

Welfare Survey Results 2022



Prepared by:

Arief Wibisono Lubis (Universitas Indonesia)

Rosita Ariel (YCAB Foundation)

Rofikoh Rokhim (Universitas Indonesia)

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Introduction

This report presents the results of YCAB Venture Client's Welfare Survey 2022 that was conducted by the Monitoring, Evaluation, and Learning division of YCAB Foundation in collaboration with a research team from the Faculty of Economics and Business, Universitas Indonesia. The welfare survey itself is conducted annually to track several key measures reflecting clients' wellbeing. In total, there were 400 clients surveyed based on a stratified sampling procedure according to locations and years of involvement with YCAB Ventures.

There are several aspects of multidimensional wellbeing that are being assessed from the clients, including financial wellbeing (capital, revenue, profit, and household expenditure), empowerment (self-efficacy, household decision-making authority, income contribution), digital literacy (the use of smartphone-based application for business activities), and children's education.

Highlights

- Several indicators improved in 2022, compared to the figures of 2021:
 - Business efficiency (higher profit, but capital and revenue are lower)
 - Asset ownership that can be used as collaterals (bankability)
 - Proportion of clients with savings over IDR 1 mio
 - Self-efficacy
 - Net Promoter Score
- Indicators related to the use of banking products and digital literacy declined.
- Capital, profit, and household expenditure after becoming YCAB clients increased on average by 31%, 25%, and 17%, respectively, while the increase in average profit per capita and household expenditure were 31% and 21%, respectively.
- Welfare of clients who have joined YCAB for more than 2 years tend to be superior compared to those who joined for 2 years or less, in terms of capital, profit, household expenditure, change in profit, change in household expenditure, self-efficacy, household decision-making authority, relative income to husband's income, savings ownership, ability to support child's education to the university level)
- The use of technology (apps) for business is still relatively low, particularly among clients who have joined for more than 2 years.

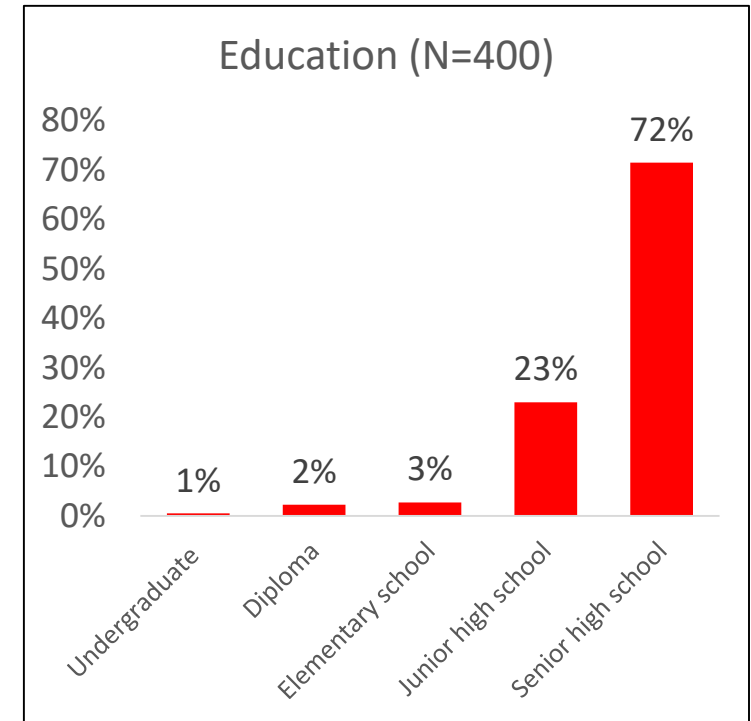
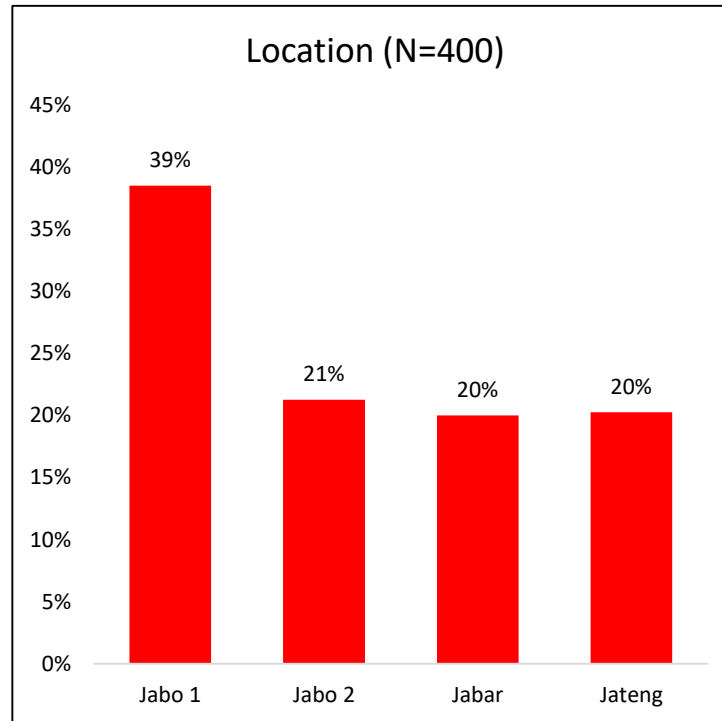
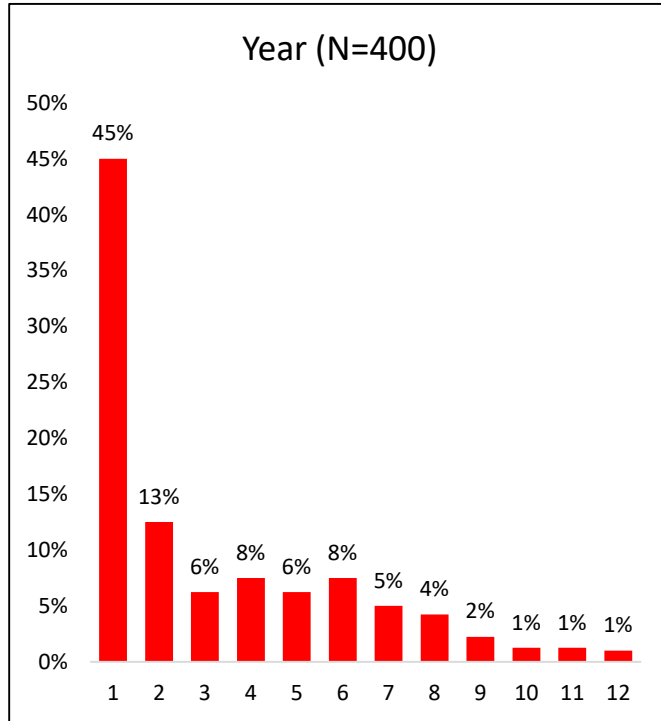
Summary of Indicators (1/2)

Variables	Rapid Survey 2018 (N=318)	Welfare Survey 2019 (N=1415)	Welfare Survey 2020 (N=393)	Welfare Survey 2021 (N=400)	Welfare Survey 2022 (N=400)
Financial Welfare					
Monthly expenditure (IDR 000)	7,790	9,720	8,500	8,826	5,505
Monthly revenue (IDR 000)	11,607	14,520	13,100	14,367	13,632
Monthly profit (IDR 000)	4,183	4,800	4,600	5,552	8,127*
Monthly profit per capita (IDR 000)	1,043	N/A	N/A	1,785	2,459
Bankability					
Ownership of collateral asset	N/A	81%	N/A	85%	97%
% of clients with savings	58.18%	72%	69.00%	85%	77%**
% of clients with savings of more than IDR 1 mio		35.00%	46.00%	47.00%	56%
Need for additional loan		N/A	84%	61%	76%
Have loan elsewhere		N/A	79%	40%	37%
The use of banking products					
Bank account		36%	N/A	93.00%	72%
ATM		37%	N/A	84.00%	70%
Bank credit		10%	N/A	0%	0%
Time deposit		2%	N/A	1%	0%

