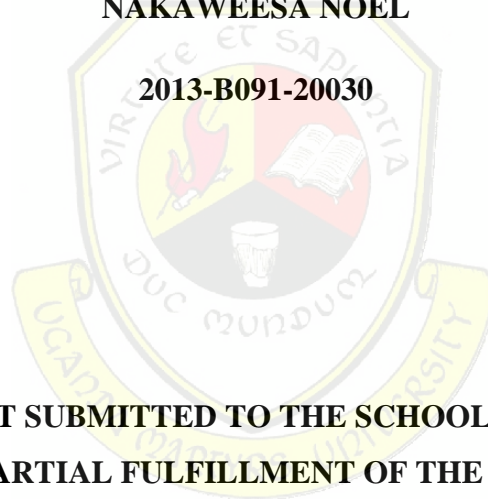


**AN EXAMINATION OF FACTORS INFLUENCING EMPOWERMENT OF WOMEN
IN THE DELIVERY OF PRIDE MICROFINANCE SERVICES IN BUKOTO, NAKAWA
DIVISION, KAMPALA**

BY

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DEDICATION

I dedicate this research report to my family members, Mr walusimbi Godfrey Mrs. Walusimbi Rose, Nalule Martha, Walusimbi Isaac, Nalumansi Bridget, Nanteza Doreen, and all people who have supported me in all possible ways to come up with this kind of work.

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ABSTRACT

The study was based on the factors influencing the empowerment of women. This study was conducted in Bukoto. The objectives of the study were to find out the key women empowerment activities/services of pride micro-finance in Bukoto, to inspect the ways through which specific activities/services of Pride Microfinance empower women, to analyze the challenges women in Bukoto face in accessing pride microfinance activities/services and the sustainable ways to address the challenges women in Bukoto face in accessing specific activities/services of pride microfinance. The researcher employed research case study design and processed to show what existed in pride microfinance.

A sample of 40 respondents was selected using simple random sampling technique together with purposive sampling which helped the researcher select the respondents of different categories.

The study found out that development of women entrepreneurs, mobilization of women to save, investing in women's projects, provision of financial services to women are the key women empowerment activities of pride micro-finance in Bukoto the central part of Kampala. Findings also revealed that development of women entrepreneurs encourages women to setup their own business, mobilization of women to save encourages women to gain financial independence, pride holds workshops for the women and provides them with information on financial management among others these have encouraged women empowerment.

On the challenges women face in accessing services from Pride micro finance finding revealed women face a problem of the cost of making each loan cannot be reduced below a certain level while still allowing the lender to cover costs such as offices and staff salaries hence keeping interest loans high for some individuals, there is also lack of funds which is always perceived as the most important problems for pride microfinance institution, financial institutes often do not even have a system to check the person's identity which discourages some women from accessing funds. On the ways through which activities empower women findings revealed that Development of Women Entrepreneurs encourages women to setup their own businesses, Mobilization of women to save encourages women to gain financial independence, Pride Micro Finance holds workshops for the women and provides them with information on financial management. On the viable and sustainable ways to address the challenges findings revealed that the central government should set a lower bank rate to ease loan accessibility from microfinance institutions this prompts MFIs to set low interest rates on loans to encourage borrowing,

CHAPTER ONE

GENERAL INTRODUCTION

1.0 Introduction

This research was motivated by the observation that despite the fact that pride microfinance offers credit facilities that are meant to empower women, women in the central part of Kampala especially Bukoto are still living in the cycle of poverty. The question that motivated this inquiry was, why are women in Bukoto living in the cycle of poverty, and yet Pride Microfinance is delivering services meant to empower them? This question prompted the researcher to conduct an investigation on the factors influencing the empowerment of women in the process of the delivery of microfinance services in Bukoto, the chapter also presents the background to the study, statement of the problem, objectives of the study, research questions, scope of the study, significance of the study and definitions of key terms as shown below.

1.1 Background to the Study

Micro finance encompasses the provision of financial services and the management of small amount of money through a range of products and a system of intermediary functions that are targeted at low income clients. It includes loans, savings, insurance, transfer services and other financial products and services. It thus consists primarily of providing financial services, including savings, microcredit, micro-insurance, micro leasing and transfers in relatively small transactions designed to be accessible to micro enterprises and low income households (Asiama et al, 2007). Robert et al, (2004) also refer to micro finance as a movement that envisions a world in which as many poor and near poor households as possible have permanent access to an appropriate range of high quality financial services, including not just credit but also savings, insurance and fund transfer. In another development, Robinson (2001) asserted that microfinance schemes usually lend small short-term loans to very poor micro entrepreneurs.

Microfinance has developed into its current state through governmental policies and programmes. For instance provision of subsidized credit in the 1950s, the establishment of African Development Bank (ADB) and the establishment of community Banks in the 1970s and

1980s as well as the promulgation of Provision National Defense Council Law 328 (PNDCL 328) in 1991 to allow the establishment of different categories of non-banking financial institutions including savings and loans companies and credit unions (Asiama et al, 2007). The discourse on microfinance traverses around several fields and interconnect with issues of economic globalization and neoliberal policies, strategies for poverty and vulnerability reduction and pathways of empowerment of women. The provision of microfinance has been identified as a means of diversifying income earning opportunities, building financial and other assets and improving the socio-economic condition of the poor, while strengthening crisis-coping mechanisms (Littlefield, et al, 2003).

Microfinance is the provision of financial services to low-income clients or solidarity lending groups including consumers and the self-employed, who traditionally lack access to banking and related services. (Mayoux, 2002). It therefore encompasses the provision of financial services and the management of small amount of money through a range of products and a system of intermediary functions that are targeted at low income clients. It includes loans, savings, insurance, transfer services and other financial products and services. It is thus one of the critical financial tools for the poor. The objectives of microfinance among others are that the poor, mostly women need access to productive resources with financial services being a key resource. Micro finance can have significant impact on cross cutting issues such as women empowerment thereby promoting gender equality. Microfinance schemes usually lend small short term loans to very poor micro-entrepreneurs (very poor micro-entrepreneurs are women). Loan repayment is always guaranteed by group members collectively and access to future credit or loans is contingent on successful repayment. Hence peer monitoring and the prospect of subsequent larger loans act as strong incentive for repayment (Ray, 1998).

The empowerment concept tends to be primarily applied to disadvantaged groups of people, and is usually linked to a vision of more equal living conditions in society (Mishra & Dale, 1996). Elliot (2008) suggests three closely related dimensions of empowerment; individual capabilities such as health, education, knowledge, self-confidence, vision; institutional, cultural and other resources that provide opportunities and constraints and agency or processes through which choices are made and put into effect. Empowerment is a construct shared by many disciplines

and arenas: community development, psychology, education, economics, and studies of social movements and organizations, among others. How empowerment is understood varies among these perspectives. In recent empowerment literature, the meaning of the term empowerment is often assumed rather than explained or defined. Rapport (1984) has noted that it is easy to define empowerment by its absence but difficult to define in action as it takes on different forms in different people and contexts. Even defining the concept is subject to debate. Zimmerman (1984) has stated that asserting a single definition of empowerment may make attempts to achieve it formulaic or prescription-like, contradicting the very concept of empowerment. According to Bisnath & Elson (2003), women empowerment is both an economic participation and economic opportunity. Bisnath & Elson (2003) points out that the quantitative economic participation in the workplace is not only for lowering the disproportionate levels of poverty among women, but also for raising household income and encouraging economic development in a country as a whole.

According to Elliot (2008), the concept of empowerment is being used increasingly as a tool for understanding what is needed to change the situation for women and other marginalized sections of society. In addition, empowerment is reflected in a person's capability set. The capability of a person depends on a variety of factors, including personal characteristics and social arrangements. Empowerment is the capacity to fulfill this capability and not just the choice to do so. The focus should be on certain universally valued functioning, which relate to the basic fundamentals of survival and well-being regardless of context. These include proper nourishment, good health and shelter. If there are systematic gender differences in these very basic functioning achievements, they can be taken as evidence of inequalities in the underlying capabilities, rather than as differences in preferences, (Mishra & Dale, 1996).

Hashemi, *et al* (2014) defined empowerment as “the process of increasing the capacity of individuals or groups to make choices and to transform those choices into desired actions and outcomes. Central to this process are actions that build both individual and collective assets, and improve the efficiency and fairness of the organizational and institutional context which govern the use of these assets, (World Bank, 2001).

Mishra & Dale (1996) pointed out that empowerment is related to the process of internal change and to the capacity and right to make decisions. Empowerment can exist at an individual level, where it is about having an agency, increased autonomy, choice, self-confidence and self-esteem. It can also exist at a collective level that would include collective mobilization of women, and when possible men, for the purpose of questioning and changing the subordination connected with gender. Personal and collective empowerments are intrinsically linked because without the latter, the former becomes circumscribed (Tilakaratna, *et al*, 2005). According to the 2000 population and housing census 80% of the working population is found in the private informal sector. The sector is characterized by women dominance and lack of access to credit from the traditional banking institution due to the question of collateral security, (Mishra & Dale, 1996).

Pride Microfinance Limited (MDI) (Pride) is the leading Microfinance Deposit-taking Institution in Uganda, whose operations are regulated and supervised by Bank of Uganda, under the Microfinance Deposit Taking Institutions Act, 2003, and Microfinance Deposit-taking Institutions Regulations, 2004. Pride Microfinance secured its MDI License from BOU on 30th June, 2005. Pride Microfinance commenced operations in 1995 as Pride Africa in Uganda project with support from Norwegian Development Cooperation (NORAD) and Austrian Regional Bureau (ARB), guaranteed by Government of Uganda with the main objective of providing microfinance loans with an aim of eradicating poverty. In spite of the more than twenty (20) years of the existence of Pride Microfinance in Uganda, women, especially in Bukoto, in Nakawa Division, Kampala are still trapped in the cycle of poverty; the question is why? What accounts for the continuing entrapment of women in the cycle of poverty and yet Pride Microfinance is there to empower women?

1.2 Statement of the Problem

Microcredit programs in Pride Microfinance Limited allow women to take a greater role in household decision making, to have greater access to financial and economic resources, to have greater social networks and more bargaining power vis-à-vis their husbands; and to have greater freedom of mobility (Mayoux, 2002). Kabeer (2011) defines women's empowerment as the process by which those who have been denied the ability to make strategic life choices acquire such ability. The main objective of microfinance scheme or programme in Pride Microfinance

Limited is to provide opportunity for the women who are poor to access financial services in order to engage in income generating activities. This as it were, would lead to economic empowerment of the poor women. According to Moser (2009), women all over the world form majority of the poor because they are deprived of the paid jobs, in prestigious companies, preying on their femininity to be the weak link to take the companies to greater heights .

