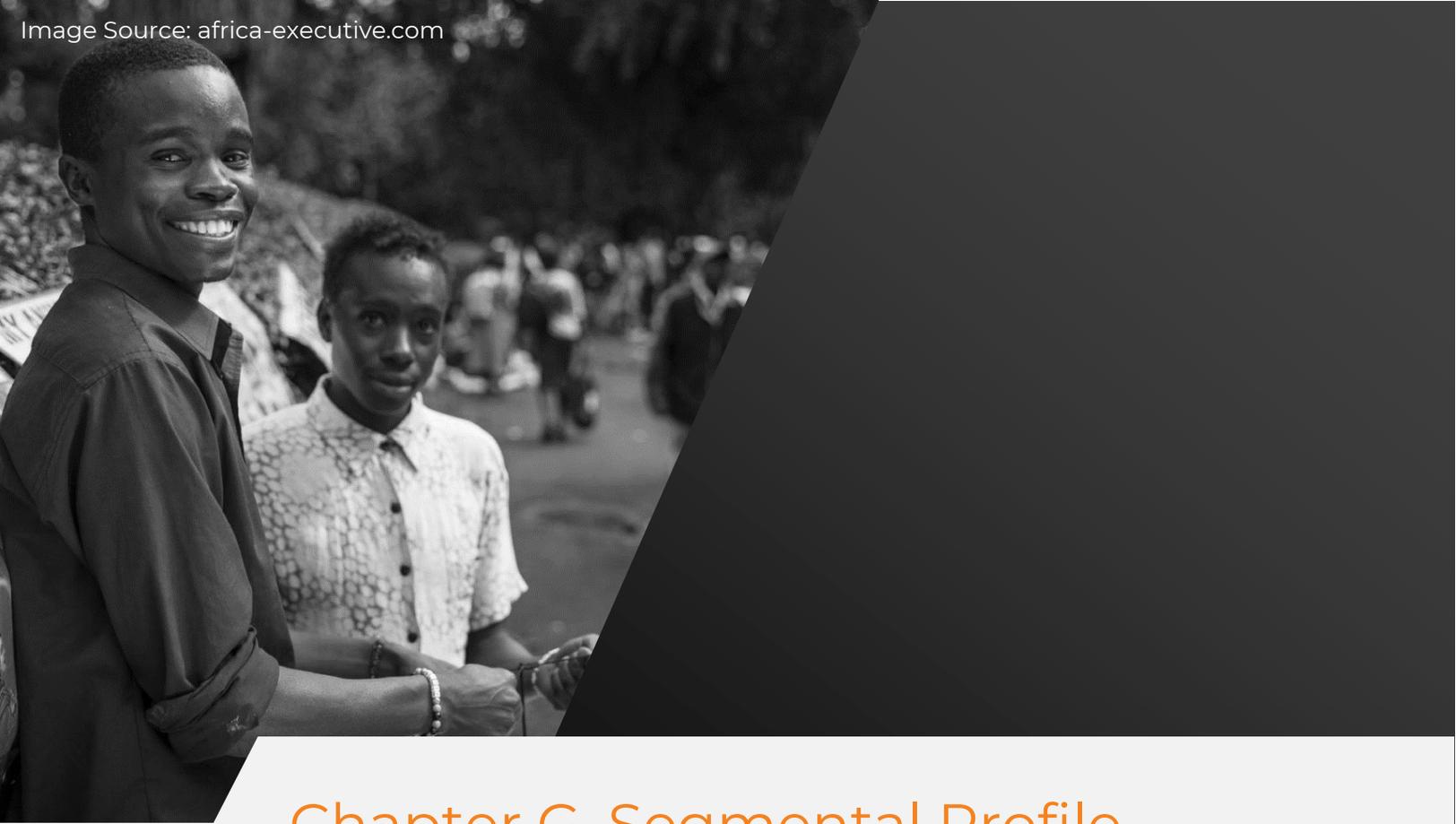
Chapter G. Segmental Profile

G1 Women Segment

Previous sections have covered most of the gender comparisons across the financial inclusion and literacy spectrum. The section aims delve deeper into the socio-economic profile of women, considering different age groups and ownership patterns in comparison to national, urban, and rural averages. Additionally, it provides some qualitative information regarding women's empowerment based on the conducted survey.

Regarding education attainment, it was observed that more women across various age groups (except those between 15-34 years) have completed education up to pre schooling levels, both urban and rural areas. The segment of individuals aged 50 years and above, regardless of gender, exhibits the lowest education levels. In urban areas, only 54.83% of women aged 25-49 years have completed secondary education, whereas the percentage drops to 48% for the same age group in rural areas.

Within specific age groups, most women have the following education levels:

- Between 15-24 years: Approximately 40% in urban areas and 34% in rural areas at incomplete secondary education level.

- Between 25-34 years: Roughly, 28-30% have completed secondary education, while next highest range from 20-22% with incomplete secondary education. This age group shows the highest participation in technical vocational education, ranging between 15-18%, which exceeds the national average as well as the averages for both urban and rural areas.

- Between 35-49 years: Approximately 20-25% have completed secondary education or have incomplete secondary education. Additionally, 8.5-10% of women in this age group have completed technical vocational education in addition to secondary education.

These findings shed light on the varying educational levels among women across different age groups and areas, highlighting both achievements and areas for improvement in terms of educational attainment and skill development.

Table 26: Education Level of Females- Urban and Rural

Education level - Urban Rural	Total	Urban Total	Rural Total	Urban Female						Rural Female					
				Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs	Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs
Pre school	1.80%	1.45%	2.03%	2.22%	1.01%	1.37%	3.45%	5.59%	8.96%	2.58%	1.51%	1.43%	3.43%	7.94%	6.90%
Incomplete Primary Education	14.17%	11.26%	16.03%	13.71%	11.51%	6.98%	19.77%	32.17%	31.34%	17.45%	17.81%	10.83%	18.99%	35.32%	35.34%
Complete Primary Education	10.20%	8.36%	11.37%	7.87%	6.04%	6.43%	12.18%	6.99%	16.42%	11.46%	12.44%	9.55%	13.50%	11.51%	7.76%
Incomplete Secondary Education	25.35%	28.32%	23.45%	26.94%	40.43%	22.02%	20.69%	16.78%	2.99%	23.57%	34.68%	19.75%	20.25%	11.51%	14.66%
Complete Secondary Education	25.05%	26.92%	23.85%	26.46%	27.19%	30.23%	24.60%	15.38%	13.43%	22.51%	21.49%	28.74%	19.91%	12.30%	6.03%
Technical/Vocational Education in addition to Secondary Education	11.37%	10.12%	12.16%	9.66%	5.61%	15.32%	8.51%	6.99%	2.99%	11.13%	6.69%	17.91%	10.18%	3.17%	2.59%
University/Polytechnic Incomplete	2.58%	3.86%	1.76%	3.77%	3.60%	5.61%	2.30%	1.40%	0.00%	1.77%	0.94%	2.79%	1.83%	0.79%	0.00%
Full University/Polytechnic	3.85%	4.49%	3.44%	4.10%	2.16%	6.43%	3.68%	2.80%	4.48%	2.92%	1.04%	4.86%	3.09%	0.79%	2.59%
Complete Post-University	1.67%	2.08%	1.42%	1.83%	0.29%	3.69%	1.61%	0.70%	1.49%	0.93%	0.28%	1.43%	1.37%	0.00%	0.00%
Post-University Incomplete	0.52%	0.72%	0.39%	0.39%	0.14%	0.68%	0.46%	0.00%	0.00%	0.28%	0.00%	0.48%	0.46%	0.00%	0.00%
Adult literacy	0.24%	0.19%	0.27%	0.29%	0.14%	0.00%	0.46%	0.70%	2.99%	0.31%	0.09%	0.00%	0.23%	1.98%	2.59%
No Formal Education	2.94%	1.96%	3.56%	2.56%	1.58%	1.23%	2.30%	9.79%	13.43%	4.80%	2.73%	2.07%	6.52%	14.29%	19.83%
Refused to answer	0.04%	0.05%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%	0.09%	0.00%	0.00%	0.00%	0.00%
Do not know	0.17%	0.14%	0.19%	0.10%	0.00%	0.00%	0.00%	0.70%	1.49%	0.25%	0.19%	0.16%	0.23%	0.40%	1.72%
Other, please specify	0.06%	0.09%	0.04%	0.10%	0.29%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Table 27: Current primary work situation of female- Urban and Rural

Current Primary Work Situation	Total	Urban Total	Rural Total	Urban Female						Rural Female					
				Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs	Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs
Self-employed [works on his own]	27.51%	27.24%	27.68%	27.09%	25.04%	20.38%	32.41%	44.06%	50.75%	24.92%	32.52%	15.76%	22.77%	36.90%	44.83%
In paid employment [work for someone else]	56.18%	53.43%	57.93%	48.67%	29.06%	68.95%	56.78%	34.27%	8.96%	57.24%	34.97%	74.44%	68.08%	46.03%	17.24%
looking for work	3.23%	3.95%	2.77%	4.20%	6.76%	3.28%	2.53%	2.10%	2.99%	2.36%	5.00%	1.35%	0.92%	0.79%	3.45%
Taking care of the house	5.14%	4.65%	5.46%	8.69%	13.38%	5.06%	5.75%	9.79%	16.42%	9.50%	14.33%	6.69%	6.41%	9.92%	18.10%
Cannot work on disability	0.21%	0.28%	0.16%	0.24%	0.00%	0.00%	0.46%	0.00%	4.48%	0.20%	0.09%	0.00%	0.00%	0.00%	5.17%
Retired	0.43%	0.56%	0.34%	0.58%	0.14%	0.00%	0.23%	2.80%	8.96%	0.34%	0.00%	0.00%	0.00%	2.38%	5.17%
Student	6.02%	8.43%	4.49%	8.74%	23.60%	1.64%	0.92%	0.70%	0.00%	4.19%	11.50%	1.27%	0.92%	0.40%	1.72%
Unable to work due to illness or health problems	0.28%	0.37%	0.22%	0.39%	0.29%	0.00%	0.23%	2.80%	1.49%	0.17%	0.00%	0.00%	0.11%	1.19%	1.72%
Not working and not looking for work	0.83%	0.84%	0.82%	1.21%	1.44%	0.55%	0.69%	2.80%	5.97%	0.98%	1.51%	0.48%	0.69%	1.59%	2.59%
In the learning phase- Internship	0.10%	0.16%	0.06%	0.14%	0.29%	0.14%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Other, please specify	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Refused to answer	0.06%	0.07%	0.06%	0.05%	0.00%	0.00%	0.00%	0.70%	0.00%	0.11%	0.09%	0.00%	0.11%	0.79%	0.00%

Among different age groups, the highest proportion of self-employment is observed within individuals aged 50 years and above, ranging from 44-50% in urban areas and 37-45% in rural areas. For the age bracket of 25-49 years, the majority of individuals are engaged in paid employment, with approximately 57-67% in urban areas and 68-74% in rural areas working for someone else. In the 15-24 years age group, a notable percentage (8.7% in urban and 14.33% in rural areas) is involved in housekeeping duties, which exceeds the national, urban, and rural averages.

These findings highlight the employment patterns and roles undertaken by women across different age groups. It indicates that older women tend to be more self-employed, while those in the middle-age bracket are primarily engaged in paid employment. Additionally, a significant portion of young women in the 15-24 years age group is involved in household responsibilities.

Table 28: Sector of business for Women - Urban and Rural

Sector of your business	Total	Urban Total	Rural Total	Urban Female						Rural Female					
				Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs	Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs
Agriculture, forestry and fishing	52.75%	34.98%	64.09%	41.86%	26.47%	46.51%	56.32%	48.25%	43.28%	68.00%	52.97%	77.07%	75.51%	68.25%	50.00%
Mining and quarry	2.42%	3.64%	1.64%	2.85%	3.31%	2.33%	2.53%	4.90%	1.49%	0.93%	1.04%	0.40%	1.72%	0.79%	0.00%
Manufacture	2.35%	3.06%	1.89%	0.72%	0.43%	0.68%	1.38%	0.70%	0.00%	0.42%	0.66%	0.32%	0.34%	0.40%	0.00%
Supply of electricity, gas, steam and air conditioning	0.25%	0.40%	0.15%	0.39%	0.43%	0.41%	0.46%	0.00%	0.00%	0.06%	0.00%	0.08%	0.11%	0.00%	0.00%
Water supply, sewage, waste management and remediation activities	0.06%	0.07%	0.06%	0.10%	0.14%	0.00%	0.23%	0.00%	0.00%	0.03%	0.00%	0.08%	0.00%	0.00%	0.00%
Construction	2.91%	4.49%	1.91%	0.77%	0.72%	0.55%	1.38%	0.70%	0.00%	0.45%	0.75%	0.48%	0.00%	0.79%	0.00%
Trade and finance (e.g. banking, microfinance)	12.60%	16.82%	9.90%	16.76%	14.82%	23.53%	12.87%	9.09%	4.48%	8.04%	6.97%	8.92%	9.04%	4.76%	7.76%
Transport and communications	1.33%	2.31%	0.70%	0.58%	0.58%	0.96%	0.23%	0.00%	0.00%	0.31%	0.38%	0.24%	0.23%	0.00%	1.72%
Accommodation and food activities	3.46%	6.07%	1.79%	4.59%	2.88%	6.29%	4.14%	4.20%	7.46%	1.35%	1.70%	0.80%	1.14%	3.17%	1.72%
Insurance	0.17%	0.26%	0.12%	0.10%	0.14%	0.14%	0.00%	0.00%	0.00%	0.11%	0.19%	0.08%	0.00%	0.40%	0.00%
Real estate	0.50%	0.75%	0.34%	0.68%	0.29%	0.82%	0.69%	1.40%	1.49%	0.20%	0.19%	0.08%	0.34%	0.40%	0.00%
Administrative services	1.67%	3.15%	0.72%	1.93%	1.01%	2.60%	3.22%	0.00%	0.00%	0.22%	0.38%	0.00%	0.23%	0.79%	0.00%
Education	1.75%	1.92%	1.64%	1.50%	1.15%	1.37%	1.61%	3.50%	1.49%	1.40%	1.60%	0.80%	1.83%	2.38%	0.86%
Human health and social work activities (e.g. hospital, pharmacy, etc.)	0.70%	1.36%	0.28%	1.35%	0.86%	2.05%	1.61%	0.00%	0.00%	0.22%	0.09%	0.32%	0.23%	0.40%	0.00%
Arts, entertainment and recreation	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Artisan services	0.04%	0.07%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%	0.00%	0.08%	0.00%	0.00%	0.00%
Other, please specify	0.75%	1.33%	0.37%	1.59%	0.86%	1.09%	2.53%	5.59%	0.00%	0.39%	0.57%	0.48%	0.11%	0.40%	0.00%

Most of the women across age group are into agriculture, forestry, and fishing, with 68% in rural areas compared to 42% in urban areas. Trade and finance, accommodation and food activities, mining and quarry are the next major sector of employment in urban areas. Trade and finance, Education and accommodation and food activities are next major sector of employment in the rural areas.