Summary of Indicators (2/2)

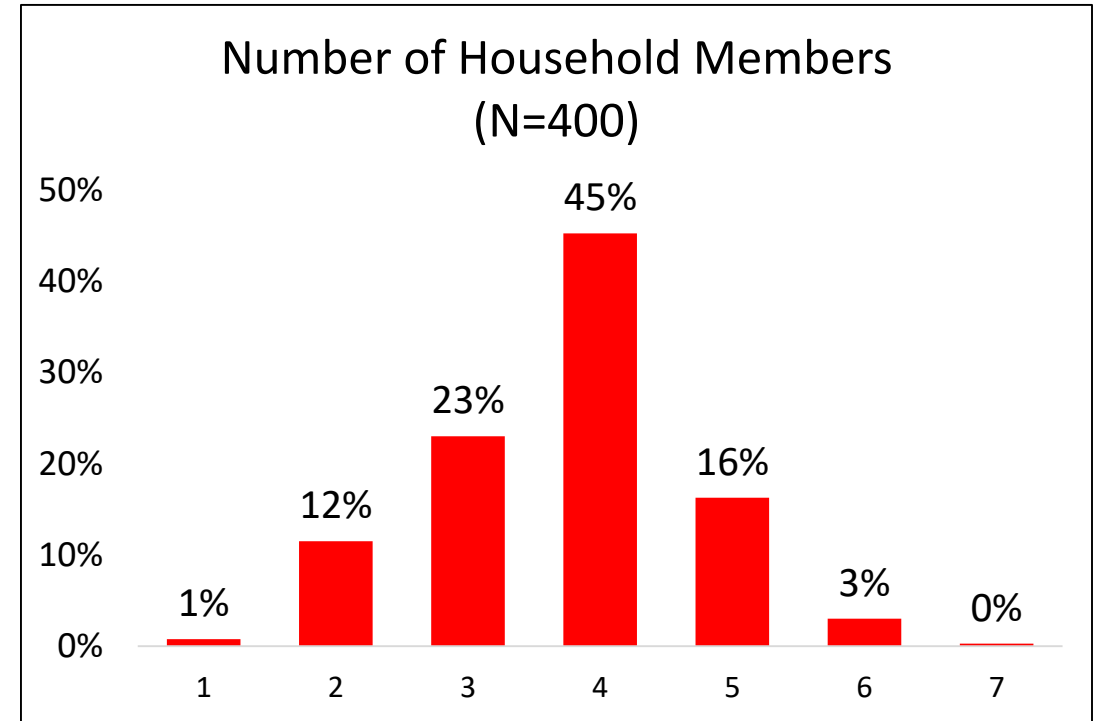
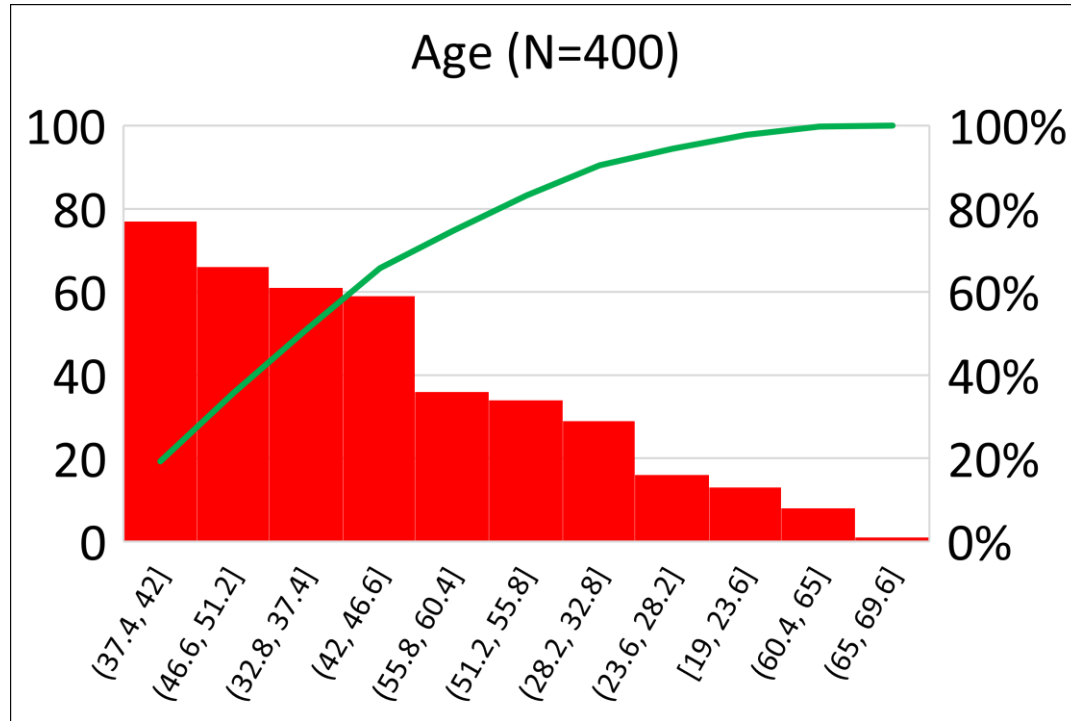
Variables	Welfare Survey 2019 (N=1,415)	Welfare Survey 2020 (N=393)	Welfare Survey 2021 (N=400)	Welfare Survey 2022 (N=400)
Digital literacy				
Smartphone ownership	N/A	N/A	98.00%	95%*
WhatsApp use	N/A	89.00%	100.00%	98%
Apps for business use	N/A	24.00%	29.00%	27%
Self-efficacy				
Managing business finance	8.4	7.7	7.84	7.86
Managing household finance	8.5	7.7	8.06	8.14
Participating in training for self-development	7.5	6.8	7.41	7.54
Planning for the future	8.6	7.5	7.78	7.68
Problem solving	8.3	7.6	7.80	N/A
Decision making	8.4	7.7	7.87	7.62
Making friends	9	8.4	8.36	N/A
Net Promoter Score	N/A	N/A	7.43	8.15
PPI Score	N/A	N/A	88.47	86.95
Probability of living below USD 3.2	N/A	N/A	7.10%	8.2%**

Clients' Profile (1/2)