Pride microfinance offers credit facilities, men and women in the central part of Kampala especially Bukoto but despite the credit offered to the women in Bukoto they are still living in the cycle of poverty for example they live in the slum areas of Bukoto surviving on the little hard earned money to sustain their families (Mayoux, 2002). The question is why women in Bukoto living in the cycle of poverty are and yet Pride Microfinance is delivering poverty eradication services to them? This has prompted the researcher to examine the factors influencing the empowerment of women in the process of the delivery of microfinance services in Bukoto, in Kampala.

1.3 General Objective

The study was based on an examination of the factors influencing women empowerment through the delivery of Pride Microfinance services in Bukoto, Kampala.

1.4 Specific Objectives of the Study

- i. To find out the key women empowerment activities/services of pride micro-finance in Bukoto, Kampala.
- ii. To inspect the ways through which specific activities/services of Pride Microfinance empower women in Bukoto, Kampala.
- iii. To analyze the challenges women in Bukoto, face in accessing pride microfinance activities/services.
- iv. To generate viable and sustainable ways to address the challenges women in Bukoto, Kampala face in accessing specific activities/services of pride microfinance.

1.5 Research Questions

- i. What are the key women empowerment activities/services of pride micro-finance in Bukoto?
- ii. What are the ways through which specific activities/services of Pride Microfinance empower women in Bukoto?
- iii. What are the challenges women in Bukoto face in accessing pride microfinance activities/services?
- iv. What are the viable and sustainable ways to address the challenges women in Bukoto face in accessing specific activities/services of pride microfinance?

1.6 Scope of the study

1.6.1 Content scope

The study was based on the factors influencing the empowerment of women in the delivery of Pride Microfinance services. It specifically sought to find out the key women empowerment activities/services of pride micro-finance in Bukoto, the ways through which specific activities/services of pride microfinance organization empower women, the challenges women in Bukoto Division, Kampala face in accessing Pride Microfinance activities/services, and viable and sustainable ways to address the challenges women in Bukoto face in accessing Pride Microfinance activities/services.

1.6.2 Time Scope

The study focused on information from 1995 – 2015 basing on the fact that it's the period Pride Microfinance has existed in Uganda.

1.6.3 Geographical scope

The study was conducted in Bukoto a suburb of Kampala located in Nakawa Division

1.7 Significance of the study

The findings of this study will contribute to the existing body of knowledge on the factors influencing empowerment of women in the delivery of Microfinance services.

The findings will help in availing information on how women can escape the boundaries of culture to take on roles that were once defined by society as men's roles.

The findings will also contribute to the ongoing debate of how possible it is to achieve women's empowerment through provision of microfinance services to women.

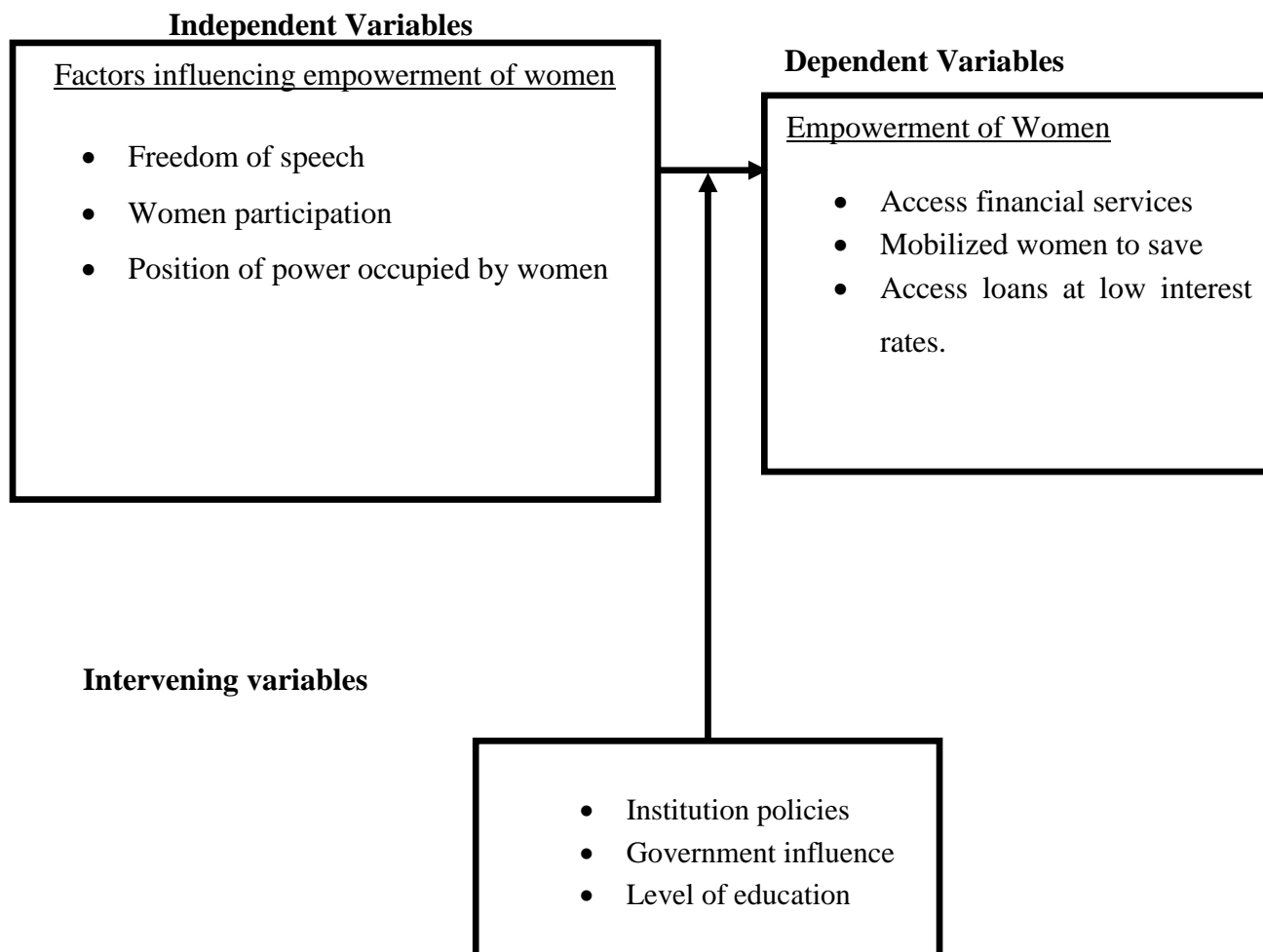
The findings will be helpful to the policy makers in drawing recommendations on the different ways of measuring empowerment especially at the household level.

The findings of the study may be tapped by policy makers and institutions especially those in the microfinance services to develop policy framework which will take care of gender issues in micro financing in Uganda.

This study intends to be a pace setter for similar studies to be embarked on in other areas of the nation.

The study may be used by different financial institutions such as pride microfinance institution, Finca Uganda, Wazalendo saving and credit cooperative limited, among others and the government will use this kind of study to find out the requirements of women economic empowerment.

1.8 Conceptual Frame Work for the Study



Source: Developed by the Researcher.

In the above diagram, the dependent variable, empowerment of women depends on the independent variable, factors influencing the empowerment of women in the delivery of Pride Microfinance services. Thus an empowered woman is one who accesses financial services of Pride Microfinance, has been mobilized by Pride Microfinance to save and access loans at low rates. However, challenges to the accessibility of Pride Microfinance services influence the empowerment of women negatively, and addressing these challenges sustainably leads to the empowerment of women. The addressing of these challenges is enabled by the intervening variable, the institution policies. In a nutshell factors that influence the empowerment of women

through microfinance services are in two fold: positive and negative factors. The positive factors include the accessibility of microfinance services and the negative factors include the hindrances to the accessibility of microfinance services.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter provides an insight of the related literature on the study variables. It provides literature on the major aspects of the research based on the factors that influence women Empowerment. The literature has been reviewed based on the key women empowerment services of micro-finance institutions, the ways through which specific activities of pride microfinance institutions empower women, the challenges women face in accessing microfinance services and the viable and sustainable ways to address the challenges women face in accessing microfinance services.

2.1 Overview of the Key Concepts

This subsections looks at the definitions of the key concepts of the study namely; microfinance, empowerment among others,

2.1.1 The Concept of Microfinance

Micro finance encompasses the provision of financial services and the management of small amount of money through a range of products and a system of intermediary functions that targets low-income clients. It includes loans, savings, insurance, transfer services and other financial products and services. It thus consists primarily of providing financial services, including savings, microcredit, micro-insurance, micro leasing and transfers in relatively small transactions designed to be accessible to micro enterprises and low income households (Asiama, 2007).

2.1.2 Empowerment

Wallerstein (2007) defined empowerment as “people assuming control and mastery over their own lives in the context of their social and political environment.” Some other researchers describe empowerment as a continuous, ongoing and interactive process that leads to enhancement of abilities and a wider scope for choice and action of an individual. Thus, empowerment leads to equity and well-being of the individual and the community. The Concept

of Empowerment and its Dimensions—Gender equality and women’s empowerment is the third of the eight millennium development goals set by the United Nations, in a bid to achieve development in the least developed countries (Muteshi, 2008). Because of this, women’s empowerment has become a central issue in the development strategies of many developing countries. However, its achievement is subject to many factors considering the fact that empowerment itself is a multidimensional concept, which has been defined and is still being defined using a number of variables. Kabeer, one of the prominent writers on empowerment, defines the concept as the process by which those who had been denied ability to make choices acquire such ability (Kabeer, 2005). The information related to the empowerment helps the researcher understand the existing body of knowledge on the factors influencing empowerment of women in the delivery of Microfinance services.

2.1.3 Women Empowerment

Recently, the World Bank has made gender mainstreaming a priority in development assistance. In a policy research report, World Bank (2001) identified both gender equality and women empowerment as development objectives and means to promote growth, reduce poverty and support better governance. In the literature available on women empowerment, some of the concepts like gender equality, female autonomy or women status etc. are referring to as either similar or different concepts. As described by Kabeer (2001) there are two essential elements of women empowerment, i.e., process and agency. A process is defined as the series of events that produce gradual change. The process of women empowerment leads to expansion in their ability to have resources and to make strategic life choices. The agency element of women empowerment describes that women themselves are the significant actors in the process of change. It is the process through which choices are made. Empowerment cannot be offered by a third party rather it has to be claimed by those who would become empowered. Kabeer (2008) explained that women’s empowerment refers to the process by which those who have been denied the ability to make strategic life choices, acquire such ability.