Table 29: Source of Income for Female-Urban and Rural

Sources of Income	Total	Urban Total	Rural Total	Urban Female						Rural Female					
				Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs	Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs
Salary/Government salaries	13.90%	12.87%	14.55%	11.88%	5.76%	15.60%	14.71%	15.38%	8.96%	13.80%	7.82%	19.27%	16.02%	8.33%	4.31%
Salary/Remuneration of a business/company (formal sector)	36.61%	39.67%	34.66%	34.67%	24.46%	48.02%	37.01%	21.68%	7.46%	33.38%	24.98%	43.39%	35.13%	23.41%	10.34%
Salary/Remuneration of an individual with their own business (informal sector)	13.70%	14.14%	13.42%	13.33%	14.53%	11.63%	11.72%	18.88%	17.91%	12.95%	15.46%	10.35%	12.13%	14.68%	20.69%
Salary/ Remuneration of an individual for housework or agricultural work	3.02%	2.20%	3.55%	2.56%	2.01%	2.19%	2.99%	4.90%	4.48%	3.79%	3.39%	2.63%	5.38%	6.35%	2.59%
Subsistence/small-scale agriculture	12.42%	7.34%	15.67%	9.46%	9.78%	6.98%	9.43%	14.69%	22.39%	17.93%	19.32%	13.85%	17.73%	25.79%	33.62%
Commercial/large scale agriculture	2.32%	1.50%	2.85%	1.40%	1.01%	1.64%	1.84%	0.70%	1.49%	2.50%	2.17%	2.31%	2.86%	3.17%	3.45%
Own business/trader - non-agricultural	6.19%	7.03%	5.65%	7.77%	7.48%	6.16%	10.34%	9.79%	7.46%	5.28%	5.56%	3.66%	5.95%	7.54%	10.34%
Own business/trader - agricultural products	4.62%	3.41%	5.40%	4.06%	2.73%	3.01%	6.90%	6.99%	4.48%	5.76%	4.43%	4.62%	8.01%	9.13%	6.03%
Own business - providing a service (e.g. hairdresser, tailor, mechanic, etc.)	2.69%	3.55%	2.15%	2.51%	3.88%	2.19%	1.61%	0.70%	1.49%	1.38%	2.07%	1.04%	1.14%	1.19%	0.86%
Property rental	0.43%	0.51%	0.37%	0.63%	0.58%	0.27%	0.46%	2.80%	1.49%	0.25%	0.19%	0.16%	0.57%	0.00%	0.00%
Pension	0.60%	1.00%	0.34%	1.26%	1.44%	0.41%	0.23%	4.20%	8.96%	0.28%	0.38%	0.08%	0.00%	1.59%	0.86%
Government subsidy	0.35%	0.28%	0.39%	0.34%	0.00%	0.27%	0.69%	0.70%	1.49%	0.45%	0.19%	0.16%	0.69%	1.59%	1.72%
Savings interest	0.13%	0.23%	0.06%	0.34%	0.14%	0.41%	0.46%	0.70%	0.00%	0.06%	0.19%	0.00%	0.00%	0.00%	0.00%
Return on investments	0.18%	0.21%	0.16%	0.05%	0.14%	0.00%	0.00%	0.00%	0.00%	0.14%	0.00%	0.08%	0.23%	0.79%	0.00%
Receiving money from a family member	4.98%	6.29%	4.14%	8.35%	17.12%	3.56%	3.22%	3.50%	13.43%	4.95%	9.80%	2.55%	2.40%	4.76%	6.03%
Receiving money from family/friends	1.52%	2.03%	1.19%	2.27%	4.46%	0.82%	1.15%	2.80%	1.49%	1.24%	2.36%	0.40%	0.92%	0.40%	4.31%
The household member pays my expenses	4.01%	5.28%	3.21%	6.71%	12.81%	4.10%	2.99%	3.50%	2.99%	4.02%	7.73%	2.07%	2.40%	2.38%	6.90%
Refused to answer	1.07%	1.64%	0.72%	1.83%	3.02%	0.55%	1.38%	2.10%	5.97%	0.73%	1.41%	0.32%	0.46%	0.79%	0.86%
Other, please specify	0.10%	0.14%	0.07%	0.10%	0.14%	0.14%	0.00%	0.00%	0.00%	0.14%	0.19%	0.08%	0.00%	0.00%	1.72%

Table 30: Main source of income for Females-Urban and Rural

Main Source of Income	Total	Urban Total	Rural Total	Urban Female						Rural Female					
				Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs	Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs
Salary/Government salaries	13.15%	12.08%	13.83%	11.15%	5.04%	15.05%	14.25%	14.69%	4.48%	13.18%	7.26%	18.71%	15.33%	7.14%	4.31%
Salary/Remuneration of a business/company (formal sector)	35.26%	38.18%	33.39%	32.69%	22.16%	46.79%	35.63%	16.08%	4.48%	31.50%	22.43%	41.96%	33.41%	21.43%	8.62%
Salary/Remuneration of an individual with their own business (informal sector)	12.94%	13.29%	12.72%	12.31%	13.24%	10.81%	10.80%	17.48%	17.91%	12.17%	14.80%	9.71%	11.44%	13.89%	16.38%
Salary/ Remuneration of an individual for housework or agricultural work	2.21%	1.47%	2.68%	1.98%	1.15%	1.78%	2.76%	3.50%	4.48%	3.03%	2.45%	1.99%	4.81%	5.56%	0.86%
Subsistence/small-scale agriculture	10.80%	6.50%	13.55%	8.64%	9.21%	6.29%	8.74%	13.29%	17.91%	15.73%	17.62%	12.18%	14.87%	21.43%	31.03%
Commercial/large scale agriculture	1.91%	1.24%	2.34%	1.35%	1.01%	1.50%	1.84%	0.70%	1.49%	2.08%	1.60%	1.99%	2.52%	2.38%	3.45%
Own business/trader - non-agricultural	4.63%	5.09%	4.34%	5.75%	5.47%	4.24%	8.74%	6.29%	4.48%	3.88%	4.34%	2.55%	3.66%	6.75%	9.48%
Own business/trader - agricultural products	3.71%	2.59%	4.43%	3.14%	2.30%	2.05%	5.29%	6.29%	2.99%	4.92%	3.96%	3.66%	6.64%	8.73%	6.03%
Own business - providing a service (e.g. hairdresser, tailor, mechanic, etc.)	2.06%	2.57%	1.73%	1.79%	2.73%	1.64%	1.15%	0.70%	0.00%	0.87%	1.51%	0.80%	0.23%	0.79%	0.86%
property rental	0.25%	0.28%	0.22%	0.29%	0.14%	0.14%	0.00%	2.10%	1.49%	0.14%	0.09%	0.16%	0.23%	0.00%	0.00%
Pension	0.50%	0.84%	0.28%	1.16%	1.15%	0.41%	0.23%	4.20%	8.96%	0.25%	0.38%	0.00%	0.00%	1.59%	0.86%
Government subsidy	0.25%	0.26%	0.25%	0.34%	0.00%	0.27%	0.69%	0.70%	1.49%	0.28%	0.19%	0.08%	0.46%	0.40%	1.72%
Savings interest	0.06%	0.09%	0.04%	0.10%	0.00%	0.14%	0.00%	0.70%	0.00%	0.06%	0.19%	0.00%	0.00%	0.00%	0.00%
Return on investments	0.11%	0.09%	0.12%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.11%	0.00%	0.00%	0.23%	0.79%	0.00%
Receiving money from a family member	4.25%	5.23%	3.62%	7.24%	14.96%	3.01%	2.76%	2.10%	13.43%	4.33%	8.77%	2.31%	1.95%	3.97%	4.31%
Receiving money from family/friends	1.02%	1.31%	0.83%	1.55%	3.31%	0.27%	0.92%	2.10%	0.00%	0.84%	1.79%	0.32%	0.34%	0.40%	2.59%

The household member pays my expenses	3.46%	4.30%	2.92%	5.60%	10.50%	3.28%	2.99%	2.80%	2.99%	3.68%	7.35%	1.83%	1.95%	2.38%	6.03%
Refused to answer	0.96%	1.38%	0.69%	1.45%	2.30%	0.55%	1.38%	1.40%	2.99%	0.70%	1.41%	0.24%	0.46%	0.79%	0.86%
Other, please specify	2.47%	3.20%	2.00%	3.48%	5.32%	1.78%	1.84%	4.90%	10.45%	2.25%	3.86%	1.51%	1.49%	1.59%	2.59%

In terms of sources of income, government salaries are more a part of rural women income compared to urban women. In terms of salary/remuneration of an individual with their own business (informal sector), there in only a 1 percentage point difference between urban and rural areas for 15-24 years age group, and negligible difference for salary/remuneration of a business/company (formal sector).

The main source of income follows the same pattern as overall sources of income for the women augment across age groups.

Figure 286 Ownership of properties by Rural Male and Female
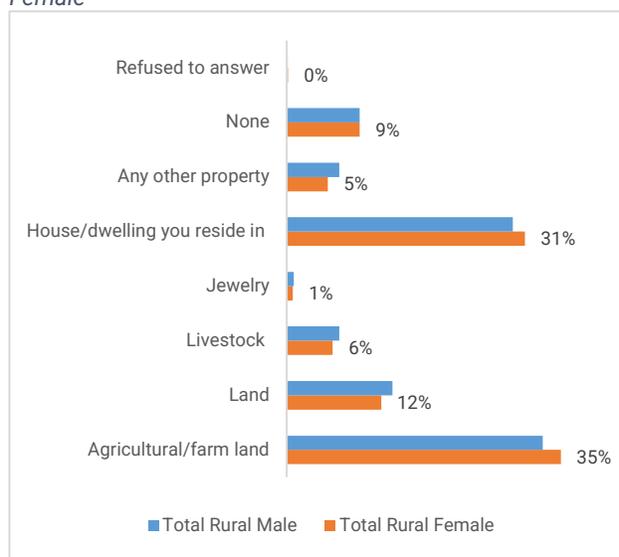
Figure 287 Ownership of properties by Urban Male and Female
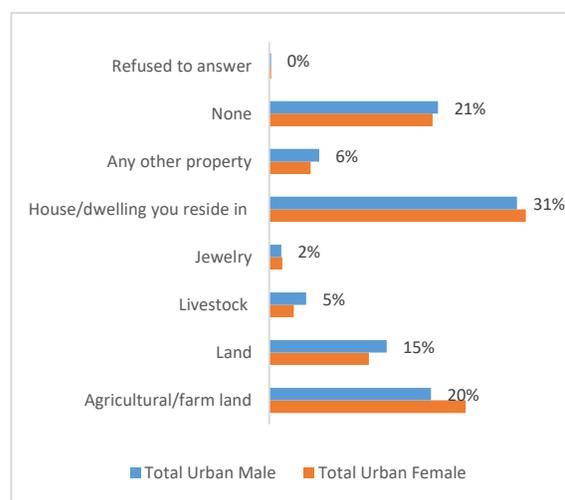
In terms of ownership, there is a slight difference between males and females across urban and rural areas. Females have a slightly higher percentage (1-2 percentage points) of ownership in categories such as agriculture/farmland (with a difference of 5 percentage points in urban areas) and the house/dwelling they reside in. On the other hand, males tend to have slightly higher ownership (difference of 1-2 percentage points) of land, livestock, and other types of property compared to females in both urban and rural areas. These differences highlight variations in ownership patterns based on gender.

Table 31 Respondents' monthly income

Respondent Monthly Income	Total	Urban Total	Rural Total	Urban Female						Rural Female					
				Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs	Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs
MZN 0 - 5,000	42.16%	40.51%	43.20%	45.63%	58.85%	33.24%	40.00%	53.15%	64.18%	45.63%	56.55%	34.24%	43.94%	53.97%	63.79%
5,001 - 10,000	26.06%	28.62%	24.42%	25.25%	18.42%	32.01%	29.89%	17.48%	8.96%	22.73%	17.44%	27.07%	24.60%	21.03%	13.79%
10,001 - 15,000	9.28%	8.53%	9.76%	6.95%	2.73%	10.94%	8.28%	3.50%	5.97%	9.58%	6.41%	13.30%	10.30%	5.56%	1.72%
MZN15,001 - 30,000	7.37%	6.89%	7.68%	6.04%	3.31%	7.80%	6.90%	8.39%	4.48%	6.88%	4.15%	9.95%	7.32%	3.97%	1.72%
MZN30,001 -45,000	1.46%	1.50%	1.43%	1.11%	0.14%	1.50%	2.30%	0.70%	0.00%	1.01%	0.47%	1.43%	1.37%	0.40%	0.00%
MZN45,001 - 60,000	0.31%	0.35%	0.28%	0.24%	0.14%	0.27%	0.23%	0.70%	0.00%	0.28%	0.09%	0.40%	0.46%	0.00%	0.00%
MZN60,001-75,000	0.03%	0.02%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%	0.00%	0.08%	0.00%	0.00%	0.00%
MZN75,001 −90,000	0.03%	0.02%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
MZN90,001 - 105,000	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
More than MZN105,001	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Do not know	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Refused to answer	13.31%	13.55%	13.16%	14.78%	16.40%	14.23%	12.41%	16.08%	16.42%	13.85%	14.89%	13.54%	12.01%	15.08%	18.97%

Table 32 Frequency of receiving money

How often to do you usually receive your money	Total	Urban Total	Rural Total	Urban Female						Rural Female					
				Total	15-24 yrs	25-34 yrs	35-49 yrs	50-64 yrs	65+ yrs	Total	15-24 yrs	25-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Daily	10.71%	10.40%	10.91%	11.25%	13.24%	7.25%	12.87%	11.19%	23.88%	10.40%	15.74%	5.89%	7.21%	17.86%	18.10%
Weekly	5.07%	5.16%	5.01%	5.41%	6.76%	3.15%	6.44%	7.69%	4.48%	5.17%	6.13%	2.95%	5.49%	9.92%	7.76%
Monthly	69.26%	69.30%	69.23%	65.96%	52.81%	81.12%	68.05%	59.44%	37.31%	68.45%	53.44%	81.69%	75.63%	56.35%	34.48%
Annually	0.41%	0.23%	0.52%	0.19%	0.14%	0.14%	0.23%	0.00%	1.49%	0.48%	0.66%	0.24%	0.57%	0.40%	0.86%
Seasonal/Occasionally	10.00%	10.16%	9.90%	12.70%	19.71%	6.57%	8.97%	14.69%	26.87%	10.85%	18.28%	5.65%	7.55%	9.92%	25.86%
After completion of work	3.18%	2.66%	3.50%	1.93%	3.02%	1.09%	1.61%	2.10%	1.49%	3.54%	4.24%	2.95%	2.40%	5.16%	8.62%
Refused to answer	0.89%	1.24%	0.67%	1.59%	2.30%	0.68%	1.61%	2.80%	1.49%	0.79%	0.75%	0.56%	0.92%	0.00%	4.31%
Other, please specify	0.48%	0.84%	0.25%	0.97%	2.01%	0.00%	0.23%	2.10%	2.99%	0.34%	0.75%	0.08%	0.23%	0.40%	0.00%

The income pattern reveals a better income distribution for the 25-34 years age group compared to other age groups. In this age group, the income distribution is as follows: 33-34% earn 0-5,000 MZN, 27-32% earn 5,000-10,000 MZN, and 11-13% earn 10,000-15,000 MZN. Interestingly, rural women in this age group earn more than urban women, particularly in the 10,000-15,000 MZN income bracket.

When it comes to the frequency of receiving money, the 65+ years age group has the highest proportion of women in both urban and rural areas. Approximately 80% of women in the 25-34 years age group receive money on a monthly basis. Within the 35-49 years age group, more rural women receive money on a monthly basis, while more urban women (compared to rural women) receive money on a daily and weekly basis. These variations highlight differences in income frequency and patterns among different age groups and locations.

Table 33: Financial products owned personally or jointly

Which Finacial product you own personally or jointly ?	Total	Urban Total	Rural Total	Urban Female						Rural Female					
				Total	15-24yrs	25-34yrs	35-49 yrs	50-64 yrs	65+ yrs	Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs
A pension or retirement product	16.04%	15.23%	16.56%	12.94%	10.07%	14.23%	14.71%	11.89%	19.40%	15.93%	15.65%	17.44%	16.48%	9.92%	11.21%
An investment account	10.86%	10.49%	11.09%	9.03%	7.05%	11.22%	9.89%	6.29%	5.97%	10.73%	11.69%	10.91%	11.44%	5.16%	6.90%
A mortgage or home loan	6.97%	6.92%	7.01%	6.13%	4.46%	7.25%	7.13%	5.59%	5.97%	7.05%	8.29%	7.72%	6.06%	3.57%	3.45%
A secured property loan	8.99%	8.79%	9.12%	7.29%	4.89%	8.76%	8.51%	9.09%	4.48%	8.37%	8.58%	9.08%	8.47%	5.56%	4.31%
An unsecured bank loan	7.00%	7.50%	6.68%	6.37%	3.88%	7.66%	8.74%	5.59%	4.48%	6.91%	7.07%	6.61%	8.12%	4.37%	5.17%
A car loan	6.35%	6.43%	6.31%	5.50%	3.74%	6.70%	6.21%	4.20%	8.96%	6.49%	6.69%	6.77%	6.98%	4.37%	2.59%
A credit card	12.70%	12.22%	13.01%	10.72%	7.91%	14.36%	11.03%	7.69%	4.48%	11.91%	10.84%	13.77%	12.81%	6.75%	6.03%
A checking account	30.63%	33.39%	28.88%	29.89%	20.14%	38.44%	31.03%	33.57%	22.39%	26.89%	18.10%	36.23%	29.18%	18.25%	7.76%
A savings account	22.10%	22.55%	21.81%	21.83%	16.69%	25.58%	26.67%	17.48%	11.94%	21.61%	19.70%	23.89%	23.91%	13.89%	13.79%
Microfinance loan	6.78%	6.31%	7.08%	5.65%	3.45%	7.11%	7.13%	3.50%	7.46%	6.91%	8.29%	7.09%	6.64%	2.78%	3.45%
Safe	16.95%	17.64%	16.50%	15.07%	10.79%	17.92%	18.85%	12.59%	8.96%	14.95%	11.97%	20.38%	14.42%	7.14%	4.31%
Shares	5.99%	4.74%	6.78%	4.10%	2.88%	4.65%	5.06%	4.20%	4.48%	6.74%	8.29%	6.61%	6.41%	3.57%	3.45%
Bonds	5.08%	3.93%	5.81%	3.24%	2.16%	3.69%	4.14%	2.80%	4.48%	5.79%	7.26%	5.73%	5.38%	2.78%	2.59%
E-money account [not directly linked to a bank account]	19.12%	20.09%	18.50%	18.20%	18.56%	21.34%	15.63%	13.29%	7.46%	17.70%	14.89%	21.82%	18.31%	10.71%	9.48%
A debit card/prepaid payment card [not directly linked to a bank account]	14.86%	14.11%	15.34%	12.65%	9.21%	17.37%	14.25%	4.20%	4.48%	14.11%	10.27%	18.23%	15.79%	8.73%	3.45%
Crypto assets	4.38%	3.34%	5.04%	2.41%	1.87%	2.87%	2.53%	3.50%	0.00%	5.17%	6.41%	5.25%	4.92%	1.98%	1.72%
Financial products labeled as sustainable	5.19%	3.95%	5.98%	2.95%	2.30%	3.83%	3.22%	1.40%	1.49%	5.54%	6.31%	5.10%	6.29%	3.17%	2.59%

Compared to the urban female population, more of the rural female population have a pension or retirement product owned personally or jointly, an investment account, mortgage, or home loan, secured property loan, unsecured bank loan, microfinance loan, shared and equity, bonds, and car loan. Compared to the rural female population, the urban female has more credit cards, checking accounts, e-money accounts.

