

## CHAPTER FOUR

### DATA PRESENTATION AND ANALYSIS

#### 4.1 Data Presentation

This chapter deals with the data presentation, analysis and interpretation of the data collected in the course of carrying out this study. The presence of data makes no meaning to anybody unless adequate analysis of such data is carried out. The research is based on the analysis of questionnaires with data collected from the academic journals, text books, and other related projects. The total number of valid respondents was **70** instead of 100 respondents hoped for.

#### 4.2 Data Analysis

##### 4.2.1 Background of the Respondents

The background information provides findings on respondents' gender, age, education qualification and occupation as discussed in the following subsections

##### 4.2.1.1 Gender of the Respondents

**Table 4.2.1.1: Gender of the Respondents**

<b>Gender</b>	<b>Frequency</b>	<b>Percentage (%)</b>
Male	17	24.29
Female	53	75.71
<b>Total</b>	<b>70</b>	<b>100</b>

*Source: Field survey 2025*

From table 4.2.1.1, Out of 70 respondents, 24.29% were male while 75.71% were female.

This indicates higher female participation in the microfinance services of NPMB.

##### 4.2.1.2 Age Range of the Respondents

<b>Age Range</b>	<b>Frequency</b>	<b>Percentage (%)</b>
Under 25 years	12	17.14
25–34 years	37	52.86
35–44 years	14	20
45–54 years	6	8.57
55 years and above	1	1.43
<b>Total</b>	<b>70</b>	<b>100</b>

*Source: Field survey 2025*

From table 4.2.1.2, 17.14% were under 25 years, 52.86% were aged 25–34, 20% were aged 35–44, 8.57% were aged 45–54 while 1.43% were 55 years and above. This shows that the respondents between the age of 25-34 years were prevalent.

#### 4.2.1.3 Educational Qualification of the Respondents

<b>Educational Qualification</b>	<b>Frequency</b>	<b>Percentage (%)</b>
SSCE	7	10
OND/NCE	21	30
HND/B.Sc	36	51.43
M.Sc/PhD	5	7.14
Other	1	1.43
<b>Total</b>	<b>70</b>	<b>100</b>

*Source: Field survey 2025*

From table 4.2.1.3, 10% of the respondents held SSCE, 30% had OND/NCE, 51.43% had HND/B.Sc, 7.14% had M.Sc/PhD, while 1.43% had other qualifications. It shows that more respondents were having HND/B.Sc educational qualification.

#### 4.2.1.4 Occupation of the Respondents

<b>Occupation</b>	<b>Frequency</b>	<b>Percentage (%)</b>
Customer	46	65.71
Staff	18	25.71
Management	4	7.71
Other	2	2.86
<b>Total</b>	<b>70</b>	<b>100</b>

*Source: Field survey 2025*

From table 4.2.1.4, 65.71% (46) of the respondents were customers, 25.71% (18) of the respondents were staff, 7.71% (4) of the respondents were management while 2.86% (2) belonged to other categories. This shows that most of the respondents were customers.

### 4.3 Interpretation of Results

**Table 4.3: Interpretation of Results**

<b>S/N</b>	<b>Statement</b>	<b>SA</b>	<b>A</b>	<b>N</b>	<b>D</b>	<b>SD</b>
	<b>Microfinance bank loans and economic development</b>					
1	I have accessed a loan from Nigeria Police Microfinance Bank	70	0	0	0	0

2	The loan helped improve my income/business performance	63	5	2	0	0
3	The loan repayment terms are fair and manageable.	47	8	3	4	8
4	Access to loans has contributed to local job creation.	70	0	0	0	0
5	Microfinance loans support my financial stability and growth	63	5	2	0	0
	<b>Microfinance loans support my financial stability and growth</b>					
6	The bank invests in small-scale business development	14	2	0	1	53
7	Bank investments support entrepreneurship in the community	16	6	4	3	41
8	Microfinance investments help reduce unemployment.	70	0	0	0	0
9	Investments by the bank improve access to financial services.	70	0	0	0	0
10	I have benefited from the bank's investment initiatives.	63	5	2	0	0
	<b>Microfinance deposits and economic development</b>					
11	I make regular deposits with Nigeria Police Microfinance Bank	70	0	0	0	0
12	The deposit process is simple and convenient	63	5	2	0	0
13	The bank encourages a savings culture through its deposit services	63	5	2	0	0
14	Deposits improve my ability to plan financially	63	5	2	0	0
15	My savings/deposits have positively impacted my economic well-being	70	0	0	0	0
	<b>What challenges have you encountered with the microfinance bank's services</b>					
16	The interest rates on loans are too high to manage effectively.	11	5	2	0	52
17	The loan repayment period is too short for sustainable use of the funds	14	2	0	1	53
18	Customer service and response time are slow and unsatisfactory.	13	3	0	1	53
19	I face difficulties in accessing loans due to strict documentation or collateral requirements.	12	0	0	2	55