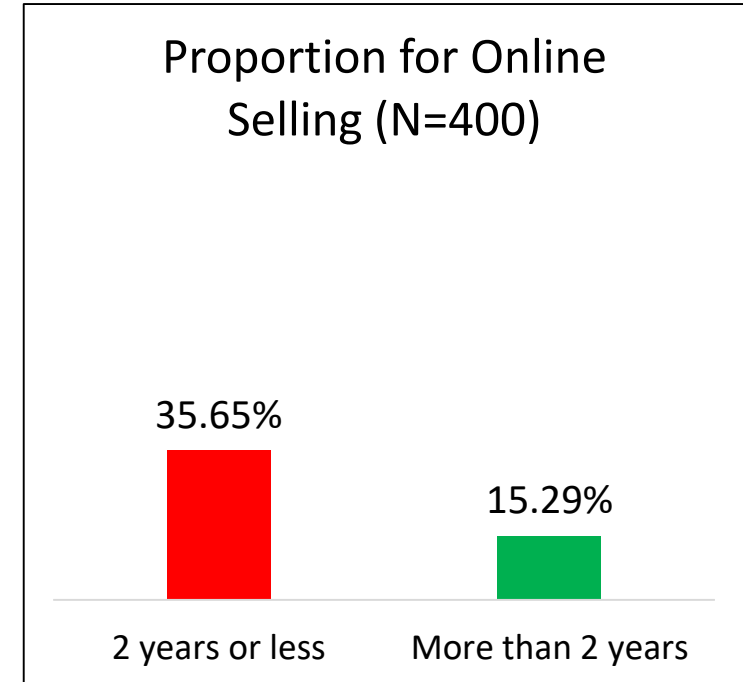
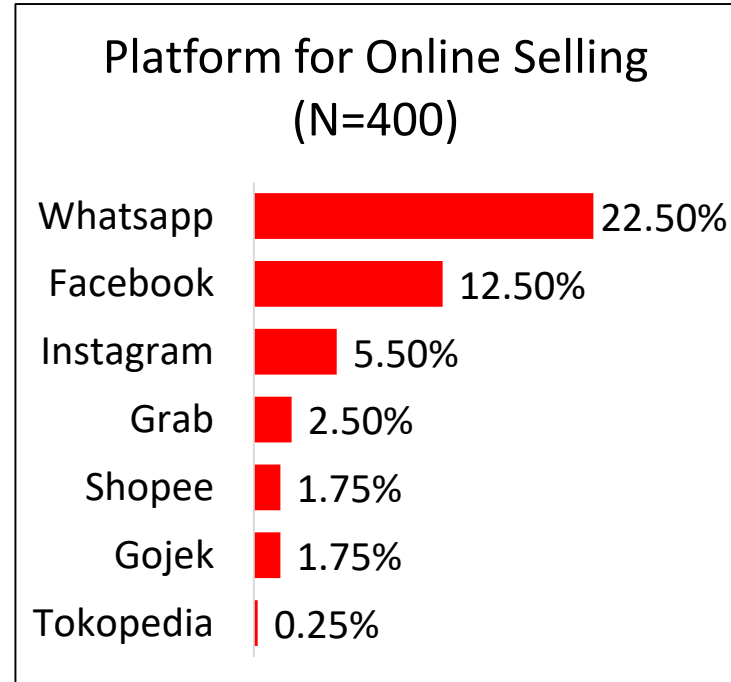
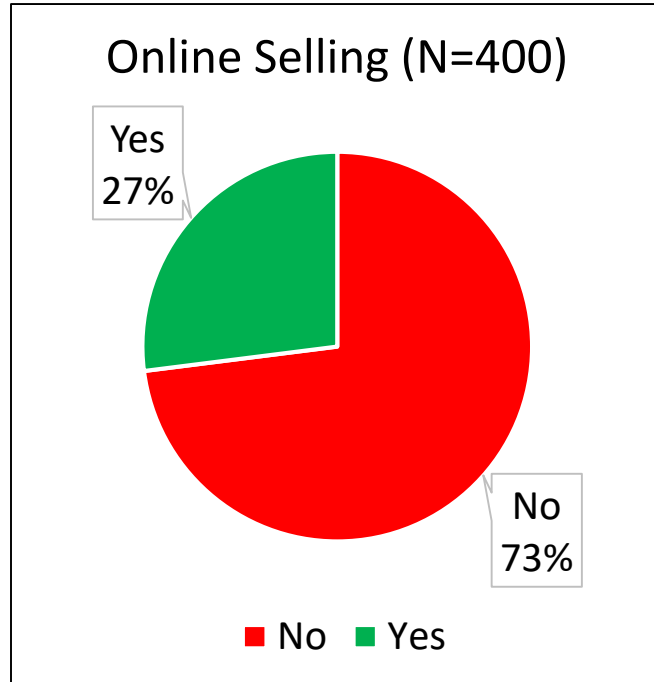
- Most respondents were clients from Period 1 (45%), and from Jabo 1 area (39%).
- The majority of respondents (72%) were senior highschool graduates.

Clients' Profile (2/2)



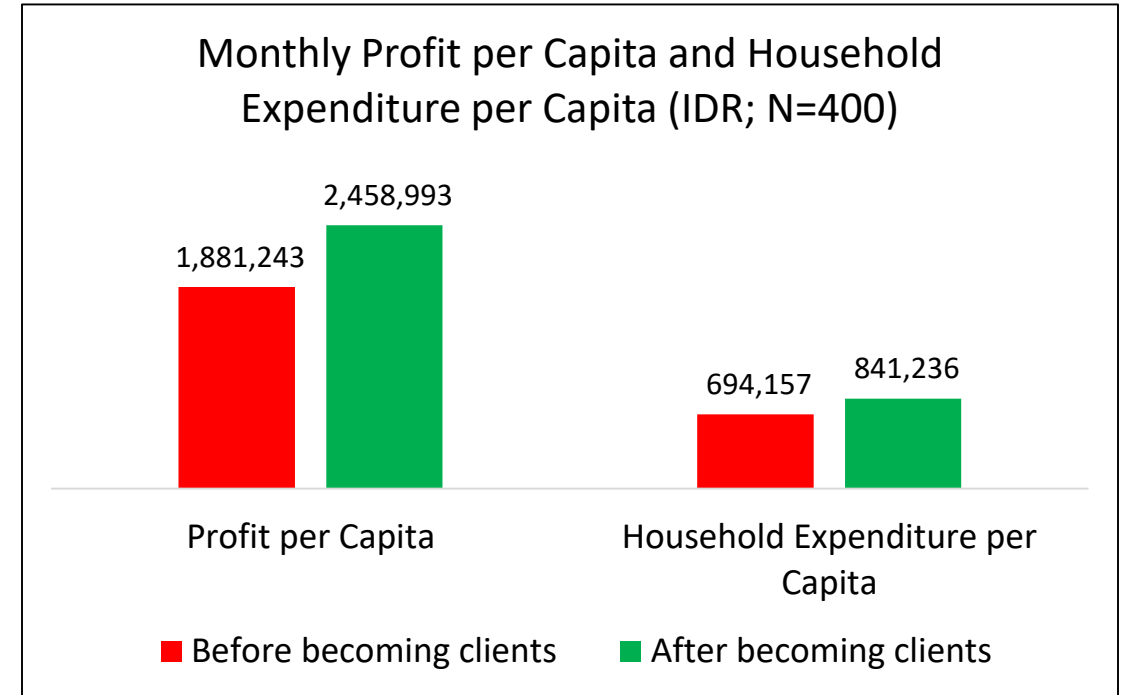
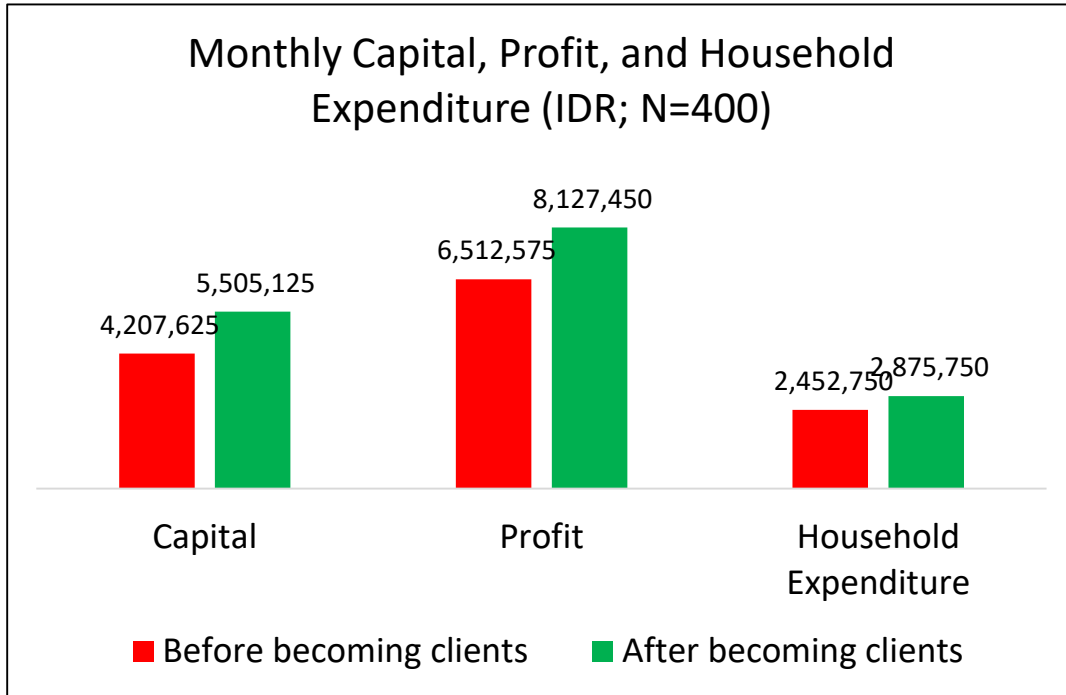
- The average age of the respondents was 43 years-old.
- Most respondents (45%) have 4 people in their households.