Table 34: Money Management Decision

You take day to day money management Decision	Total	Urban Total	Rural Total	Urban Female						Rural Female					
				Total	15-24 yrs	25-34 yrs	35-49 yrs	50-64 yrs	65+ yrs	Total	15-24 yrs	25-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Yes	84.02%	81.73%	85.48%	81.31%	60.43%	90.42%	95.17%	90.21%	89.55%	85.16%	69.09%	91.08%	94.16%	93.25%	82.76%
No	15.33%	17.71%	13.82%	17.91%	37.99%	9.30%	4.60%	9.09%	8.96%	14.13%	29.59%	8.60%	5.61%	6.35%	13.79%
Do not Know	0.64%	0.54%	0.70%	0.77%	1.58%	0.27%	0.23%	0.70%	1.49%	0.70%	1.32%	0.32%	0.23%	0.40%	3.45%
Refused to answer	0.01%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

More of the rural female population in the age group 15-24 years take day-to-day money management decisions compared (by 9%age points) to the urban female population in the same age group. Female age group 65+ years – urban females are more taking day-to-day money management

decisions (7%age points) compared to their rural counterparts. The 25-34years female age group in both urban and rural areas are the most active compared to all other age groups towards financial planning in all aspects listed above.

Table 35: What you do for yourself/family - those who answered YES.

What you do for yourself/family - those who answered YES	Total	Urban Total	Rural Total	Urban Female						Rural Female					
				Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs	Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs
Make a plan to manage your income and expenses	63.92%	65.47%	62.92%	63.50%	55.40%	72.91%	65.52%	58.74%	41.79%	60.35%	52.50%	70.30%	61.21%	48.02%	44.83%
Make a plan to manage your income and expenses	43.27%	42.17%	43.98%	41.72%	34.39%	49.93%	44.14%	37.76%	20.90%	42.32%	37.70%	50.32%	42.68%	30.56%	20.69%
Keep money for bills separate from day-to-day expenses	32.98%	35.75%	31.22%	34.09%	27.91%	41.45%	37.24%	24.48%	17.91%	30.01%	26.58%	37.26%	28.60%	19.84%	15.52%
Take note of upcoming bills to ensure you don't miss them	30.28%	32.15%	29.08%	32.69%	25.61%	39.40%	36.32%	29.37%	16.42%	27.79%	23.56%	33.84%	27.80%	21.43%	14.66%
Use a banking app or a money management tool to track your expenses	17.27%	17.24%	17.29%	15.84%	11.22%	21.20%	17.24%	11.19%	5.97%	17.17%	14.89%	22.29%	16.13%	9.92%	6.03%

The 25-34years female age group in both urban and rural areas are the most active compared to all other age groups towards financial planning in all aspects listed above.

Table 36: Respondents who saved in the last 12 months

In last 12 months - have you saved - Those you answered YES	Total	Urban Total	Rural Total	Urban Female						Rural Female					
				Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs	Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs
Saving money at home or in your wallet	50.25%	48.32%	51.49%	47.13%	46.62%	51.85%	45.29%	35.66%	37.31%	50.21%	48.35%	54.14%	50.34%	42.86%	39.66%
Pay money into a savings/deposit account	18.94%	19.39%	18.65%	18.30%	10.94%	24.49%	21.84%	15.38%	10.45%	17.76%	14.80%	21.02%	19.91%	11.51%	6.90%
Give your family money to save on your behalf	17.70%	16.38%	18.55%	16.08%	11.80%	20.93%	17.47%	11.19%	8.96%	18.83%	16.78%	22.37%	19.22%	11.51%	12.07%
Saving in an informal savings group	33.90%	33.34%	34.26%	37.23%	26.62%	43.91%	44.37%	36.36%	29.85%	37.57%	25.73%	44.43%	45.88%	29.37%	26.72%
Purchase of bonds or term deposits	6.89%	6.19%	7.33%	5.94%	3.74%	7.93%	6.90%	4.20%	4.48%	7.39%	7.45%	8.20%	7.55%	3.97%	4.31%
Investing in crypto assets	5.22%	4.72%	5.55%	4.68%	3.17%	5.75%	6.21%	2.80%	2.99%	5.59%	6.41%	6.05%	4.92%	4.37%	0.86%
Investing in shares	6.09%	5.63%	6.38%	5.36%	3.31%	7.11%	5.52%	4.90%	7.46%	6.38%	7.82%	7.01%	5.49%	1.98%	2.59%
Electronic money savings (mkesh , mpesa , emola)	40.37%	43.29%	38.51%	39.74%	36.55%	47.61%	38.62%	28.67%	17.91%	36.50%	32.42%	42.68%	37.07%	25.79%	25.86%

In last 12 months - have you saved - Those you answered YES	Total	Urban Total	Rural Total	Urban Female						Rural Female					
				Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs	Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs
Saving or investing in some way other than a pension	7.73%	7.34%	7.98%	6.37%	3.02%	9.30%	6.67%	6.29%	7.46%	7.70%	7.35%	8.68%	7.78%	5.95%	3.45%

Age group 25-34 years is undertaking more of the above saving methods in both urban and rural areas, except for crypto and shares which is higher for 15-24 years age group in rural areas.

Table 37: General knowledge on financial matters compared to others

General Knowledge on Financial Matters compared to others	Total	Urban Total	Rural Total	Urban Female						Rural Female					
				Total	15-24 yrs	25-34 yrs	35-49 yrs	50-64 yrs	65+ yrs	Total	15-24 yrs	25-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Very high	10.20%	9.93%	10.38%	9.51%	8.92%	9.30%	9.89%	10.49%	13.43%	9.50%	11.31%	9.00%	8.81%	13.49%	12.07%
Quite high	7.14%	6.80%	7.35%	6.66%	4.32%	8.21%	8.05%	6.29%	5.97%	6.38%	6.60%	8.68%	8.24%	4.76%	2.59%
Around average	39.60%	44.25%	36.63%	41.04%	39.14%	48.56%	37.70%	30.77%	22.39%	35.43%	29.31%	39.73%	34.78%	23.81%	18.97%
Quite low	18.46%	17.92%	18.80%	19.99%	23.02%	16.28%	18.39%	22.38%	34.33%	15.79%	20.26%	18.63%	19.34%	21.83%	22.41%
Very low	18.65%	17.36%	19.47%	19.36%	20.43%	14.91%	22.07%	27.27%	22.39%	15.68%	22.34%	18.23%	21.28%	26.59%	25.00%
Do not know	5.76%	3.53%	7.19%	3.24%	3.88%	2.60%	3.68%	2.80%	1.49%	5.54%	10.08%	5.41%	7.55%	9.13%	18.10%
Refused to answer	0.20%	0.21%	0.19%	0.19%	0.29%	0.14%	0.23%	0.00%	0.00%	0.17%	0.09%	0.32%	0.00%	0.40%	0.86%

In terms of self-assessment on general knowledge on financial matters compared to others, the 65+ female age group rates themselves very high in urban areas compared to other age groups, whereas the 50-64 years age group rates themselves very high in rural areas. In terms of around average rating, the urban females across age groups identify themselves more in this bracket compared to their rural counterparts.

Table 38: Properties Owned by an individual (Rural-Urban/Female)

Which of these things you own? YES	Total	Urban Total	Rural Total	Urban Female						Rural Female					
				Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs	Total	15-24yrs	25-34yrs	35-49 yrs	50-64yrs	65+ yrs
Mobile phone	90.28%	92.15%	89.09%	89.57%	84.60%	94.66%	91.72%	86.01%	79.10%	85.75%	80.96%	91.24%	88.33%	80.16%	62.93%
Tablet (e.g. Ipad, Galaxy)	7.41%	7.94%	7.07%	7.15%	3.60%	10.40%	8.97%	3.50%	4.48%	6.35%	5.47%	7.96%	6.86%	1.98%	2.59%
Computer or laptop	13.00%	16.47%	10.78%	13.38%	8.35%	18.47%	14.94%	10.49%	5.97%	9.05%	6.13%	12.50%	10.30%	3.17%	1.72%
Telephone (landline)	4.89%	6.07%	4.13%	5.84%	4.03%	6.02%	8.51%	5.59%	5.97%	3.88%	3.77%	3.90%	4.46%	2.38%	3.45%

| 3G/4G/LTE Modem/Router/ | 6.17% | 7.97% | 5.02% | 6.13% | 3.31% | 9.44% | 6.44% | 4.20% | 1.49% | 4.24% | 2.92% | 5.57% | 4.92% | 1.98% | 1.72% |

As expected, the 25-34 years female age group mostly owns mobile phone, tablets, computers or laptop and internet connections. In rural areas the 35-49 years age group owns more telephones in both urban and rural areas.

Figure 288: How far would you allow your daughter to travel to get a job? (Overall)

Refused to answer — 0,7%
Anywhere — 40,3%
I don't have a say — 7,4%
Would never allow her/him to travel — 1,1%
Abroad — 15,1%
Another province — 10,6%
Within province — 12,3%
Another district — 3,1%
Within district — 7,0%
Home-based work only — 2,4%
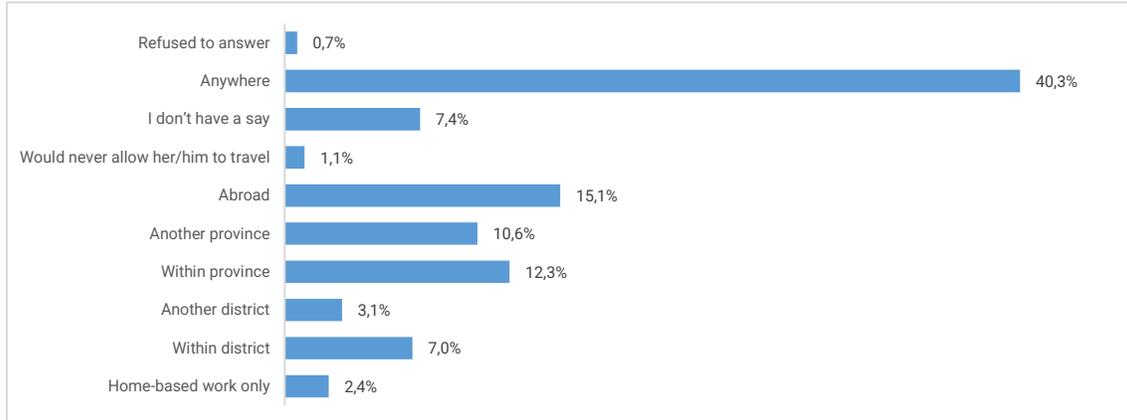
Figure 289: Do you have control over how money is used in the household? (Area wise gender)

Rural Female (n)=3559 — NO 29,0% / YES 71,0%
Rural Male (n)=3149 — NO 27,9% / YES 72,1%
Urban Female (n)=2071 — NO 27,1% / YES 72,9%
Urban Male (n)=2209 — NO 30,0% / YES 70,0%

■NO ■YES
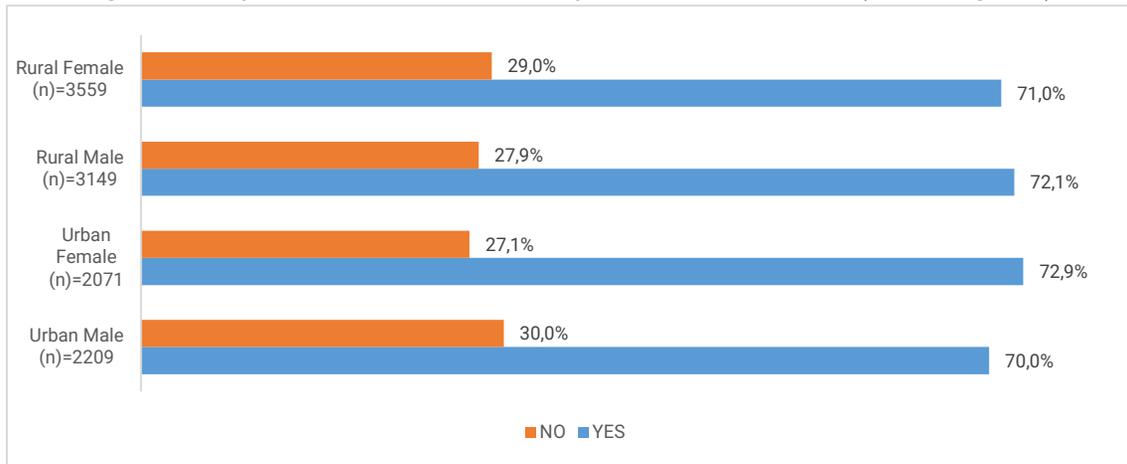
Figure 290: Do you have control over how money is used in the household? (Area wise gender)

Rural Female (n)=3559 — NO 29,0% / YES 71,0%
Rural Male (n)=3149 — NO 27,9% / YES 72,1%
Urban Female (n)=2071 — NO 27,1% / YES 72,9%
Urban Male (n)=2209 — NO 30,0% / YES 70,0%

■NO ■YES
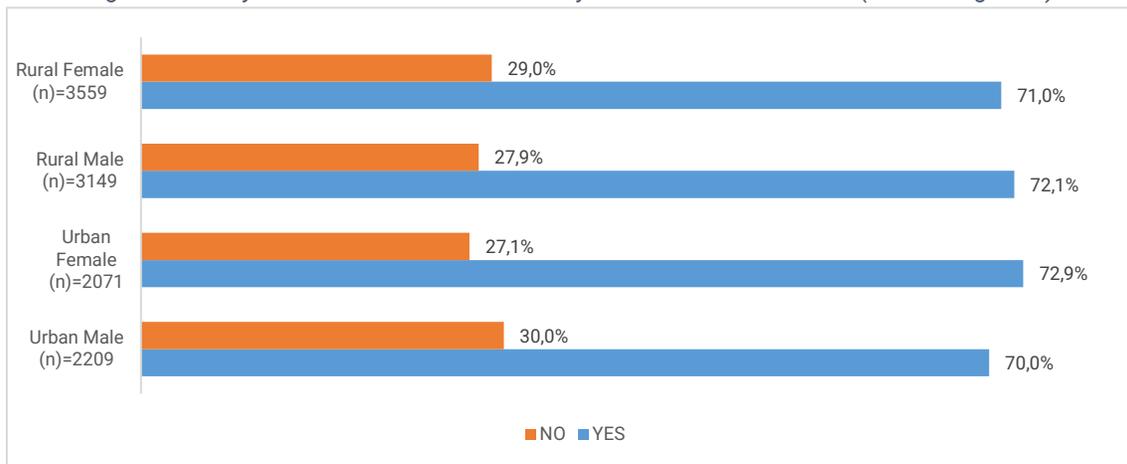
Table 39: Who in the family has a final say on whether the person should work to earn an income or not

Who in your family has a final say on whether you should work to earn income or not?	Total	Urban	Rural	Urban		Rural	
		Total	Total	Male	Female	Male	Female
				Total	Total	Total	Total
Myself/respondent	66.26%	65.98%	66.44%	75.92%	55.38%	80.12%	54.34%
Spouse	17.03%	13.64%	19.19%	4.75%	23.13%	6.35%	30.54%
Father	6.79%	7.94%	6.05%	8.06%	7.82%	6.03%	6.07%
Mother	3.05%	4.60%	2.06%	3.58%	5.70%	1.81%	2.28%
Both parents	4.00%	4.60%	3.62%	4.84%	4.35%	3.40%	3.82%
Someone else (male)	1.04%	1.24%	0.91%	1.18%	1.30%	0.98%	0.84%
Someone else (female)	0.77%	0.89%	0.70%	0.77%	1.01%	0.54%	0.84%
Refused to answer	0.71%	0.75%	0.69%	0.63%	0.87%	0.51%	0.84%
Other, specify	0.35%	0.35%	0.34%	0.27%	0.43%	0.25%	0.42%

There is a significant difference of 20-25%age points between males and females when it comes to oneself deciding on working to earn income or not. In the case of females, the spouse has a considerable say in the decision to work to earn income.