2.2 Key Women Empowerment Activities of Microfinance Institutions

In this section, the following women empowerment activities have been reviewed: women entrepreneurial development, mobilization of women to save, investing in women projects, provision of financial services to women, monitoring women borrowers and exerting corporate control, facilitating exchange rate, and provision of loans to women at low interest rates.

2.2.1 Women Entrepreneurial Development

A large body of evidence now exists which shows that financial sector development can make an important contribution to entrepreneurial development and poverty reduction. This is especially likely to be true in developing countries, whose financial sectors are likely to be particularly underdeveloped, and without it economic development may be constrained, even if other necessary conditions are met. By increasing the savings rate and the availability of savings for investment, facilitating and encouraging inflows of foreign capital, and optimizing the allocation of capital between competing uses, financial sector development can boost long-run growth through its impact on capital accumulation and on the rate of technological progress (Haddad, 2001). Though the scale may be different, access to financial services can reduce poverty through the same channels that affect overall growth: by increasing investment and productivity resulting in greater income generation, and by facilitating risk management thus reducing vulnerability to shocks. However, the poor in developing countries often do not have access to ongoing, formal financial services, and are forced to rely instead on a narrow range of often risky and expensive, informal services. This constrains their ability to participate fully in markets, to increase their incomes and to contribute to entrepreneurial development, (Oyeniyi, 2007). Increased level of entrepreneurial development and evolution of microfinance institution reduces and avoids pests such as bad or irresponsible husbands who take away money from their wives after making small savings from their projects thus reducing poverty.

In some countries, semi-formal channels such as microfinance institutions play a role in providing financial services to the poor, as do institutions such as postal banks, development banks and credit unions. But all these institutions are reaching only a minority of the bankable population. So a widening of financial services provision by private sector institutions (particularly commercial banks) in the formal financial sector is necessary to tackle this problem

on an adequate scale (Bencivenga and Smith, 2001). This requires a new focus on ways to encourage, and remove barriers to wider formal sector provision. It also means that when designing regulatory reform (for example to promote stability or security) greater attention needs to be paid to the incentives and regulatory space that private sector financial institutions have to widen access. Better data on access to financial services is also required, in order to understand the needs of the poor, identify the barriers to wider formal sector provision, and incentivize governments to take action to support wider access, (Bencivenga and smith 2001). Basing on the above information, this therefore reduces the poor habits of people keeping their money in pots and small boxes thus availing more security by investing projects like poultry hence reducing the level of poverty. This information helps the women entrepreneurs comprehend the knowledge concerning the entrepreneurial development.

2.2.2 Mobilization of Women to Save

The mobilization of savings is perhaps the most obvious and important role of microfinance institutions. The provision of savings facilities or transaction bank accounts enables households to store their money in a secure place, and allows this money to be put to productive use i.e. lent to individuals or enterprises to finance investment, thus encouraging capital accumulation and promoting private sector development. Lack of access to secure savings facilities leads people to save in physical assets such as jewellery, or store their savings at home. Bringing these savings instead into the financial sector where they can be utilized productively, would by itself make a significant contribution to growth. In addition, the returns on investment can create positive expected returns for the savers, which may in turn increase savings (Ijaiya 2002).

McKinnon (2000) explained this with an illustration of a farmer who cannot afford a particular investment out of his own savings – he needs to borrow in order to buy some piece of equipment, which would increase his productivity, and enable him to earn a higher income thereafter. Thus by mobilizing savings, and hence increasing the availability of credit, financial intermediation facilitates investment in new technologies across the economy, increasing overall productivity.

Credit may also be made available to finance investment in education or health, and can thus promote the accumulation of human capital (De Gregorio, 2010). Thus savings mobilization can

have a significant impact on growth by increasing investment, productivity and human capital. Savings facilities can also play an important role in reducing risk and vulnerability for the poor. Risk management, acquiring information, and monitoring borrowers also contribute to savings mobilization, because they increase the potential reward, and reduce the risks associated with saving through financial institutions. This implies that women to develop the culture of savings, they should be mobilized to save and also should be sensitized about the importance of saving.

2.2.3 Investing in Women Projects

Obstfeld, (2011) states that investing in an individual project is riskier than investing in a wide range of projects whose expected returns are unrelated. As savers generally dislike risk, financial intermediaries that facilitate risk diversification – such as banks and stock exchanges- allow investments to be made in riskier projects with higher expected returns in aggregate. This again increases overall investment returns, and improves capital allocation, with a subsequent impact on growth. Risk diversification can also increase technological change. Innovation is risky – many innovations will fail. However, Hossain et al, (2004) states that the ability to diversify risk by investing in many different innovation-based enterprises may make investments in otherwise prohibitively risky enterprises possible. So by making more capital available to innovators, financial intermediaries that facilitate diversification may also increase technological change and thus entrepreneurial development (King and Levine, 2001). The researcher postulates that women projects are still underdeveloped and this may be due to lack of information related to investment activities and this widens a gap between the rich and poor.

2.2.4 Provision of Financial Services to the Borrowers Especially Women

Individual savers are unlikely to have the time or capacity to collect process and compare information on many different enterprises, managers and market conditions before choosing where to invest. Thus high information costs may prevent capital from flowing to its highest value use. In addition, they will be less keen to invest in activities about which they have little information (Ijaiya 2002).

The creation of financial intermediaries such as banks and fund managers, who will collect this information on behalf of many investors, and share the costs of doing so between them, will improve resource allocation and increase investment (though in developing countries, financial institutions may have only limited information on investment opportunities, as much of the economy is informal). These intermediaries can facilitate selection between projects on the basis of informed judgments about expected returns, thus weeding out the weakest projects and ensuring that capital is allocated optimally (Greenwood and Jovanovic, 2004). They may also increase the rate of technological progress by identifying and thus allocating capital towards those innovations with the best chances of succeeding (King and Levine, 2005). This is most especially catered for by creation of small savings groups such as SACCOS that don't require collateral security. In Uganda, many women entrepreneurs lack sufficient capital to invest in big entrepreneurial ventures. This pushes them to acquire the necessary information from micro financial institution thus promotes women entrepreneurial growth.

2.2.5 Monitoring Women Borrowers and Exerting Corporate Control

Similarly, the ability of financial intermediaries to monitor the performance of enterprises on behalf of many investors who would not otherwise have the resources to do so individually –and to exercise corporate control creates the right incentives for the managers of the borrowing enterprises to perform well. Thus financial arrangements that improve corporate control tend to promote faster capital accumulation and growth by improving the allocation of capital. The Researcher contends that many borrowers need to exert corporate control, which the majority of people lack and this helps them become successful entrepreneurs (Bencivenga and B. Smith 2011).

2.2.6 Facilitating Exchange Rate

Kirkpatrick and Jalilian (2001) said that, the financial sector facilitates transactions in the economy, both physically by providing the mechanisms to make and receive payments by providing financial intermediation. In this way, the financial sector reduces transactions costs, and facilitates the trading of goods and services between businesses and households. In doing this, the financial sector allows greater specialization, which in turn facilitates productivity gains

and allows more technological innovation and growth. So anything that reduces transactions costs and better facilitates exchange of goods and services whether it will be faster payments systems, more bank branches, or improved remittance services will help to promote growth.

This set of ideas dates back to Adam Smith (2009) who argued that workers were much more likely to identify more efficient working methods and processes if they were focused on one particular endeavour, and that the division and specialization of labour was therefore the principal factor underlying productivity improvements. Smith phrased this in terms of the way that money reduces transactions costs compared to barter, but it is equally valid in relation to other mechanisms that reduce transactions costs.

In the same way that financial services increase income growth generally, expanding the supply of financial services, which can be accessed by the poor will increase income growth for the poor, thus having a direct impact on poverty reduction (Jalilian & Kirkpatrick, 2001). The provision of savings facilities can enable the poor to accumulate funds in a secure place over time in order to finance a relatively large, anticipated future expenditure or investment, and can sometimes provide a return on their savings. A degree of illiquidity that is to say, the state of a security that cannot easily be sold or exchanged for cash without a substantial loss in value; is sometimes preferred by savers, in order to provide extra discipline, and ensure the money can't be used for anything other than the purpose originally envisaged. Grootaert C. (2009) postulated that more flexible savings facilities can also enable the buildup of reserves that can be used to smoothen consumption when there are unanticipated fluctuations in income and expenditure—a feature that can be particularly important for those with low and variable incomes. Similarly, insurance can provide protection against some types of shocks. These facilities can reduce the vulnerability of the poor, and minimize the negative impacts that shocks can sometimes have on long-run income prospects (e.g. if income-generating assets are sold at low prices out of necessity during a household crisis). Thus the value of financial services in helping the poorest to cope with risks can be as or more important than the expected financial return.

The mobilization of savings also creates an opportunity for re-lending the collected funds into the community. The availability of credit can strengthen the productive assets of the poor by enabling them to invest in productivity-enhancing new ‘technologies’ such as new and better tools, equipment, or fertilizers etc., or to invest in education and health, all of which may be difficult to finance out of regular household income, but which could provide for a higher income in future. The availability of credit can also be an important factor in the creation or expansion of small businesses, thus generating self- and wage-employment and increasing incomes (Grootaert C, 2009).

Deaton, (2004) stipulates that remittances from abroad and domestic transfers are an important source of income for the poor, and provide an additional means for them to diversify their sources of income, thus reducing vulnerability. The poor in developing countries often do not have access to ongoing, formal, financial services, and are forced to rely instead on a narrow range of often expensive and more risky informal services. This constrains their ability to participate fully in markets, to increase their incomes and to contribute to entrepreneurial development (Kotwal 2012).

In many countries, semi-formal channels such as microfinance institutions play a role in providing financial services to the poor. While some of these microfinance institutions have had a significant impact on poverty, others have been less successful, making it difficult to draw conclusions about the overall impact of financial institutions on poverty reduction. Microfinance institutions generally cannot mobilize funds on a large scale and pool risks over very large areas in the way that more traditional, formal financial institutions can. And most microfinance institutions have only limited coverage; other types of non-commercial institutions such as postal banks, development banks and credit unions, are often more significant in terms of client numbers. Even so, all these institutions are reaching only a minority of the bankable population. So while the informal, semi-formal and non-commercial sectors have an important role to play, they cannot adequately fill the gap in financial services provision by themselves. (Deaton, 2004).

