



The Study on Assessing the Effectiveness of Malawi Police Sacco towards Improving the Livelihood of Its Members: A Case Study Method of Sacco Improvement Programme in Lilongwe District, Malawi.

ELIZABETH D. KACHITSA 1st DR S. VIJAYALAKDHMI2nd

Department of social work DMI- ST. Eugene university, Zambia

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ABSTRACT

The research study aimed at Assessing the effectiveness of Malawi Police SACCO towards improving the livelihood of its members in Lilongwe District Malawi. The ideas as to improve SACCO management services and the effectiveness towards improving livelihood of its members and to promote the delivery of good member's services and accountability for a program to success.

The Savings and Credit Cooperative Societies (SACCOS) are monetary co-agents that go for gathering the money related needs of all individuals by empowering reserve funds and giving loans to the individuals. In this investigation an endeavor was made to assessing the effectiveness of Malawi Police SACCO to its members, the Case of area 30-Lilongwe, Malawi. The respondents were members of Malawi Police SACCO who selected by using purposive sampling methods, while interview method was used as the main data collection method applied to assist the researcher to collect data from the respondents so as to obtain in-depth answers. Statistically, the data findings highlighted was the views of the respondents for the Sacco members of Malawi Police Sacco.

The participants selected and targeted for this study were 150 and 150 responded, representing 100% response rate. The study followed quantitative approach and the Statistical Package for Social Science (SPSS) was used to analyze data collected from respondents. The data is represented in figures and tables.

The research study used a purposive sampling technique to come up with the results of the respondents due to the fact that the respondents are so busy and hard to find pertaining their nature of job as police officers as a result this sampling helped a lot because it facilitated the selection of available beneficiaries who came for SACCO services at that

particular time when the research was being conducted. The summary and recommendation of the study was presented.

I. INTRODUCTION

This chapter present back ground information of the study, problem statement, research rationale of the research study and limitation of the study. Saving and Credit Cooperative had been developed to meet the fundamental human need to find a way of saving and borrowing methods without taking risks and without handing over too much power to a money lender. they were invented in South Germany in 1846 at the time of agricultural crisis and continues heavy drought in Europe, by two community business Leaders: Frederic W. Reifeisen and Herman Shultz- Delitsche, who are considered as the founding fathers of the saving and credit cooperatives (SACCO), movement. Frederic Reifeisen, the founder of the rural saving and credit cooperatives. in Italy, Luigi Luzzatti was established saving and credit cooperatives, which combined the principles established by his two German predecessors. both forms spread rapidly all over Europe, Northern America, Latin America, Asia from 1900 to 1930 and to Ghana by one Catholic Bishop.

1.1 BACKGROUND OF THE STUDY

Over the past decades, many different ideas have emerged all over the world in an attempt to ensure people's living conditions get better. Some of the ideas advanced range from financial inclusion of those that lack access to credit, improving access to health care, education and access to water among others. Some of these programs that have been embraced range from micro- finance for the financial inclusion of the poor to credit in order to bring the goodness of their live (*Sebhatu, 2012*).



One of these ideas was of Savings and Credit Cooperatives (SACCO) which aimed at addressing social problems such as poverty, empowering the people to become self-sustainable, financial independence but with an overall objective of alleviating people from poverty. According to Katimbo (2009), Savings and Credit Cooperatives (SACCOs) were created to assist the poor access credit. These SACCOs were formed, managed and governed by their own members and then government would later come in to give them with both technical and financial support among others as they use a business model where members would come together to pull resources from which they start lending to each other at good conditions.

In Malawi, SACCOs were first encouraged by the Catholic Church and government in the 1970s to offer saving services to people who were not serviced by the commercial banks. Based on good savings records, members of the SACCOs were also offered short-term loans hence this prompted the donors to support the development of this service and helped establish a national association called **the Malawi Union of Savings and Credit Cooperatives in 1980**. There has been an increase of SACCOs being registered and operating in Malawi since 1980. As of 30th June 2021, Malawi had 39 registered SACCOs.

The country has seen the establishment of SACCOs for both the private sector like the Auction Holdings Limited SACCO and also for government workers like Teachers SACCO for teachers and Malawi Police SACCO for Police officers. The Malawi Police SACCO started its operation in October, 2013 and got registered on 14th March 2014 by the Ministry of Industry and Trade under License number 1098. The SACCO was then regulated by the Reserve Bank of Malawi and licensed in August 2015 under License number PSL 027/15. The major objective of Malawi Police SACCO Formation was to encourage the spirit of saving within the rank and file of the men in uniform and of frills membership affordable loans

(<http://www.malawipolicesacco.com/contactus.html>). The SACCO is an affiliate of Malawi Union of Savings and Credit and Cooperative Society Limited (MUSCCO) and its onset is a result of initial technical training from MUSCCO.

They are participatory, responsive to local needs and able to mobilize communities' fund and help particularly vulnerable groups of people. SACCOs enable farmers to create economies of scale in bargaining with urban banks and other financial institutions; they provide access to sustainable financial services; and, they provide low-income

families with safe place to save their income at their area or village and reasonably priced loans. Therefore, SACCO are designed to give insight about the definition, objectives and purposes, operational system, member's role for its achievements to both promote and help the movement in rural areas of Africa based on the philosophy of "people helping people". The second part is to provide guidelines on how to start SACCOs and to empower their members in Socio-economic status all over the world. to mention some, in Western Europe there are around 11,000 local and regional saving and credit cooperatives banks, with over 56,000 outlets, and 33 million strong memberships and a staff of more than 400,000. their market shares 17 percent of savings, ranking third after the commercial and savings banks. The country has seen establishment of SACCOs for both the public and the private sector in three chapters, (1) in southern Region, (2) in Central region and (3) in Northern region. The three types of Cooperative Workers are the business owned by some of the workers in organizations. Producers' cooperatives, these are members engaged in production in some separate enterprises such as farms, artists, studios or fishing boats. Social cooperatives. *e-copy image the cooperators the magazine news* The Mission statement of Police SACCO as to mobilize resources, offers affordable financial services to improve the social economic wellbeing of members. The Vision Statement of Police SACCO as to providing qualities innovative financial solutions to its members.

The Major Objective

The major objective as to encourage the spirit of saving of the men in uniform and offer its membership affordable loans (<http://www.malawipolicesacco.com/contactus.html>).

Police SACCO has nine Executives Board of Directors and four are none executive directors of Malawi Police SAACCO and the members of Police SACCO are stakeholder's workers of Malawi police service.

Statement of the Problem; One other way SACCO saving is a key component in any development endeavor as it is believed to be the surest way of increasing income and boosting productivity to break through the vicious cycle of poverty. In Malawi, Saccos were promoted by the Catholic church and the government in early 1970s and the Malawi police Sacco began in 1973 to encourage the spirit of saving as well as financial discipline among its members (police officers). The need for the establishment and strengthening of SACCOs as effective instrument for tackling poverty needs no mention (Tesfaye, 2005).



1.2 THE PURPOSE OF THE STUDY

The purpose of this quantitative study method SACCO are designed to give insight about the definition, objectives and purposes, operational system, member's role for its achievements to both promote and help the movement in rural areas of Africa based on the philosophy of "people helping people". The second part is to provide guidelines on how to start SACCOs and to empower their members in Socio-economic status all over the world. In addition, the study sought effective ways of enhancing quality project deliverables aimed at reducing the rate of project failure and maintaining competitive edge in the global marketplace. The third party it will help the significant to different researchers, scholars and teachers who would wish to make further studies on the area of the effectiveness of Sacco to its members. The researchers can use this study as their reference and this making it easy to further knowledge and skills through the theories that supported the research study. In addition, for that the study would help to identifying the challenges Sacco members are facing and provides an opportunity and expected to bridge the existing gap in the study.

Consistent with the Malawian government policies and strategies, SACCOs are found to be an effective and efficient instrument to combat the looming problem of livelihood. A lot has been documented on the significance of Saccos and data shows that most of the Saccos do make a lot of money at the end of the fiscal year. However, little has been written on the extent to which these Sacco's improve the lives of its members. It was therefore critical that a study should be carried out to assessing the effectiveness of Malawi Police SACCO so that strategies and solutions should be identified in order to improve the situation towards the livelihood of its members.

1.3 RESEARCH OBJECTIVES

The aim of the research study was to give an understanding on how the Police Sacco is improving towards the Livelihood of its members. A case in Lilongwe District, MALAWI

1.3.2 SPECIFIC OBJECTIVES

The study has the following specific objectives.

1. To find out the role of the police Sacco in enhancing financial welfare of its members.
2. To examine the extent to which the police Sacco is benefiting its members
3. To analyse challenges members face in accessing financial services at the police Sacco

1.4 RESEARCH QUESTIONS

1. What role do the police Sacco play in enhancing financial welfare of its members?
2. To what extent do members benefit from the police Sacco benefits?
3. What is the challenges members face in accessing Sacco's financial services?

1.5 SIGNIFICANCE OF THE STUDY

The study is very important as component of development and project management. Supported by the benefits of members' development approach. This study is significant because it assesses the effectiveness of Malawi Police SACCO towards the Livelihood of its members in Lilongwe District Malawi. Towards this end, a number of governments and other SACCOs have adopted the proving qualities innovative financial solutions to our members.

Therefore, the research study is significant to the management, Police Sacco members and future researchers in the following ways. Firstly, the issue of effectiveness of Malawi Police Sacco towards improving livelihood of its members therefore, propose a strategy given in an era when different stories are vying for attention. To the management of the Police SACCO, the study is beneficial as it will give them an insight of the problems which the institution is facing and potential solutions which can be implemented for it to remain modest. The research will assist management of the Malawi Police SACCO to understand the challenges its members are facing and viable solutions to challenges and this will make more people to join the SACCO. Lastly, the study will help future researchers to use this study as their reference when reviewing the effectiveness of Malawi Police Sacco towards improving livelihood of its members.

1.6 SCOPE OF THE STUDY

The population is defined as elements which we wish to make some inferences and a target population as those people, events, records or elements that contain the desired information and can answer the measurement questions and the determine whether a sample or census is desired. Therefore, the scope of the study consisted 150 respondents, for both Males and Female Sacco members, including board members, Sacco workers, teachers, and police officers and church leaders who are Sacco members. The researcher pursued on understanding if the life of the police officers is changing in terms of their financial muscle and the researcher and to know if the investments of the members have increased due to the Sacco services. Hence the study Aim on Assessing



the effectiveness of Malawi Police Sacco towards improving the livelihood of its members.

11: LITERATURE REVIEW

This chapter has discussed related relevant literature provides an insight of the research methodology findings recommendations and tools of existing study and has specifically provided definition for (SACCO) as core principles. It also helped a researcher to find out the research gap. The review was collected through various secondary sources, and the opportunities and challenges for SACCO members have been presented as well as ways that would improve *Savings and Credit Cooperatives* (SACCO) programs.

2.1 MAIN LITERATURE REVIEW

The review of the concepts related to the present research has discussed the relevant literature regarding the study and has provided an in depth of understanding about the previous research done related to the topic on Sacco organization. The related literature provides an insight of the relates research methodology findings recommendations and tools of existing study and it helps the researcher to find out the research gap. That include the theoretical and conceptual framework, definition and explanation of terms, empirical and theoretical literature and the SACCO member's challenges has been presented well that including the SACCO improvement and was collected through various primary and secondary sources.

Furthermore, the *Savings and Credit Cooperatives* (SACCO) through month to month commitments, ought to create enough surpluses to add to institutional capital as they accommodate profits and refunds. Along these lines, for the development of riches to be unmistakable, the surpluses produced ought to be sufficient to add to capital dimensions which keep up institutional capital and accommodate investors' profits and discounts. The saving and credit cooperatives are usually organized within a group which is already knit together by a bond of common interests such as women in same village or members of the same community who are fairly well acquainted with one another. Furthermore, the savings and credit cooperatives are cooperative organizations which are guided by the practices, philosophy and principles of the cooperative movement (Sebhatu, 2012).

FISCHEL (2016), state that Sacco's have grasped other monetary exercises that will empower their members through reservation of funds from the individuals and have the option to make ventures that will have a positive degree of profitability to the

individuals. The loaning movement of the Sacco which creates salary through the intrigue paid by the individuals returns to the individuals as a profit dependent on the capital cooperation commitments, however the contenders for example banks and other formal money related organizations never do this. The authority and the administration of Saccos should streamline their tasks and limit their expense and augment the income of the Sacco and in this way increment the abundance of individuals. Management does not profit by boosting development; it profits by expanding benefits and consequently investor welfare, the profit strategy should amplify the welfare of the investors.

Odera, 2015. Clarify that the Investment is an essential function of a Sacco's. That is to allow members to form a business by placing their capital at risk and to receive a return (profit) on that investment. Specifically, the investment function of a SACCO is selling shares to members in the appropriate amounts and at the appropriate times; using those shares to guarantee the savings and loans of the members, by providing the correct amount of liquidity in the SACCO, to manage risk of withdrawal or late repayment; retaining some profit from interest earned on the lending operation to pay dividend to the members on the basis of the shares owned; redistribute the profits to the members as dividend on the basis of shares owned. However, it should be noted that, in Ethiopia unlike South Africa where the Bailey hails, SACCOs often pay dividends to the members depending on the number of shares one has.