Overall, 40% of the parents said that they would allow their daughter to travel anywhere to get a job. Between 11-15% of the parents were willing to allow their daughters to travel within the province, another province and abroad too for jobs. Only 7% of the parents stated that they do not have a say in their daughter's decision to travel to get a job.

There was only a 2% age point difference between males and females in having control over how money is used in the household, with a male percentage higher than females.

G2 Segment – Monthly income (MZN 0-5,000) Segment

More than half of respondents of this income segment (64.4%) is into agriculture, forestry, and fishery, which aligns with the national average of 63% for the overall adult population (15 years Old and above). In addition, a similar percentage, 15%, employed in the trade and finance sector.

Figure 291: Sector of Business

Sector	%
Negocio de venda de verduras e de cabelo	1,2%
Serviços artesanais	0,1%
Educação	1,2%
Serviços administrativos	1,4%
Human health and social work activities (e.g. hospital, pharmacy, etc.)	0,5%
Education	0,4%
Imobiliária	0,4%
Seguros	0,1%
Actividades de hospedagem e alimentação	3,8%
Transporte e comunicações	1,5%
Comércio e finanças (por exemplo, bancos, microfinanças)	15,5%
Construção	3,1%
Abastecimento de água, esgoto, gestão de resíduos e atividades de…	0,1%
Fornecimento de eletricidade, gás, vapor e ar condicionado	0,4%
Manufactura	2,4%
Mineração e pedreira	3,6%
Agricultura, silvicultura e pesca	64,4%

Salary income from government and business is lower for this segment when compared to the national average. This segment has a higher participation in income from informal business; subsistence/small scale farming, own business, non-agriculture, and agriculture related.

Figure 292: Main Source of Income

Source	%
Other	3,9%
Refused to answer	1,5%
Household member pays my expenses	5,9%
Get money from family/friends	1,7%
Get money from a household member	7,2%
Return on investments	0,2%
Interest on savings	0,1%
Government grant	0,3%
Pension	0,7%
Rent from property	0,3%
Own business - provide a service (e.g., hairdresser, tailor, mechanic, etc.)	2,9%
Own business/trader - farming products	4,7%
Own business/trader - non-farming	6,3%
Commercial/large scale farming	1,9%
Subsistence/small scale farming	15,1%
Salary/wages from an individual for chores such as domestic chores or…	3,3%
Salary/wages from an individual with own business (informal sector)	15,0%
Salary/wages from a business/company (formal sector)	23,1%
Salary/wages from government	6,0%

In terms of access to financial services, 27.2% of this segment has a bank account in the country, compared to the national average of 48%. Almost 74% of the segment has mobile money account in the country, compared to the national average of 83% and 8.3% of this segment has insurance compared to the national average of 17%.

In terms of savings, around 31% of this segment saves, compared to the national average of 38%. Those who are saving, a significant percentage of 38% is saving at home compared to the national average of 32%. In terms of deposits in banks, only 24.5% of this segment uses bank deposit services, compared to the national average of 36%.

Figure 293 Percentage of respondents who have bank account in Mozambique

27,2%
72,8%
Yes No
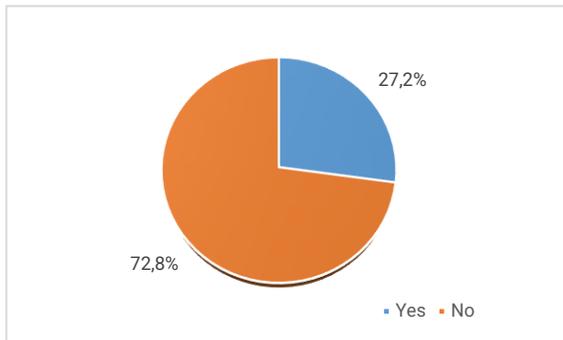
Figure 294 : Respondents with mobile account/cell phone account/mobile money in Mozambique (%)

26,4%
73,6%
No Yes
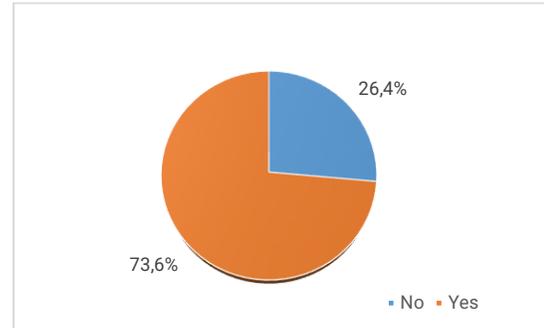
Figure 295 Ownership of insurance in Mozambique (%)

8,3%
91,7%
Yes No
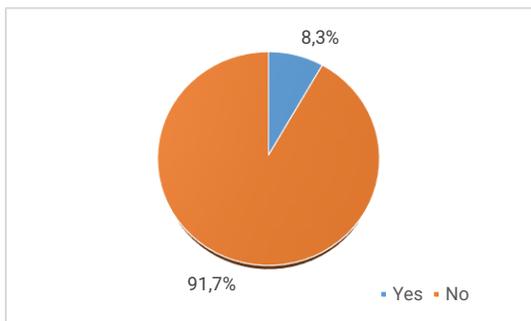
Figure 296 Respondents saving money in Mozambique (%)

Refused to answer	0,6%
No	68,6%
Yes	30,7%
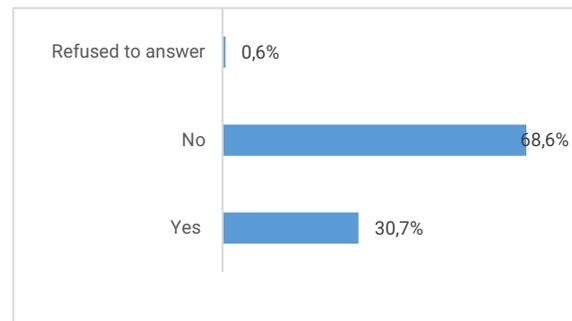
Figure 297: One pays one's bills on time

Not applicable	2,0%
Do not know	3,4%
Refused to answer	0,1%
Never	6,3%
Seldom	13,5%
Some of the time	33,2%
Often	19,0%
Always	22,3%
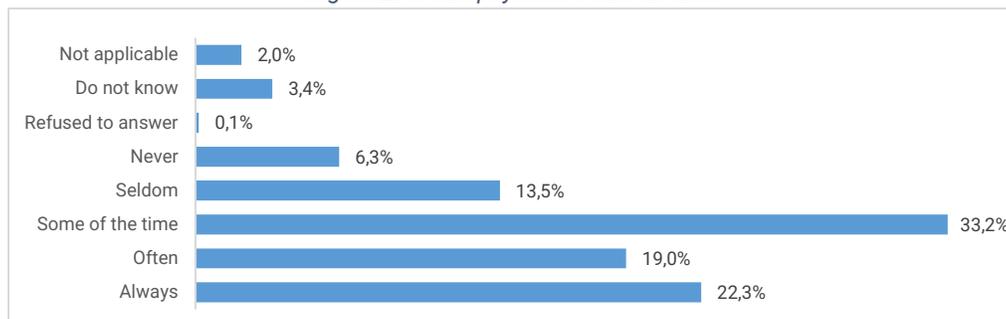
Figure 298: One tends to worry about paying one's current expenses

Category	Value
Not applicable	2,4%
Do not know	9,0%
Refused to answer	0,2%
Never	10,5%
Seldom	11,4%
Some of the time	22,7%
Often	20,0%
Always	23,7%
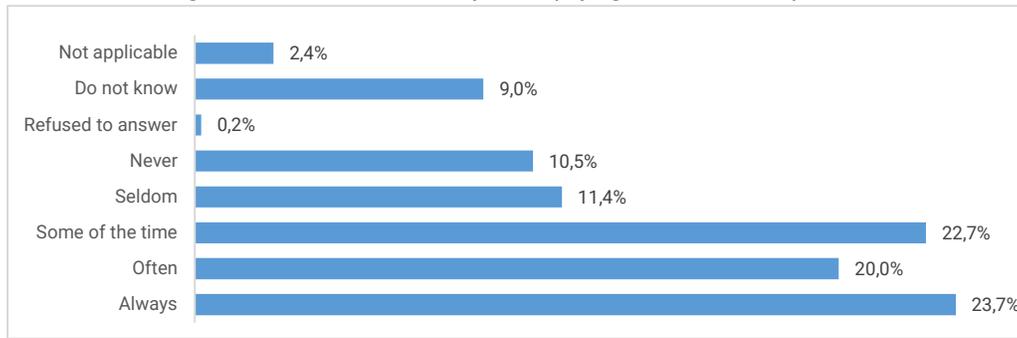
Figure 299: One has money to spare at the end of the month

Category	Value
Not applicable	1,4%
Do not know	4,5%
Refused to answer	0,1%
Never	30,5%
Seldom	22,6%
Some of the time	26,2%
Often	8,0%
Always	6,7%
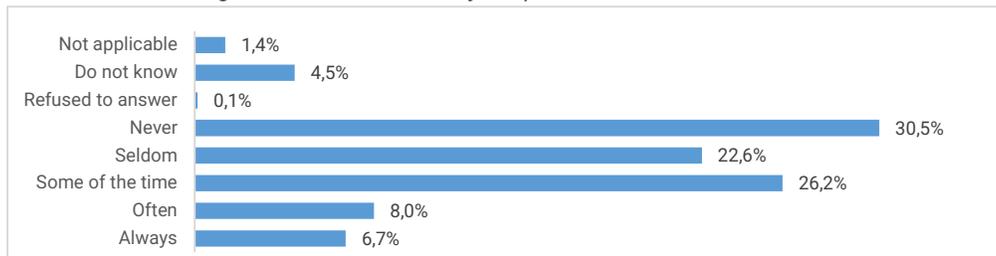
On this segment, more than half of respondents (53%) has problems paying bills on time, with this percentage comprising of those who responded with – some of the time, seldom and never. While 79% of the adults in this segment face challenges and do not have money to spare at the end of the month, 44.5% of them tend to worry about paying their current expenses.

In terms of access to loans, around 17% of the respondents in this segment have borrowed money in the last 12 months. This is lower than the national average of 20%, which reflects the challenges in access this segment may be facing. Those who had taken loan in this segment, 20.3% had taken loans to start/expand their business, 18% for medical expenses, and 17.7% for paying bills and 16.4% for education.

Figure 300: Participants who borrowed money in the last 12 months

Category	Value
I asked, but was refused	0,7%
No	82,5%
Yes	16,8%
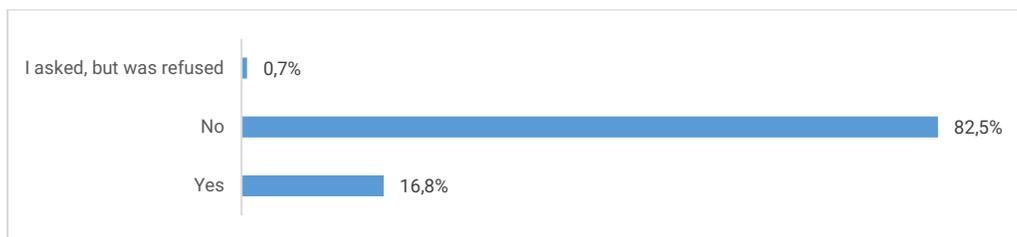
Figure 301: Purpose for taking a loan (%)

Purpose	Percentage
Refused to answer	2,9%
Recusou-se a responder	0,1%
Refoçar na festa do meu casamento	0,1%
enfelicidade.	0,2%
Ligação de água.	0,2%
e pagamento de certas coisas nao pode declarar	0,6%
Buy fertilizer/livestock/seeds	3,4%
Pay off debts	4,8%
Pay for bills	17,7%
Buy household goods	7,0%
Buy food/clothing	16,1%
Travel	7,4%
Medical expenses	18,3%
Start/expand a business	20,2%
Education	16,4%
Buy a car/vehicle	2,8%
House renovation/extension	5,7%
Buy a house	10,5%

G3 Segment – Main Income from Subsistence/Small-scale Agriculture

Around 10.8% of the adult population are those whose main income is from subsistence/small-scale agriculture. This marginal segment falls in the MZN 0-5,000 monthly income bracket.

In terms of the type of cell phone being used, 75% of this segment has only a basic phone which is only capable of voice calling and SMS. This highlights the need for reaching out to this segment via different media and print channels for financial education aspects.

Figure 302: Main Source of Income

Income bracket	Percentage
MZN45,001 − 60,000	0,2%
MZN30,001 −45,000	0,2%
MZN15,001 − 30,000	1,4%
10,001 − 15,000	2,9%
5,001 − 10,000	17,6%
MZN 0 - 5,000	77,7%
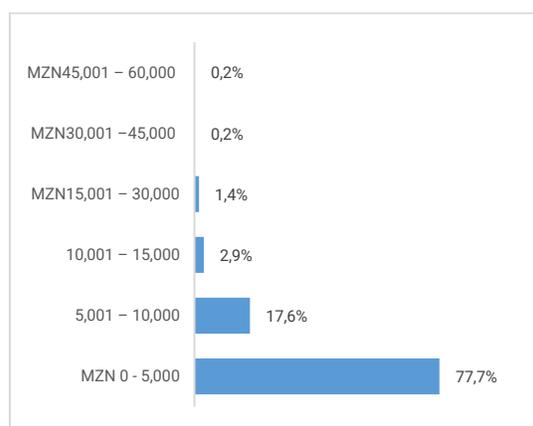
Figure 303: What kind of cell phone do you own?

Cell phone type	Percentage
A basic phone which is only capable of voice calling and SMS	75,1%
A feature phone that can access the internet, send and receive emails, store and play music but is not able to download	4,2%
A smartphone that can access the internet, send and receive emails and is capable of downloading apps	20,7%
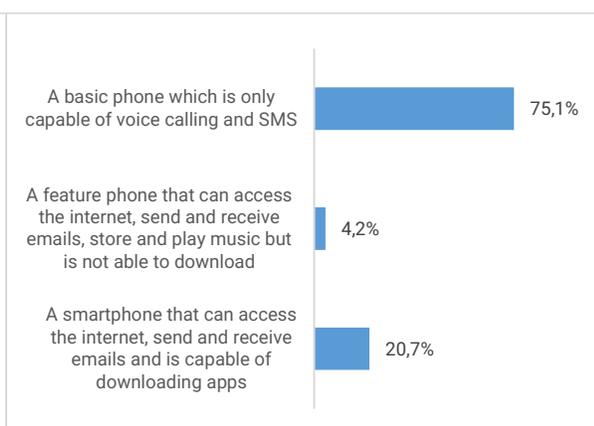
In terms of access to financial services, around 18% of subsistence/small-scale farmers have a bank account in the country, compared to the national average of 48% of adults. More than half of them (62.2%)

have a mobile account, compared to the national average of 83% and 7.3% of this segment have insurance compared to the national average of 17%.

In addition, more than a quarter of subsistence/small-scale farmers (27.3%) save money compared to the national average of 38% for adults.

Figure 304: Percentage of subsistence/small-scale farmers with mobile account

37,8%

62,2%

- No - Yes
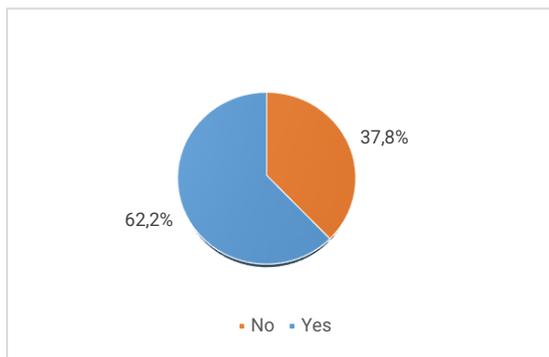
Figure 305: Percentage of subsistence/small-scale farmers who have bank

17,7%

82,3%

- Yes - No
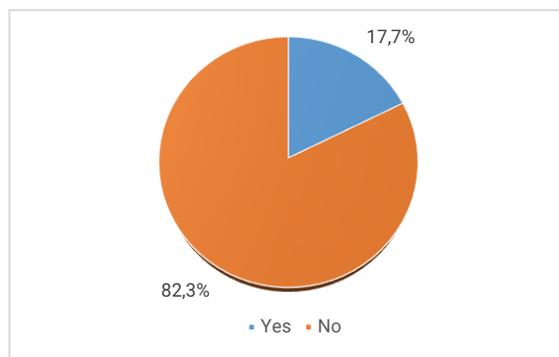
Figure 306: Percentage of subsistence/small-scale farmers who have insurance

7,3%

92,7%

- Yes - No
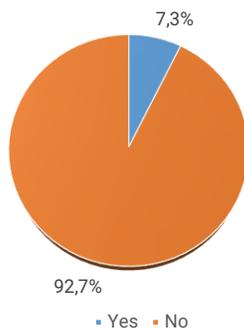
Figure 307: Percentage of subsistence/small-scale farmers who save money

Refused to answer | 1,0%

No | 71,7%

Yes | 27,3%
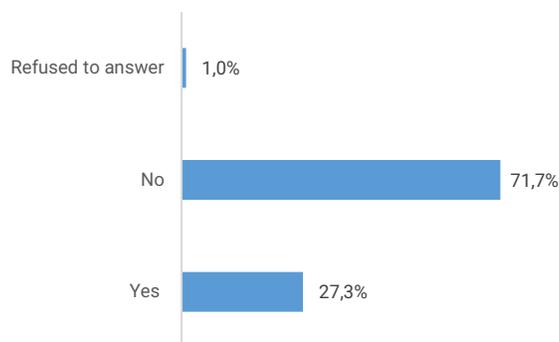
In terms of money management, around 34.7% of adults in this segment worry about paying their current expenses, either always or often. Only 14% of this segment have money to spare at the end of the month,

either always or often, and 54.5% of this segment faces difficulty in paying bills on time. In terms of the digital landscape, 24.5% of adults in this segment disagreed with this statement that digital tools make managing their personal finances easier and only 31% either strongly agreed or agreed to this statement.