Goodland *et al*, (2005) voiced that the barriers to widening financial services provision by private sector institutions in the formal financial sector - particularly commercial banks - must therefore be addressed in order to tackle this problem on an adequate scale. But even the development of the financial sector in ways unrelated to widening access can serve to reduce poverty indirectly, through the impact on economic growth.

2.2.7 Provision of Loan to Women at Low Interest Rate

Interest rate may reduce the vulnerability of the poor to obtain a loan from microfinance institution. Microfinance institutions provide loans at low interest rates as compared to commercial intuitions, this enables the poor to obtain loans so as to invest in small projects affordable to them thus improving their way of life and reducing poverty which is still a big problem that many women entrepreneurs face (Johnson, 2005).

McKinnon (2000) explained this with an illustration of a farmer who cannot afford a particular investment out of his own savings – he needs to borrow in order to buy some piece of equipment, which would increase his productivity, and enable him to earn a higher income thereafter. Thus by mobilizing savings, and hence increasing the availability of credit, financial intermediation facilitates investment in new technologies across the economy, increasing overall productivity.

Credit may also be made available to finance investment in education or health, and can thus promote the accumulation of human capital (De Gregorio, 2010). Thus savings mobilization can have a significant impact on growth by increasing investment, productivity and human capital. Savings facilities can also play an important role in reducing risk and vulnerability for the poor.

Risk management, acquiring information, and monitoring borrowers also contribute to savings mobilization, because they increase the potential reward, and reduce the risks associated with saving through financial institutions. This implies that women to develop the culture of savings, they should be mobilized to save and also should be sensitized about the importance of saving.

2.3 The Ways through Which Specific Activities of Microfinance Organizations Empower Women

Pride microfinance institution should typically be established by leaders with strong feminist ideology or group of women who desire to address one or more aspects of women's rights abuse.

With the Strategies of environmental advocacy Pride microfinance institution has focused on raising public awareness on women rights abuse, their impacts, and other issues in order to prevent them. They advocate for gender equality through various measures including activism. They support women activists and organize public protests that are often the most effective methods to mobilize the public and get the attention of law-makers. They link people with the political processes, so that they can demand responses from governments based on their constitutional and other rights. They partner with local media to get the word out in order to increase awareness among the public about women's rights issues and the needs to address them. They act as watch dog groups to protect the rights of women from abuse by social groups, caste groups and religious groups that methodically subjugate women to multiple forms of oppressions in the name of tradition, culture and religion, (Agbola, 2002). Korten (2009) stipulates that changing societal attitudes and community practices by active participation and involvement of both men and women in pride microfinance institution, mainstreaming a gender perspective in the development process, elimination of discrimination and all forms of violence against women and the girl child.

korten, (2009) stipulates that building and strengthening partnerships with civil society, particularly women's organizations, equal access of women to health care, quality education at all levels, career and vocational guidance, employment, equal remuneration, occupational health and safety, social security and public office, strengthening legal systems aimed at elimination of all forms of discrimination against women.

Pride microfinance institution use interpersonal methods of communication, and study the right entry points whereby they gain the trust of the community they seek to benefit. They would also have a good idea of the feasibility of the projects they take up. The significance of this role to the government is that Pride microfinance institution can communicate to the policy-making levels

of government, information about the lives, capabilities, attitudes and cultural characteristics of people at the local level, (Rowlands, 2009).

The involvement of voluntary organizations, associations, federations, trade unions, non-governmental organizations, women's organizations, as well as institutions dealing with education, training and research will be ensured in the formulation, implementation, monitoring and review of all policies and programs affecting women. Towards this end, they will be provided with appropriate support related to resources and capacity building and facilitated to participate actively in the processes of the empowerment of women, (Margaret, 2008).

Microfinance activities should be clearly defined in laws or regulations, including the array of products permitted such as micro savings and perhaps other products such as micro insurance. Of particular importance is the definition of microcredit, which may include loan amount, term, frequency of payments, underwriting methodology and other criteria. Defining microfinance as one institutional form may curb competition, encourage regulatory arbitrage, or hinder formalization and integration of unregulated or informal providers into the regulated financial sector. This may impact other areas of regulatory concern, such as the ability to control financial crimes, when a number of unregulated financial services providers are outside the supervisory fold, (Aryeetey, 2009).

Pride microfinance institution should find effective ways to support women and enable them to mobilize for change comes from within them, not from outside. Collective empowerment involves individuals working together to achieve a greater impact than they could have achieved alone. In fact, the collective empowerment is very closely related to the personal level since without empowerment at a personal level it is very hard for an individual to be active collectively. Community empowerment includes some elements such as working together, participation in pride microfinance programs and community awareness. The concept of working together refers to individuals who are interested to work with the other people in different context, to share their skill and knowledge, (Margaret, 2008).

Permission to engage in sophisticated activities should be substantiated by management's experience and ability to identify, control and mitigate more complex risks so that women can be empowered. Regardless of the regulatory and supervisory framework in place, microfinance customers must have a means to verify whether their institution is regulated and or supervised by the banking or other financial authority, (Mitlin, 2002).

Microcredit providers may require cash collateral to demonstrate a borrower's ability to make payments and to serve as security for the loan. These are frequently termed "compulsory savings." These funds are sometimes deposited in a third-party bank or kept in low-risk securities, so as not to be intermediated by the microfinance institution. As long as the loan balance exceeds the amount of cash collateral and the collateral is not intermediated, there is no risk to the "depositor" and this activity should not trigger prudential oversight. Further, in situations where the cash collateral exceeds the loan balance temporarily, the costs to prudentially regulate and supervise such exposures would likely outweigh the risks, although supervisors should continue to monitor the level and materiality of these exposures in their jurisdictions to avoid undue risk to customer funds, (Mkandawire, 2002)

Margaret, (2008) contends that because gender discrimination and women's rights abuse are systemic, deep-rooted problems with various dimensions across the country, solutions to address them also need to be multi-dimensional and holistic involving various sectors of the society. Women empowerment Pride microfinance institution, due to their mission-focused nature, are in a unique position to play pivotal roles to link various players including the general public, communities, religious groups, governments, and businesses. They also highlight various issues of gender inequality and inequity in order to stimulate responses from them. Although the typology and scopes of Pride microfinance institution with overall missions of women empowerment vary, four types of them have high impacts and are more visible than the others. They are: grassroots women self-help Pride microfinance institution, women's rights advocacy Pride microfinance institution, women's economic development Pride microfinance institution, and international women empowerment, (Agbola, 2002).

Pride microfinance institution should grow from within communities, initiated by groups to promote the welfare and economic opportunities of women who are community residents. They

focus on short-term income generation projects, such as cottage industries for women in communities, so that long-term empowerment can be achieved. Grassroots women's self-help group Pride microfinance institution need little or no intervention from outsiders, although information and technical advice from other established women Pride microfinance institution can help them greatly in their efforts and impacts. During the past few years, there is a tremendous growth of this type of grassroots of Pride microfinance institution around the country both in urban and rural areas, (Korten, 2009).

2.4 The Challenges Women Face in Accessing Pride Microfinance Activities

Insufficient information on finance

Access of information is important both from the SME perspective and from the provider of the financial services. The SMEs requires information in which to identify the potential supplier of the financial services. This information is useful in evaluation of the cost of the financial services that are being offered. Lack of awareness about financial assistance in the form of loans and schemes by the institution in the financial sector, hinders the sincere effort towards women entrepreneurs from reaching those in the rural and backward areas. Poor understanding of financial terminologies and lack of understanding of credit processes and the role of credit bureaus places women at a disadvantage. Despite the resources available, from private and public development finance institutions, few women know about them, their products and how to access them. Even when they have access to information on the financial services and market opportunities available to them, women may be less equipped to process it. Their lower levels of literacy and lack of exposure to other languages, especially relative to male family members, hampers women's ability to benefit directly from information that is provided in writing or in languages other than those they speak at home (UNDP, 2007 and Ngimwa *et al.*, 1997) and to fully understand the conditions of complex financial products available to them (Brown, 2001). This matters as demonstrated by Cole *et al.*'s (2009) experimental work in India and Indonesia that finds financial literacy as a strong predictor of demand for financial services. This is worsened by the low level of training among women entrepreneurs. This reality of perception of women's low education, skill level and work experience may further lessen their attractiveness to lenders. Entrepreneurial education and training has been noted to have a significance role in

stimulating entrepreneurship and self-employment (Namusonge, 2006). Women entrepreneurs are also noted to be operating under low levels of technology which is not appropriate for their entrepreneurial operations (UNIDO; 2003, GoK; 2005). Research also shows that majority of women entrepreneurs in Kenya who are located around Nairobi, come from disadvantaged social backgrounds and are not well informed about business process operations hence fail to take opportunities as they come along (ILO;2008).

Globally, women face legal obstacles in starting and running a business. According to World Bank report (2012) on Women Business and Law, women in Middle East and North African countries have fewer inheritance rights than men. The report also indicates that women only own one percent of the world's property and in two thirds of countries, legal rights of women decline with marriage. In Kenya although inheritance laws were raised with the succession Act of 1981 women have rarely inherited land and other property in their own rights. Legal regulations and customary rules often restrict women's access to and control over assets that can be accepted as collateral such as land or livestock. Women are much less likely to have land titled under their name, even when their families own land, and are less likely than men to have control over land, even when they do formally own it. Biased inheritance rights often grant land to male relatives, leaving both widows and daughters at a disadvantage (Agarwal, 2003). Neither the state mandated agrarian reforms of past decades that granted much of the land to —household heads, who were typically men, nor the more recent market-assisted land reforms have led to significant improvements in women's access to and control over land (Deere and Leon, 1997 and Bezner Kerr, 2008). Even in countries where laws do protect women's land rights, these laws tend to be loosely regulated and implemented (USAID, 2003). Women's control over their families' livestock varies by culture (Tipilda and Kristjanson, 2008). Yet, typically, men are responsible for the purchase, sale or pawning of large animals, such as cows, horses and oxen, while women tend to claim control over small animals such as goats, sheep, poultry and pigs (World Bank, 2008b; IFAD, 2004, and; Miller, 2001).

Finally, in settings where men are portrayed and perceived as the main breadwinner, women's ability to offer family assets as collateral and their incentives to invest in productive activities are influenced by family dynamics that are likely to prioritize men's investments (Ospina, 1998).