Saving and credit cooperatives (SACCOs) which are known as the credit unions in some other countries are defined as cooperatives which furnish their members with convenient and secure means of saving money and obtaining credit at reasonable rates of interest in the USA, some very large cooperative banks account for about a quarter of the credit needs of US agriculture. Credit Unions are also well established; there are over 18,000 Credit Unions, serving 70 million members and with more than \$300 Billion in assets. They have 13 percent of the consumer credit market and eight percent of consumer savings.

It is not surprising that membership-based businesses have been so successful. Financial services such as savings and loans, lending for house purchase, life and non-life insurance, and pensions provision are all concerned with directing flows of money and spreading risks. They do not really need injections of capital from a separate class of investors. The mutual form, in which members lend, borrow, and agree to insure each other is effective,



they do not take too many risks or invest too far from their core business. In the last decade there has been a wave of demutualization of mutual insurance (UK, South Africa, Australia), building societies (UK), and savings and loans (USA).

The reasons given are usually that more capital is needed, or that they need to escape regulatory restrictions, or that they will be more efficient after conversion. There is also a large amount of self-interest among managers who want to enrich themselves with higher salaries and share options, sometimes helped by members who will receive large 'windfall' payments on conversion. However, most of the SACCOs and Credit Unions sector has stood firm against this trend. In the UK, the building society sector has shrunk to around 30 percent of its previous size, but the remaining SACCOs and Credit Unions are outperforming

Steven Hennery Dunga et al, (2021), investigate the role of savings and credit cooperatives using the national baseline survey and observed that across 147 Sacco's and there are 6.028 with only 4.8 % and majority members of Sacco cannot distinguish between Sacco's and cooperatives. Sacco's are classified as a high risk to borrowers due to inconsistent subscriptions and poor audited, that resulting in high interest rates and adverse of Sacco's.

2.1.1 Empirical and Theoretical Literature

The empirical findings gathered from the study were reflected upon through concrete survey and discussions on the contribution of the savings and credit cooperatives in increasing, to empowerment its members, and decision-making in their monetary excises. The research findings also indicated that SACCO workers plays a fundamental role in ensuring accountability and transparency of institutions thus creating investor confidence and promoting welfare of its members. As indicated by **Olando et al, (2013)**, the assets contributed by the individuals from the SACCOs through month to month commitments, ought to create enough surpluses to add to institutional capital as they accommodate profits and refunds. Along these lines, for the development of riches to be unmistakable, the surpluses produced ought to be sufficient to add to capital dimensions which keep up institutional capital and accommodate investors' profits and discounts.

Saving and credit services are a key feature for raising capital and are often tied to receiving a loan. SACCO lending requires little collateral. It is based on character references and co-signing for loans between members; although nowadays they also require substantial collateral security. If these conditions are not met, a SACCO becomes unstable;

the management cannot be monitored, and a structure conflict arises between members. On the positive side, the advantage is that, the group that constitutes the organization is sometimes small enough so that members know each other (Katimbo, 2009). Contribution of Profit Sharing to Sacco's Member Welfare, the different from commercial banks, in SACCO, deposits are made by customers who are non-investors of the bank; deposits are done by SACCO members who are also the investors.

The SACCO members do receive yearly bonuses and also dividends whilst commercial bank customers only received interests on the annual deposits. SACCOs have grasped other monetary exercises that will empower their members through reservation of funds from the individuals and have the option to make ventures that will have a positive degree of profitability to the individuals. The loaning movement of the Sacco which creates salary through the intrigue paid by the individuals returns to the individuals as a profit dependent on the capital cooperation commitments.

However, the contenders for example banks and other formal money related organizations never do this. The authority and the administration of SACCOs should streamline their tasks and limit their expense and augment the income of the Sacco and in this way increment the abundance of individuals. Fischel, (2016), Management does not profit by boosting development; it profits by expanding benefits and consequently investor welfare, the profit strategy should amplify the welfare of the investors.

The researcher has chosen this topic because there seem to be information gap in the way SACCOs operate. Many people in the country including the working class do not understand how SACCOs benefit their members. People seem to be suspicious about SACCOs operation and the researcher aim at dealing with this suspicion by bringing out the truth on the ground about SACCOs in Malawi. Many people do not know whether joining SACCOs can be beneficial to them or not and therefore the researcher aims and bridging the information gap that is existing by providing real information on the role SACCOs play in uplifting people's life financially through the data that will be collected from the SACCO members themselves. The aim of the researcher therefore is to enlighten the masses through the data that will be collected the effectiveness of SACCOs in improving livelihood of its members thereby influencing others to join the SACCOs or not.

According to Kabuga and Batarinyebwa, (2015). SACCO Societies as financial institutions can raise their funds internally and externally. However,



SACCO Societies are basically advised to finance themselves internally from members Savings, share mobilization and retained earnings, to avoid interference of decision on SACCO issue by fund owners, to be self-secured and sustainable in the future. Melnyk, (2014), explains that SACCOs should strive to finance themselves and not to involve external funding. On other hand Mwaibasa (2017), argues that much it is good for SACCOs not to involve external funding, it is may be necessary for the SACCO to an external funder if that seem to be beneficial in the long run.

2.1.6 IMPORTANT OF SACCOS

Inspires a Saving Culture; According to Sebhatu, (2012), most of the young people tend to spend all they have without sparing some for the future. It is advisable to save now when you are more energetic and more productive. Sacco's will assist you to develop a saving culture and be able to commit part of your disposable income for your future. The accumulated savings also enable you to access credit facility as they Act as collateral for loans. The more the savings the more the amount of loan one can be able to access.

Return on Investment; SACCO's give member's dividends on their savings. Dividends depend on the profits made by the Sacco thus the more the savings, the more the dividends you get. I would rather save with a Sacco than in the stock market because am assured of my savings as opposed to shares if the prices go down.

Enhances Saving Culture; While repaying a SACCO loan, a member is expected to still maintain the same level of monthly savings as they did before. This builds a saving discipline, and helps one accumulate a substantial savings base (CGAP, 2017).

Service Motive; In Co-operative societies members are provided with better services at reasonable prices. The society also provides financial help to its members at concessional rates unlike mainstream banks. It assists in setting up production units and marketing of produce of small scale farmers (CGAP, 2017).

Limited Liability; In most cases, the liabilities of the members of the society are limited to the extent of capital contributed by them. Hence, they are relieved from the fright of attachment of their private stuff, in case the society suffers financial losses or goes bankrupt.

2.1.7 CHALLENGES FACED BY SACCOS

According to research done by Rogesh Rawa in Kenya, Sacco's face various challenges as follows;
Lack of Innovation; In this 21st century, financial needs are growing at a very faster rate than before.

Reliance on manual processes to execute day-to-day operations might not be effective and efficient to fulfill the rising demand. Furthermore, it will create chances of errors and mismanagement of data. SACCOs in Kenya struggle due to a lack of digital systems and modernized form of technology.

Members Misunderstand of Their Principles and Values; According to Katimbo, (2009), every member that attaches with a SACCO might have a different purpose to serve up. This can be true for millions of people connected to various cooperative societies and this obviously generates an awareness gap between them. A majority of members do not utterly comprehend the principles and values, which may lead to slower development and incongruity when putting into practice a variety of decisions.

Lack of Entrepreneurial Vision; It is significant for any business to have an entrepreneurial vision to lead better development. The cooperatives lack the skills and vision required to meet the growing demands of members. As a result, this hinders their process of building and offering personalized services for their members.

Lack of Focusing on Youth as well as Gender Equality; According to research in Kenya, in Africa mostly women and youth form a crucial part of the SACCOs economy. They comprise more than 60% of the members of a cooperative society. It may vary from country to country. However, many SACCOs fail to focus on the requirements of women and youth to offer them better services. It generates a critical impact on the growth of SACCOs as the majority of members remain unknown when it comes to developing and providing financial services.

The study had two objectives a) to establish the extent to which principles of *Savings and Credit Cooperatives* to its members that align to the practice of quality assurance, and to establish the steps for implementing a participatory quality assurance process. The study adopted a survey research design and a mixed mode approach to data analysis. It was established that indeed as practiced, quality assurance in SACCOs and recommends that Quality Assurance and MP Officers need to undergo specialized trainings like Capacity building to boosting their knowledge.

2.2 THEORETICAL REVIEW

A theory is a national type of abstract thinking about a phenomenon or the results of what you are thinking. The process of the rational thinking or a system of ideas intended to explain something on based of the evidence back up in a research study. The researcher used three theories the agency theory, the credit theory of money and Liquidity Preference Theory



2.2.1; THE AGENCY THEORY

The agency theory was proposed by Alchian and Demsetz and Jensen and Meckling in 1972. They argued that firms can be regarded as a nexus for a set of contracting relationships among individuals, whereas classical economics regards firms as single-product entities with the purpose of maximizing profit. Learmount, (2004) suggests that firms can be explained as contracts that are repeatedly negotiated by different individuals wishing to maximize their own profit. Agency theory explains the behavior of a firm from the perspectives of various contracts between different parties. Shareholders who contribute funds for a firm to operate are not regarded as the owners of the firms; they are the risk takers of the firm. In the real world the managers of firms obtain funds from investors who believe the managers have the ability to use the funds efficiently and effectively to generate profits for the firms.

Since the managers sign contracts that identify the activities they should engage in and specify the way in which profit is allocated between managers and investors. Since it is very difficult to describe and forecast future contingencies, the contracts signed by managers are difficult to implement (Shleifer and Vishny, 2007). Consequently, managers obtain the right to make decisions that go beyond what is stipulated in their contracts. It is human nature to make decisions that suit an individual's own interests; it is not different for managers. They will make decisions that are beneficial for themselves and have scant regard for shareholders' interests. This brings about the principal's problem (Ross, 2013). Agency theory describes managers as agents and shareholders as principals.

The theory argues that the value of a firm cannot be maximized if appropriate incentives or adequate monitoring are not effective enough to restrain firm managers from using their own discretion to maximize their own benefits. This can be further explained when looked at like this: first, the interests of principals and agents need to be matched to overcome their different preferences regarding firm activity and different attitudes towards risk exposure. Secondly, since information asymmetry argues that the principal and agent hold different amounts of information (normally the agent has access to more information than the principal), it is difficult and expensive for the principal to monitor the agent's behavior. Jensen and Meckling (2006), identify three agency costs for principals to monitor agent behavior: monitoring management, binding the agent to the principal, and residual losses.

2.2.2 CREDIT THEORY OF MONEY

Credit theories of money, also called debt theories of money, are monetary economic theories concerning the relationship between credit and money. Proponents of these theories, such as Alfred Mitchell-Innes, sometimes stress that money and credit/debit are the same thing, seen from different points of view. Proponents proclaim that the essential nature of money is credit, at least in eras where money is not backed by a commodity such as gold. Two common components of thought within these theories are the idea that money originated as a unit of account for debt, and the position that money creation involves the simultaneous creation of debt. Some proponents of credit theories of money reason that money is finest understood as debt even in systems often understood as using commodity money. Others hold that money likens to credit only in a system based on fiat money, where they argue that all forms of money including cash can be considered as forms of credit money.

Anthropologist David Graeber has argued that for most of human history, money has been widely understood to represent debt, though the acknowledges that even prior to the modern era, there have been several periods where rival theories like metallism have held sway. The earliest modern thinker to formulate a credit theory of money was Henry Dunning Macleod (1821–1902), with his work in the 19th century, most particularly with his *The Theory of Credit* (1889).

Hennery Macleod's work was expanded on by Alfred Mitchell-Innes in his papers *What is Money?* (1913) and *The Credit Theory of Money* (1914) where he argued against the then conventional view of money arising as a means to improve the practice of batter. In this alternative view, commerce and taxation created obligations between parties which were forms of credit and debt. Devices such as tally sticks were used to record these obligations and these then became negotiable instruments which could function as money.