Figure 308: One pays one's bills on time

Category	Value
Not applicable	1,5%
Do not know	5,5%
Refused to answer	0,4%
Never	6,6%
Seldom	18,4%
Some of the time	29,5%
Often	17,7%
Always	20,4%
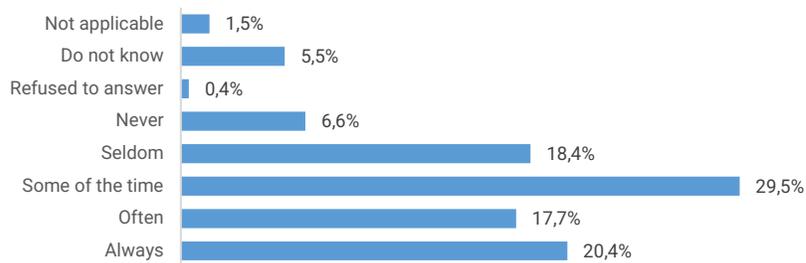
Figure 309: One tends to worry about paying one's current expenses

Category	Value
Not applicable	2,7%
Do not know	12,9%
Refused to answer	0,7%
Never	12,0%
Seldom	14,7%
Some of the time	22,2%
Often	16,8%
Always	17,9%
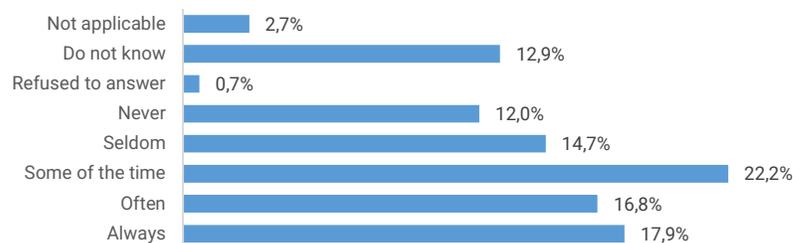
Figure 310: One has money to spare at the end of the month

Category	Value
Not applicable	1,1%
Do not know	4,7%
Refused to answer	0,3%
Never	33,3%
Seldom	21,7%
Some of the time	24,9%
Often	8,5%
Always	5,5%
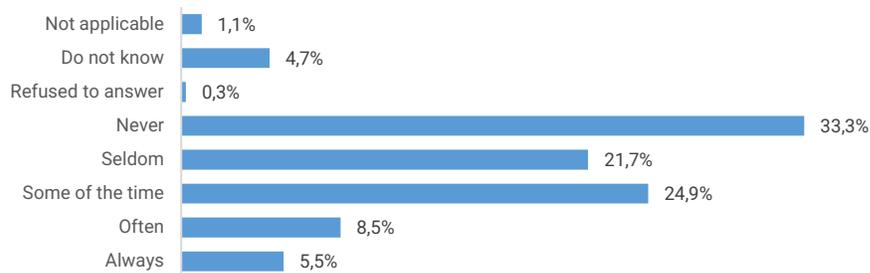
Figure 311: Digital tools make managing one's personal finances easier

Category	Value
Do not know	25,0%
Refused to answer	1,2%
Completely disagree	3,5%
Disagree	24,5%
Neither Agree or Disagree	14,7%
Agree	25,6%
Strongly agree	5,4%
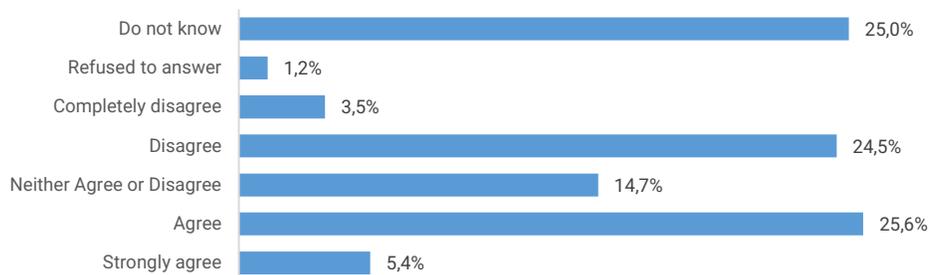
In terms of access to loans, around 14% of the adults in the subsistence/small agriculture segment had borrowed money in the last 12 months. This is much lower than the national average of 20%, which reflects the challenges this segment faces in accessing loans.

A substantial 29.4% of the adults in this segment, who took a loan, had taken it for meeting medical expenses need, which is higher than the national average, while 19% took it to start/expand a business and 13.5% for buying food/clothing.

Figure 312: Participants who borrowed money in the last 12 months

I asked, but was refused	0,6%
No	85,7%
Yes	13,7%

Figure 313 Purpose for taking a loan (%)

Refused to answer	1,2%
e pagamento de certas coisas nao pode declarar	1,8%
Buy fertilizer/livestock/seeds	4,9%
Pay off debts	6,7%
Pay for bills	9,2%
Buy household goods	5,5%
Buy food/clothing	13,5%
Travel	8,0%
Medical expenses	29,4%
Start/expand a business	19,0%
Education	8,6%
Buy a car/vehicle	1,8%
House renovation/extension	7,4%
Buy a house	11,7%
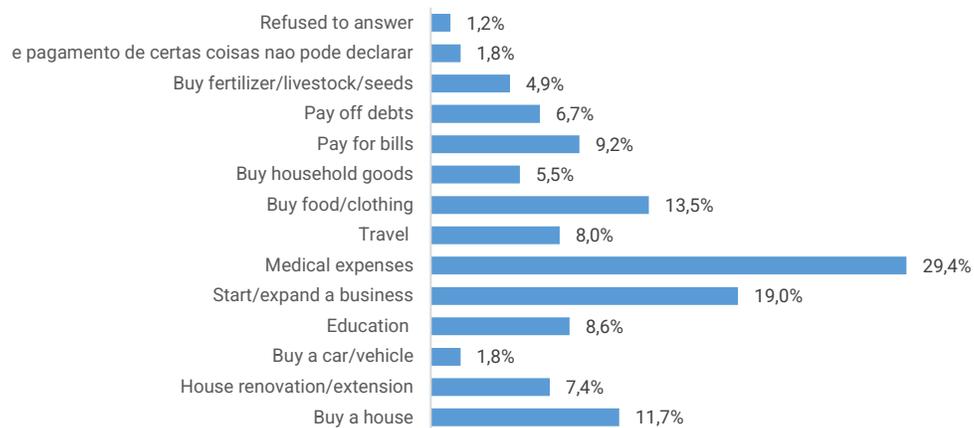
G4 Segment - Youth

In this survey, 65.2% of the respondents fall under the age group of 15-34 years. This segment is termed the youth segment for the purpose of analysis in this report. A further breakdown of this segment (15-24 years and 25-34years) analysis is provided in the main section of the report for some of the selected respondent characteristics and findings.

The highest 36.1% youth main source of income is from salary/ages from a business/company (formal sector), which is like the national average of 35.27%. Similarly, the percentage of youth receiving their main source of income from subsistence/small scale farming is like the national average (10.2%). In terms of monthly income, 57.2% of the youth main source range between MZN 0-5,000. This is higher than the national average of 42%.

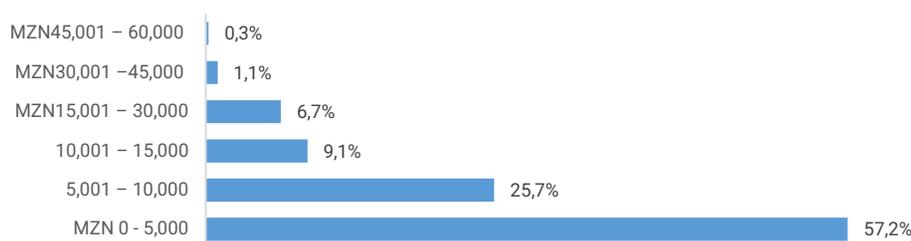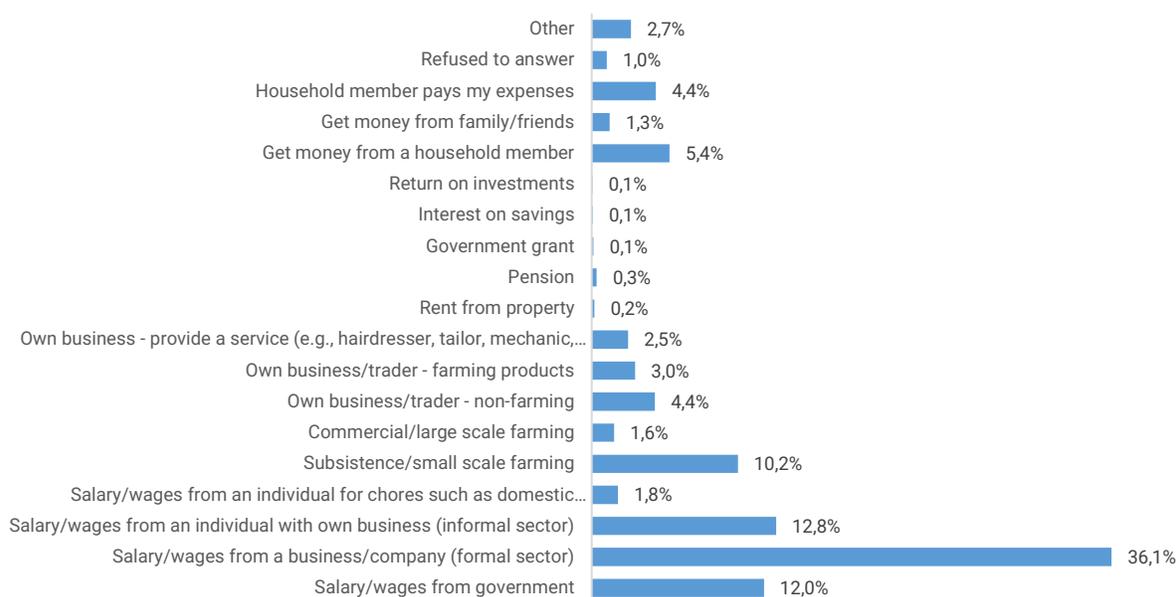| Income Range	Percentage
MZN45,001 – 60,000	0,3%
MZN30,001 –45,000	1,1%
MZN15,001 – 30,000	6,7%
10,001 – 15,000	9,1%
5,001 – 10,000	25,7%
MZN 0 - 5,000	57,2%

Figure 315: Main source of Income

Source	Percentage
Other	2,7%
Refused to answer	1,0%
Household member pays my expenses	4,4%
Get money from family/friends	1,3%
Get money from a household member	5,4%
Return on investments	0,1%
Interest on savings	0,1%
Government grant	0,1%
Pension	0,3%
Rent from property	0,2%
Own business - provide a service (e.g., hairdresser, tailor, mechanic,...	2,5%
Own business/trader - farming products	3,0%
Own business/trader - non-farming	4,4%
Commercial/large scale farming	1,6%
Subsistence/small scale farming	10,2%
Salary/wages from an individual for chores such as domestic...	1,8%
Salary/wages from an individual with own business (informal sector)	12,8%
Salary/wages from a business/company (formal sector)	36,1%
Salary/wages from government	12,0%

In terms of youth access to financial services, 45.4% of youth have bank accounts in the country, compared to the national average of 48%. The lower percentage for youth segment is because of 15years age onwards inclusion in this category. If one compares the national average with just 25-34years age group, then 61% of 25-34years age group had bank accounts.

In addition, 84.8% of the youth have a mobile account/ in the country, which is 1.8% higher than the national average of 83% for adults.Around 37.9% of youth are saving in the country, compared to the national average of 38% for adults and 15.4% of them owned insurance products, compared to the national average of 17% for adults.

The relative less difference in bank account ownership, savings, insurance, and borrowings when compared to the national average, depicts a substantial financially active youth segment and will be pivotal to accelerating financial inclusion.

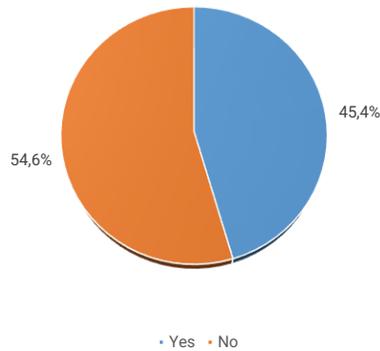*Figure 316: Percentage of youth who have bank-account*

45,4%

54,6%

• Yes • No

Figure 317: Percentage of youth who have mobile

15,2%

84,8%

■ No ■ Yes
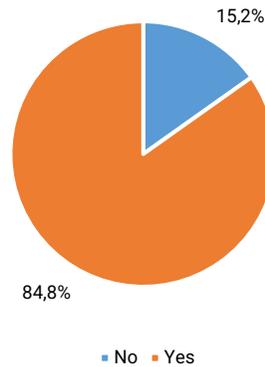
Figure 318: Ownership of insurance by youth

15,4%

84,6%

• Yes • No
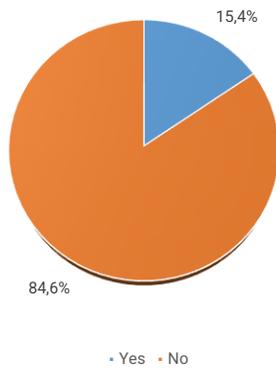
Figure 319: Percentage of youth saving money

Refused to answer   0,4%

No   61,8%

Yes   37,9%
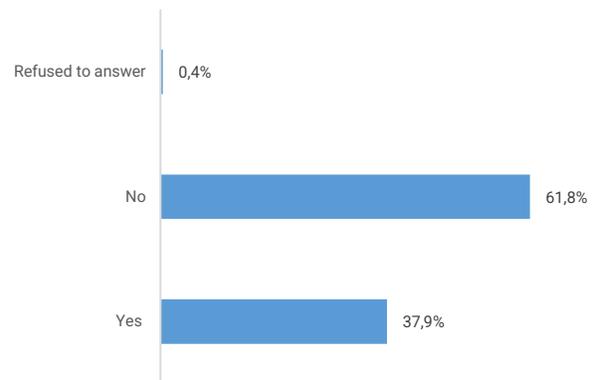
Out of the percentage of youth that save, most of them save in bank (34.8%) and at home (34.3%). There are between 11-17% that also save in savings group/club, savings thrift or with community associations, while 13.2% also do save with family/friends. Hence the informal savings (including home, family and friends) undertaken by these savings are substantial and need to be formalized.

In terms of reasons for saving, 60.6% of the youth who save are saving for emergencies purposes, followed by 32% saving for household needs. Only 7.6% of young people who save are saving for old age, indicating a need to accelerate long term planning among this demographic. On the other hand, 4.5% of the youth who save are saving to start a new business and 11.9% are saving to expand their existing business. These figures demonstrate the entrepreneurship initiatives and aspirations within this segment of the population. It is encouraging to see young individuals recognizing the importance of financial planning for both personal and business goals.