According to ILO (2008), women in Uganda make up nearly half of small and medium enterprises owners and 40 percent of small holder farm managers yet they have less than 10 percent of the available credit and less than 1 percent of agricultural credit

Microfinance practitioners have long argued that such high interest rates are simply unavoidable, because the cost of making each loan cannot be reduced below a certain level while still allowing the lender to cover costs such as offices and staff salaries. For example, in Sub-Saharan Africa credit risk for microfinance institutes is very high, because customers need years to improve their livelihood and face many challenges during this time. Financial institutes often do not even have a system to check the person's identity. Additionally they are unable to design new products and enlarge their business to reduce the risk. The result is that the traditional approach to microfinance has made only limited progress in resolving the problem it purports to address: that the world's poorest people pay the world's highest cost for small business growth capital. The high costs of traditional microfinance loans limit their effectiveness as a poverty-fighting tool. Offering loans at interest and fee rates of 37% mean that borrowers who do not manage to earn at least a 37% rate of return may actually end up poorer as a result of accepting the loans, (Vincent, 2014).

Better-off community members may cheat poorer or less-educated neighbours. This may occur intentionally or inadvertently through loosely run organizations. As a result, many microfinance initiatives require a large amount of social capital or trust in order to work effectively. The ability of poorer people to save may also fluctuate over time as unexpected costs may take priority, which could result in them being able to save little or nothing some weeks. Rates of inflation may cause funds to lose their value, thus financially harming the saver and not benefiting collector, (Rutherford, 2009).

Adams and Pischke (2007) argued that lack of fund is always perceived as the most important problems for the micro entrepreneurs rather than product price, modern input costs, low yield etc because it is easier for donors and government to give credit than providing other support. This is the dominant reason behind launch of so many micro credit programmers. They also believe that reliable access to small and short-term loan is more important for poor micro entrepreneurs than

large and long-term loans. They emphasized the role of expanding services to savings for formal financial institutions by two ways and these are developing financial institutions which can deal in small transactions efficiently and Innovation to assist more poor people to become credit worthy and to have long term relationship with formal financial institutions.

Few MFIs meet the needs for savings, remittances or insurance. Emielu SA (2008) observed entrepreneurs do not have easy access to micro finance factors for their entrepreneurial activity and as such have low business performance due to lack of infrastructure facilities. There is no doubt that micro finance plays an important role in the reduction of poverty in many developing countries that have experienced fast economic growth in Southeast Asia. The creativity and contributions of a large number of the poor who may not be formally employed are captured through the community based micro-finance strategies in those countries. Micro- finance activities, where well organized, are highly dynamic with strong profit margins and significant growth potential. There is, however, a number of problems associated with small unit enterprises sponsored under this micro financing scheme. Such problems include: - lack of access to credit by the poor in the society, limited managerial and technical skills, which hinders the prospect of the scheme, and lack of information about marketing their products. The constraints listed above are some of the inherent problems in micro financing, which the financial sector would need to address, (Vincent, 2014).

2.4.1 Institutional Inefficiencies.

The major problems with formal financing are inadequacy and delayed processing. Microfinance has tried to avoid these two problems but are lacking on part of their cost of lending. Vincent (2007) concluded that access to credit promotes a sense of entrepreneurship. However, only 5% of the micro credit demand is fulfilled leaving a great potential to this sector to grow. The author is very optimistic about the role of microfinance and entrepreneurship and stated that “Despite several challenges ahead, this emerging industry, and the process of sustainable entrepreneurship combine to offer a potential alleviation solution to the poverty crisis of the 21st century, and into a sustainable future” (Vincent,2014).

2.4.2 Limited Management Capacity in MFIs.

Grootaert, (2009) stipulates that given the potential of micro- finance to alleviate poverty and stimulate economic growth in a poor developing country, it is necessary to develop a viable and responsive financial services strategy for the poor in developing countries. One active way that has been used to attract commercial banks to low-income clients in some countries is through the use of financial intermediaries operating closer to the target clients. If there is strong emphasis on savings mobilization, micro-finance would effectively bring help to the low income people to increase and stabilize their income and assets. In this regard, the role of the financial sector in savings mobilization cannot be over-emphasized.

Emielu (2008) contends that the absence of microfinance institutions in most rural communities in Uganda has made the CBN's drive to enhance the cultivation of savings culture or habit among our rural populace ineffective. The rural communities and in particular, the low income group in the society have their own traditional machinery for mobilizing savings, and sometimes it would be beneficial to build on such tradition in operating these schemes. If the formal financial sector can tap into these traditional entities and be prepared to pay the appropriate interest rates, it would have succeeded in fulfilling its role as financial Intermediaries and, thus, facilitate access to banking and other financial devices by the poor.

Mitlin, (2002) postulates that the recent initiative by microfinance institutions to set aside 10 percent of their profits before tax for equity participation in small and medium scale industries is noteworthy, but would not likely fully address the financing problems of the rural sector. He added that the main issue that needs to be vigorously addressed is how to mobilize savings for micro finance. The poor in the society have demonstrated tremendous capacity to use their limited access to financial services to improve themselves and what they need is an empowerment to do so. This can be done by developing sound, innovative, autonomous and responsive financial intermediaries that are located very close to the target areas. Such financial intermediaries should be able to: Mobilize savings from rural communities and low income earners, Liaise with external bodies to obtain funds; Provide other formal products and lending services targeted at the client; Provide social banking and other technical services to the poor such as project, and business plan preparation, capacity building and providing market

information; Coordinate loan recovery efforts and manage funds received from community groups using banks and generate and manage a set of information system for record keeping, monitoring and evaluation (Emielu, 2008).

The monetary authorities can contribute significantly to reducing poverty in Uganda through improvements in the macroeconomic environment and ensuring the soundness and stability of the financial system. With regard to the macroeconomic policy environment, the CBN has an important role by ensuring that price stability remains its primary policy objective. This is important because in a macroeconomic environment characterized by high inflation and exchange rate instability, it is the poor that are the most vulnerable group in the society that suffer most and bear the brunt of the instability. This is because they do not hold or have access to assets that they could use as hedges. Thus, monetary policy that guarantees medium to long-term price stability would protect the poor, facilitate economic growth and, hence, indirectly contribute to reducing poverty in the country (Mitlin, 2002).

A sound, stable and efficient financial sector is necessary for the attainment of the main macroeconomic objectives, including sustainable output and employment growth. An efficient financial sector improves the demand for money and, therefore, the process of physical capital accumulation, which promotes economic growth, a prerequisite for poverty reduction (Aryeetey, 2009).

2.5 The Viable and Sustainable Ways to Address The Challenges Women Face in Accessing Specific Activities of Pride Microfinance Institution.

Margaret, (2008) stipulates that there should find effective ways to support women and enable them to mobilize for change comes from within them, not from outside. Collective empowerment involves individuals working together to achieve a greater impact than they could have achieved alone. In fact, the collective empowerment is very closely related to the personal level since without empowerment at a personal level it is very hard for an individual to be active collectively.

Korten, (2009) stipulates that changing societal attitudes and community practices by active participation and involvement of both men and women, mainstreaming a gender perspective in

the development process, elimination of discrimination and all forms of violence against women and the girl child; building and strengthening partnerships with civil society, particularly women's organizations. Equal access to women to health care, quality education at all levels, career and vocational guidance, employment, equal remuneration, occupational health and safety, social security and public office. Strengthening legal systems aimed at elimination of all forms of discrimination against women (Korten, 2009).

Government should use interpersonal methods of communication, and study the right entry points whereby they gain the trust of the community they seek to benefit. They would also have a good idea of the feasibility of the projects they take up, (Rowlands, 2009). The involvement of voluntary organizations, associations, federations, trade unions, non-governmental organizations, women's organizations, as well as institutions dealing with education, training and research will be ensured in the formulation, implementation, monitoring and review of all policies and programs affecting women. Towards this end, they will be provided with appropriate support related to resources and capacity building and facilitated to participate actively in the process of the empowerment of women, (Margaret, 2008).

Margaret, (2008) contends that because gender discrimination and women's rights abuse are systemic, deep-rooted problems with various dimensions across the country, solutions to address them also need to be multi-dimensional and holistic involving various sectors of the society due to their mission-focused nature, are in a unique position to play pivotal roles to link various players including the general public, communities, religious groups, governments, and businesses. They also highlight various issues of gender inequality and inequity in order to stimulate responses from them, (Agbola, 2002).

Women should grow from within communities, initiated by groups to promote the welfare and economic opportunities of women who are community residents. They focus on short-term income generation projects, such as cottage industries for women in communities, so that long term empowerment can be achieved, (Korten, 2009).

Korten, (2009) stipulates that women entrepreneurs should typically be established by leaders with strong feminist ideology or group of people who desire to address one or more aspects of

women's rights abuse. Strategies of advocacy environmental focus on raising public awareness on women rights abuse, their impacts, and other issues in order to prevent them. They advocate for gender equality through various measures including activism. They support women activists and organize public protests that are often the most effective methods to mobilize the public and get the attention of law-makers. They link people with the political processes, so that they can demand responses from governments based on their constitutional and other rights. They partner with local media to get the word out in order to increase awareness among the public about women's rights issues and the needs to address them. They act as watch dog groups to protect the rights of women from abuse by social groups, caste groups and religious groups that methodically subjugate women to multiple forms of oppressions in the name of tradition, culture and religion, (Agbola,2002).

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter contains the research design, area of study, population of study, sampling technique, sample size, sources of data, tools for data collection, analysis of data and presentation, limitation to the study, and ethical considerations of the study.

3.1 Research Design

Research design refers to the way the study is designed, that is the format used to carry out the research Mugenda and Mugenda (2003). The researcher employed in this research a descriptive research design.. Descriptive research is a type of research design used with the intension of obtaining both qualitative and quantitative aspect of data and to organize data in an effective and meaningful way and help the researcher collect data from population and got the description of existing phenomena as it existed by asking individuals about their perceptions, attitudes, behaviors and values.

3.2 Area of study

The study was conducted in Bukoto a suburb of Kampala in Nakawa Division because of its locations situated in the suburb of Kampala with various women entrepreneurs participating in business.

3.3 Study population

The study targeted the respondents from administration and loan officers and women entrepreneurs in business,

3.4 Sample size

The researcher selected 40 respondents to represent the whole population.

