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Abstract:
The overall objectives of the study was to investigate the Micro finance services and Customers' satisfactions in Tanzania taking FINCA (T) as the case study, Specifically, the study intended to investigate whether Micro finance services offered are relevant to Tanzania Micro and Small Enterprises (MSEs) and to examine if relevancy of Micro financial services and clients' satisfactions are not independent. The results for the analysis of FINCA (T)'s and Clients' satisfaction revealed that terms and conditions, products development and innovation, customers' problems handling services at promised time and readiness and capacity to respond to clients' request are among the most important influential factors that make Micro financial services relevant to Micro and small Enterprises (MSEs) in Tanzania. However, it was pointed out that among the five factors mentioned terms and condition has been the main driving factors of attracting the main clients. With reference to the above mentioned factors, study also revealed that relevancy of Micro financial services and Clients satisfactions are independent with exception of one factor which show that there was relationship between Clients' satisfactions and Relevancy of Micro financial services. Therefore identifying the clients needs and the and revisiting the micro financing policies and improving the terms and conditions governing the leaning relationships will make the Tanzania Micro financial institutions to be market focused hence lead clients satisfactions.

Scholar articles
Relevancy of micro finance services and clients' satisfaction in Tanzania: the case of FINCA-Tanzania
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