Online Selling



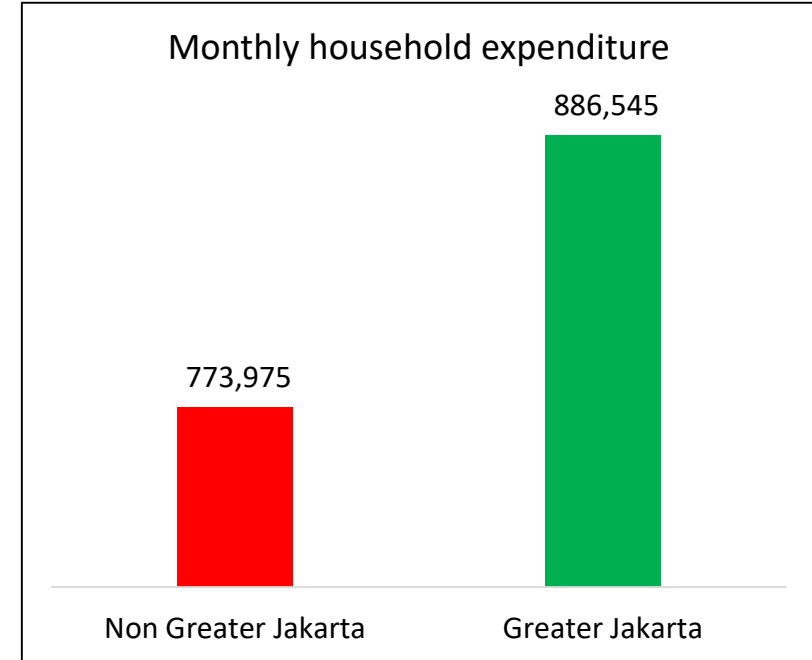
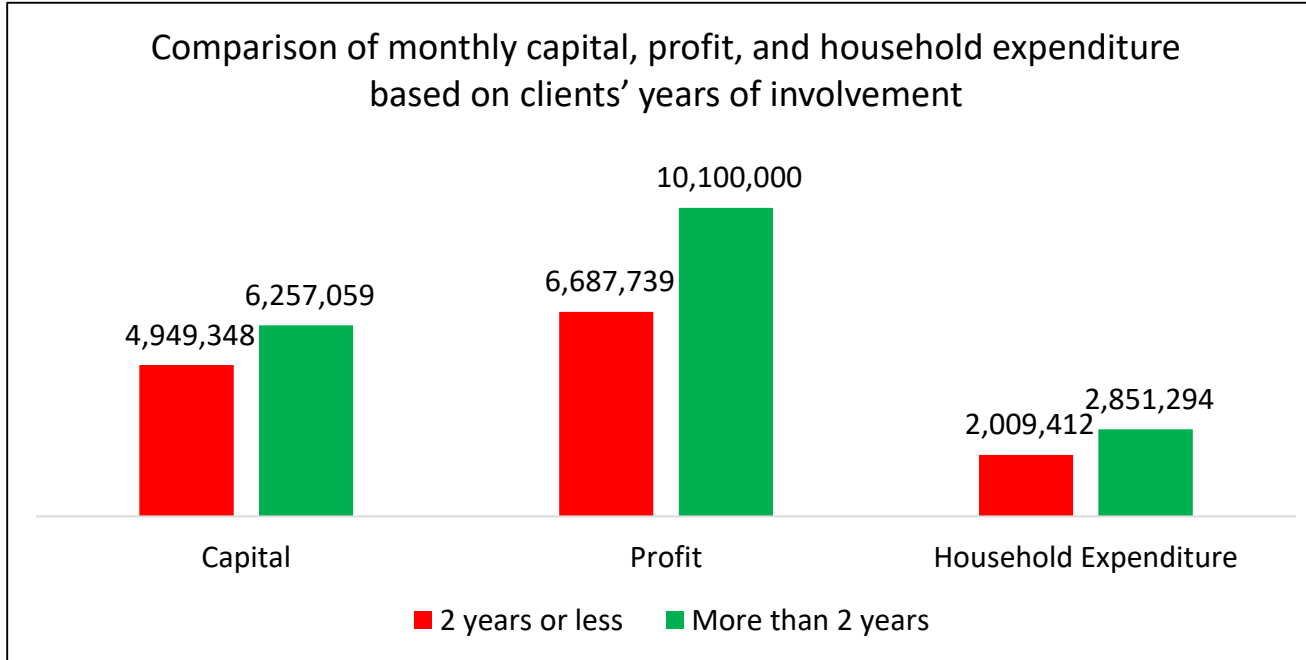
- Only around $\frac{1}{4}$ of the clients who did online selling. The most popular online platform were Whatsapp (22.5%), Facebook (12.5%), and Instagram (5.5%)
- The proportion of clients who sell online was higher among newer clients (2 years or less).