Table 3.1: showing the sample size

Category of population	Female	male	Sample size	Percentage(100)
Administrators	2	3	5	12.5
Loan officers	10	5	15	37.5
Women entrepreneurs benefited from pride microfinance loans	10	10	20	50
Total	22	18	40	100

3.5 Sampling techniques

Simple Random sampling was used and each department and the women entrepreneurs got an equal chance of being selected for sample where as purposive sampling was used for departmental head and loan officers because they possessed certain characteristics that were necessary for the study. Simple Random sampling was used and each department got an equal chance of being selected for sample. It aimed at eliminating mistakes, improving the levels of data accuracy and ensuring that at least every department is selected using random numbers and this helped the researcher pick up the section with which to start from.

3.6 Sources of data

3.6.1 Secondary data

The data was collected from the internet, libraries, journalists and other resource centers. Under this source, the data was obtained from books, financial reports, journals, magazines, newspapers and reports from the resource centers which back up quantitative data.

3.6.2 Primary data

The researcher got information directly from the staff members in pride microfinance and other respondents in Bukoto division, Kampala.

3.7 Data Collection Instruments

3.7.1 Questionnaire

Questionnaires were used to collect data from the selected respondents using structured questions. The questionnaire was developed on a five point Likert scales measuring from Strongly agree as response 1 to Strongly Disagree as response 5 (Sekaran, 2003). All questions were arranged in one direction and all the constructs were operationally defined. Questionnaires were used to obtain important information about the population. According to Sproul (1998), a self-administered questionnaire is the only way to elicit self-report on people's opinion, attitudes, beliefs and values. The questionnaire contained both closed-ended and also a few open ended questions. The questionnaire was designed to target women in business and employees of pride microfinance and a total of 40 respondents were targeted.

3.7.2 Interviews

An interview guide is a data collection instrument that a researcher used to obtain data through oral communication and face to face interactions. According to McNamara (2009), the strength of the general interview guide approach is the ability of the researcher to ensure that the same general areas of information are collected from each interviewee; this provides more focus than the conversational approach, but still allowed a degree of freedom and adaptability in getting information from the interviewee". Interviews guides were used because it was easy to fully understand someone's impressions or experiences, or learn more about their answers to questionnaires. Interview guide was used to respondents who could not read and interpret the questions as well as those who had limited time to answer the questions in the questionnaires. The interview targeted mainly women in business estimated about 10 respondents

3.8 Procedure of data collection

A letter of introduction to collect data was obtained from Uganda martyrs University. The researcher went ahead to seek permission from the pride microfinance located in Bukoto the central part of Kampala where data was collected. After being authorized, the subjects were sensitized about the tests that were done. The researcher went to the field and the introductory letter was presented to the respondents on request. Schedule was used for the researcher to suit in the respondent's time to avoid inconvenience and resultant biases. The introductory letter helped researcher formulate a strong report and confidence building with the respondents.

3.9 Data Quality Control

To improve the validity of the questionnaire, the researcher temperate the tools to fit the study objectives. This catered for language clarity, relevance and comprehensiveness of the content and standard length of questionnaire. Validity of instruments was ascertained by first of all discussing the questionnaire and interview guide drafts with the supervisor. The content validity of the instrument was found worthy executing for the pilot run and thus the study. Reliability is a measure of the degree to which a research instrument yields consistent results or data after repeated trials. To ensure reliability of the research instrument, the questionnaires was used to measure scale reliability and consistency.

3. 10 Data Presentation and Data Analysis

3.10.1 Data Presentation

The results of the findings were presented in frequency tables, bar graphs, pie-charts and description.

3.10.2 Data Analysis

Data analysis was done using statistical Package for Social Scientists (SPSS) in order to summarize the data for quick interpretation of results.

Quantitative data was generated from the questionnaires through data coding which was analyzed by using computer packages to get descriptive statistics in form of frequencies, percentages, mean variance and standard deviations in order to get general response to the questions in the likert scale. Qualitative was analyzed by testing the questionnaire on sample respondents before taking it to the field to make sure it met the required information for the study.

3.11 Ethical Considerations

The nature of the project anonymity was observed as some people did not want their names and age to be recorded. In this case the researcher obtained consent from all the respondents. The researcher observed extreme confidentiality while handling the responses and Information was availed to the respondents that the researcher would not cause any danger directly or indirectly and that participation was voluntary.

3.12 Limitations to the study

Lack of enough money and time to carry out research fully. However this problem was solved by the researcher through getting enough time and support and even soliciting enough funds from family members and relatives which enabled her carry out the research effectively.

Some respondents were too busy doing their work and were not willing to be asked some of the research questions which was going to affect the study. However the researcher approached the respondents during their free time and even convinced the management that the information obtained from them was to be treated with the highest degree of confidentiality

Communicating to some expected respondents was difficult due to cultural differences, language barriers and differences in behaviors which limited the research study. However, to ensure effective communication, the researcher used English language which at least every respondent understood.

CHAPTER FOUR

PRESENTATION, ANALYSIS, INTERPRETATION AND FINDINGS OF THE FINDINGS

4.0 Introduction

This chapter contains the presentation, analysis, interpretation and discussion of the findings. The results obtained from the study are presented in form of tables, frequencies, percentages and descriptions in line with the stated objectives and research questions in such a manner that the findings that each specific objective solicited have addressed each of the specific research questions. The presented findings have been interpreted in accordance to the objectives of the study and discussed in accordance with the discussion that had been initiated in chapter two, in the reviewed literature.

4.1 Demographic information.

Table 4.1: Gender of respondents

SEX	Frequency	Percentage (%)
Females	22	55
Males	18	45
TOTAL	40	100

Source: Primary data

The study results in table 4.1 above reveal that 55% of the respondents were females and then 45% of the target respondents were males. The study findings show that female respondents dominated the study. This means that the data provided in the study was mainly from the female point of view.

Table 4.2: The different categories of respondents

Category of population	Sample size	Gender		Percentage (%)
		M	F	
Administrators	5	4	1	12.5
Loan officers	15	14	1	37.5
Women entrepreneurs benefited from pride microfinance loans.	20	-	20	50
Total	40			100

Source: Primary data

The study results from table 4.2 indicate that women entrepreneurs benefited from pride microfinance loans were represented by 50%, while 37.5% of respondents were loan officers and 12.5% represented administrators. The study results indicate that women entrepreneurs dominated the study and this ensured of the findings since the women were able to give correct and accurate information in relation to the topic of study.

Table 4.3 The age of respondents participated in the study.

Age bracket (years)	Frequency	Percentage rate (%)
18-22	7	18
23-27	15	37
28-32	10	25
33-Above	8	20
Total	40	100

Source: Primary data

The study findings revealed that many research participants were in the age bracket between 23-27 years and these respondents were represented by 37% whereas respondents aged 28-32 years were represented by 25% and 20% was for people aged between 33 years - above. This indicates that all the people in the different age brackets were included in the study which ensured the

validity and reliability of the study results. The respondents were of a mature age and youthful thus they were able to give relevant information on the topic in question

Table 4.4: Working experience of the target respondents

Working experience	Frequency	Percentage (%)
less than one year	5	12
1 year	9	23
2-3 years	18	45
4 years and above	8	20
Total	40	100

Source: Primary data

The study findings in the table above show that 45% of the total respondents had worked for 2-3 years, while those who had worked for less than a year were represented by 13%. The results also indicate that 20% of the research participants had 4 years working experience and above while 23% was for people who had worked for 1year. The study revealed that at least all the target respondents who participated in the study had relevant experience in the field of loans and were able to give valid information which ensured the reliability and validity of the study findings.

Table 4.5: Education level of the respondents

Academic qualification	Frequency	Percentage rate (%)
School drop out	10	25
certificate	4	10
Diploma	11	27
Degree	12	30
Masters and others	3	8
Total	40	100

Source: Primary source

The study results show that respondents who had Diploma were represented by 27%, where as those with degree were represented by 30% and then 8% was for respondents who had Masters and other qualifications, respondents with certificate were represented by 10%. However, the study also included school dropouts. This implies that the largest number of respondents was educated, informed and able to give relevant information for the study.

Table 4.6: The key women empowerment activities of pride micro-finance in Bukoto the central part of Kampala

Women empowerment activities	SA		A		NS		D		SD	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Development of Women Entrepreneurs	25	62	10	25	2	5	3	8	0	0
Mobilization of women to save.	15	38	12	30	6	15	7	17	0	0
Investing in women's projects	12	30	18	45	4	10	6	15	0	0
Provision of financial services to women	30	75	6	15	4	10	0	0	0	0
Increasing overall productivity of women	18	45	12	30	4	10	6	15	0	0
Increasing the availability of credit to the women	16	40	14	35	3	8	5	12	2	5

Source: primary data

The study findings presented in table 4.6 shows that 62% of respondents strongly agreed that Development of women entrepreneurs is one of the key women empowerment activities of pride micro-finance in Bukoto the central part of Kampala, 25% agreed, 5% were not sure and 8%

disagreed with the statement. Basing on the study findings, majority of respondents strongly agreed with the finding implying that development of women entrepreneurs is one of the key women empowerment activities of pride micro-finance in Bukoto the central part of Kampala. This revealed that one of the key activities of Pride Micro finance is developing women entrepreneurs as a way of empowering the women in Bukoto in relation to Oyeniyi, (2007) who stated that increased level of entrepreneurial development and evolution of microfinance institution reduces and avoids pests such as bad or irresponsible husbands who take away money from their wives after making small savings from their projects thus reducing poverty.

The study findings revealed that 38% of respondents strongly agreed that mobilization of women to save is another key women empowerment activity of pride micro-finance in Bukoto the central part of Kampala, 30% agreed, 15% were not sure and 17% disagreed with the finding. Basing on the majority respondents it was revealed that Pride Micro Finance mobilizes women to save this will in time give them financial independence thus empowering them in the long run in line with Haddad, (2001) that by increasing the savings rate and the availability of savings for investment, facilitating and encouraging inflows of foreign capital, and optimizing the allocation of capital between competing uses, financial sector development can boost long-run growth through its impact on capital accumulation and on the rate of technological progress.

The study results reveal that 30% of respondents strongly agreed that investing in women's projects is another key women empowerment activity of pride micro-finance in Bukoto the central part of Kampala, 45% agreed, 10% were not sure and 15% disagreed with the statement. According to the study results and the percentages, the statement was confirmed true and relevant to the study. Pride micro finance has invested in several women projects this again has increased overall investment returns, and improves capital allocation, with a subsequent impact on growth in agreement with King and Levine, (2001) who stated that financial intermediaries that facilitate diversification may also increase technological change and thus entrepreneurial development.