Figure 320: Type of institution used to deposit savings, by area, gender, and employment status (%)
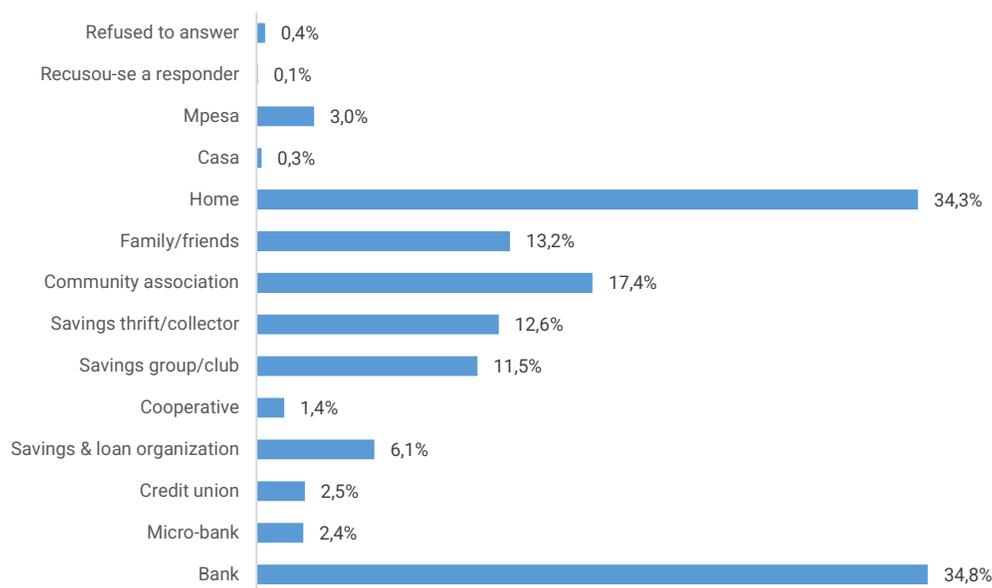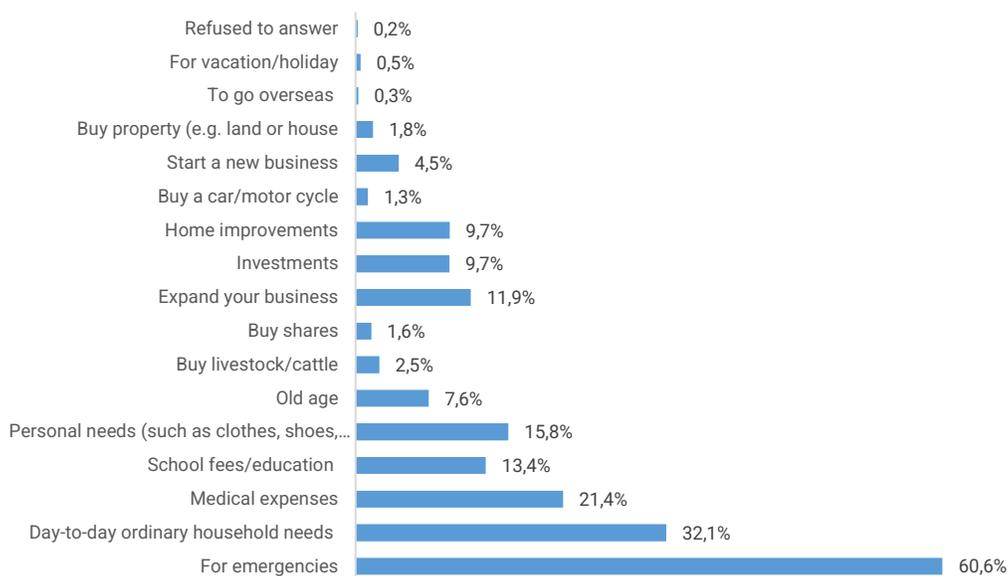
Institution	%
Refused to answer	0,4%
Recusou-se a responder	0,1%
Mpesa	3,0%
Casa	0,3%
Home	34,3%
Family/friends	13,2%
Community association	17,4%
Savings thrift/collector	12,6%
Savings group/club	11,5%
Cooperative	1,4%
Savings & loan organization	6,1%
Credit union	2,5%
Micro-bank	2,4%
Bank	34,8%

Figure 321: Reasons for saving money, by area, employment status and gender

Reason	%
Refused to answer	0,2%
For vacation/holiday	0,5%
To go overseas	0,3%
Buy property (e.g. land or house	1,8%
Start a new business	4,5%
Buy a car/motor cycle	1,3%
Home improvements	9,7%
Investments	9,7%
Expand your business	11,9%
Buy shares	1,6%
Buy livestock/cattle	2,5%
Old age	7,6%
Personal needs (such as clothes, shoes,…	15,8%
School fees/education	13,4%
Medical expenses	21,4%
Day-to-day ordinary household needs	32,1%
For emergencies	60,6%

In terms of youth access to loans, around 18.8% of the youth segment borrowed money in the past 12 months, compared to the national average of 20% of adults. In terms of values, 54.3% of them had borrowings between MZN 0-5,000, whereas 18.3% of them had borrowings between MZN 5,001-10,000.

This is an active segment both in terms of their population contribution to the overall adult population in the country, and overall financial transactions. The national average is 51% for those adults (15years plus who borrowed) who borrowed between MZN 0-5,000, hence lower when compared to the youth segment. The youth segment borrowings are lower overall compared to the national average.

For the youth that borrowed, around 20% of them have borrowed each for education, starting/expanding a business, medical expenses, and payment of bills. Around 10-12% of the youth (those who borrowed), have borrowed for purposes of buying a house and house renovation-related expenses.

Figure 322: Respondents who borrowed money in the last 12 months
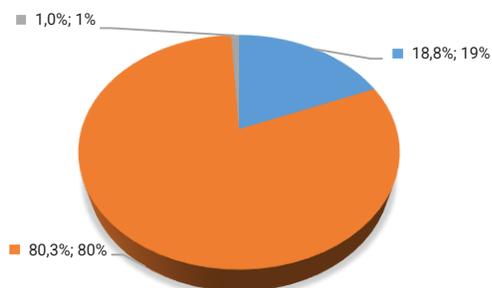

Figure 323: Amount of money borrowed (%)
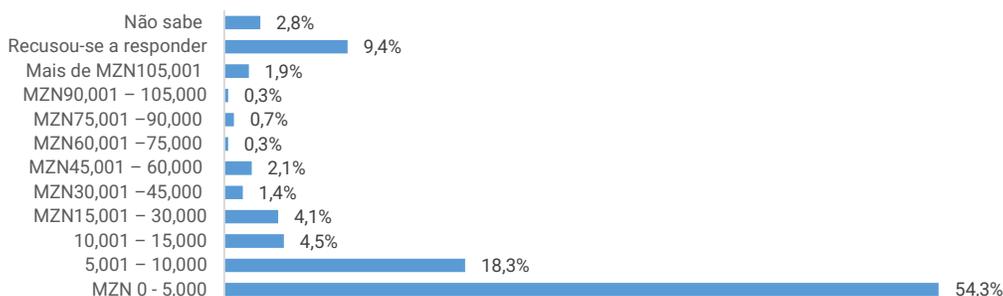
Figure 324: Purpose for taking a loan (%)
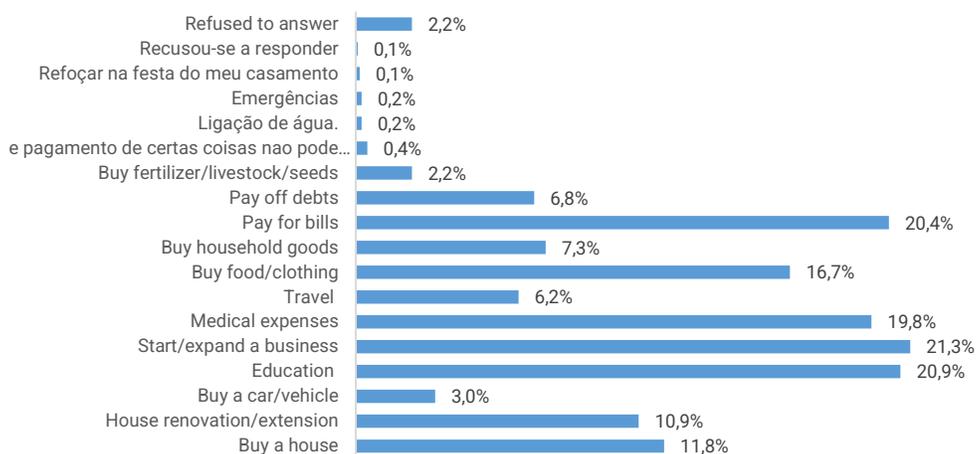
Out of 99.5% of the youth segment own a mobile phone, which reflects the importance and use of such devices for their respective socio-economic needs. National average ownership is at 90% for adults. With all the youth having mobile phones, only 59.1% have smartphones or feature phones that can access the internet. Still, around 41% of the youth segment does not have access to phones that can serve purposes of media outreach over the internet.

With youth population with maximum ownership of mobile phones, 72.5% of this segment (out of those who have financial products and services) still relied on a recommendation from friends, family, or acquaintances when it came to sources that significantly influenced their decision on financial product choices. The national average is 49.3% for the same.

Overall, the youth segment accesses more of all the electronic assets compared to other segments, and hence the percentage of youth accessing these types of multiple sources is higher than the national average.

Figure 325: Which of these things you own?

Category	Value
3G/4G/LTE Modem/Router	6,6%
Telephone (landline	4,6%
Computer or laptop	14,2%
Tablet (e.g. Ipad, Galaxy	8,3%
Mobile phone	99,5%
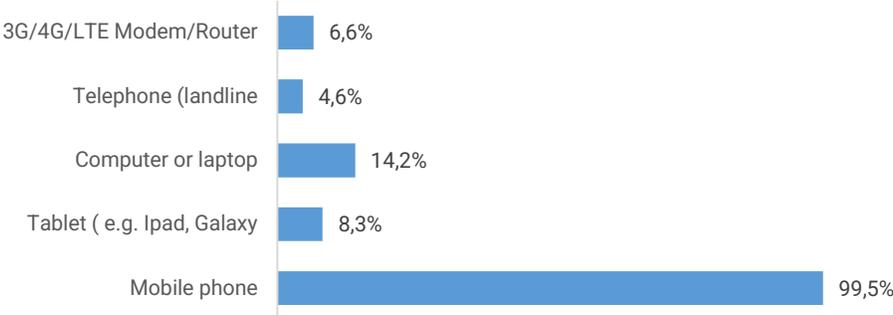
Figure 326: What kind of cell phone do you own?

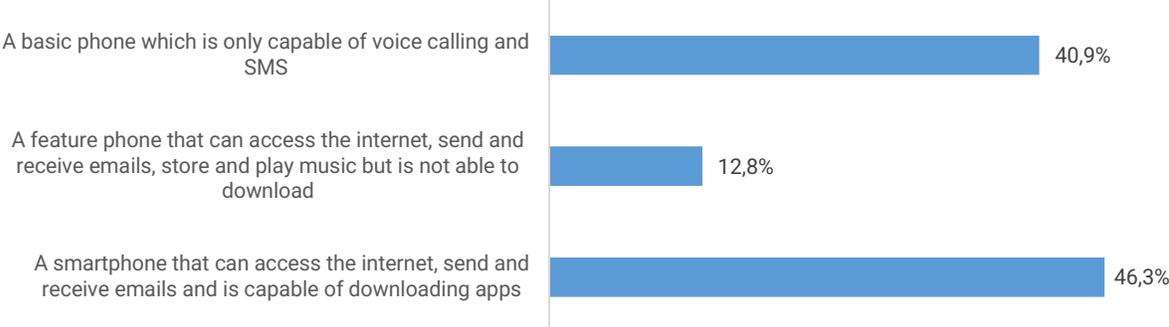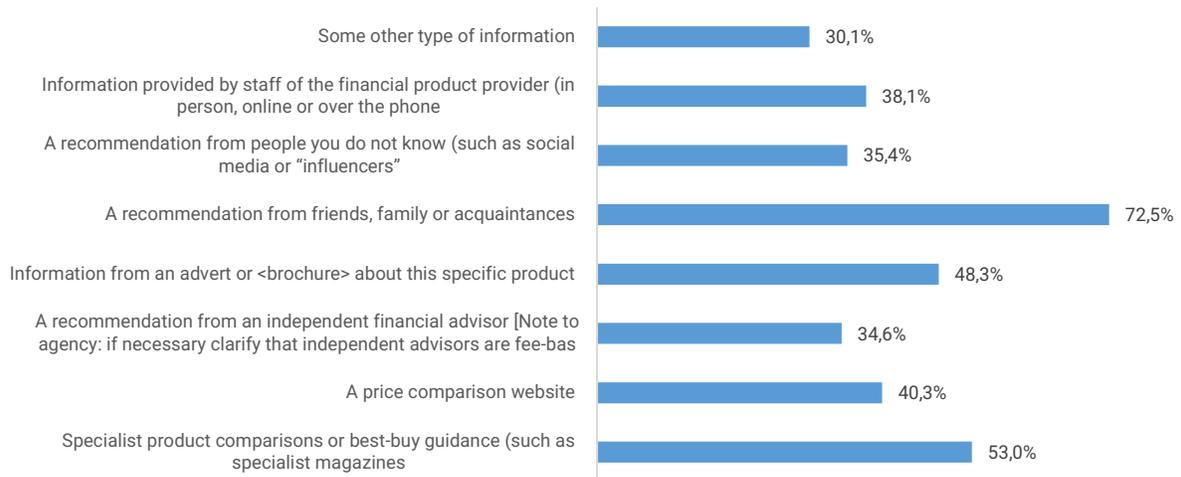| Category	Value
A basic phone which is only capable of voice calling and SMS	40,9%
A feature phone that can access the internet, send and receive emails, store and play music but is not able to download	12,8%
A smartphone that can access the internet, send and receive emails and is capable of downloading apps	46,3%

Figure 327: Sources that significantly influence respondents' decision on financial product in Mozambique (%)

Source	%
Some other type of information	30,1%
Information provided by staff of the financial product provider (in person, online or over the phone	38,1%
A recommendation from people you do not know (such as social media or "influencers"	35,4%
A recommendation from friends, family or acquaintances	72,5%
Information from an advert or <brochure> about this specific product	48,3%
A recommendation from an independent financial advisor [Note to agency: if necessary clarify that independent advisors are fee-bas	34,6%
A price comparison website	40,3%
Specialist product comparisons or best-buy guidance (such as specialist magazines	53,0%

When it comes to money management decisions, around 78.8% of the youth segment states that they take those decisions, which is encouraging in terms of this segment's attitude and behavior towards managing. In terms of self-assessing their respective general knowledge of financial matters compared to others, more than half (57.7%) of the youth rated themselves as very high, quite high or about average. In terms of timeliness towards bill payments, half of the youth population (49.4%) stated always or often pay their bills on time. 14.8% of the youth mentioned that they seldom or never pay their bills on time.

More than half (51.7%) of the youth population either strongly agrees or agrees with the statement that they budget regularly for their respective money, which reflects part of the financial discipline aspect across their financial life. Still, more than half (58.1%) of the respondents trust the digital financial services provided by banks, e-money institutions and FinTech. 18.6% of the youth population disagrees or completely disagrees with this statement and would require further interventions towards building their trust in such services.