Welfare (1/4)



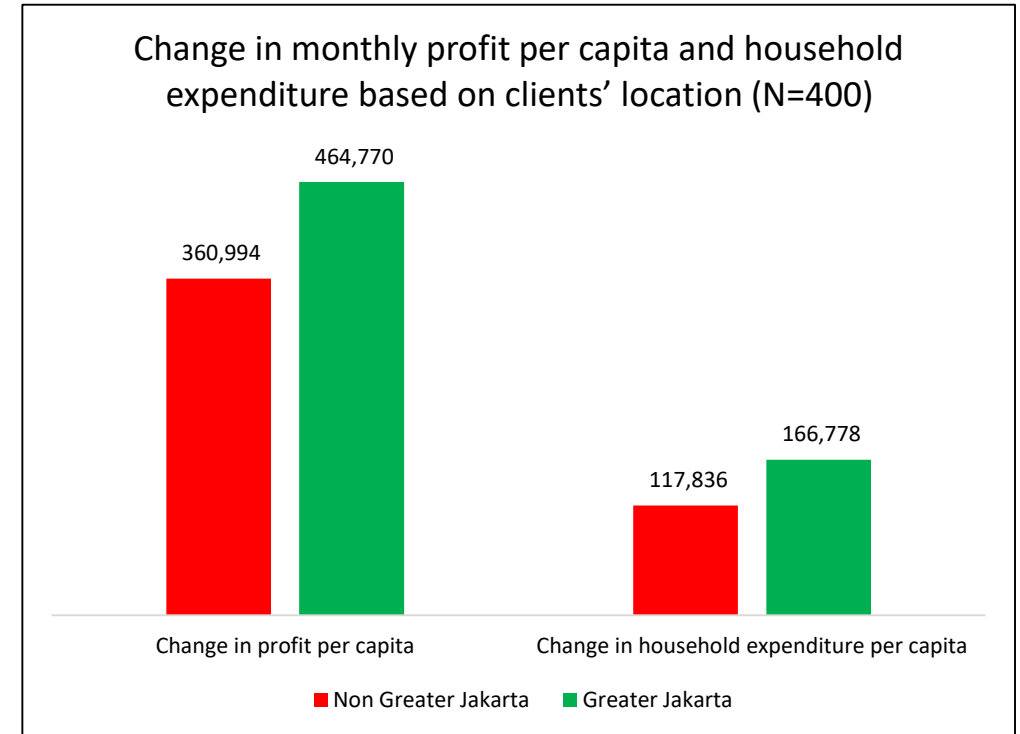
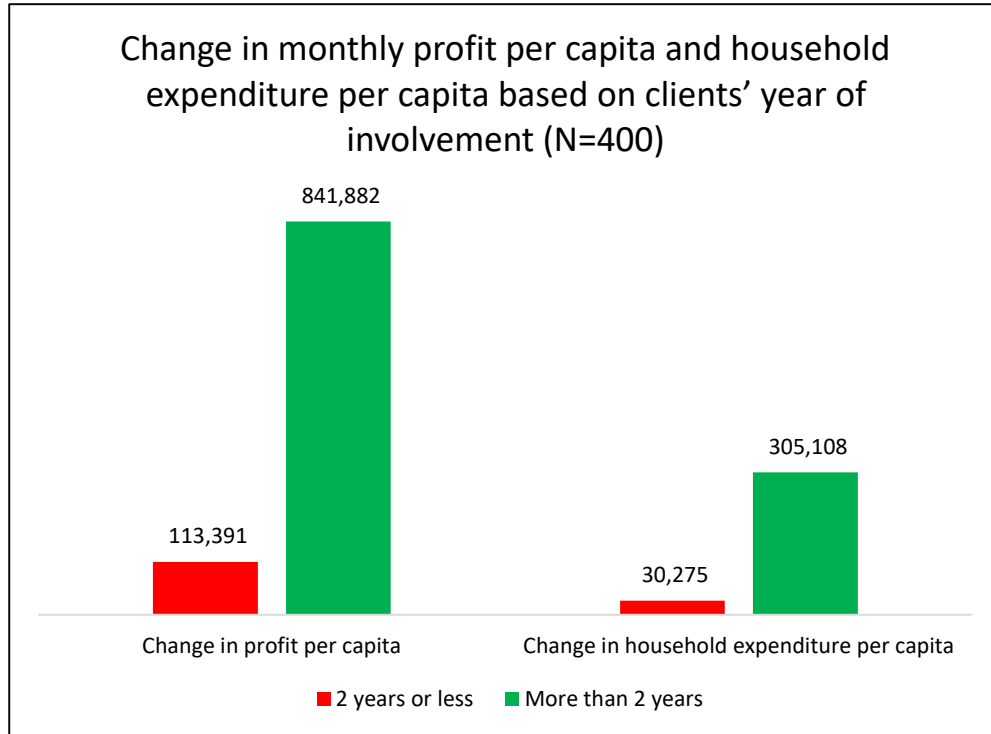
On average, monthly capital, profit, and household expenditure after becoming clients increased by 31%, 25%, and 17%, respectively. Meanwhile, monthly profit per capita and household expenditure per capita increased by 31% and 21%, respectively.

Welfare (2/4)



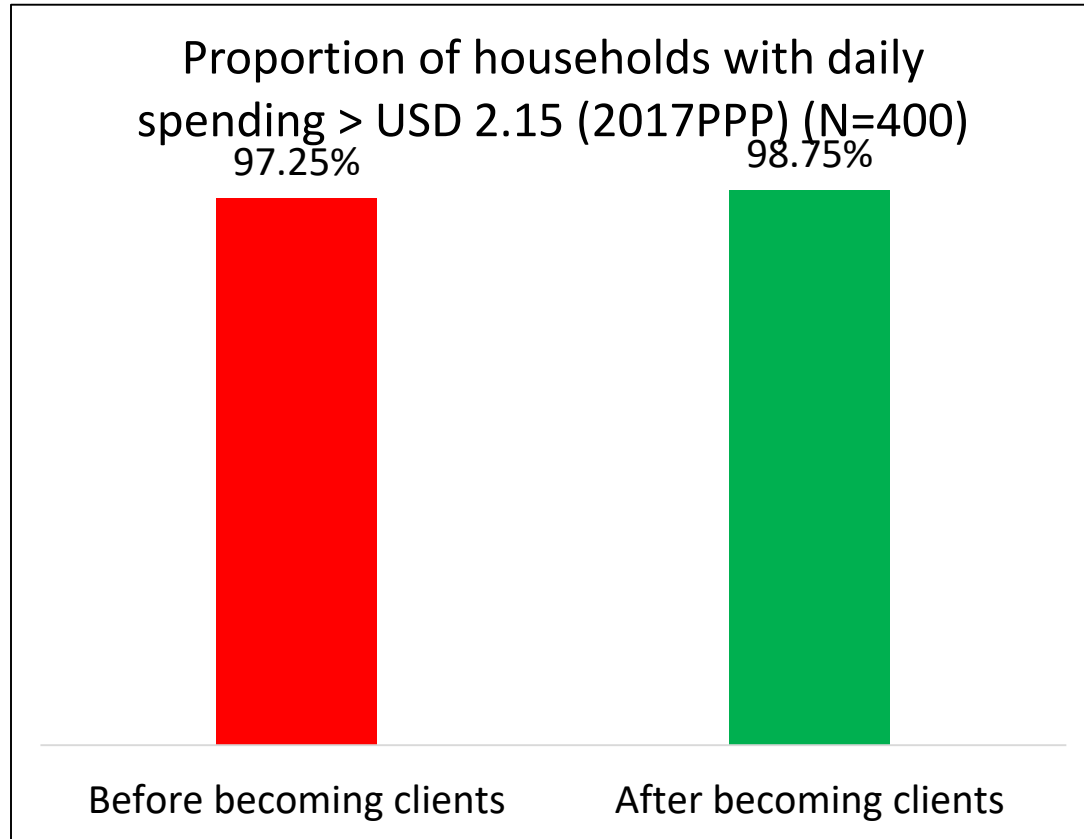
- Clients who have joined YCAB for more than 2 years tend to have higher monthly capital, profit, and household expenditure compared to those who joined for 2 years or less.
- The average of monthly household expenditure among clients in the Greater Jakarta area was higher than that of clients from Non Greater Jakarta area.