The study results reveal that 75% of respondents strongly agreed that provision of financial services to women is also one of the key women empowerment activities of pride micro-finance in Bukoto the central part of Kampala and 15% agreed. However, 10% respondents were not

sure with the statement. This implies that Pride Micro Finance provides financial services to women in the area for example they hold workshops for the women and provide them with information on financial management and encourage them to save and offer women loans at low interest rates with no securities thus empowering them to grow and develop themselves. This is most especially catered for by creation of small savings groups such as SACCOS that don't require collateral security. This was in line with Ijaiya (2002) who stated that Individual savers are unlikely to have the time or capacity to collect process and compare information on many different enterprises, managers and market conditions before choosing where to invest. Thus high information costs may prevent capital from flowing to its highest value use. In addition, they will be less keen to invest in activities about which they have little information.

The study results reveal that 45% of respondents strongly agreed that increasing overall productivity of women is the key women empowerment activity of pride micro-finance in Bukoto the central part of Kampala, 30% agreed, 10% were not sure and 15% disagreed with the finding. The study results reveal that 40% of respondents strongly agreed that increasing the availability of credit to the women, 35% agreed, 8% were not sure, 12% disagreed with the statement. However, 5% of respondents strongly disagreed with the statement. This implies that Pride Micro Finance has put in place steps to increase overall productivity of women this has led to the empowering of women in Bukoto through monitoring the performance of enterprises on behalf of many investors who would not otherwise have the resources to do so individually –and to exercise corporate control creates the right incentives for the managers of the borrowing enterprises to perform well. Bencivenga and Smith (2011) agreed that financial arrangements that improve corporate control tend to promote faster capital accumulation and growth by improving the allocation of capital. The Researcher contends that many borrowers need to exert corporate control, which the majority of people lack and this helps them become successful entrepreneurs

According to the study results, majority of respondents strongly agreed that Provision of financial services to women is one of the key women empowerment activities of pride micro-finance in Bukoto the central part of Kampala.

Table 4.7: The ways through which specific activities of pride microfinance organization empower women

Response	SA		A		NS		D		SD	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Development of Women Entrepreneurs encourages women to setup their own businesses	25	62	10	25	2	5	3	8	0	0
Mobilization of women to save encourages women to gain financial independence	16	40	14	35	3	8	5	12	2	5
Pride Micro Finance holds workshops for the women and provides them with information on financial management.	12	30	15	38	6	15	7	17	0	0
with investing in projects this encourages women to work hard and develop this empowers women in the long run	25	62	10	25	2	5	3	8	0	0
Increasing the availability of credit to the women encourages women to borrow to invest in different projects	16	40	14	35	3	8	5	12	2	5

Source: Primary Data

The study findings presented in table 4.8 show that 62% of respondents strongly agreed that Development of Women Entrepreneurs encourages women to setup their own businesses, 25% agreed, 5% were not sure and 8% disagreed with the statement. Basing on the study findings, majority of respondents strongly agreed with the statement, this implies that Development of Women Entrepreneurs encourages women to setup their own businesses hence empowering them to leave on their own without having to rely on their husbands and spouses, this can be related to Oyeniyi, (2007) who asserted that development of women entrepreneurs

constrains their ability to participate fully in markets, to increase their incomes and to contribute to development, Increased level of entrepreneurial development and evolution of microfinance institution reduces and avoids pests such as bad or irresponsible husbands who take away money from their wives after making small savings from their projects thus reducing poverty.

The study results reveal that 40% of respondents strongly agreed that Mobilization of women to save encourages women to gain financial independence, 35% agreed, 8% were not sure, 12% disagreed with the statement. However, 5% of respondents strongly disagreed with the statement. This implies that Mobilization of women to save encourages women to gain financial independence. Thus with the saving the women make they are able look after themselves and buy assets and develop themselves financially, Risk management, acquiring information, and monitoring borrowers also contribute to savings mobilization, because they increase the potential reward, and reduce the risks associated with saving through financial institutions. De Gregorio, (2010) discussed that savings mobilization can have a significant impact on growth by increasing investment, productivity and human capital. Savings facilities can also play an important role in reducing risk and vulnerability for the poor.

The findings reveal that 30% of respondents strongly agreed that Pride Micro Finance holds workshops for the women and provides them with information on financial management, 45% agreed, 10% were not sure and 15% disagreed with the statement. This implies that Pride Micro Finance holds workshops for the women and provides them with information on financial management with this knowledge women can develop themselves propel themselves to success without having to rely on men for support. King and Levine, (2005) agreed provision of financial information to women can be of great advantages since it teaches them on how to prioritize their earning from the small businesses the own and help develop them into middle scale enterprises.

The study findings presented in table 4.8 shows that 62% of respondents strongly agreed that with investing in projects this encourages women to work hard and develop this empowers women in the long run 25%agreed, 5% were not sure and 8% disagreed with the statement. Basing on the study findings, majority of respondents strongly agreed with the statement. This implies that with investing in projects this encourages women to work hard and develop this

empowers women in the long run. This builds faith among women since they have a big partners behind them ready support them in all their endeavors thus creating empowerment. In agreement with Obstfeld, (2011) who stated that the ability to diversify risk by investing in many different innovation-based enterprises may make investments in otherwise prohibitively risky enterprises possible.

The study results reveal that 40% of respondents strongly agreed that increasing the availability of credit to the women encourages women to borrow to invest in different projects, 35% agreed, 8% were not sure, 12% disagreed with the statement. However, 5% of respondents strongly disagreed with the statement. This implies that increasing the availability of credit to the women encourages women to borrow to invest in different projects. Goodland *et al*, (2005) agreed that Interest rate may reduce the vulnerability of the poor to obtain a loan from microfinance institution. Microfinance institutions provide loans at low interest rates as compared to commercial intuitions, this enables the poor to obtain loans so as to invest in small projects affordable to them thus improving their way of life and reducing poverty which is still a big problem that many women entrepreneurs face.

Table 4.8: The challenges women in Bukoto the central part of Kampala face in accessing pride microfinance activities

Response	SA		A		NS		D		SD	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
The cost of making each loan cannot be reduced below a certain level while still allowing the lender to cover costs such as offices and staff salaries.	14	35	16	40	5	12	3	8	0	0
Lack of fund is always perceived as the most important problems for pride microfinance institution.	25	62	10	25	2	5	3	8	0	0
Financial institutes often do not even have a system to check the person's identity.	15	38	12	30	6	15	7	17	0	0
Inadequacy and delayed processing in pride microfinance is a challenge.	16	40	14	35	3	8	5	12	2	5
Low business performance due to lack of infrastructure facilities especially in rural areas give challenges to the pride microfinance institution.	14	35	16	40	5	12	3	8	0	0

Source: primary data

According to the table 4.8 above, 35% of respondents agreed that the cost of making each loan cannot be reduced below a certain level while still allowing the lender to cover costs such as offices and staff salaries. 40% of respondents agreed and 12% of respondents were not sure, 8%

disagreed with the statement. This implies that the cost of making each loan cannot be reduced below a certain level while still allowing the lender to cover costs such as offices and staff salaries. Thus some women cannot access the loans provided by pride microfinance since they can't be able to pay pack the interest rate to them it's a bit high.

The study findings presented in table above show that 62% of respondents strongly agreed that Lack of fund is always perceived as the most important problems for pride microfinance institution, 25% agreed, 5% were not sure and 8% disagreed with the statement. Basing on the study findings, majority of respondents strongly agreed with the statement. This implies most of the women face a challenge of lack of funds since to access the loans provided by Pride Micro Finance one has to have a minimum saving of a certain amount on their accounts and yet a number of women are able to raise the minimum savings thus rendering them unqualified to access the services provided by Pride Micro finance.

The study findings revealed that 38% of respondents strongly agreed that financial institutes often do not even have a system to check the person's identity, 30% agreed, 15% were not sure and 17% disagreed with the finding. This gives implication that financial institutes often do not even have a system to check the person's identity. This implies that Financial institutes often do not even have a system to check the person's identity this comes as a challenge to women accessing group loans since they are placed in groups of people they barely even know and since the financial institute cannot clearly identify the people to give access the loans hence leaving the burden to the group members this discourages very many women from accessing the loans with the fear that if one members disappears with money they are all held accountable.

The study results reveal that 40% of respondents strongly agreed that inadequacy and delayed processing of loans in pride microfinance is a challenge, 35% agreed, 8% were not sure, 12% disagreed with the statement. However, 5% of respondents strongly disagreed with the statement. Basing on the highest percentage, Inadequacy and delayed processing in pride microfinance is a challenge. This implies that Inadequacy and delayed processing of loans in pride microfinance is a challenge. The time taken for an individual to process a loan discourages very many women from accessing the services

According to the table above, 35% of respondents agreed that Low business performance due to lack of infrastructure facilities especially in rural areas give challenges to the pride microfinance institution, 40% of respondents agreed and 12% of respondents were not sure, 8% disagreed with the statement. The study results reveal that Low business performance due to lack of infrastructure facilities especially in rural areas give challenges to the pride microfinance institution. Very many businesses owned by women in the rural areas are housed in makeshift structures which discourage pride micro finance from providing financial services to owners for fear of uncertainties and calamities that may lead to total loss hence failure to pay back loans

Table 4.9: The viable and sustainable ways to address the challenges women in Bukoto, Kampala face in accessing specific activities of pride microfinance

Response	SA		A		NS		D		SD	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
The central government should set a lower bank rate to ease loan accessibility from microfinance institutions	14	35	16	40	5	12	3	8	0	0
Micro Finance institutions should introduce of biometric systems to clearly check identity of individuals	25	62	10	25	2	5	3	8	0	0
micro finance institution should put in place measure to speed up the process of accessing loans by individual	15	38	12	30	6	15	7	17	0	0
Encourage small business owners to keep their business records however small it may regardless of the location.	16	40	14	35	3	8	5	12	2	5

Source: primary data

According to the table above, 35% of respondents agreed that the central government should set a lower bank rate to ease loan accessibility from microfinance institutions, 40% of respondents agreed and 12% of respondents were not sure, 8% disagreed with the statement. This implies that the central government should set a lower bank rate to ease loan accessibility from microfinance institutions this will prompt micro finance institutions to lower their interest rates on loans enabling women to access loans at low interest rates.