2.2.3 LIQUIDITY PREFERENCE THEORY

Liquidity Preference Theory proposes that investors demand progressively higher premiums on medium and long-term securities as opposed to short-term securities. According to the theory, which was developed by John Maynard Keynes in support of his idea that the demand for liquidity holds speculative power, liquid investments are easier to cash in for full value. Cash is commonly recognized as the most liquid asset. According to the liquidity preference theory, interest rates on short-term securities are lesser because investors are not

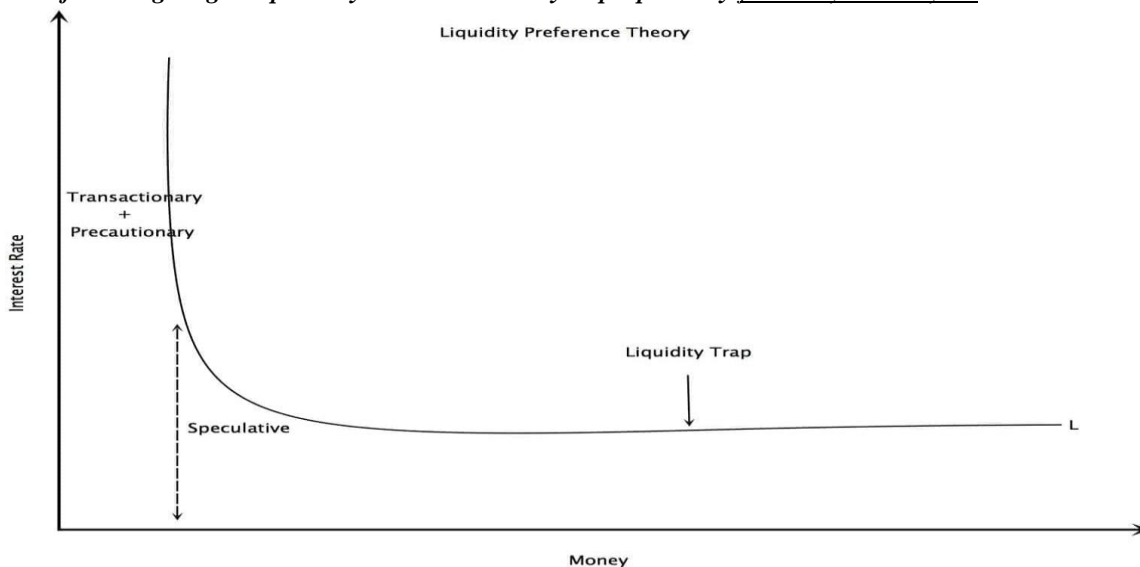


sacrificing liquidity for greater time frames than medium or longer-term securities. Keynes introduced Liquidity Preference Theory in his book *The General Theory of Employment, Interest and Money*. Keynes describes the theory in terms of three motives that determine the demand for liquidity:

Firstly, the transactions motive states that individuals have a favorite for liquidity to guarantee having sufficient cash on hand for basic day-to-day needs. In other words, stakeholders have a high demand for liquidity to cover their short-term obligations, such as buying groceries and paying the rent or mortgage. Higher costs of living mean a

higher demand for cash/liquidity to meet those day-to-day needs. Secondly, the precautionary motive relates to an individual's preference for extra liquidity if an unanticipated challenge or cost arises that needs a considerable outlay of cash. These events include unpredicted costs like house or car repairs. Lastly, Stakeholders may also have a hypothetical motive. When interest rates are little, demand for cash is high and they may prefer to hold assets until interest rates increase. The hypothetical motive refers to an investor's unwillingness to tying up investment capital for fear of missing out on a better opportunity in the future.

1.1 The following diagram partially outline the theory as proposed by John Maynard Keynes

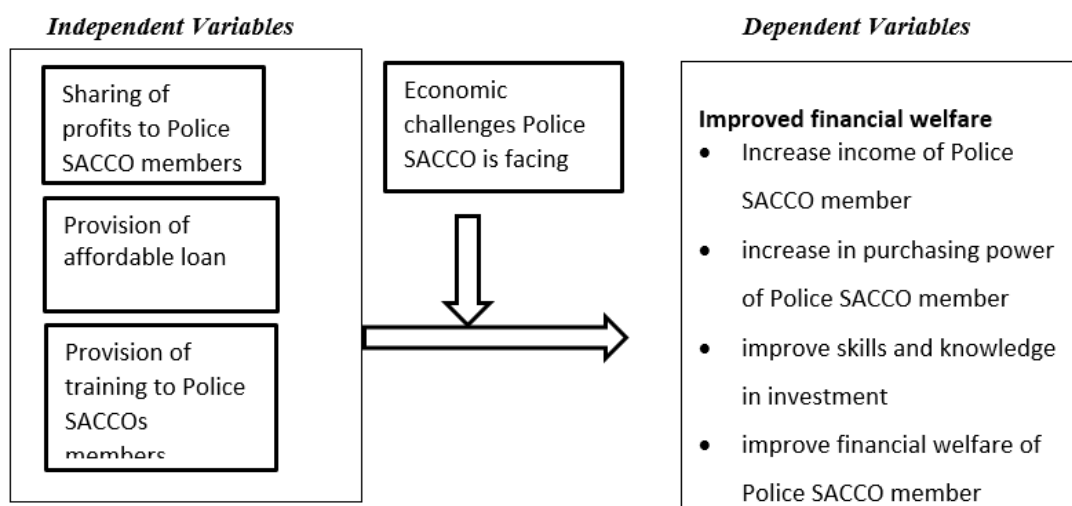


The diagram above outlined the theories proposed in a Goodhart, C.A.E., (1984) Monetary Theory and Practice: The UK experience Macmillan, New York. Pennacchi G. (1990). Money, Information. According to the theories of money government of Malawi through loan provided by Saccos there is a need for the Sacco inspectorate to commence the Sacco programs to encourage people to save their money in Sacco especially the community areas. The community were very poor motivated toward savings despite the country's recognized on low savings rate. The majority of people in the communities are make at least some effort to set aside money, often hiding it in their houses. Therefore, public awareness

campaign will help the Malawi police Sacco members to save their money into formal sector. Saving is the best method for meeting daily needs and can change people's lives and can help to achieving their future goals.

1.2 The conceptual framework

According to Ndunguru, (2017), a conceptual review is an exhibit set of research thoughts along with aspects together with their reasonable associations normally addressed as layouts, outlines, diagrams, pictographs, stream charts, organ gram, or logical conditions.



SOURCE: research conceptualization (2021) above consists of three parts includes independent variables which are: loan provided by Police SACCO to its members, profit shares and low interest rate. The factors affecting SACCOs performance intermediates variables and improvement of SACCO members financial welfare is the dependent variables.

2.3.2 RESEARCH GAP

A research gap is an unexplored topic revealed during literature search in order to identify the gaps or unsolved problems that has not been addressed or answered in previous studies in the form of books, journal articles or reports from the review of related literature presented, Tsoulfas, (2021). It can be concluded that there are a lot of conducted surveys that the major barrier to rapid development of the SACCO members is the shortage for credit financing.

The ability to finance working capital is vital for the growth of the members of the SACCO. Shortage of credit was cited as the primary reason for 25 percent of the Kenyan SACCO that terminated operations. Savings remains the most important source of finance throughout the business cycle. found that almost 95 percent of the interviewed SACCO members used savings as the primary source of working capital. Accessing credit has been identified as a key element for small scale enterprises to succeed in their drive to build productive capacity, to compete, to create jobs and to contribute to poverty alleviation in developing countries. SACCO members are a risk because of poor guarantees and lack of information about their ability to repay loans Daniels, Mead and Musinga (2005),

Youssoufou, (2011). Without finance, small scale SACCO members cannot acquire or absorb new technologies. Although the SACCO is the largest and most important source of credit for its members, by and large, it is believed that the SACCO sector is not well served. As a result, SACCO members rely more

on non-SACCO services such as internal funds (savings, earnings or family network) and the informal sector (money lender) as they lack the collateral needed by the commercial banks loans (Salta, 2013). It is now recognized that SACCOs make a significant contribution to the socio-economic and political infrastructure of SACCO members as well as the nations in transition from command to market economies (Matlay & Westhead, 2015).

Furthermore, a healthy and growing SACCOs sector is perceived to be crucial for sustainable competitive advantage and economic development at local, regional and national levels (Porter, 2016). In Swaziland and Botswana, the SACCO members that borrowed from informal sources had higher chances of closing down than SACCO members that had never borrowed from any source.

Youssoufou (2011), In Indonesia, when the financial sector was liberalized, many inefficient SACCOs that had been favored by government and getting credit at low interest rates simply collapsed. However, good use of credit facilities from the SACCOs has assisted the growth of many firms. Ensuring adequate access to finance so that SACCO members can grow and achieve their full potential is central to achieving the objectives of the renewed Lisbon partnership for growth and jobs.

Kauffmann (2015), suggests that securing suitable financing remains an obstacle for SACCO members, especially for the growth of innovative



SACCOs, whose technology and business models are not understood by many more traditional financial institutions and start-up enterprises and very young SACCO members, which lack a track record and collateral against which to raise debt finance. Therefore, the researcher has chosen this topic because there seem to be information gap in the way SACCOs operate. Many people in the country including the working class do not understand how SACCOs benefit their members. People seem to be suspicious about SACCOs operation and the researcher aim at dealing with this suspicion by bringing out the truth on the ground about SACCOs in Malawi.

Many people do not know whether joining SACCOs can be beneficial to them or not and therefore the researcher aims and bridging the information gap that is existing by providing real information on the role SACCOs play in uplifting people's life financially through the data that will be collected from the SACCO members themselves. The aim of the researcher therefore is to enlighten the masses through the data that will be collected on the effectiveness of SACCOs in improving livelihood of its members thereby influencing others to join them or not.

111: RESEARCH METHODOLOGY

The chapter present the research methodology used the study information related to research design sample size, sampling methods, target population and the analysis of data of the research study. The research methodology refers are the process, strategies or techniques used in the collection of data evidence for analysis to create better understanding. Therefore, this is the way the study should be carried out in a certain location. There are two method approach that mainly used in a research study but this study used the quantitative approach.

The researcher chooses to use the quantitative method approach for the reason that this approach gathered a numeric Data and also proved data that can express in numbers because the data is in a numeric form, and the data applied in statistical test in making statement about the data. Quantitative research approach has a great strengthening and providing the relevant data, it also allowing the further researchers to capture a snap charts of user the populations through it is difficult when it comes to data interpretation.

3.1 RESEARCH DESIGN

Adam and Kamuzora (2018), stated that research design is specific plan for studying the

research problem. Before any research study can be conducted, an appropriate research design must be crafted and the research constitutes the blueprint for the collection, measurement and analysis of date and structure of investigation to obtain answers to the research questions. Therefore, the study used the descriptive research design. Descriptive research design is a type of a design that enables the researcher to identify and describe characteristics of the study population, and their relationships (Saunders, Lewis, and Thornhill, 2019). Kerlinger (2015), states that the descriptive research design does not offer the research scientist authority over the information gathered as far as control of the factors of the examination. Descriptive research design in the study therefore used to understand, describe and explain well the impact of Police SACCOs towards improving livelihood of its membe

3.2 POPULATION OF THE STUDY

In order to achieve the study's objective on assessing the effectiveness of Malawi Police Sacco towards improving livelihood of its members, the study was conducted at Area 30 Police Headquarters and at the head office of Police SACCO, Lilongwe district in Malawi.

On the other hand, Alchemer (2021) define purposive sampling is a form of non-probability sampling in which researchers rely on their own judgment when choosing members of the population to participate in their study. Purposive sampling was used on selecting some respondents for the study because some particular departments had much more relevant data that this study sought to find. These techniques therefore, was used to ensure an equitable representation of each stratum.

According to Chan and Ngai (2017), a population represents every possible item that contains a data value of random variable in study. A population is an element that makes some inferences and a target population as those people, events, records or elements that contain the desired information and can answer the measurement questions and the determine whether a sample or census is desired. Therefore, the key population of the study are SACCO members, 78 police offices and 4 board member, 22 church leaders, 22 teachers, 18 Spounce of police officers including 9 staff members. The selection of the study location and participants is based on the availability of required data to accomplish the study.

The Malawi police service organization have a Service Standing Orders (SSO) (revised 1995). The



service is constituted under the police ACT CAP13:01 of police ACT. The regional and district police is divided into regions, that is being subdivided into police stations, sub police stations, police post and police units.

In the 21st century, police officers must demonstrate a wide range of knowledge, skills, abilities and sense of discipline not only if they are to perform effectively in their current role, and understanding of relevant laws, procedures and standing orders remains central to the role of any officer, as it improves the ability to effectively apply and demonstrate leadership in their daily duties.

Therefore, the leadership qualities of police service include: Autocratic type of leadership which helps one to control people by giving command in times of crisis.

The second one is the democratic type of leadership. the one to who accommodate other people's views, with a positive mind, who give direction, decision making in critical situation, accept mistakes, truthful, trust wealthy, who always lead by example in service delivery.

Currently the population of Malawi Police Officers in the service is 15,123 and 9,259 are Sacco members.

4, The table below shows the population of Malawi Police Officer current in the service and the figure of Sacco members.

| IDENTITY PERSONNELS | FOR | NUMBER OF POLICE OFFICER IN SERVICE | CURRENT NUMBER OF SACCO MEMBERS 2014-2022 |
|--------------------------------|------------|--|--|
| Males Police Officers | | 10,797 | 6,575 |
| Females Police Officers | | 4,326 | 2,816 |
| Sacco members | | | 9,391 |
| TOTAL | | 15.123 | 9,391 |

The selection of the study location and participants is based on the availability of required data to accomplish the study. The population of the study are members of Sacco for a minimum of 1 year including church leaders and teachers since they are the ones who can explain better the impact of Sacco in their lives. Newly recruited Officers and pensionaries were not involved in the study. The age range of the respondents was between 23years to 55 years of the respondents were members regardless of their educational levels thus from MSCE level to PhD since every one despite of educational level can still know and give out reliable information about the impact of Sacco.