Welfare (3/4)



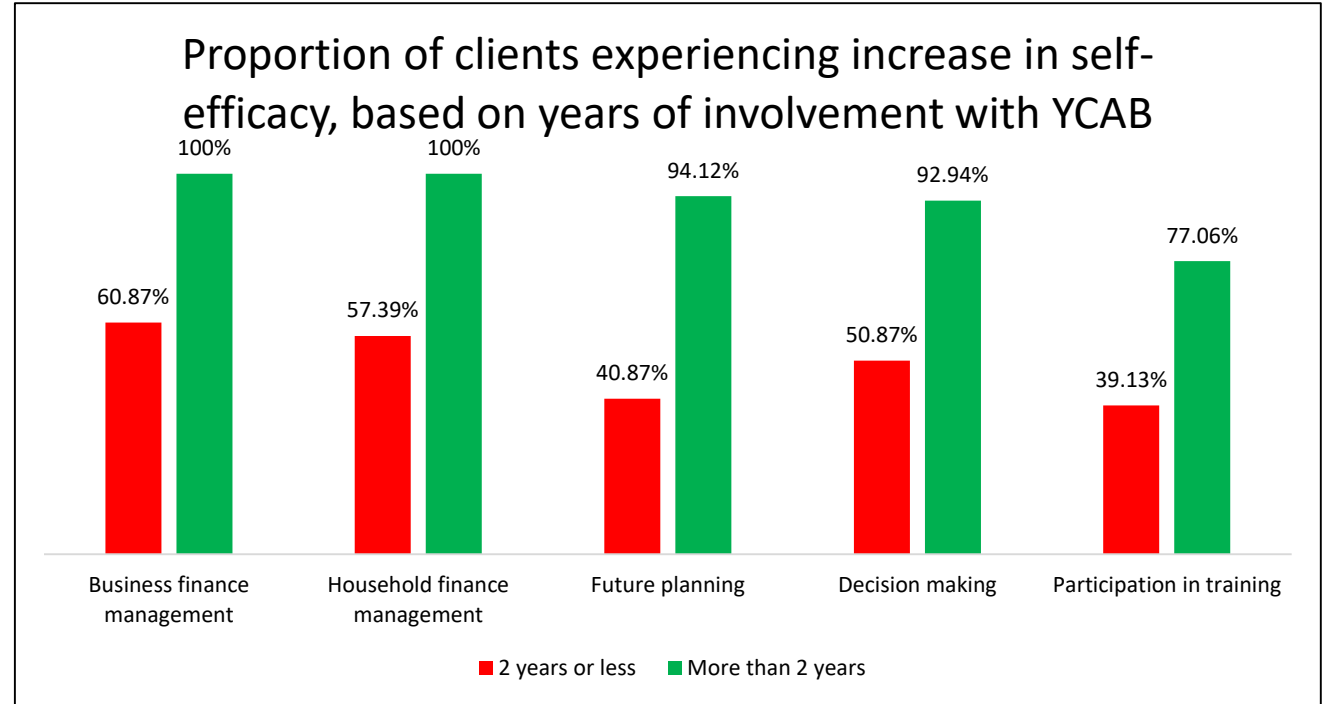
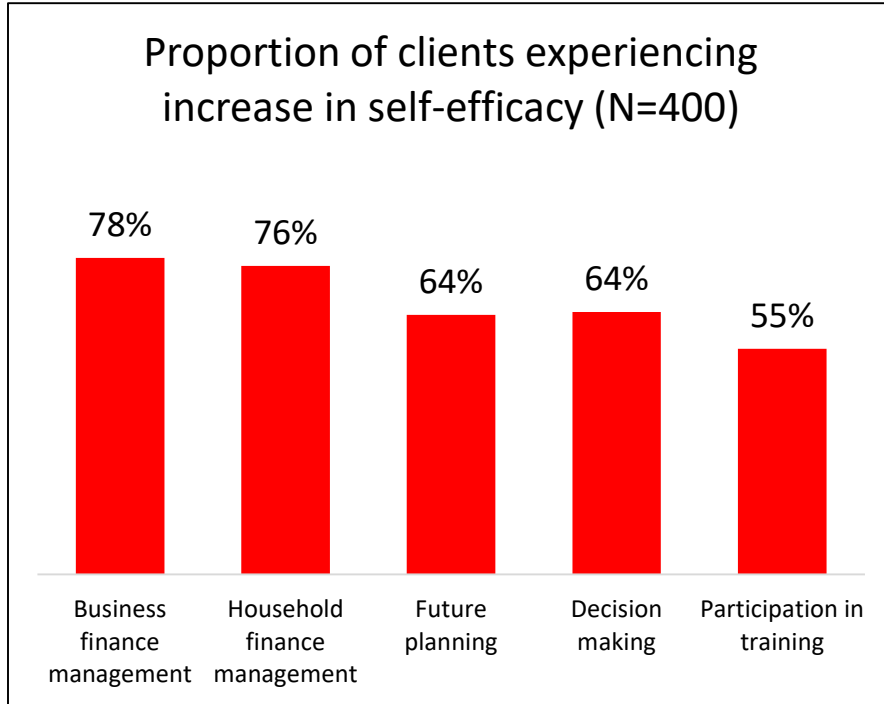
The averages change in monthly profit per capita and household expenditure per capita were higher among clients who have joined YCAB for more than 2 years, and among clients from Greater Jakarta area.

Welfare (4/4)