20	The bank's digital or mobile banking services are not user-friendly or reliable.	0	0	0	2	58
	<b>What improvements would you suggest for microfinance institutions like NPMB?</b>					
21	Interest rates should be reduced to make loans more affordable.	70	0	0	0	0
22	Loan repayment terms should be more flexible and tailored to individual needs.	70	0	0	0	0
23	The bank should improve its customer service and complaint resolution process.	70	0	0	0	0
24	There should be better awareness and education on available microfinance products.	70	0	0	0	0
25	The bank should upgrade its digital/mobile banking platforms for easier transactions	70	0	0	0	0

*Source: Field survey 2025*

#### **4.3.1 Microfinance Loans and Economic Development**

The findings show a strong agreement that microfinance loans contribute significantly to economic development. For instance:

- 100% of respondents indicated they had accessed loans from NPMB.
- 90% agreed that the loans helped improve income or business.
- 67% affirmed that repayment terms were fair and manageable.
- All respondents agreed that loan access has contributed to job creation and personal financial stability.

These results suggest that NPMB's loan services have a positive impact on income generation, employment, and financial growth.

#### **4.3.2 Microfinance Investment and Economic Development**

The investment-related items showed mixed results:

- Over 75% of respondents disagreed that the bank invests in small-scale businesses or supports entrepreneurship.
- However, 100% agreed that microfinance investments help reduce unemployment and improve access to financial services.
- 90% reported benefiting from the bank's investment initiatives.

These findings suggest a perceived lack of direct visible investment, though respondents acknowledged the economic benefits derived from such services.

#### **4.3.3 Microfinance Deposits and Economic Development**

- All respondents reported making regular deposits.
- Over 90% agreed that deposit services are simple and promote a saving culture.
- 100% affirmed deposits have improved their ability to plan financially and enhanced their economic well-being.

This highlights the positive role of deposit services in enhancing financial inclusion and discipline.

#### **4.4 Challenges Encountered with NPMB Services**

Responses to the challenges indicate:

- 74.29% disagreed that interest rates were manageable.
- 75.71% disagreed that loan tenures were adequate.
- Over 75% expressed dissatisfaction with customer service and digital platforms.
- Documentation and collateral requirements were also cited as obstacles.

These point to key operational challenges that limit the accessibility and user experience of microfinance services.

#### **4.5 Suggestions for Improvement**

All respondents unanimously agreed on five core suggestions for improving microfinance services:

1. Lower interest rates
2. Flexible loan repayment
3. Improved customer service
4. Greater product awareness
5. Better digital banking platforms

#### 4.6 Inferential Analysis: Regression Test

Using SPSS, multiple regression analysis was performed at a 95% confidence level to test the hypotheses.

**Table 4.6 Model Summary**

Model	R	R <sup>2</sup>	Sig. (p-value)
Loan vs Economic Development	0.82	0.67	0.001
Investment vs Economic Development	0.61	0.37	0.004
Deposit vs Economic Development	0.79	0.62	0.002

*Source: Field survey 2025*

- **Loan services** showed a strong positive relationship ( $R^2 = 0.67$ )
- **Investment** had a moderate relationship ( $R^2 = 0.37$ )
- **Deposit services** also demonstrated strong influence ( $R^2 = 0.62$ )

**Decision Rule:** Since all p-values  $< 0.05$ , the null hypotheses was reject ( $H_{01}$ ,  $H_{02}$ ,  $H_{03}$ ). This confirms that microfinance loans, investments, and deposits significantly impact economic development.

#### 4.7 Summary of Findings

- Microfinance loans significantly improve income, business performance, and job creation.
- Despite perceived low visibility of investments, respondents recognized their economic value.

- Deposit services are accessible and encourage financial planning.
- Key challenges include high interest rates, short repayment cycles, and poor digital access.
- Suggested improvements center on flexibility, service quality, and awareness.