3.2 SAMPLING PROCEDURE

Sampling is the process of selecting elements from a population to represent that population. In this study, the researcher used non-probabilistic sampling techniques which include purposive sampling technique. Simple random refers to the subset of individuals (a sample) chosen from a larger set of population. Therefore, the purposive approach was applied to selected respondents from the different categories which include Police SACCO staff and members. On the other hand, Alchemer

(2021) define purposive sampling is a form of non-probability sampling in which researchers rely on their own judgment when choosing members of the population to participate in their study. Purposive sampling is used in selecting some respondents for the study because some particular departments had much more relevant data that this study sought to find. These techniques are therefore, ensure an equitable representation of each stratum.

3.3 SAMPLE SIZE

Kothari (2004) tried to define sample as asset of respondents selected from a large population. It is noted that, the gathering of data cannot be possible from every member of the population. For this reason, it is crucial for a researcher to gather data from the selected members of the group. It is noted that gathering of data cannot be possible from every member of the population. For this reason, it is crucial for a researcher to gather data from the selected members of the group. Therefore, the research sample size was a sample of the target population and in this case 150 respondents were considered as the confident level respondents were SACCO workers staff and SACCO members and the marginal for errors was at 2 percent.



3.4 SAMPLE AREA

According to Kothari (2004), it is important for researcher to choose a research area or sampling area that will surely assist in gathering more reliable information and give a true picture of real situations. In order to achieve the study's objective which is on assess the effectiveness of Malawi Police Sacco towards improving livelihood of its members, the study was conducted at Area 30 Police Headquarters and at the head office of Police SACCO in Lilongwe district, Malawi.

3.5 SOURCE OF DATA COLLECTION

The Liability and Validity are two types approaches used to test re- test the research study and can allow the questionnaire to be tested twice because the liability is the degree to which the measure of a construct is consistent or dependable, it takes the form of test re-test, split half and internal consistency reliability. Validity refers as the extent to which a measure adequately represents the underlying construct that is supposed to measure the creation related, face content and convergent validity. But this method provides difficulties for the respondents to persuaded to respond the questionnaire to respond twice. Therefore, to discover the liability of the

questions in the questionnaire a pilot study was conducted to measure the questionnaire of this study. The questionnaires for the pilot study was also shared with other researchers before administered to the selected respondents in order to pre-test the questions.

The data collection that were involved in the study both the primary and secondary data source as it helps to obtain information, facts, evidence, proofs or truths regarding the research problems. Therefore, the study was used both primary and secondary sources of data. According to Kothari (2004), primary data is data collected from the immediate source for the purposes of research. On the other hand, secondary data refers to any data already collected by a person or organization other than the researcher. In this research study questionnaire was used and Pre- testing study was conducted to identify potential problems in the research instruments and protocol prior to implementation during the study that helps the researcher on deciding to using the questionnaire survey for data collection, that also helps to discard all unnecessary, difficult or ambiguous questions and check that all questions are answered.

The diagram partially outlines the source of data of the research study



Obtained from Kamuzora (2018), Pp 88

3.7 METHODS OF DATA COLLECTION

The questionnaires were used to collect data on the topic Exploring the Effectiveness of Police SACCO in Improving Livelihood of its Members, in order get more information on the topic. The major instruments and different tools was used on data collection such as questionnaires that was used to collect primary data. A questionnaire was drowned a formatted set of questions that is drawn up to meet the objectives of the study, (Kothari, 2014). The questionnaires were designed along with three points which include agree, disagree and undecided and has

the personal/background section and the general section which was consists of the questions on the subject matter.

The questionnaires are very important because the respondents could be able to freely respond to the questions and oral interviews helps the respondents to answer the questions without being limited and the reason behind administering questionnaire was that data could be gathered from an enormous number of individuals in a brief timeframe and in a generally financially.



The major instruments that was used in the study are the questionnaires. A questionnaire is a formatted set of questions that is drawn up to meet the objectives of the study, (Kothari, 2014). The questionnaires were designed along the 3 points which include agree, disagree and undecided and has the personal/background section and the general section which consists of the questions on the subject matter. The questionnaire was used on a pilot study conducted 15 respondents for a pre- testing the questionnaire to identify potential problems in the research instruments and protocol prior to implementation during the study that helps the researcher on deciding to using the questionnaire survey for data collection, that also helps to discard all unnecessary, difficult or ambiguous questions and check that all questions are answered.

3.8 TOOLS FOR DATA COLLECTION

The goal for all data collection is to capture quality evidence that allows analysis to lead to the formulation of convincing and credible answers to the questions that have been posed (Kerlinger, 2015). The research used the administrating questionnaire to respondents. The respondents shall be requested to answer and fill in the questionnaire based on the knowledge and experience in the way Police SACCO operates towards improving their livelihood. In addition, the researcher used the already gathered data presenting secondary source of data from documentary review, news reports from different sources such as internet and newspapers, reviewing related literature such as journals, previous studies, website referencing, and other relevant documents. This method used in order to help the researcher to review a variety of existing data sources (secondary

data) with the intention of collecting independently verifiable data and information. Journals, books, articles, as helps the accomplish objective of the study. Therefore, the obtained data was analyzed in detail by content analysis, narrative analysis, pie charts and Microsoft excel. These methods were used because on reducing the time and effort in the process of drawing the charts based on the data and in addition to that, the data collected was recorded carefully and checked for correctness before it will be analyzed and the results will be presented in pie charts and frequency tables and in a narrative analysis

3.8 TOOLS FOR DATA ANALYSIS

The obtained data was analyzed quantitatively to ensure assessing the effectiveness of Malawi Police Sacco towards improving livelihood of its members. Data was collected by quantitative methods whereby preliminary data from questionnaires were compiled, sorted, edited, classified and coded into a coding sheet and analyzed by using a computerized data analysis by using Statistical Package for Social Science (SPSS) and Microsoft excel. The demographic characteristics illustrated the distribution of respondents' categories in relation to age, gender, and level of education, occupation and marital status. The verbal discussion in the study was analyzed in detail by content analysis, narrative analysis, pie charts and Microsoft excel. These methods used because it helps to reduce the time and effort in the process of drawing the charts based on the data and in addition to that, the data collected were recorded carefully and checked for correctness before analyzed and the results was being presented in pie charts and frequency tables and in a narrative

The sample frame of respondent was presented in a form of a table.

| Sacco members | Number of respondents 150 | Percentage |
|----------------------------|---------------------------|------------|
| Police headquarters | 78 | 28.1 |
| SACCO Workers | 9 | 6.1 |
| Teachers | 22 | 13.6 |
| Church leaders | 22 | 13.6 |
| Spounce of police officers | 18 | 9.3 |
| Board members | 4 | 2.9 |

3.8.1 PILOT STUDY AND PRE TEST

A pilot study can be defined as a 'small study to test research protocols, data collection instruments, sample recruitment strategies, and other research techniques in preparation for a larger study, before conducting the study, it is prudent for the researcher to carry out a pilot study and pre-testing. Before pretesting the researcher made some visits to

Sacco offices in Lilongwe and Blantyre districts to find out the possibility of carrying out the study. The researcher also had a discussion with the Sacco workers and their leaders and explained the purpose and nature of the study. This helped the researcher to establish a good platform with the respondents and made it possible for me to collect the necessary data in good time. The pilot study was also important



because it helped ascertain the flow of the questions taking into account clarity. The researcher used 15 respondents for pre-testing the questionnaire who were not going to take part in the study. Saunders et al (2006) have argued that piloting of the research study was essential. They have further alluded to the fact that piloting of the study helped in finding out if tools used for analyzing data would provide clear responses from the sampled respondents. The pre-test study helped to ascertain the flow of the questions taking into account clarity. The piloting of the research study was important stages in a research project and is conducted to identify potential problem areas, deficiencies in the research instruments and protocol prior to implementation during the full study. The discrimination against respondents on the basis of sex, race, ethnicity, or other factors like social economic status of the respondent are avoided to avoiding the compromise of the research results and the central ideal of non-discrimination, actions in this research are to minimize bias hence giving accurate and valid results of the study.

3.8.2 ETHICAL CONSIDERATIONS

According to Babies (2012), ethics are appropriate behaviors ethical, consideration to be exhibited by those chosen to be subjected of the research study. Ethics is a body of principles or standards of human conduct that govern the behavior of individuals and groups. Ethical consideration should be made to insure members of SACCO has given the informed consent that no harm come to respondents of the study. Therefore, the confidentiality, anonymity of the respondents was protected and the permission was conducted for the survey and data was collected into the consideration of all the respondents, to assured that no discrimination against respondent on the basis of sex, race, ethnicity, or other factors like social economic status of the respondent was avoided as it might compromise the results and the central ideal of non-discrimination, actions in this research are to minimize bias hence giving accurate and valid results of the study.

3.8.2 ELIMINATION OF BIAS

Bias have occurred either international or an internationally. Bias is any trend or deviation from the truth of data collection data analysis interpretation and publication which can course false conclusion. Samundie (2013). The research can introduce bias in data analysis by analyzing data inform of different approaches which give the research preference to the research conclusion in favors of research hypothesis for example this research study therefore the research

study represent the demographic of the gender respondents and take on account the responses of the respondents.

3.9 LIMITATION OF THE STUDY; The research faced some limitation as the study was conducted in SACCO Headquarters offices at area 30 Police Headquarters in Lilongwe District, as such to generalize the results. It may not be effective in all SACCO management in Malawi

IV: FINDINGS OF STUDY, DISCUSSION, AND INTERPRETATION OF RESEARCH FINDINGS.

This chapter presents the results obtained from the study, a questionnaire was used in obtaining data from the sample respondents. The data was analysed to give meaning as presented by the respondents. This chapter completely examine, and analyses the collected data on the research sample, and data has been analysed using SPSS and Excel. Tables, charts and the section also discusses the descriptive and inferential statistics for variables that were engaged in this study, and also unveils the relationship between gender and being in the member of Police Sacco, education level and being the member of Police Sacco using chi squared test.

4.1 RESEARCH METHOD USED FOR DATA ANALYSIS

The researcher used descriptive research as the best served to answer the research study questionnaires including the research purpose. The descriptive research method was used to enable members of MP SACCO to identify and describe the characteristic of the study population and their relationships, and were being used to understand, describe and explain the impact of MP Saccos towards improving the livelihood of its members.

4.2 THE GENERAL CHARACTERISTICS OF THE STUDY

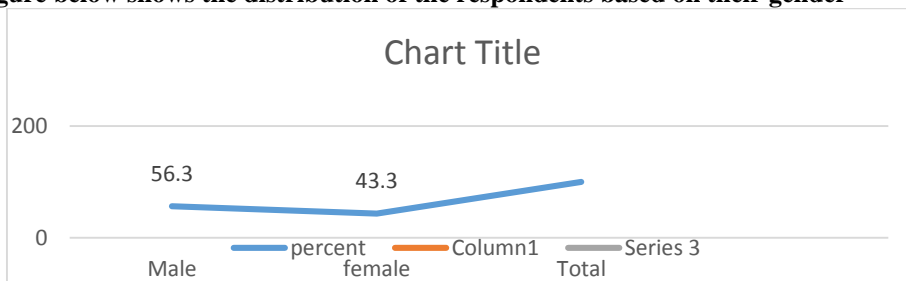
The general characteristics of the respondents of the research aimed at getting to establish the levels of education of the respondents According to demographic data percentage of participants of this study the researcher established that 43.8 percent of respondents were females and 56.3 percent were males. This is attributed to Skewed participation in Sacco activity in favor of male. On educational levels 6.3 percent of respondents has primary level, 56.3 percent of respondents has secondary level and 37.5 percent of the respondents has a tertiary level. On membership status, the findings highlight that the majority had been at the firm that 10.5 of the respondents were members of Malawi Police Sacco for one year. 49.7 percent of the respondents were members of Malawi Police Sacco form 1-3 years,



30.2 percent of respondents were members of Malawi Police Sacco for 4-6 years and 8.8 percent were members who working in MP Sacco for 7-9 years.

This indicates that the 64 percent representation of Malawi Police officers in the SACCO implies that the major dominates decision making in the SACCO.

4.2.1 The figure below shows the distribution of the respondents based on their gender



The figure above illustrates the information that shows the distribution of the respondents based on their Gender status of being a Male members or a Female member of SACCO. The majority of 56.3 percent were Males respondents and more than 44 percent were Female respondents in MPS Sacco.