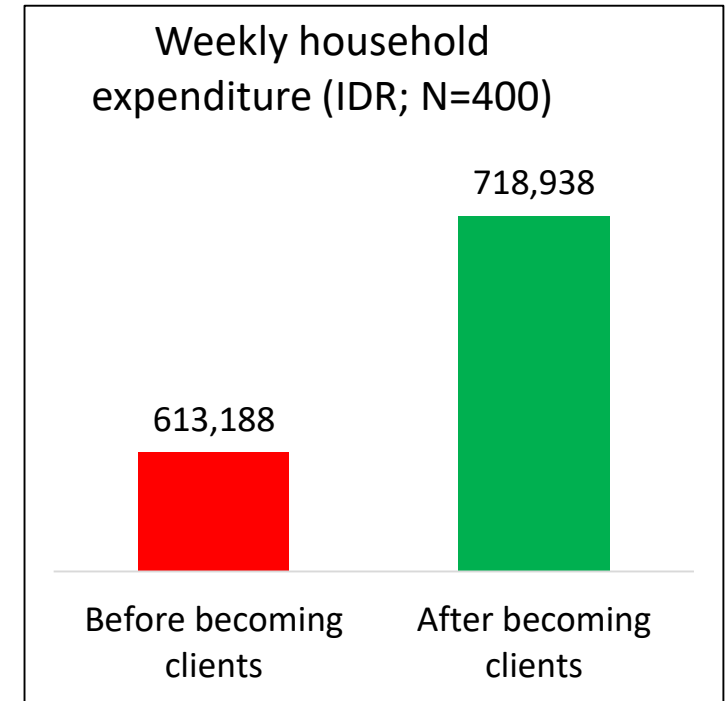
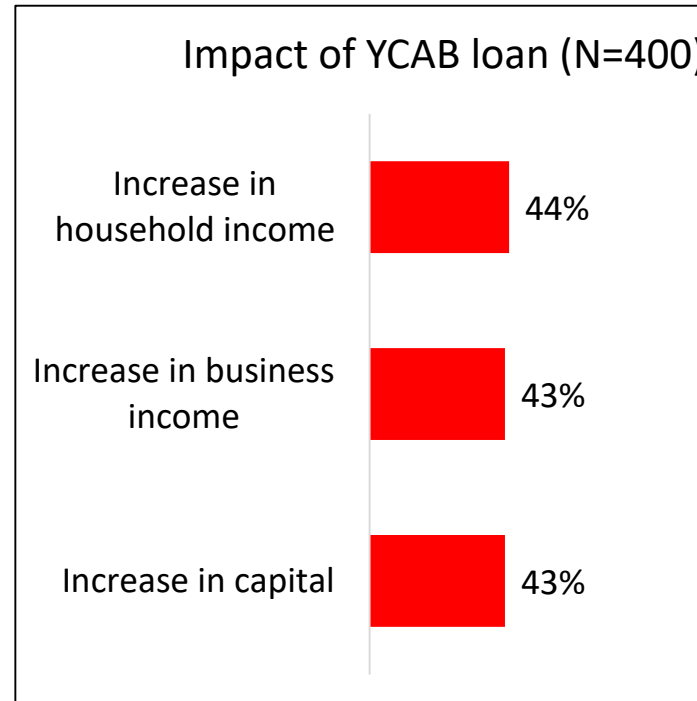
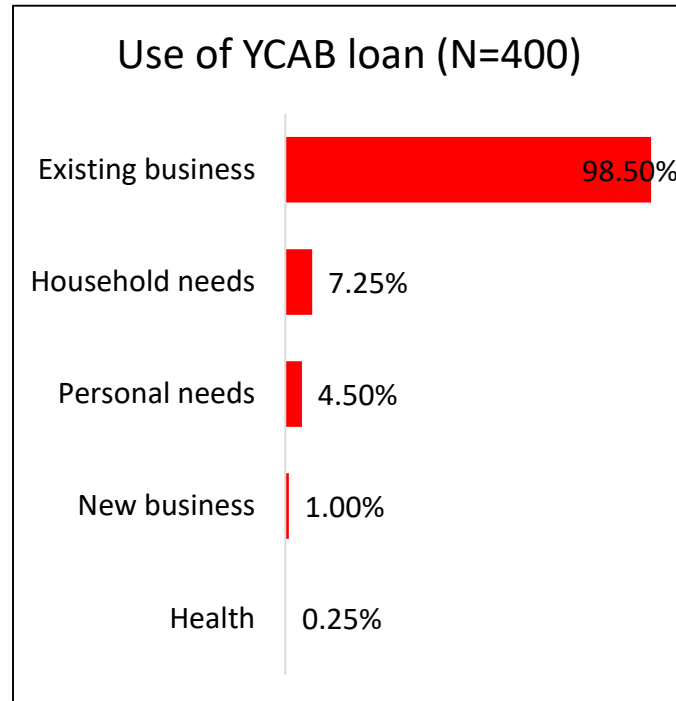
- The average daily household expenditure per capita increased from USD 1.60 to USD 1.93 (in 2017 PPP exchange rate, increased from USD 4.93 to USD 5.97).
- The proportion of clients with daily household expenditure per capita of more than USD 2.15 (PPP 2017) was higher after becoming clients compared to that of prior becoming clients.

Self-Efficacy



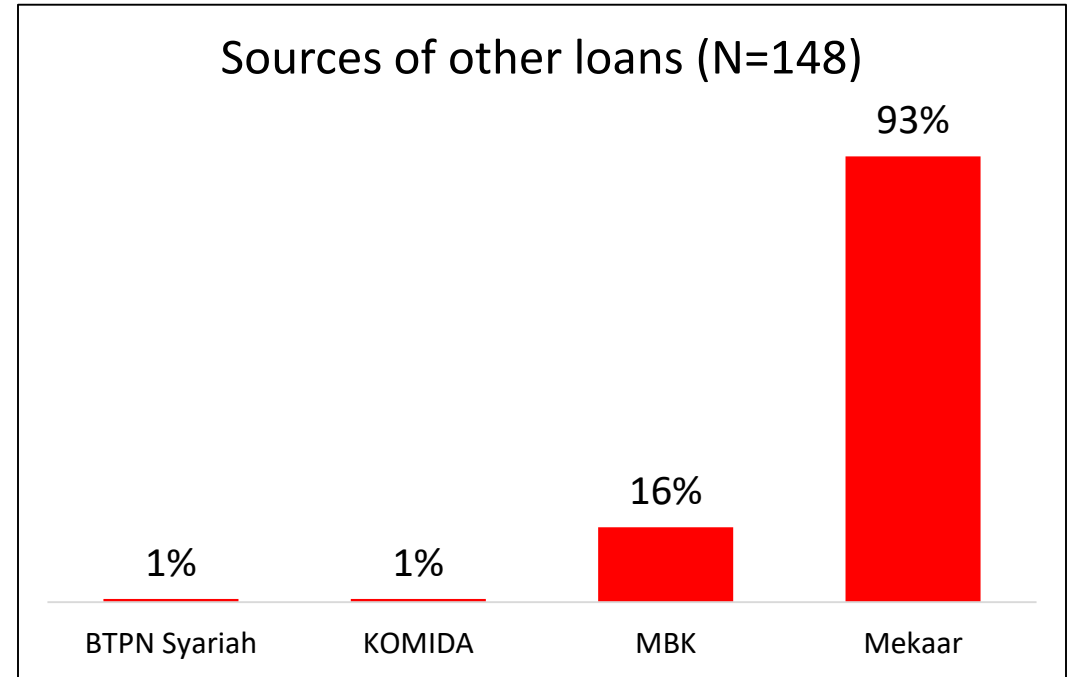
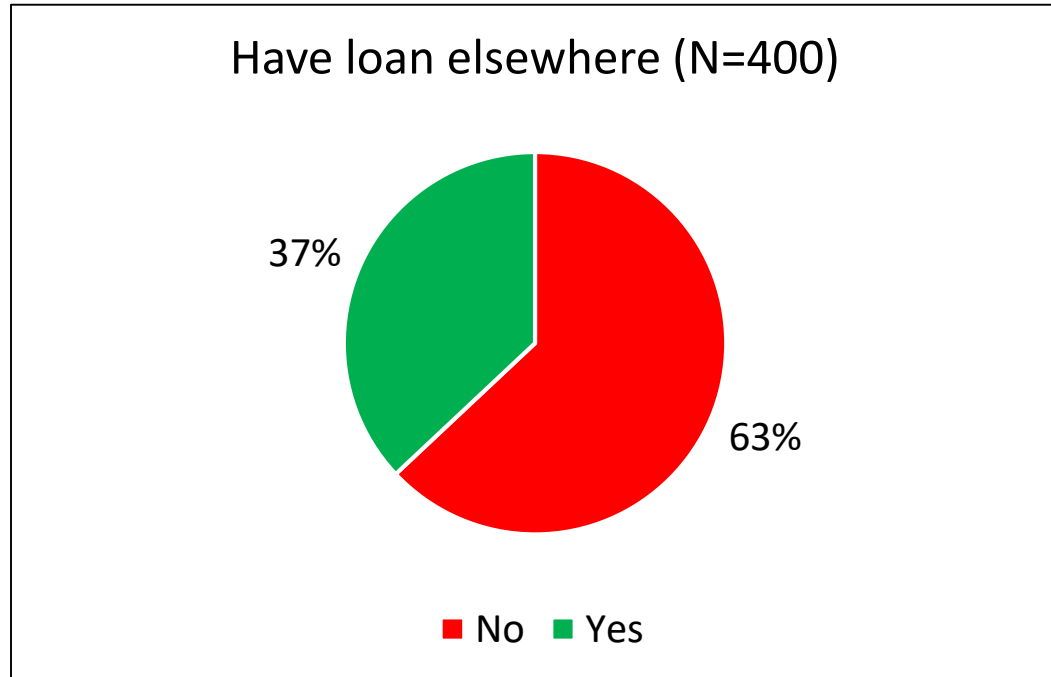
- The proportion of clients who experienced increase in the ability of “managing business finance” (78%) was the highest compared to those of other aspects of self-efficacy.
- The proportions of clients who experience increase in self-efficacy were higher among clients who have joined YCAB for more than 2 years compared to those who joined YCAB for 2 years or less.