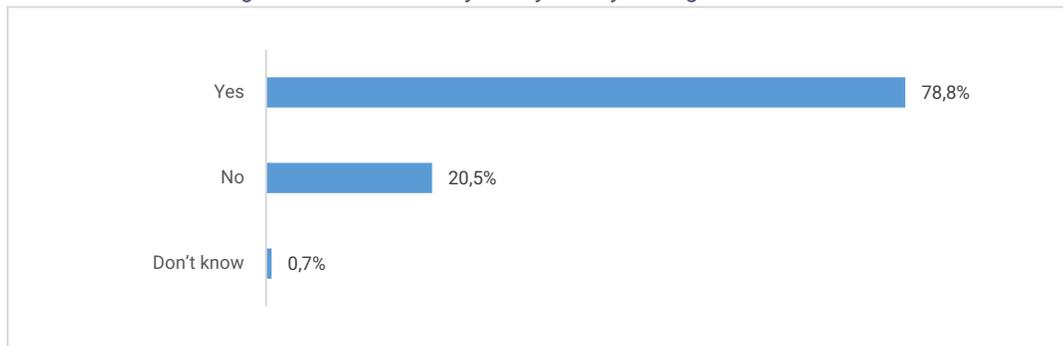*Figure 328: You take day-to-day money management decision*

	%
Yes	78,8%
No	20,5%
Don't know	0,7%

Figure 329: General Knowledge on Financial Matters compared to others

Category	Value
Very low	18,0%
Quite low	18,5%
About average	40,8%
Quite high	6,8%
Very high	10,1%
Don't know	5,5%
Refused	0,2%
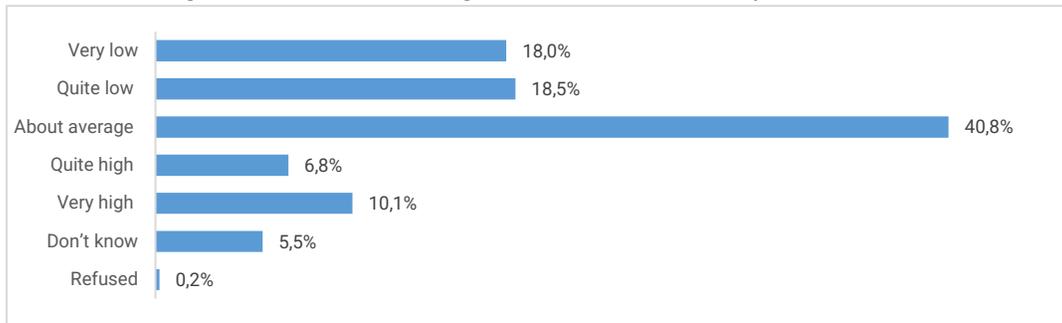
Figure 330: You pay your bills on time

Category	Value
Not applicable	1,5%
Do not know	2,2%
Refused to answer	0,1%
Never	4,4%
Seldom	10,4%
Some of the time	31,9%
Often	23,2%
Always	26,2%

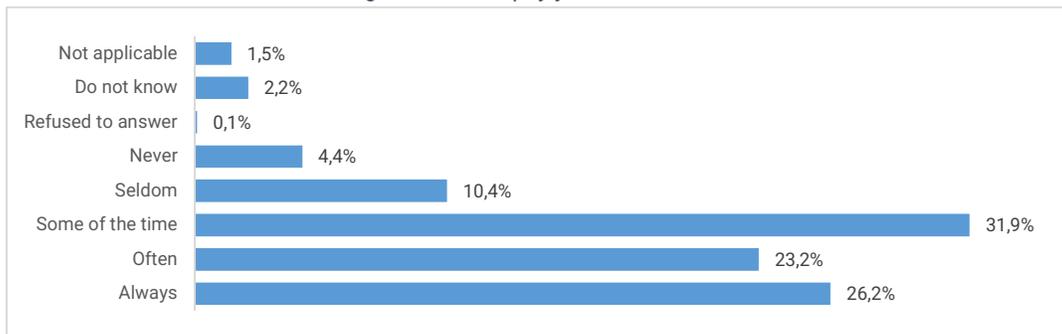*Figure 331: Do you trust the digital financial services provided by banks, e-money institutions and FinTech?*

Category	Value
Do not know	9,9%
Refused to answer	0,2%
Completely disagree	2,8%
Disagree	16,8%
Neither Agree or Disagree	12,3%
Agree	48,0%
Strongly agree	10,1%
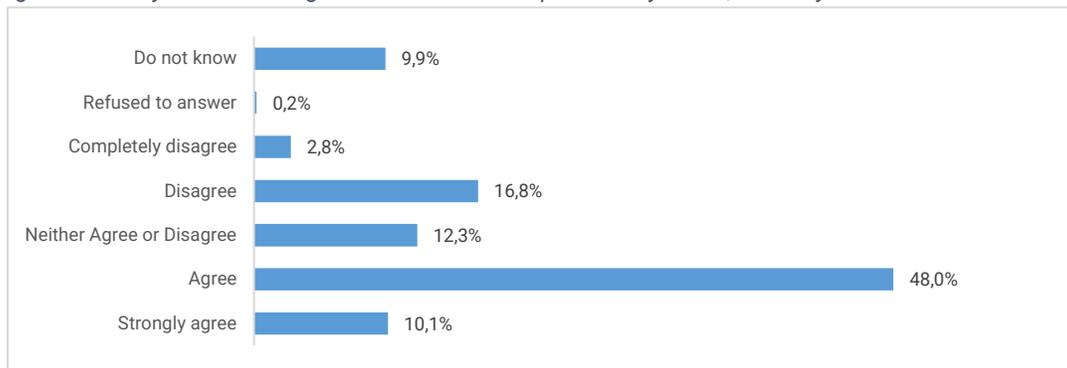
Figure 332: Do you budget regularly for your money?

| Category	Value
Do not know	4,0%
Refused to answer	0,1%
Completely disagree	3,3%
Disagree	27,5%
Neither Agree or Disagree	13,6%
Agree	42,9%
Strongly agree	8,6%
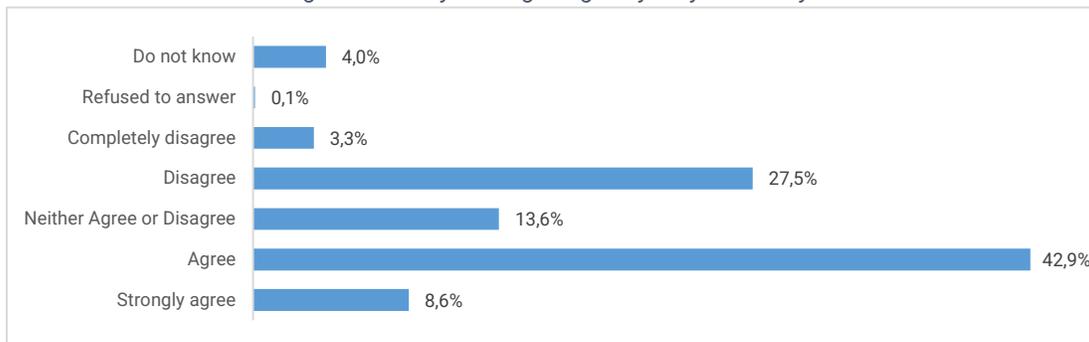
G5 Segment - Unemployed

Out of the total respondents surveyed, 83.7% of the adults were employed, 8.4% were unemployed and 7.9% were not at the employment stage. This section briefly outlines the unemployed segment of the population. With unemployment status, 21% of this segment were receiving money from a household member as a source of income, followed by 19% having income from subsistence/small-scale farming, 17% from household members who directly paid for this segment's expenses, and 13% of this segment depended on salary/wages from an individual with own business.

Most of the unemployed population (88%) had an income ranging from MZN 0-5,000 per month, which is higher than the national average of 42% of the population having a monthly income within this range.

Figure 333 Main source of income-unemployed
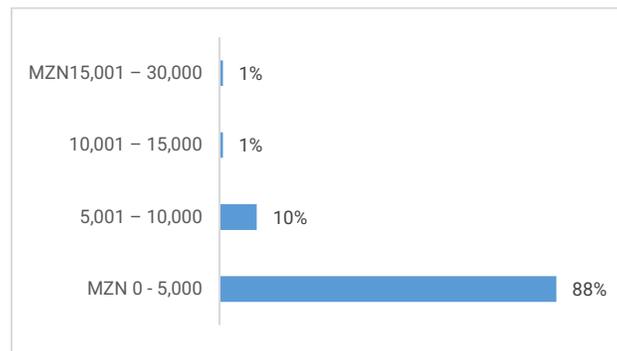
In terms of access to financial services, only 14% of the segment have a bank account in Mozambique, compared to the national average of 48% for adults while 64% of the unemployed population had a mobile account/ mobile money in the country, compared to the national average of 83% for adults.
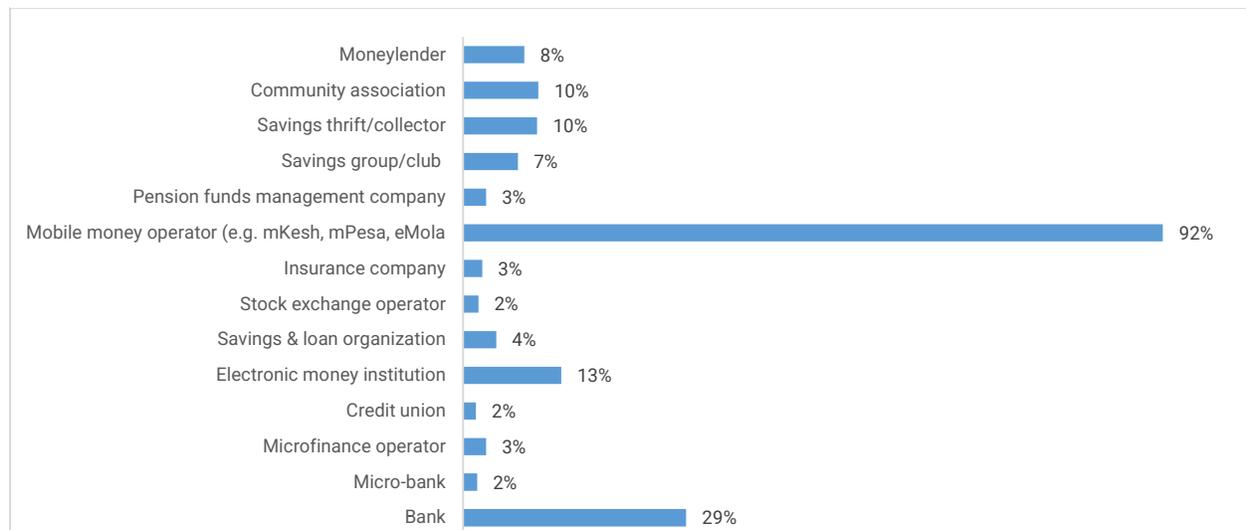
Figure 334 Sources of income-unemployed

Figure 335: Ownership of insurance in Mozambique (%) for unemployed
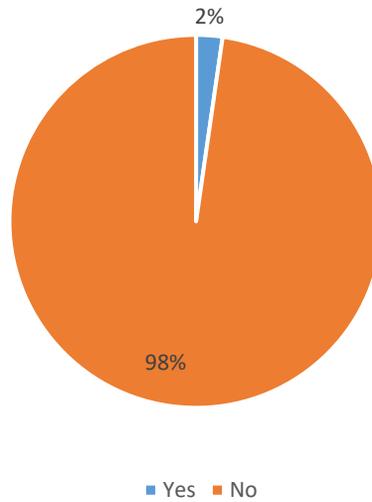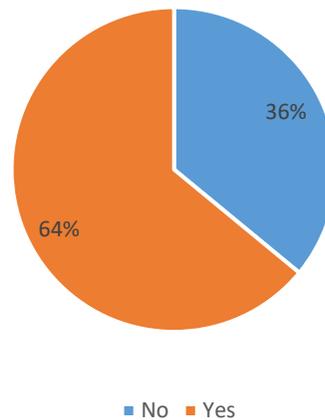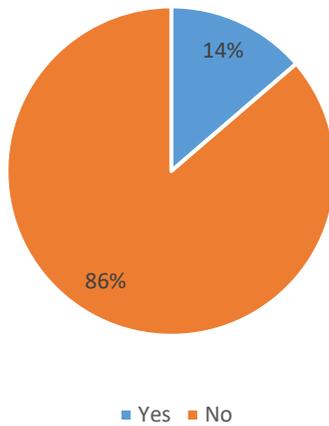
2%

98%

■ Yes ■ No

Figure 336 Percentage of respondents who have bank account in Mozambique for Unemployed

Figure 337 Respondents with mobile account/cell phone account/mobile money in Mozambique (%) for Unemployed

14%

86%

■ Yes ■ No

36%

64%

■ No ■ Yes

In addition, only 2% of the unemployed population owned insurance products compared to the national average of 17% for adults.

When it comes to savings, only 26% of the unemployed population state that they had saved money, compared to the national average of 38% for adults. Most of them, 52% were saving at home, followed by 16% saving with a community association, 13% in a bank, 12% with family/friends and 10-11% in savings groups/clubs/thrift/collectors.

Among the unemployed individuals who saved in the last 12 months, the majority (71%) were saving money at home or in their wallet, followed by 49% of the unemployed, saving via electronic money. In addition, 35% were saving through saving in informal groups. For those who saved, the reasons for saving varied with 51% of the unemployed savers saving for emergency purposes, followed by 33% saving for day-to-day

ordinary household expenses and 20% for personal needs. Only 6% were saving to start a new business, and 11% for expanding their existing businesses.

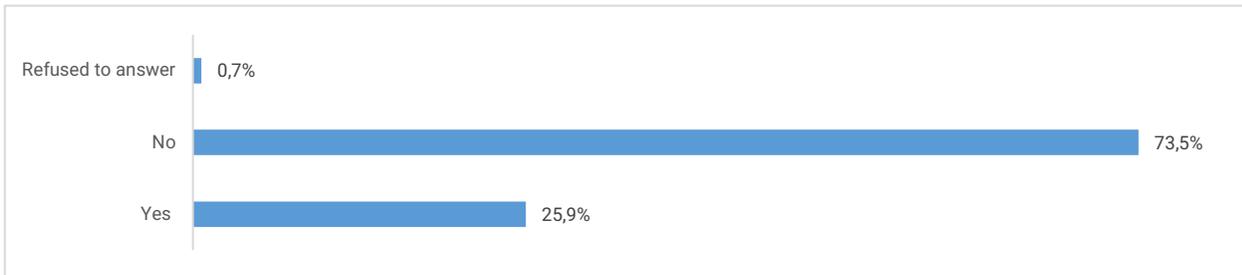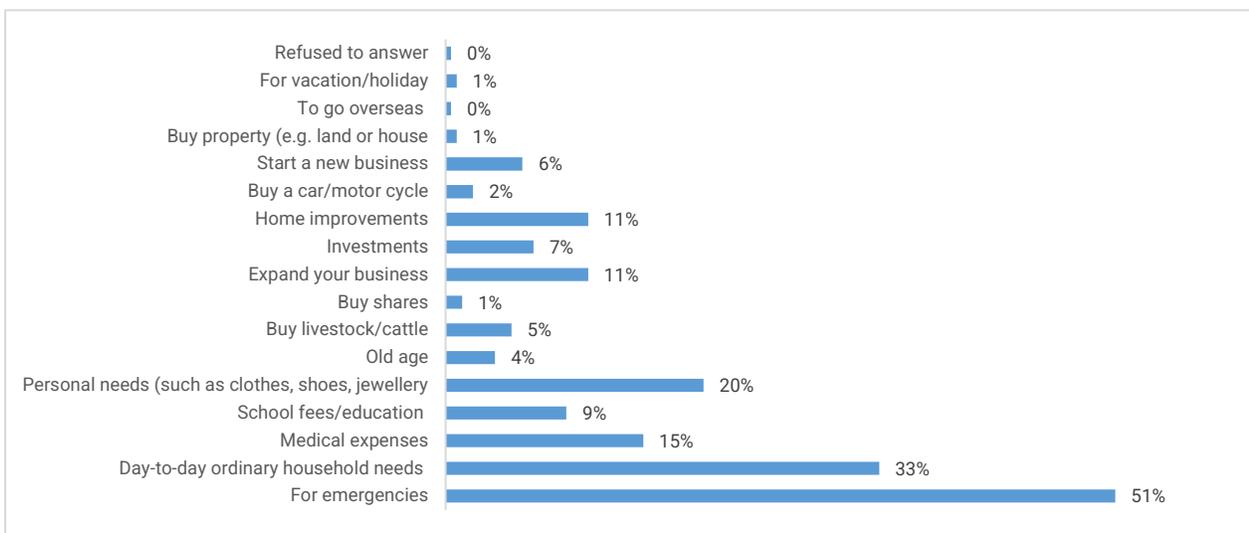*Figure 338:Percentage of unemployed population who saved in last 12 months*

Refused to answer — 0,7%
No — 73,5%
Yes — 25,9%

Figure 339: Reasons for saving money for unemployed

Refused to answer — 0%
For vacation/holiday — 1%
To go overseas — 0%
Buy property (e.g. land or house — 1%
Start a new business — 6%
Buy a car/motor cycle — 2%
Home improvements — 11%
Investments — 7%
Expand your business — 11%
Buy shares — 1%
Buy livestock/cattle — 5%
Old age — 4%
Personal needs (such as clothes, shoes, jewellery — 20%
School fees/education — 9%
Medical expenses — 15%
Day-to-day ordinary household needs — 33%
For emergencies — 51%

Only 11% of the unemployed population had borrowed in the past 12 months, compared to the national average of 20% for adults. The amount of money borrowed was between MZN 0-5,000 for 87% of the unemployed borrowers. The percentage who was able to borrow and the amount borrowed reflect their present economic and financial situation.

The purpose of taking loan aligned with the unemployment status, with 30% of the unemployed borrowers having borrowed to meet their respective food/clothing needs, 19% borrowed for meeting medical expenses, 17% borrowed for paying their bills and 14% for investing in their businesses.

Figure 340 Unemployed population who borrowed money in the last 12 months

I asked, but was refused — 0%
No — 88%
Yes — 11%

Among the unemployed borrowers, 7% of them took a loan specifically for buying a house, indicating their aspiration for homeownership despite their current economic situation. Additionally, 6% of unemployed
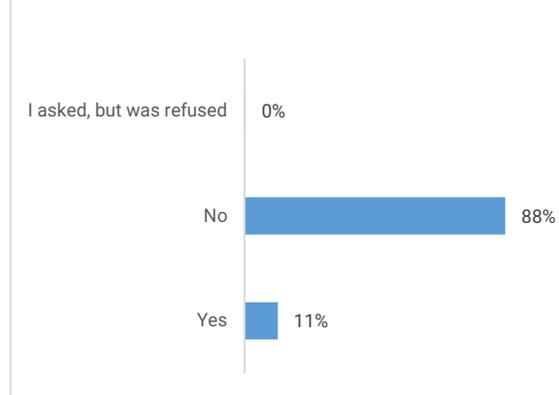
borrowers utilized loans to renovate their houses, possibly to improve their living conditions or increase the value of their property. These statistics emphasize the significance of housing-related financial decisions among unemployed individuals, highlighting their determination to invest in their living spaces.