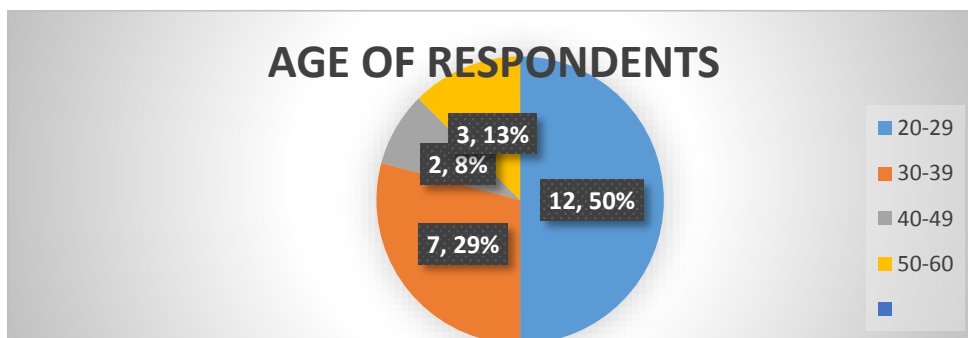
4.2.1 Figure shows distribution of the respondents based on their gender status

| S.N | Gender | No of respondents | Percent |
|-----|--------|-------------------|---------|
| 1 | Male | 86 | 56.3 % |
| 2 | Female | 64 | 43.3% |
| 3 | Total | 150 | 100 |

The table above shows that the majority of 56.3 percent were Males respondents and more than 44 percent were Female respondents in MP Sacco. The majority strongly agreed that women and men benefits equally through Sacco on the other hand the research was not in agreement of the statement because through this research there is a big different number of men and women in Saccos. The majority of the study were males; this implies that men are most aspect in Saccos services than women do

4.2.2 the figure below shows the distribution of the respondents based on their age ranges

The figure below illustrates the information that shows the distribution of the respondents based on their age ranges the majority of 79 percent were aged people employed with their families re 26-39years old and the 7 percent showed have 20- 25 years old. The majority of respondents were employed with families.



The distribution of the respondents based on their age ranges

The table above illustrates the information that shows the distribution of the respondents based on their age ranges the majority of 79 percent aged to 40- 50 years, 28 percent of respondents are 50-60years old, 14percent of respondents were 26-39 years old and the 7 percent showed have 20- 25 years old. distribution of respondents based on their Age and membership of being membership Sacco. There is associated between age of the



respondents and a being a members of Malawi police Sacco, because the results shows the significant at 95 percent. This may be due the responsibility that the aged people have in the family as well as at work

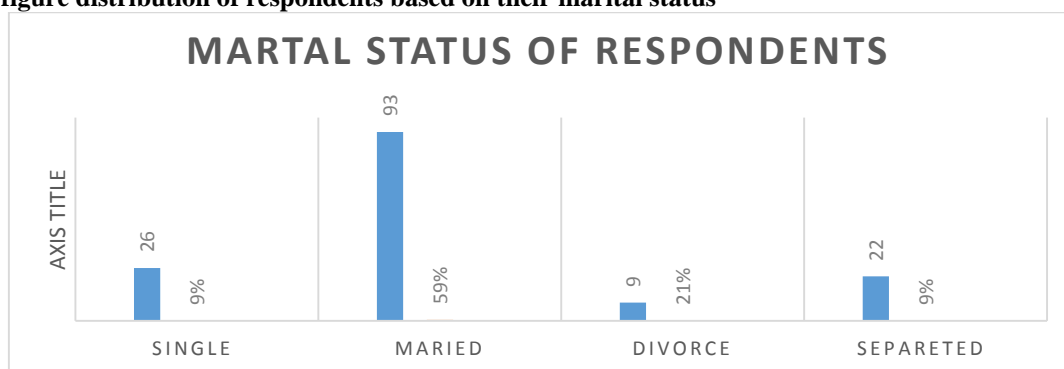
4.2.2 Table shows the distribution of the respondents age range

| SN | Number of respondents | Years of Resp. | Percent |
|--------------|-----------------------|----------------|------------|
| 1 | 12 | 21-25 | 7 |
| 2 | 28 | 26-39 | 14 |
| 3 | 68 | 40-50 | 79. |
| 4 | 42 | 50-60 | 28 |
| TOTAL | 150 | 100 | 100 |

The table below shows the distribution of the respondents based on their age ranges

The results showed that the majority of 79 percent aged to 40- 50 years, 28 percent of respondents are 50-60years old, 14 percent of respondents were 26-39years old and the 7 percent showed have 20- 25 years old.

4.2.3 figure distribution of respondents based on their marital status



The table above shows the distribution of the respondents based on their marital status of the 150 respondents in MPS Sacco, 9 percent of respondent’s members were single, 59 percent members were married, 21 percent of members were divorced and only 9 percent of respondents that were separated.

4.2.3 Distribution of the respondents based on their marital status.

| S. No | Nature of response | No of respondents | Percent |
|-------|--------------------|-------------------|--------------|
| 1 | SINGLE | 25 | 9% |
| 2 | MARRIED | 93 | 59.% |
| 3 | DIVORCE | 25 | 21% |
| 4 | SEPARATED | 7 | 9% |
| | TOTAL | 150 | 100.0 |

The table above shows the distribution of the respondents based on their marital status of the 150 respondents in MPS Sacco, 9 percent of respondent’s members were single, 59 percent members were married, 21 percent of members were divorced and only 9 percent of respondents that were separated.

The distribution of the respondents based on their Education levels

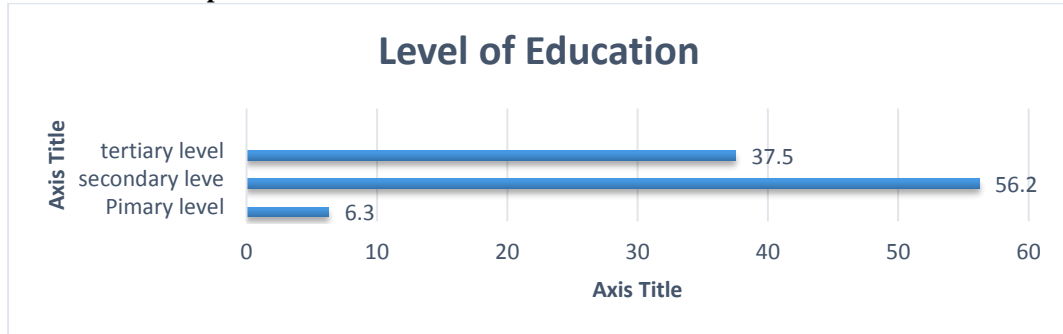
The figure below shows the distribution of the respondents based on their Education levels that most police Sacco members has gone to secondary school because frequency of the secondary is greatest followed by those that went to tertiary education and only few have attended primary school. The majority of 56.2 percent of respondents has gone to secondary



school because of the secondary is greatest followed by those that went to tertiary education 37.5 of the respondents has gone to tertiary education and only

few respondents have attended primary school 6.3 percent respectively.

4.2.4 Distribution of respondents based on their education levels



The table distribution of the respondents based on their Education levels

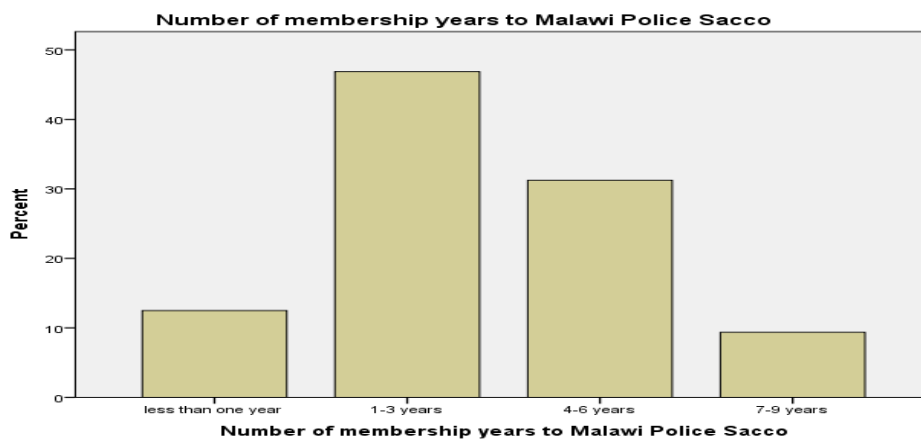
The table above shows the distribution of the respondents based on their Education levels and it shows that 56.2 percent of respondents has gone to secondary school because of the secondary is greatest followed by those that went to tertiary education 37.5 and only few have attended primary school 6.3 percent respectively.

4.2.4 The table shows the distribution of the respondents based on their Education levels

| S.N | Nature of Respondents | No of Respondents | Percentage |
|-------|-----------------------|-------------------|------------|
| 1 | Primary levels | 27 | 6.3 |
| 2 | Secondary levels | 83 | 56.2 |
| 3 | Tertiary levels | 40 | 37.5 |
| Total | | 150 | 100.0 |

4.2.5 Figure below shows the distribution of respondents based on membership period

The figure below shows the distribution based on the respondents based on membership involvement in Malawi police Sacco



The figure above shows the distribution of the respondents based on membership period being a members of MP Sacco. More than 10.5 percent of respondents has experienced being a membership spent the ranges of a years and 97 percent of respondents has experienced being a membership spent the range of 1-3 years followed by those that

spent of about 4-6 years at 30.2 percent and 8.8 percent of respondents has experienced being a membership ranges of 7- 9 years.

The results showed that less experience in work project with under 7-9 years' membership involvement had more than 8.8 percent but its less than 1-3 years experienced 97 percent had more than



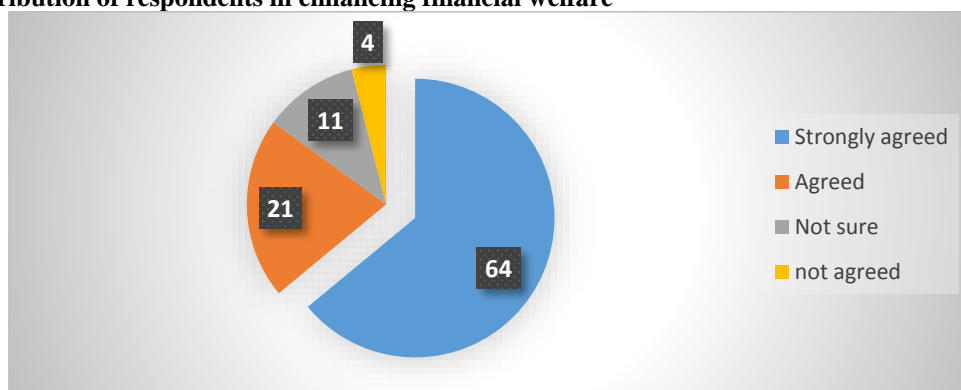
3 years of membership in Sacco but experienced more than 97 percent but less than 4 years' experience.

4.2.5 Distribution of the respondents based on their membership period

| S.N | No of respondents | No of Years | Percentage |
|-------|-------------------|-------------|------------|
| 1 | 18 | 1-3 | 10.5 |
| 2 | 68 | 1-3 | 97.0 |
| 3 | 42 | 4-6 | 30.2 |
| 4 | 22 | 7-9 | 8.8 |
| Total | 150 | 100.0 | 100.0 |

The table above illustrates the information the majority of 97.0 percent respondents were members of MP Sacco for 1-3 years, and 30,2 percent of respondents were members of Sacco for 4.6 years, the majority of 10.5 percent of respondents were members for 1 year, more than 8.8 percent were members of police Sacco for 7-9 years.

4.2.6 Distribution of respondents in enhancing financial welfare



The figure above illustrates the information that the majority of 64 percent were in agreement that Sacco enhancing their financial welfare and there is growth in memberships which can be attributed to affordable loan facility and financial welfare options which the SACCO is offering a to its members. The study farther discloses that 21 percent of the

respondents agreed that Malawi Police SACCO works towards creating wealth for its members, and only 11percent respondents were not content with the statement and 2 percent were not in agreement of it. This implied that Sacco enhancing the welfare of its members

4.2.8 Distribution of the respondents based on enhancing the financial welfare

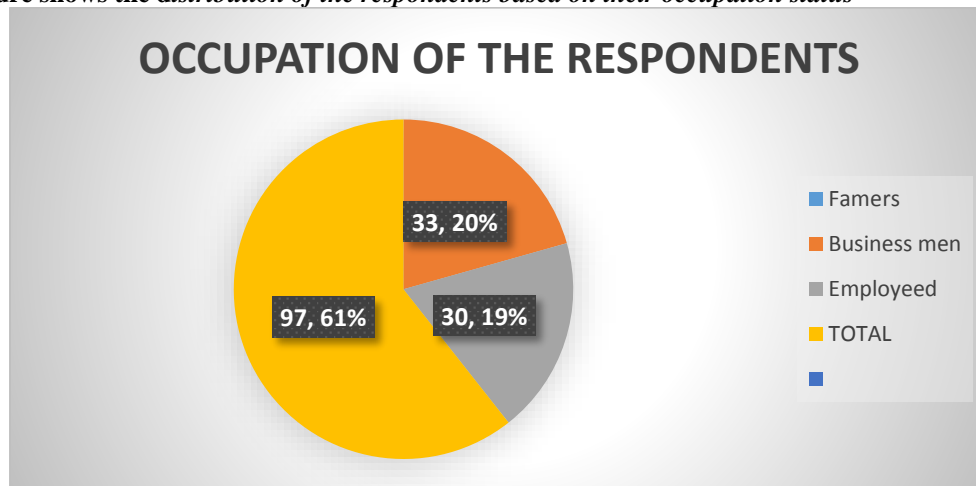
| S.N | No of respondents | No of response | Percentage |
|-------|-------------------|------------------|------------|
| 1 | 93 | Strongly agreed | 64 |
| 2 | 35 | Agreed | 21 |
| 3 | 13 | Not sure | 11 |
| 4 | 9 | Not in agreement | 4 |
| Total | 150 | 100.0 | 100.0 |

The question was asked to the respondents if Sacco were enhancing the welfare of its members that reviewed that the 64 percent of the respondents were strongly agreed that Police SACCO enhancing

the welfare of its members. The data indicates there is growth in memberships which can be attributed to affordable loan facility and financial welfare options which the SACCO is offering a to its members.



