



# Private Service Provider (PSP)

## A REVIEW PSP INCOMES, LIVELIHOODS, AND MOTIVATIONS WORKING WITH EXPANDING FINANCIAL INCLUSION (EFI) IN AFRICA

### EFI PROJECT BACKGROUND

In 2013, Catholic Relief Services (CRS) – with support from the MasterCard Foundation – launched the Expanding Financial Inclusion in Africa (EFI) program in Burkina Faso, Senegal, Uganda, and Zambia. The goal of EFI is to expand financial service access to vulnerable households to improve their resilience, and does so by creating Savings and Internal Lending Communities (SILCs) using the Private Service Provider (PSP) methodology. To date, EFI has surpassed its original targets, forming more than 20,000 groups and reaching more than 543,000 members.

### PSP INCOME, LIVELIHOOD, AND MOTIVATION

EFI has conducted in-depth research about PSP work, income, and lifestyle. The study allowed EFI researchers to triangulate data from the PSP Pricing Study and the mid-term evaluation to understand whether PSPs were being paid and if so, how much and how often.

### METHODOLOGY

The researchers developed mixed-methods surveys for PSPs, apprentices, and PSP network leaders. These surveys included multiple choice and short answer questions, as well as a participatory ranking exercise in the Network and Apprentice surveys. For a majority of the multiple choice and the participatory ranking exercise questions, explanations were recorded, while the enumerators wrote down respondents' answers to the other questions. Then two types of analysis were performed: a quantitative analysis for the multiple choice and participatory ranking exercise; and a qualitative analysis of short answers, which were coded by theme, summarized and/or counted.

### QUICKFACTS

Project Type	Savings-led microfinance
Partner	Mastercard Foundation
Project location	Africa
Countries	Burkina Faso, Senegal, Uganda, and Zambia
# of people served	543,000
Timeframe	2013-2017

To identify respondents, the researchers randomly sampled PSPs and apprentices from two partners per country, resulting in 160 PSPs sampled from 8 partners. Of the sampled PSPs, 154 were interviewed. The interviewers included EFI Regional staff and project implementing organization staff members.

### MAIN FINDINGS

- 87% of PSPs said that their income from SILC activities is amongst their top three income sources.
- 44% percent of PSPs interviewed said that they earned more from PSP work than any other income generating activity.
- The average PSP earns approximately \$51 per month, roughly 43% of their total monthly income.
- The average PSP manages a portfolio of 25 groups. This results in the PSP working an average of 22 hours a week spread out over 5 days, and visiting 11 groups.



The Expanding Financial Inclusion in Africa project is funded by the MasterCard Foundation and implemented by Catholic Relief Services in Burkina Faso, Senegal, Uganda, and Zambia. For more information, please e-mail [efiafrica@crs.org](mailto:efiafrica@crs.org)