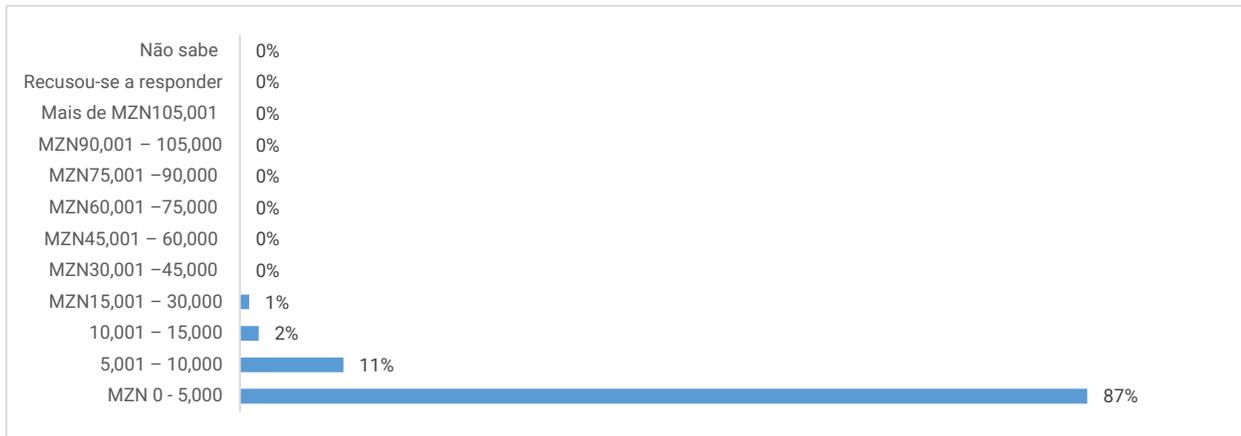*Figure 341 Amount of money borrowed by unemployed (%)*

Figure 342: Purpose for taking a loan
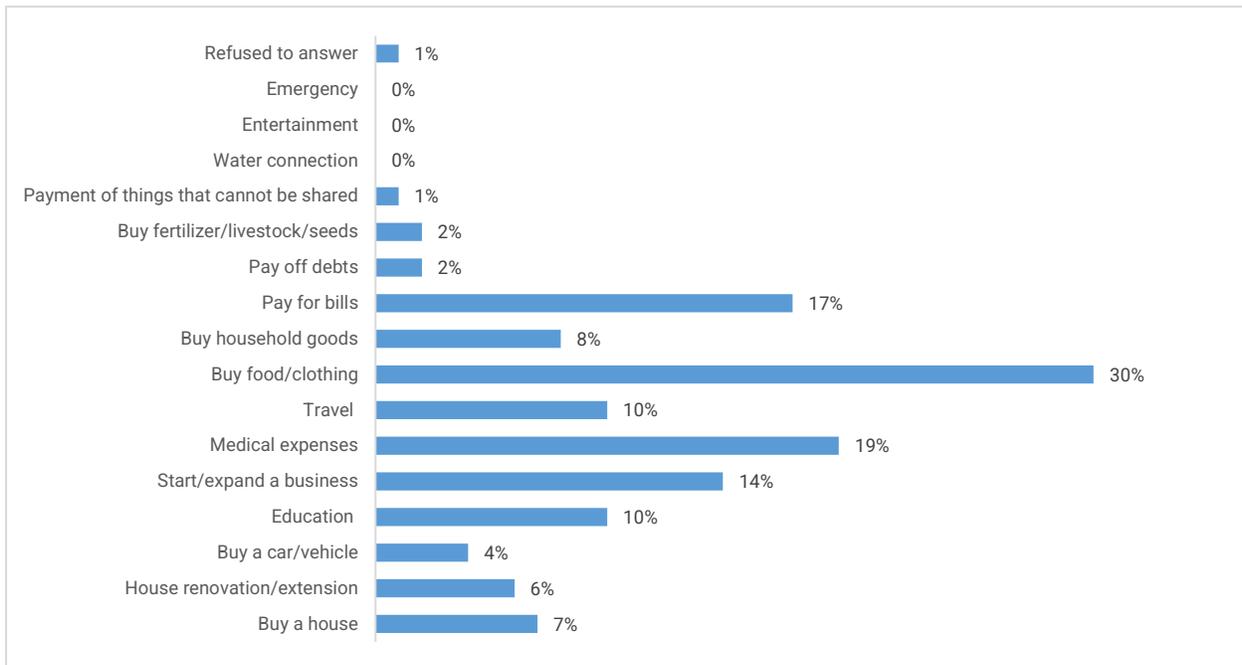
More than half of the unemployed respondents (54%) either disagree or completely disagree that they are satisfied with their respective current financial situation. Only 22% either agreed or strongly agreed with this statement. In terms of self-assessment on general knowledge of financial matters compared to others, 51% of the unemployed population rated themselves as either quite low or very low. Only 14% rated themselves quite high or very high, with 24% rating themselves as average.

Figure 343 Unemployed respondents' knowledge on financial matters

Figure 343 Unemployed respondents' knowledge on financial matters
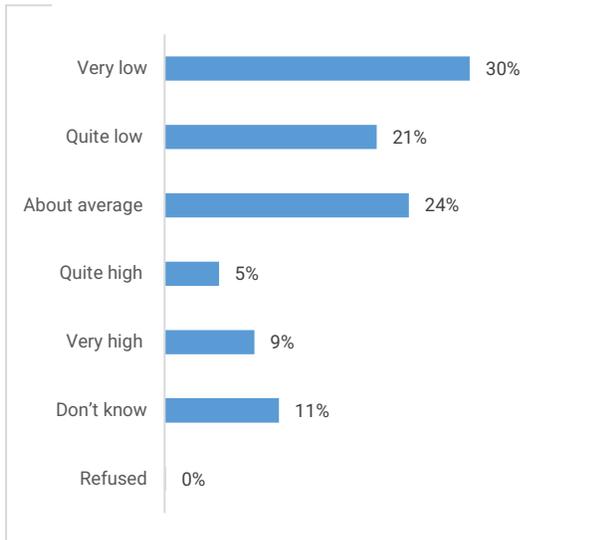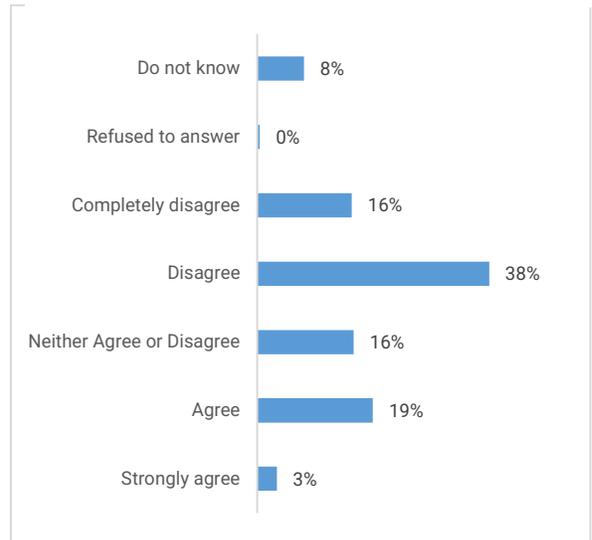

Very low	30%
Quite low	21%
About average	24%
Quite high	5%
Very high	9%
Don't know	11%
Refused	0%

Figure 344 Unemployed segment's level of satisfaction with current financial situation

Do not know	8%
Refused to answer	0%
Completely disagree	16%
Disagree	38%
Neither Agree or Disagree	16%
Agree	19%
Strongly agree	3%

More than 99% of the unemployed population had mobile phones, which is like the youth segment. Out of those who owned mobile phones, 61% had basic phones capable of voice calling or SMS only, with 30% of the unemployed mobile owners having smartphones.

With less access to technology-based financial services but with all of them owning mobile phones, 79% of the unemployed segment depended on recommendations from family, and friends and were significantly influenced by them for making decisions on financial products, while 43% of them also used specialist product comparison or best buy guidance sources.

Figure 345 Types of cell phones owned by the unemployed

A basic phone which is only capable of voice calling and SMS	61%
A feature phone that can access the internet, send and receive emails, store and play music but is not able to download	9%
A smartphone that can access the internet, send and receive emails and is capable of downloading apps	30%
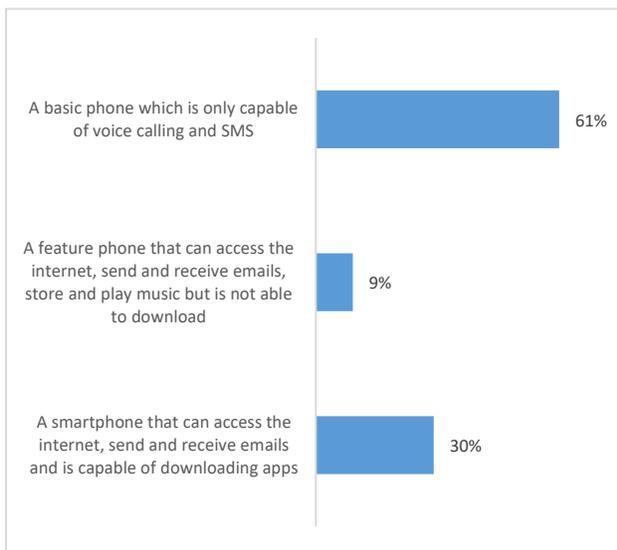
Figure 346 Electronic assets owned by the unemployed

3G/4G/LTE Modem/Router	1%
Telephone (landline	2%
Computer or laptop	4%
Tablet (e.g. Ipad, Galaxy	2%
Mobile phone	99%

Some other type of information	35%
Information provided by staff of the financial product provider (in person, online or over the phone	28%
A recommendation from people you do not know (such as social media or "influencers"	23%
A recommendation from friends, family or acquaintances	79%
Information from an advert or <brochure> about this specific product	37%
A recommendation from an independent financial advisor [Note to agency: if necessary clarify that independent advisors are fee-bas	21%
A price comparison website	32%
Specialist product comparisons or best-buy guidance (such as specialist magazines	43%

When it comes to money management decisions, 69% of the unemployed adults stated that they take day-to-day money management decisions, though only 36% of them agreed or strongly agreed with the statement that they budget regularly for money.

Only 35% of the unemployed segment were often or always able to pay their bills on time, with 24% stating that they were seldom or never able to pay their bills on time.

Half (48%) of the unemployed segment stated that they are comfortable or very comfortable in making financial decisions alone, whereas 18% stated that they are very uncomfortable making financial decisions alone.

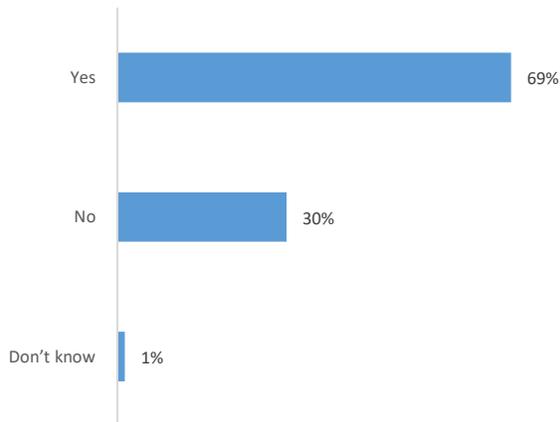*Figure 348 Unemployed respondents' incidence of making day-to-day money management decisions*

Yes	69%
No	30%
Don't know	1%

Figure 349 Unemployed respondents keeping budget regularly

Do not know	9%
Refused to answer	0%
Completely disagree	4%
Disagree	32%
Neither Agree or Disagree	18%
Agree	31%
Strongly agree	5%
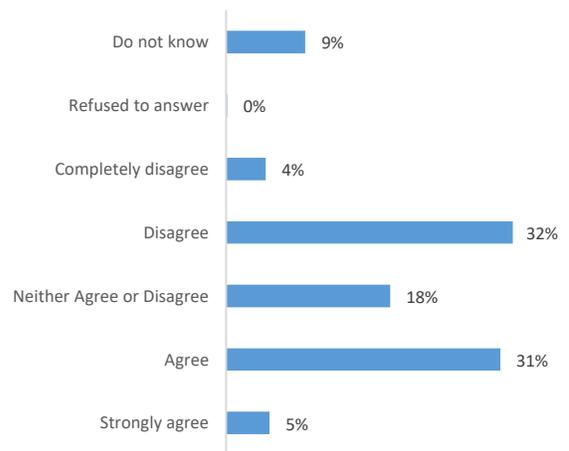
Figure 350: Degree that unemployed respondents are comfortable making financial decisions alone

Don't know — 12%
Refused to answer — 1%
Very uncomfortable — 7%
Somewhat uncomfortable — 11%
Neither comfortable nor uncomfortable — 21%
Comfortable — 37%
Very comfortable — 11%
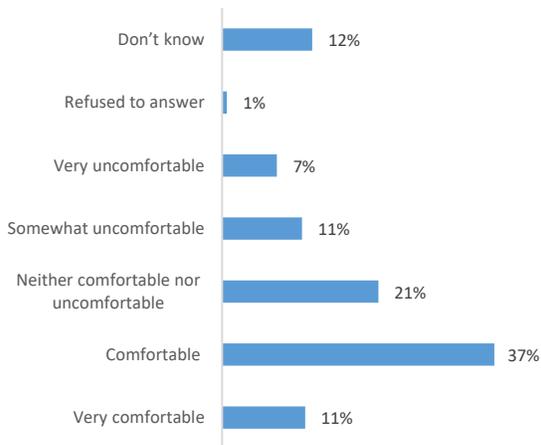
Figure 351: Unemployed respondents paying bills on time

Not applicable — 2%
Do not know — 5%
Refused to answer — 0%
Never — 7%
Seldom — 17%
Some of the time — 34%
Often — 21%
Always — 14%
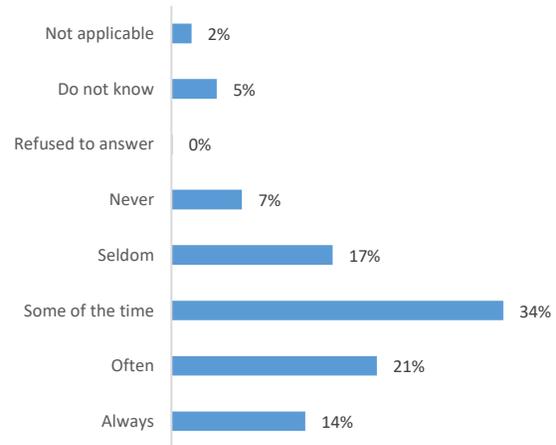
G6 Women and Youth – Recommendations for Accelerating Financial Literacy

On average across the entire sample, male population (adults 15yrs+) statistically have greater overall financial literacy scores – knowledge, behavior and attitude. This difference though is not statistically significant, it does provide the reasons for accelerating financial literacy for specific segments, most importantly women and youth.

There is a need for government agencies, donors and industry associations which are involved in working with these segments to support financial education targeting these segments. The financial sector could also play a major role in facilitation of financial education with special programmes that target women and youth enterprises and agriculture occupations.

The focus of financial education for this group should be on basic budgeting, planning, saving and credit. In addressing credit, both the benefits and sources of productive credit (e.g. for agricultural and enterprise purposes), and the risks and pitfalls of credit, particularly consumer credit should be emphasized.

Financial terms and concepts are not easily translated into local languages. Given the general literacy levels in Mozambique, it will be more impactful for any financial education programme to be developed in local language terms for some of the financial terms and concepts. The use of mass media complemented by other media channels may be recommended as channels for delivering financial education. It is also important to integrate financial education programmes in some of the development programmes in Mozambique that offer cash incomes specially to target the vulnerable segments.

The National Education System (SNE)has already included financial literacy contents in the primary school curriculum in collaboration with Bank of Mozambique, Insurance Supervision Institute, Mozambiqan Stock Exchange and others. Presently the Ministry of Education is preparing for incorporating financial literacy content in the secondary school curriculum. An assessment to explore the possibilities of further enhancing financial transactional activities for these minors would lead to imbibing attitudes and behaviour at early stages. With high financial resilience also comes high financial literacy related scores across the segments. Hence the aspect of savings and meeting emergency needs is of utmost importance in terms of financial behavior and attitude that needs to be imparted to this segment. Financial knowledge related to basic interest and compounding aspects, risk diversification are particularly important for this segment, which enables right choices towards using savings and credit products. The target group needs to be further educated in these aspects to accelerate financial literacy and resultant financial inclusion for this segment..

Non-bank products or services, especially mobile money, are driving formal financial inclusion. With this as one of the main drivers, access and usage related to customized products for women and youth segments should be further explored, piloted, and implemented by financial sector stakeholders.