4.2.7 figure shows the distribution of the respondents based on their occupation status



The table above shows the distribution of the respondents occupation that most police Sacco members were employed. The majority of 97 respondents of 61 percent were employed followed by those 20 percent of the 33 respondents were faming and having 19 percent of the 30 respondents were doing business respectively.

4.2.7 Distribution of respondents based on their occupation

| S.N | Nature of response | No of respondents | Percent |
|-----|--------------------|-------------------|---------|
| 1 | Farmer | 33 | 21.9 |
| 2 | Business | 30 | 34.4 |
| 3 | Employed | 97 | 100 |
| 4 | Total | 150 | 100.0 |

The table above illustrates the information that shows the distribution of the respondent's occupation that the majority of 97 percent of police Sacco members were employed followed by those in farming and doing business having 21.5 percent and 12.5 percent respectively

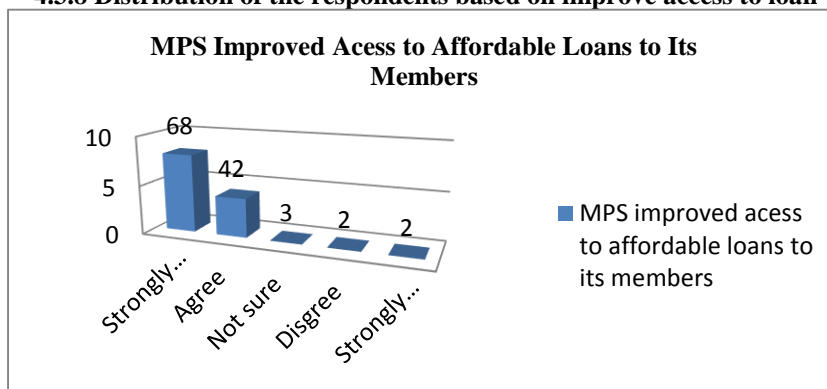
4.2.8 Distribution of respondents based on the improve access to loan

| S.N | Nature of response | No of respondent |
|-----|--------------------|------------------|
| 1 | Strongly agreed | 88 |
| 2 | Agreed | 72 |
| | Total | 100.0 |

The table above illustrates the information that shows the majority of 95 percent SACCO members were in agreement of the statement that were accessing loan facility through the Malawi Police SACCO, more than 30.2 percent of the respondents showed that their income increased after joining Malawi Police SACCO, whereas 7.0 percent indicated that there is no improvement income level after joining the SACCO.



4.3.8 Distribution of the respondents based on improve access to loan



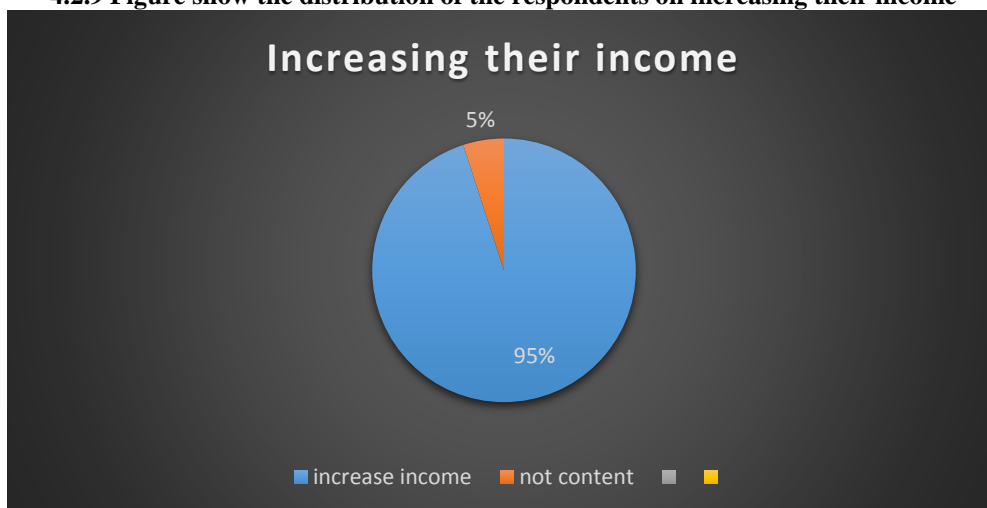
The above table illustrates the information that shows the distribution of respondents based on improve access to affordable loan the majority of 88 respondents were strongly agreed that MP SACCO improved access for affordable loan and the majority of 72 respondents were agreed that MPSACCO has improved access to affordable loan which is 100 percentages.

4.2.9 Distribution of the respondents on increasing their income

| S.N | Loan facility | Percent |
|-----|------------------|---------|
| 1 | Income increased | 95% |
| 2 | No improvement | 5% |
| | Total | 100 |

The table below illustrates the information that the majority of 95 percent of respondents were able to access loan facility through the Malawi Police SACCO, this implies that the majority of Sacco members were accessing affordable loan and the majority of the respondents showed that their income increased after joining Malawi Police SACCO, whereas 5 percent indicated that there is no improvement income level after joining the SACCO.

4.2.9 Figure show the distribution of the respondents on increasing their income



The question was asked to ascertain Sacco members if they increasing their income through profit shares, the majority of the 95 percent were in agreement of increasing their income levels after join

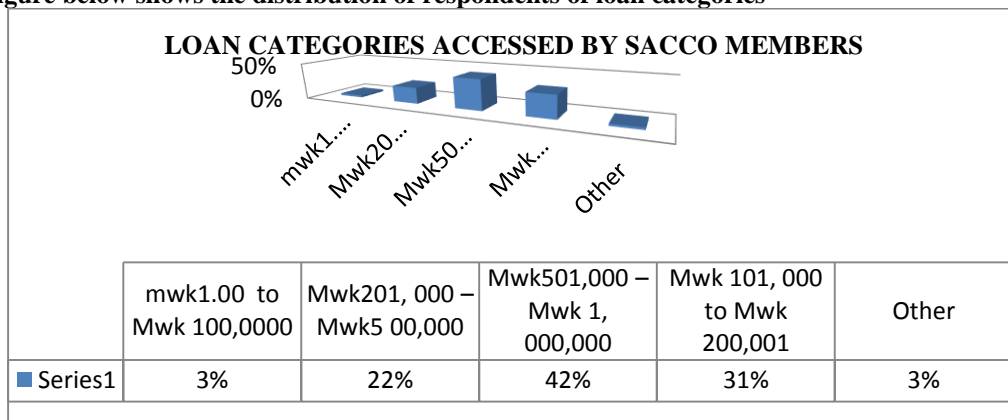
the Malawi Police Sacco. This implies that majority of the SACCO members have experienced improved income levels through profit shares, and improved investment choices they have after accessing



affordable loan facility from the SACCO. The remaining 5 percent, who have not yet started

enjoying improved income growth, can be the members who are less than a year old in the SACCO.

4.2.10 figure below shows the distribution of respondents of loan categories



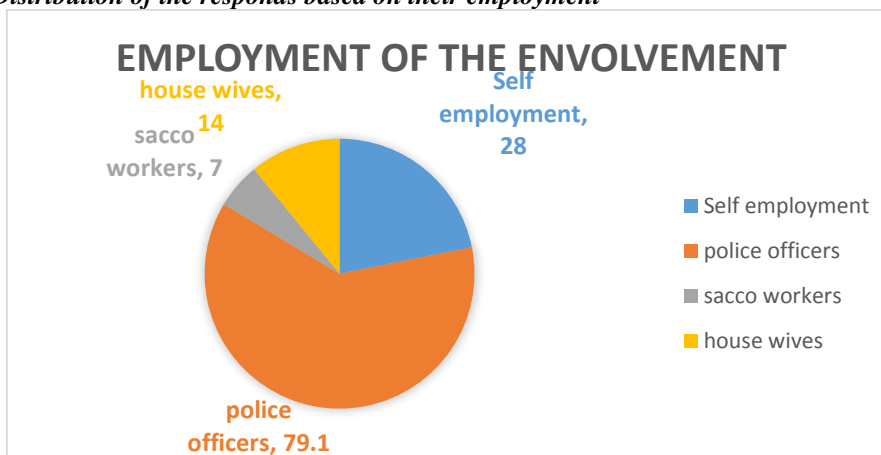
The figure above illustrates the information that shows the distribution of respondents that 42 percent of members accessed a loan facility within the range of MK 501,000 to MK 1,000,000, whereas 31 percent of members accessed a loan facility within the range of MK 101,000 to MK 201,000 and 22 percent of members accessed a loan facility within the range of MK 201,000 to MK 500,000.

4.2.10 Distribution of the responds based on Loan categories

| S.N | No of respondents | Loan categories | PERCENTAGE |
|--------------|-------------------|--------------------------|--------------|
| 1 | 35 | MK 1000,000 – 500,000,00 | 3% |
| | 93 | MK 201,000- 600,000,00 | 31% |
| 3 | 13 | MK 501,000 -1000,000,00 | 42% |
| 4 | 9 | MK 1000,000,00 Above | 22% |
| Total | 150 | MK 1000,000,00 | 100.0 |

The table below illustrates the information that shows the distribution of respondents that the majority of 42 % of respondents were accessed a loan facility within the range of MK 501,000 to MK 1,000,000, whereas 31 % of members accessed a loan facility within the range of MK 101,000 to MK 201,000 and 22% of members accessed a loan facility within the range of MK 201,000 to MK 500,000

4.2.11 4.2.11 Distribution of the responds based on their employment





The figure above illustrates the information given from members involvement in the project. the question was asked to a certain type of Sacco members involvement as one of their benefits. From the graph above it shows that the majority of 79.1 were police officers, 28 percent were the self-employ, more than 1.4 percent were civilians and the last 7 percent were house wives both from Lilongwe and other districts in Malawi

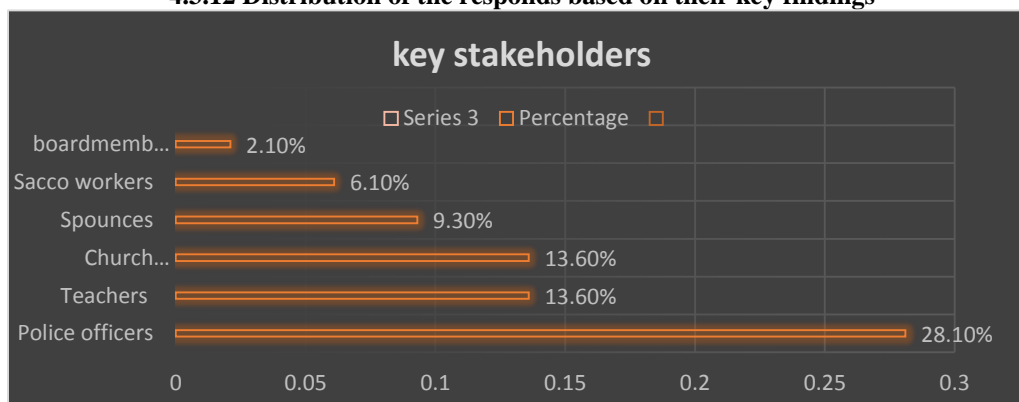
4.2.11 Distribution of the responds based on examine their economic challenges

| S.N | Nature of Response | No of respondents | Percentage |
|-----|--------------------|-------------------|------------|
| 1 | Strongly disagree | 95 | 50.9 |
| 2 | Agreed | 35 | 45.4 |
| 3 | Disagreed | 12 | 2.9 |
| 4 | Strongly disagree | 8 | 1.4 |

The figure above illustrates the information that shows the distribution of the respondents based on their response in the agreement or not in agreement with the statement. The response shows that most of the respondents strongly agreed that SACCO members were facing challenges and were not satisfied in SACCOS service. The results on examine the economic challenges of SACCOS

accounting to 50.9 percent of respondents were agreed with the statement. This study reveals the distribution of the respondents that 50.9 percent of the respondents were not satisfied with services being provided by Malawi Police SACCO and 2.9 percent was content with the services. These imply that majority of Malawi Police SACCO members are not benefits with SACCO's services.