The study findings presented in table above show that 62% of respondents strongly agreed that Micro Finance institutions should introduction of biometric systems to clearly check identity of individuals, 25% agreed, 5% were not sure and 8% disagreed with the statement. Basing on the study findings, majority of respondents strongly agreed with the statement. This implies that Micro Finance institutions should introduction of biometric systems to clearly check identity of individuals this will help curb the issue of poor identification of individuals accessing loans from pride micro finance this will encourage women to access loans without fear of group members disappearing with the money.

The study findings revealed that 38% of respondents strongly agreed that micro finance institution should put in place measure to speed up the process of accessing loans by individual, 30% agreed, 15% were not sure and 17% disagreed with the finding. This implies that micro finance institution should put in place measure to speed up the process of accessing loans by individual, with these measure in place they will ease accessibility of loans and services from micro finance institutions since most women are discouraged from taking loans because of the long processes involved they end up resorting to money lenders who cheat them in the long run.

The study results reveal that 40% of respondents strongly agreed that Encourage small business owners to keep their business records however small it may regardless of the location, 35% agreed, 8% were not sure, 12% disagreed with the statement. However, 5% of respondents strongly disagreed with the statement. This implies that micro finance institution should encourage small business owners to keep their business records however small it may regardless of the location with such information MFIs will be able to view the performance of the business without necessarily looking at the infrastructure of the business to determine viability of the business to pay back a loan this encourage various women to access women to grow their businesses and empower themselves.

CHAPTER FIVE

THE SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction

This chapter presents the summary of the findings, conclusion and recommendations in relation with objectives and area of further study.

5.1 Summary of findings

5.1.1 The key women empowerment activities of pride micro-finance in Bukoto the central part of Kampala

On the key women empowerment activities of pride microfinance in Bukoto findings revealed that pride microfinance carries out several activities to empower the women like Development of Women Entrepreneurs, Mobilization of women to save, investing in women's projects, Provision of financial services to women, increasing overall productivity of women, increasing the availability of credit to the women as agreed by majority of the respondents in the findings revealed above.

5.1.2 The ways through which specific activities of pride microfinance organization empower women

On the ways through which activities empower women findings revealed that development of women entrepreneurs encourages women to setup their own businesses. Mobilization of women to save encourages women to gain financial independence, Pride Micro Finance holds workshops for the women and provides them with information on financial management, with investing in projects this encourages women to work hard and develop this empowers women in the long run, Increasing the availability of credit to the women encourages women to borrow to invest in different projects. With the several activities mentioned have encouraged women empowerment through various aspects like self sustainability and financial independence

5.1.3 The challenges women in Bukoto the central part of Kampala face in accessing pride microfinance activities

On the challenges women face in accessing services from Pride micro finance finding revealed women face a problem of the cost of making each loan cannot be reduced below a certain level while still allowing the lender to cover costs such as offices and staff salaries hence keeping interest loans high for some individuals, there is also Lack of fund which is always perceived as the most important problems for pride microfinance institution, financial institutes often do not even have a system to check the person's identity which discourages some women from accessing funds, Inadequacy and delayed processing in pride microfinance is a challenge, and Low business performance due to lack of infrastructure facilities especially in rural areas give challenges to the pride microfinance institution.

5.1.4 The viable and sustainable ways to address the challenges women in Bukoto, Kampala face in accessing specific activities of pride microfinance

On the viable and sustainable ways to address the challenges findings revealed that the central government should set a lower bank rate to ease loan accessibility from microfinance institutions this prompt MFIs to set low interest rates on loans to encourage borrowing, Micro Finance institutions should introduce of biometric systems to clearly check identity of individuals to curb the issue of identity crisis at micro finance institutions, micro finance institution should put in place measure to speed up the process of accessing loans by individual and measure should be put in place to Encourage small business owners to keep their business records however small it may regardless of the location.

5.3 Conclusion.

The study concluded that development of women entrepreneurs, mobilization of women to save, investing in women's projects, provision of financial services to women, increasing overall productivity of women and increasing the availability of credit to the women are the key women empowerment activities of pride micro-finance in Bukoto, Kampala.

The study made a conclusion that the cost of making each loan cannot be reduced below a certain level while still allowing the lender to cover costs such as offices and staff salaries, Lack of fund is always perceived as the most important problems for pride microfinance institution, Financial institutes often do not even have a system to check the person's identity, Inadequacy and delayed processing in pride microfinance are the challenges women in Bukoto, face in accessing pride microfinance activities.

Pride microfinance institution should find effective ways to support women and enable them to mobilize for change comes from within them, not from outside, Collective empowerment should involve women working together to achieve a greater impact than they could have achieved alone, Community empowerment should include some elements such as working together, participation in pride microfinance programmes and community awareness and also Pride microfinance institution should use interpersonal methods of women empowerment are the ways through which specific activities of pride microfinance organization empower women.

The study concluded that the government should find effective ways to support women and enable them to mobilize for change comes from within them, not from outside, changing societal attitudes and community practices by active participation and involvement of both men and women in NGOS, Women entrepreneurs should use interpersonal methods of communication, and study the right entry points whereby they gain the trust of the community they seek to benefit and also the government should communicate to the policy-making levels of government, information about the lives, capabilities, attitudes and cultural characteristics of people at the local level are the viable and sustainable ways to address the challenges women in Bukoto face in accessing specific activities of pride microfinance

5.4 Recommendations.

The government should find effective ways to support women and enable them to mobilize for change comes from within them, not from outside, changing societal attitudes and community practices.

Community empowerment should include some elements such as working together, participation in pride microfinance programmes and community awareness.

Pride microfinance institution should have a system to check the person's identity

Collective empowerment should involve women working together to achieve a greater impact than they could have achieved alone this can be achieved by women working together to develop themselves through creating unions

The government should communicate to the policy-making levels of government, information about the lives, capabilities, attitudes and cultural characteristics of people at the local level.

5.5 Areas for further research

The researcher emphasized that the following areas for future research. They include;

Further research should be carried out on the effect of women empowerment on entrepreneurial development.

Further research should be carried out on the relationship between women empowerment and standard of living.

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APPENDIX1: INTERVIEW GUIDE

- a) For how long have you been part of pride microfinance limited, Bukoto the central
- b) Does pride microfinance institution offer loans to women?
- c) Do you think women in area are empowered?
- d) What is the importance of women empowerment?
- e) What are the key women empowerment activities of pride micro-finance in Bukoto,?
- f) What are the ways through which specific activities of Pride Microfinance empower women in Bukoto ?
- g) What are the challenges women in Bukoto, face in accessing pride microfinance activities?
- h) What are the viable and sustainable ways to address the challenges women in Bukoto face in accessing specific activities of pride microfinance?

APPENDIX 11: QUESTIONNAIRE FOR RESPONDENTS

Dear Sir/Madam,

I am Nakaweesa Noel, a final year student of Uganda Martyrs University, pursuing Bachelor of social development and counseling. As part of the requirement for the completion of my course, I am carrying out a study on the “Factors influencing the empowerment of women through the delivery of microfinance services.” You have been selected to be part of this study. The success of this study therefore depends on your kind of co-operation. You are kindly requested to answer these questions. The study is purely for academic purpose and all the information provided will be kept confidential.

Tick in the box or write down the answer if necessary.

SECTION A: BIO DATA

1. Sex

Male

Female

2. Age bracket

≤ 20 years $>20 \leq 30$ years

$> 30 \leq 40$ > 40 years

3. Marital status

Single

Married

4. Education level

PHD

Masters

Degree

Diploma

Certificate

Others (specify).....

5. For how long have you been part of pride microfinance limited, Bukoto the central part of Kampala?

1 -2 years 3-4 years 5-6 years

3-4 years Above 6 years

SECTION B: The key women empowerment activities of pride micro-finance in Bukoto the central part of Kampala.

6. The following are statements based on the key women empowerment activities of pride micro-finance in Bukoto. Indicate the extent to which you agree with them.

The key women empowerment activities of pride micro-finance in Bukoto Division, Kampala.	RESPONSES				
	1	2	3	4	5
a) Development of Women Entrepreneurs					
b) Mobilization of women to save					
c) Investing in women's projects					
d) Provision of financial services to women					
e) Increasing overall productivity of women					
f) Increasing the availability of credit to the women					
g) Improved standards of living of women entrepreneurs					
Others, specify					

SECTION C: the ways through which specific activities of pride microfinance organization empower women

8. The following are statements based on the ways through which specific activities of pride microfinance organization empower women. Indicate how much you agree or disagree with each statement by ticking on the appropriate option.

The ways through which specific activities of pride microfinance organization empower women	Responses				
	SA	A	NS	D	SD
Development of Women Entrepreneurs encourages women to setup their own businesses					
Mobilization of women to save encourages women to gain financial independence					
Pride Micro Finance holds workshops for the women and provides them with information on financial management					
with investing in projects this encourages women to work hard and develop this empowers women in the long run					
Increasing the availability of credit to the women encourages women to borrow to invest in different projects					
Others, specify					

SECTION D: the challenges women in Bukoto, face in accessing pride microfinance activities

7. The following are challenges women in Bukoto, face in accessing pride microfinance activities. Indicate how much you agree or disagree with each statement by ticking on the appropriate option.

The challenges women in Bukoto Division, Kampala face in accessing pride microfinance activities	Responses				
	SA	A	NS	D	SD
The cost of making each loan cannot be reduced below a certain level while still allowing the lender to cover costs such as offices and staff salaries.					
Lack of fund is always perceived as the most important problems for pride microfinance institution					
Financial institutes often do not even have a system to check the person's identity.					
Inadequacy and delayed processing in pride microfinance is a challenge					
Low business performance due to lack of infrastructure facilities especially in rural areas give challenges to the pride microfinance institution					
Limited managerial and technical skills may hinder the prospect of the scheme.					
Lack of information about the services offered by pride microfinance institution					
Others, specify					

SECTION D: The viable and sustainable ways to address the challenges women in Bukoto Division, Kampala face in accessing specific activities of pride microfinance

8. The following are statements based on the viable and sustainable ways to address the challenges women in Bukoto, Kampala face in accessing specific activities of pride microfinance. Indicate how much you agree or disagree with each statement by ticking on the appropriate option.

Statement	Responses				
	SA	A	NS	D	SD
The central government should set a lower bank rate to ease loan accessibility from microfinance institutions					
Micro Finance institutions should introduce of biometric systems to clearly check identity of individuals					
micro finance institution should put in place measure to speed up the process of accessing loans by individual					
Encourage small business owners to keep their business records however small it may regardless of the location.					
Others, specify					

THANK YOU