4.3.12 Distribution of the responds based on their key findings

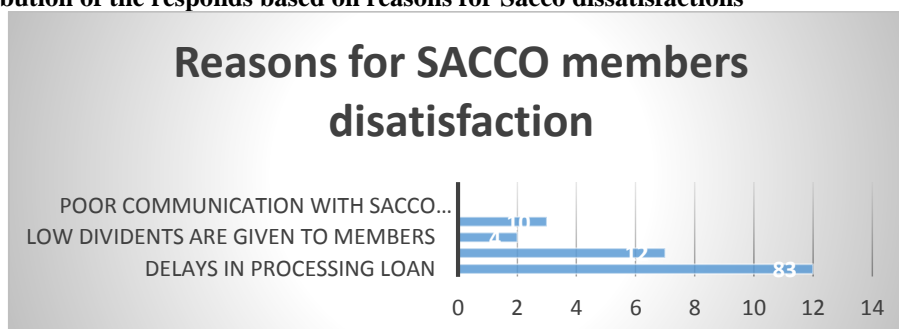


The figure above illustrates the information that shows the distribution of the key findings as police officers, teachers, church leaders, Spounce Sacco workers and board members. The results showed the key stakeholders increases the sense of ownership of the project. the majority of 28.1percent were men in uniforms, 6.1 Sacco workers, 13.6

percent were teachers as well as church leaders and 2.9 5 were the board members. The contribution of their views resisted helps the project success. This carry out the analysis to changes their altitudes regarding Saccos and their role of sense of responsibility, in their ability to gained confidence concerning people capability and responsibilities.



4.3.13 Distribution of the responds based on reasons for Sacco dissatisfactions



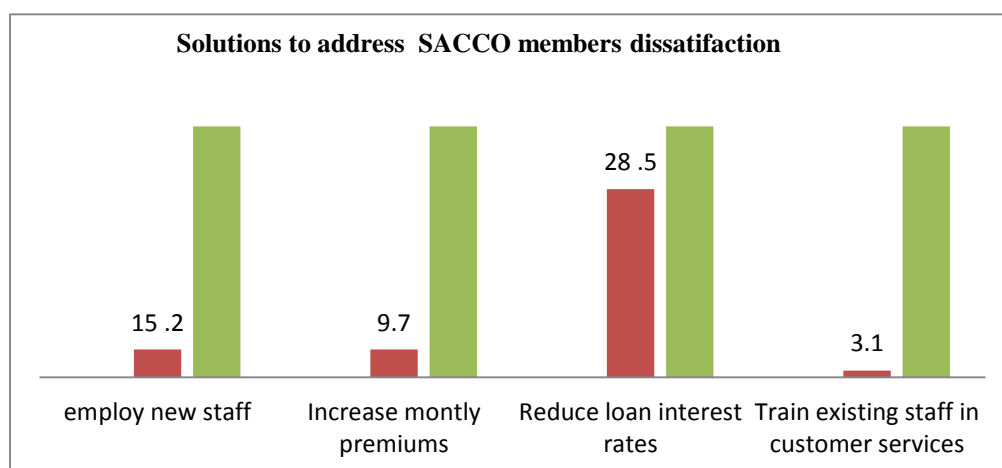
The figure above illustrates the information that answers to the question that was asked to Sacco members involving the reason they were not satisfied with Sacco services that shows the majority of 83 percent of the respondents were not satisfied with the SACCO's services due to delays in processing loans, 12 percent of the respondents were not satisfied with the SACCO's services due to high interest rates, 10 percent of the respondents were not satisfied with the SACCO's services due to poor customer care at service points and 4 percent of the respondents were

not satisfied with the SACCO's services due to low dividends are given to members at the end of financial year. The majority of the SACCO members were not satisfied because of delayed loan processing. However, this study indicates that all the employees of Malawi Police SACCO admitted that the SACCO is facing economic challenges when delivering its services to its members. These implies that the SACCO has some internal economic constraints to fully meet its obligation of providing loan facilities to its members in time.

4.2.13 Distribution of the respondents based on their dissatisfaction

| S.N | Nature of Respondents | Percentage |
|-----|--------------------------------------|------------|
| 1 | No benefits to members | 33 |
| 2 | Delayed to loan process | 83 |
| 3 | Lack awareness of existence of Sacco | 14 |
| 4 | Poor communication | 23 |
| 5 | Poor customer care | 30 |
| 6 | Low dividends | 4 |
| 7 | No improvement | 5 |
| 7 | Total | 100.0 |

4.3.14, Distribution of the responds based on ways of overcoming the challenges





The figure above illustrates the information that shows the distribution of respondents based on solution to their challenges. That shows the 28.5 percent of respondents of every 150 were not satisfied with the SACCO services suggested that reducing loan interest rate will reduce their dissatisfaction, 15.2 percent of the respondents of every 150 were not satisfied with the SACCO services suggested that employing new staff will

improve their level of satisfaction, 9.7 percent of respondents of every 150 were not satisfied with the SACCO services suggested that increasing monthly premiums will increase their level of satisfaction and 3.1 percent respondents of every 150 were not satisfied with the SACCO services suggested that training the existing staff will improve their satisfaction.

4.2.14 Distribution of respondents based on their solutions to their challenges

| S. No | Nature of Response | Percentage |
|-------|--------------------------------|------------|
| 1 | To reducing loan interest rate | 28.5 |
| 2 | Employing new staff | 15.2 |
| 3 | Increasing monthly premiums | 9.7 |
| 4 | Training the existing staff | 3.1 |
| | Total | 100.0 |

The figure above illustrates the information that was emphasizing on the basis of the major findings differing to other Saccos organization experience, the findings of the research study discovered the different challenges members were faced in Sacco service.

Regarding to the challenges members were facing, the results shows that the 50.9 percent of respondents indicates 56 percent of the respondents strongly agree that providing capacity building to SACCO employees will help to increase members`

loyalty to the SACCO, 37 percent of the respondents agree that providing capacity building to SACCO employees will help to increase members` loyalty to the SACCO and 33 percent of the respondents strongly disagree that providing capacity building to SACCO employees will help to increase members` loyalty to the SACCO, the majority of the respondents indicated that providing capacity building to SACCO staff will help to retail and improve loyalty of the SACCO members.

4.3.15 Distribution of the responds based on results for their characteristics

| SN | Nature of respondents | No of respondents | Percent |
|----|-----------------------|-------------------|---------|
| 1 | Age | 150 | 100 |
| 2 | Education levels | 150 | 100 |
| 3 | Gender | 150 | 100 |
| 4 | Membership status | 150 | 100 |
| 5 | Experience | 150 | 100 |
| 6 | Employment | 150 | 100 |
| | Total | 150 | 100 |

The table above illustrates the information that shows the distribution results for the social demographics background and level of respondent`s in the research study regarding age group, 7.9 percent shows that there is no significant association between the age range and being a Sacco member.

Regarding the level of Education shows that 79 percent of respondents showed there is significant association between the level of highest education qualification and being a member of Sacco.

Regarding the Experience results shows that 50.9 percent indicates there is no significance association between the number of years of experience and being a member of Sacco.

The findings also show that the 21.9 percent were employed, following those doing in business there is significance association between the number of years of employment or being a businessman either a farmer and being a Sacco member.

Regarding to membership status there is a significant association between education and being



educated and being in the Sacco. The majority of 95 percent shows that those people that go further with education can understand better of what the police Sacco do. From the above the above tables showed the significant association with education of respondents as the results showed that there is associated between being educated and a being a members of Malawi police Sacco, because the results shows the majority of 95 percent having the responsibility that the aged people have in the family as well as at work.

Regarding to membership age group there is a significant association between aged group and being the members of Sacco. The majority of 95 percent respondents. The reason can be that the aged people have allot of responsibility with their families and can understand better of what the police Sacco do. From the table above it shows it is the condition that there is a significant association between the levels of education by the respondents and having experienced in 3 tables above is 56 percent. The results of the study therefore, meaning that there is a significant relationship between the independent variables like, working experience, age, and their level of education process of social work in the study and between the gender status which the respondents use and their success in this project

CONCLUSION

The study was emphasizing on the basis of the major findings differing to other Saccos organization experience, the findings of the research study discovered a different challenges of members were faced 59 percent of the respondents strongly agree that providing capacity building to SACCO employees will help to increase members` loyalty to the SACCO, 33 percent of the respondents agree that providing capacity building to SACCO employees will help to increase members` loyalty to the SACCO and 8 percent of the respondents strongly disagree that providing capacity building to SACCO employees will help to increase members` loyalty to the SACCO ,the majority of the respondents indicated that providing capacity building to SACCO staff will help to retail and improve loyalty of the SACCO members.

V: SUMMARY, CONCLUSION AND RECOMMENDATIONS

This chapter present conclusion and recommendation based on the research findings as discusses in chapter four. The recommendation are the results of the research objectives.

5.1 Discussion of findings

This research study has agreement that SACCO members is important aspects to assist the SACCO programs to success.

5.1.1 Findings from literature review

Fischer (2016), Sacco's have grasped other monetary exercises will empower their members through reservation of funds from the individuals and have the option to make ventures that will have a positive degree of profitability to the individuals. The loaning movement of the Sacco which creates salary through the intrigue paid by the individuals returns to the individuals as a profit dependent on the capital cooperation commitments, however the contenders for example banks and other formal money related organizations never do this.

The authority and the administration of Saccos should streamline their tasks and limit their expense and augment the income of the Sacco and in this way increment the abundance of individuals. Management does not profit by boosting development; it profits by expanding benefits and consequently investor welfare, the profit strategy should amplify the welfare of the investors.

Allen & Gale (2014), the investments made by SACCOs can be in loan or securities. One of basic role of SACCOs are transforming financial assets that are less desirable for a large part of the members into other financial asset, which is preferred more by its members (. This transformation involves at least four economical functions: providing maturity intermediation, risk reduction via diversifications, reducing the costs of contracting and information processing and providing a payment mechanism.

Edwards S. (2018), the level of investment for SACCOs acts as a good predictor of long run rates of economic growth, capital accumulation and productivity improvement of its members. SACCO's perform the roles of resource mobilization and allocation, risk diversification and liquidity management to foster development of its members. In a complete information deterministic world also, SACCOs can have the important role of a temporary resource provider when there is a time lag between the firms' factor payments and receipts from sale proceed.

5.3.1 Findings from biodata of respondents and the characteristics

Respondents social characteristic of the respondents have implication important on their livelihood the general objective of the respondents investigation in the study were age, education levels, experience of the respondents and membership status, the results revealed that the majority of the respondents 95 percent were responsible aged people, More than



43.8 percent of the respondents were females, the majority of 59 percent of respondents were married, more than 9 percent of respondents were widows, more than 9 percent of respondents were single, more than 12 percent of respondents were separated.

Findings on education levels and membership period the majority of 10.5 percent of the respondents were members for 1 year. the majority of 49.7 percent of the respondents were members of SACCO form 1-3 years, the majority of 30.2 percent of respondents were members of MP Sacco for 4-6 years, more than 8.8 percent were members who working in MP Sacco for 7-9 years, the majority of 59 percent of respondents were married. More than 56.3 percent of respondents were males, the majority of 6.3 percent of respondents had a primary level of education, and in education levels more than 56.3 percent of respondents had secondary level of education, more than 37.5 percent of the respondents had a tertiary level of education. People of high education are expected to have better knowledge on credit and have more skill for training income activities, lack of informal education might hinder prosperity to Sacco members hence poor income generation this is online with Kayunze and Twanala, (200) argued that the opportunities should be given to members who know to read and to write regardless the period of their membership in Sacco.

53.2. Findings on growth in membership

The majority of 64 Percent of respondents were strongly agreed that there is growth in number of customers since the establishment of the Malawi Police SACCO, the data indicates there is growth in memberships which can be attributed to affordable loan facility and financial options which the SACCO is offering to its members. The majority strongly agreed that women and men benefits equally through Sacco on the other hand the research was not in agreement of the statement because through Sacco there is more different number of men and women in MP Sacco. The Data showed that currently we have 9,391 members in Police Sacco, 6,575 were Men and 2,816 were female members of Police Sacco.

According to demographic data percentage of participants of this study the researcher established that 43.8 percent of respondents were females and 56.3 percent were males. This implies that men are most aspect in Saccos services than women do

5.3.3, Findings on Sacco creating wealth to its members

. The majority of 50 percent, of the respondents strongly agreed that Police SACCO creating wealth of its members. More than 21 percent of the

respondents agree that Malawi Police SACCO works towards creating wealth for its member, more than 17 percent of the respondents strongly agreed that Malawi Police SACCO works towards creating wealth for its members, the majority of 50 percent of the respondents strongly disagree that Malawi Police SACCO works towards creating wealth for its members. These implied that despite the effort the SACCO is undertaken to promote the welfare of its members, there is less open communication being done to ensure the members fully understand the direction of the SACCO.

5.3.4 Findings to enhancing the financial welfare of its members

The majority of 64 % of respondents strongly agreed that MP SACCO enhancing financial welfare of its members. The majority of 23 Percent of respondents agreed that MP SACCO enhancing financial welfare of its members. The majority of 17 Percent of respondents not agreed that MP SACCO enhancing financial welfare of its members. The majority of the respondents strongly agreed that Police SACCO enhancing the welfare of its members. These implied that despite the effort the SACCO is undertaken to promote the welfare of its members. The majority of the respondents agree that MP Sacco works towards creating wealth for its members, despite the effort the SACCO is undertaken to promote the welfare of its members, there is less open communication being done to ensure the members fully understand the direction of the Sacco. According to MOC,2011) the main objective of Saccos is to improve the living standards of community areas by enabling them with their own source of capital of money, which could enable them to have their own source of capital which could enable them to start their own business

5.3.5 Findings on loan categories ranges mk 501.000 to mk 1000,000,00

The amount of loan received by respondents in MP Sacco whereas MK 101,000,00 received in categories between 101,000,00 to 1000,000,00 above respectively, more than 31 Percent had accessing loan ranges to MK 101,000 – MK 201,000, more than 22 percent had accessing loan ranges to MK 201,000- MK 500,000, and the majority of 95 percent of respondents agreed that has experienced income levels through profit shares. The amount of loan given to a member was selected by the one. This statement implies that Sacco loan are very small. Navajas et.al, (2000) who argued that Sacco members are very important aspect in improving the welfare of its members because of better access to small loan. Sacco loan cycles are very shorter than receiving in commercial banks in Malawi



5.3.6 Findings on examine the extent to which the police sacco is benefiting its members

The majority of 88 percent of the respondents were strongly agreed on income increased in MP SACCO, more than 72 percent of the respondents were disagreed on income increased in MP SACCO. The study finding showed that majority of 50.9 percent of respondents were not satisfied with services being provided by Malawi Police Sacco only more than 2.9 percent was content with the services, and more than 35 percent were not agreed with the statement, more than 12 percent were agreed with the statement. More than 1.4 percent of respondents were satisfied with the SACCO services. The majority of the respondents were not satisfied with services being provided by MP SACCO and 2.9 percent was content with the services. This implied that there is a need to insure participation on Sacco activities will increase the sense of ownership. The majority of the respondents revealed that project involvement enhanced responsiveness, sustainability, accountability. Sacco should consider full involvement and given full information and decision making to empower them to develop skills and confidence amongst beneficiaries. The investigator suggest that members of Police Sacco are either incapable of affording more shares or they have well informed of the importance of having many shares. According to bailey 2001). Cited by Ahimbisibwe, (2000), stated that Sacco offered different products to their members one of the products are shares which are the investments. Therefore, the returns are paid in the form of dividends hence the ones who shared had a stand to benefits more money.

5.3.7 Findings on how to determine the economic challenges facing Sacco in servicing its members

The majority of respondents reported that have never been trained in inteprenuaship trainings while the majority of 61 percent of the respondents were not agreed with the services being provided by SACCO. More than 39 percent of respondents were agreed with the services, more than 59 percent of the respondents strongly agree that providing trainings to SACCO employees will help to increase members` loyalty to the SACCO, More than 33 percent of the respondents agree that providing capacity building to SACCO employees will help to increase members` loyalty to the SACCO, More than 8 percent of the respondents strongly disagree that providing capacity building to SACCO employees will help to increase members` loyalty to the Sacco, the majority of the respondents indicated that providing capacity building to SACCO staff will help to improve loyalty of the SACCO members. According to Nawaz,

(2010) argued that micro-finance is very vital in poverty reduction, other services such as skills trainings. It has been reported by Microned, (2006) that in order for the credit to influence income generation activities and education have to be well addresses to members for their achievements.

5.3.8 Findings on Sacco member's dissatisfaction

The majority of respondents were disagreed with the Sacco services. The majority of 12 percent of the respondents were not agreed with the SACCO`s services due to delays in processing loans, more than 10 percent of the respondents were not agreed with the SACCO`s services due to high interest rates, more than 83 percent of the respondents were not agreed with the SACCO`s services due to poor customer care at service points, more than 7 of the respondents were not agreed with the SACCO`s services due to low dividends are given to members at the end of financial year. The main source of dissatisfaction of MP Sacco members were delayed in processing loan, this results were in line with Kayunze et.al. (2005), who conclude that through there are some negative effects of credit this happens among very few Sacco member`s borrowers that was not just for discouraging of the total demand according to theory of money viewed above in the research study

5.3.9 Findings on the solution to overcoming Sacco challenges

The majority of 28 percent of the respondents were strongly agree that providing capacity building to SACCO employees will help to increase members` loyalty to the SACCO, more than 15 percent of the respondents were agree that providing capacity building to SACCO employees will help to increase members` loyalty to the SACCO, more than 9 percent of the respondents were strongly disagree that providing capacity building to SACCO employees will help to increase members` loyalty to the SACCO, more than 5 percent of respondent were agreed that there is no improvement income level after joining the SACCO and the majority of 95 percent were of the respondents revealed that SACCO members were not fully involved in the SACCO programs, since Members are not able to identify their own indicators of development success. The results pointed out the members could improve achievement of social work management and improved sustainability of program outcomes since most people were likely to continue with project activities by continuing saving their money at SACCO. Regarding transparency and accountability, the majority of respondents agreed that beneficiary



feedback system and free flow of information or data empowered the project beneficiaries.

3.11. Explanation on the findings

The respondents in this research has pointed some of the strategies during the study. The majority of the respondents were indicated that were not satisfied with SACCO services due of delayed loan processing. The results shown that Sacco has internal constraints to fully meet the obligation of providing loan facilities to its members. However, this study indicates that all the employees of Malawi Police SACCO admitted that the SACCO is facing economic challenges when delivering its services to its members.

The majority the respondents were agree that Malawi Police SACCO works towards creating wealth for its members, these implied that despite the effort the SACCO is undertaken to promote the welfare of its members, there is less open communication being done to ensure the members fully understand the direction of the SACCO. There is a need for proactive communication and dissemination of information to the members, for the management of the SACCO to considering focusing capacity building of its staff in areas of customer services as well as fostering open communication.

The majority of the respondents were in agreement that there a need to insure participation on SACCO activities will increase the sense of ownership. The majority of the respondents who participated on the research study revealed that project involvement enhanced responsiveness, sustainability, accountability. SACCO management to consider full involvement to its members and given full information and decision making to empower them to develop skills and confidence amongst beneficiaries.

The findings shown that the respondents were not fully involved in SACCO activities so the management should additionally to consider their members to financial literacy training, be providing entrepreneurship training to its members. The entrepreneurship will open the eyes of SACCO members to world of business and opportunity recognition which will enable the members to be borrowing much from the SACCO for investment. Therefore, both the SACCO and SACCO members to benefit through improved the return. The results of the study have revealed that SACCO members were not fully involved in the SACCO programs. The results have also shown that members are not able to identify their own indicators of development success.

The results also pointed out that members could improve achievement of social work management and improved sustainability of program outcomes since most people were likely to continue with project activities by continuing saving their money at SACCO. Regarding transparency and accountability, the majority of respondents agreed that beneficiary feedback system and free flow of information or data empowered the project beneficiaries.

Meanwhile all members and SACCO workers should make sure that members participation is established. The results shown that Sacco has internal constraints to fully meet the obligation of providing loan facilities to its members. However, this study indicates that all the employees of Malawi Police SACCO admitted that the SACCO is facing economic challenges when delivering its services to its members.

Sacco programs have been embraced range from micro- finance for the financial inclusion of the poor to credit. The goodness of this study was that it has uncovered the unforeseen such that the members of the public could have access for total participation, direct engagement in SACCO programs to be successful. It is important for the management to involve its members to managed and control their monetary and benefits from the services. The respondents were in agreement that there is need to safeguard participation on SACCO activities to increase the sense of ownership. The majority of the respondents who participated on the research study revealed that project involvement enhanced responsiveness, sustainability, accountability. Lastly SACCO management to consider full involvement to its members and given full information and decision making to empower them to develop skills and confidence amongst beneficiaries.

5.3.12, Suggestion / recommendation.

- The management of SACCO should have looked into various components basic facilities in Sacco administrative attitudes towards the SACCO members
- The management should employee Sacco workers to work hand in hand with social workers' administrations to address working behaviors and the needs of their members and provide skilled and knowledge.
- There is a need to listening to the views of members and learn about certain circumstances involving Malawi Police SACCO members.
- Management of Malawi Police SACCO should take a proactive role in of communication and dissemination of feedback regarding Malawi Police SACCO service information, management of the



Malawi Police SACCO should be empowering members for transparency and Accountability.

- Sacco management must be dealing with the internal constraints to fully meet the obligation of providing loan facilities to its members.

- Police SACCO should be dealing and eradicate all the economic challenges they are facing when delivering its services to its members.

- Management of the SACCO should be reducing the loan interest rate to eradicate the challenges SACCO Members are facing and also to eradicate the economic challenges the SACCO is facing.

- SACCO management to consider full involvement to its members and given full information and decision making to empower them to develop skills and confidence amongst beneficiaries.

- Management of SACCO should have looked into various components like basic facilities Saccos attitudes towards their members and they should to financial literacy training, be providing entrepreneurship training to its members.

- SACCOs management should considering focusing capacity building of its staff in areas of customer services as well as fostering open communication that encourage savings which can again be used to finance the members in form of loans. Both the national campaign and partners are important to encourage many members to come in become members. There is however uncertainty as regards the safety of Sacco members' funds as many members had horrible experiences of losing their funds to fake organizations.

- The majority of the respondents selected have pointed that they need more activities for Sacco to educate their members and should provide capacity building trainings to their members so that they would have a broad loan base from which collect interest returns to improve the livelihood of the MP SACCO members. These activities will have demonstrated the appropriate messages delivered in a relevant, entertaining, and educational way through the right media can positively influence the behavior Sacco workers even relatively isolated and uneducated populations. Financial institutions need to embrace the philosophy that an informed consumer is their best asset.

- SACCO services should be included in government plan because there is need to invest in technology by the SACCOs. Most of the SACCOs visited were not conversant with information technology. The study findings showed that there is need to invest in technology especially loan tracking which can enable the SACCOs to tell when a member

is supposed to re-pay the Loan. Market needs must remain the driver of efforts to harness new technology to deliver rural financial services

- In addition, for that the researcher learnt that experience is a best teacher through the respondent's experience paramount in financing success this including the matching loan sizes needs helps repayment performance with the client, Saccos activity plans should be documented to inform monitoring visits, the loan officers need to master at any time, the investor should ensure borrowers purchase good quality inputs, Community borrowers needs secondary cash flow streams

- To more focus should be given in the dimension relationship attitudes towards members of Sacco and the SACCO admiration. the Sacco programs is very effective towards the livelihood of members. this kind of programs are very crucial to Sacco members, Sacco administration and police service as whole

- The goals of SACCO management will be achieved only when all the aspects are addressed as a whole therefore, both the SACCO members and the SACCO management will benefit through the views in this research study.

5.3.14, SOCIAL WORK INTERVENTIONS

Researchers conducted the investigation on assessing the effectiveness of Malawi Police Sacco towards improving the livelihood of its members. The investigation had different interventions basic on facilitate the members of SACCO staff attitude, the researcher played a vital role to distribution the effective messages on SACCO services, this is significant and benefits towards improving the livelihood of its members.

During the investigation the researchers found that the respondent's efforts were made to find the conclusion for the specific problems that were raised by SACCO members itself.

The study also helps the SACCO members to list down the various problems they face and also listed their difficulties circumstances, it also assisted the SACCO management to realize the problems they had in SACCO and what other SACCO did not do.

Through the research study SACCO management also learn on how to solve their problems. It also helps other SACCO administration through interpretation while the ratifying the edge. the SACCO management should have understood the concerns of SACCO members as a promotion to individual settings.

5.3.15, IMPLICATIONS OF THE STUDY



The overall measures of Malawi Police SACCO programs among the members should made before intervention showed that the majority of the respondent were pointed out that members could improve achievement of social work management and improved sustainability of program outcomes since most people were likely to continue with project activities by continuing saving their money at SACCO. Regarding transparency and accountability, the majority of respondents agreed that beneficiary feedback system and free flow of information or data will empowered the project beneficiaries.

5.3.16 CONCLUSIONS

The research on assessing the effectiveness of Malawi Police SACCO towards improving the livelihood of its member; a case of area 30 Police headquarters in Lilongwe district Malawi. The main emphasis of the research study was to focus on to determine the role of Police Sacco in enhancing the financial welfare of members, on assessing the effectiveness of Malawi Police SACCO towards improving the livelihood of its members and to find out on how MP SACCO benefiting its members and to analyze challenges members, face in accessing financial services at the police Sacco

The research study has established that the services offered by Malawi Police SACCOS empowering the financial welfare of its members through increase disposable income. It also recognizes the following factors be directly contributing to improved financial welfare of its members:

The study has further established limiting factors that impeding Malawi Police SACCO from full potential of achieve financial welfare of its members: delayed loan process and economic challenges the SACCO is facing amidst Cholera disease.

The study has also established that reducing the loan interest rate will help to eradicate the challenges SACCO Members are facing and also to eradicate the economic challenges the SACCO is facing. After the interest reduction, SACCO members will afford large sum of loan whereas the SACCO would have a broad loan base from which collect interest returns.

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