The Use and Impact of Loan from YCAB



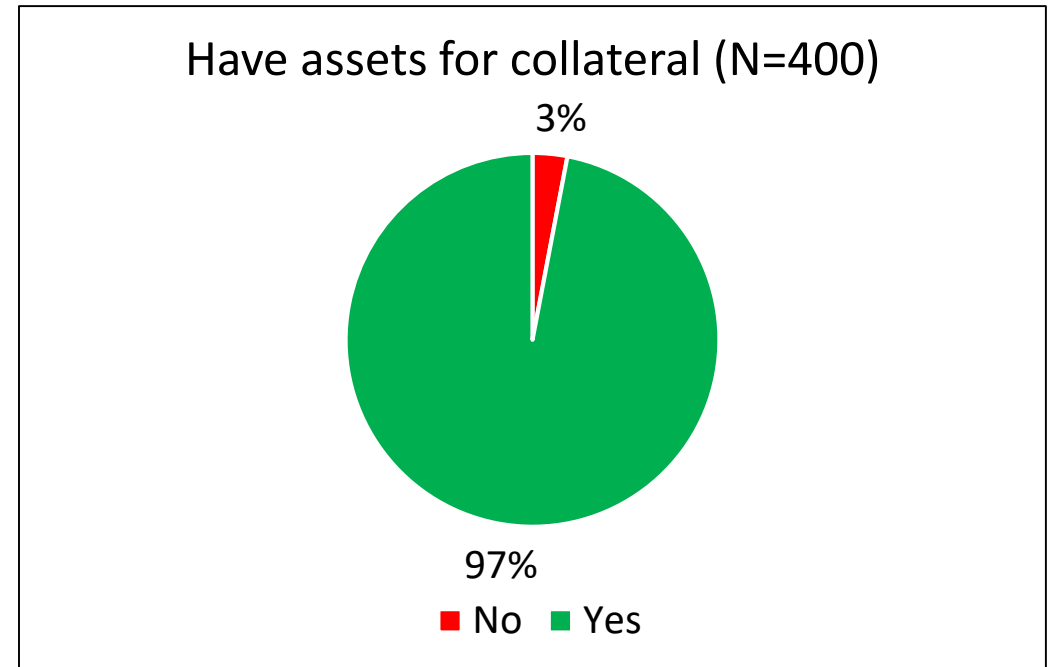
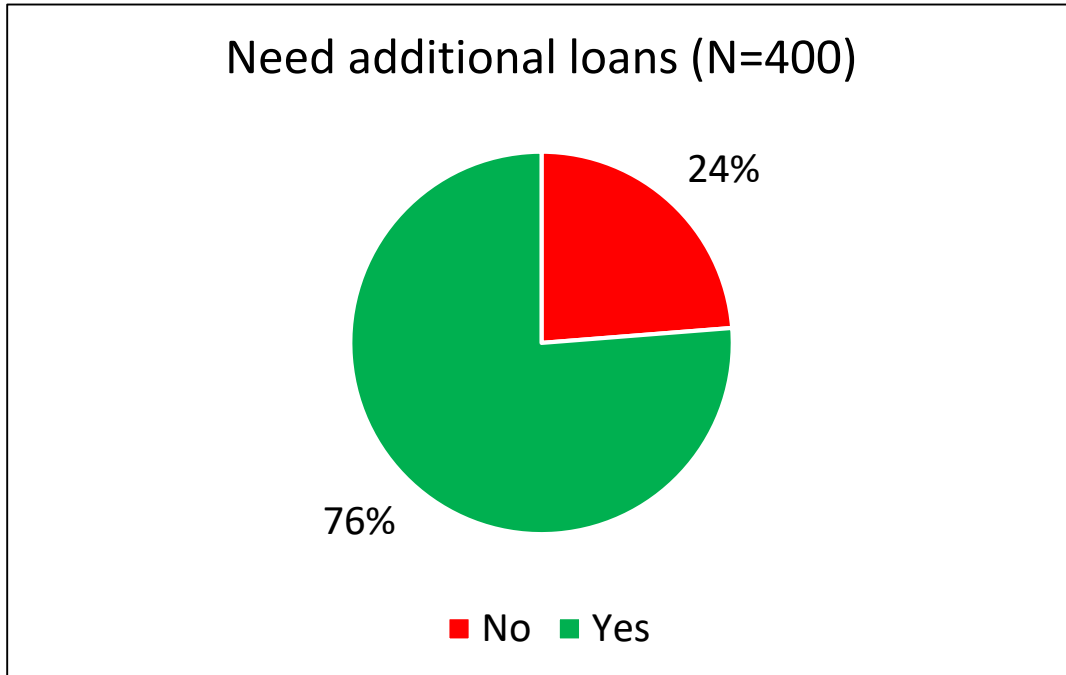
- Almost all respondents (98,5%) used the loan for their existing business. Only 1% used the loan to create a new business.
- YCAB loan is particularly important in increasing household income (44%).
- On average, weekly household expenditure increased by 17.25%.

Other Loans



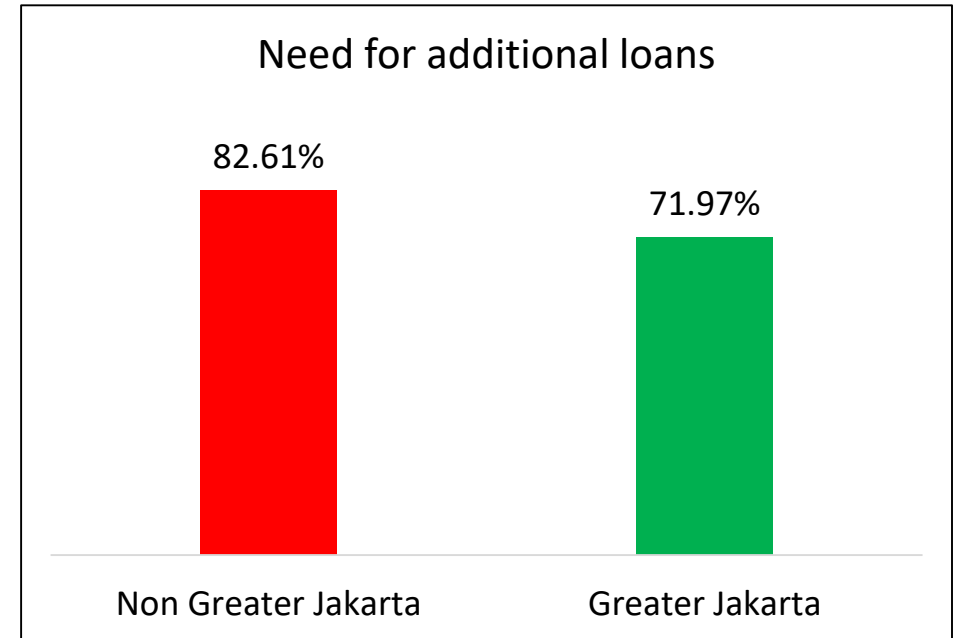
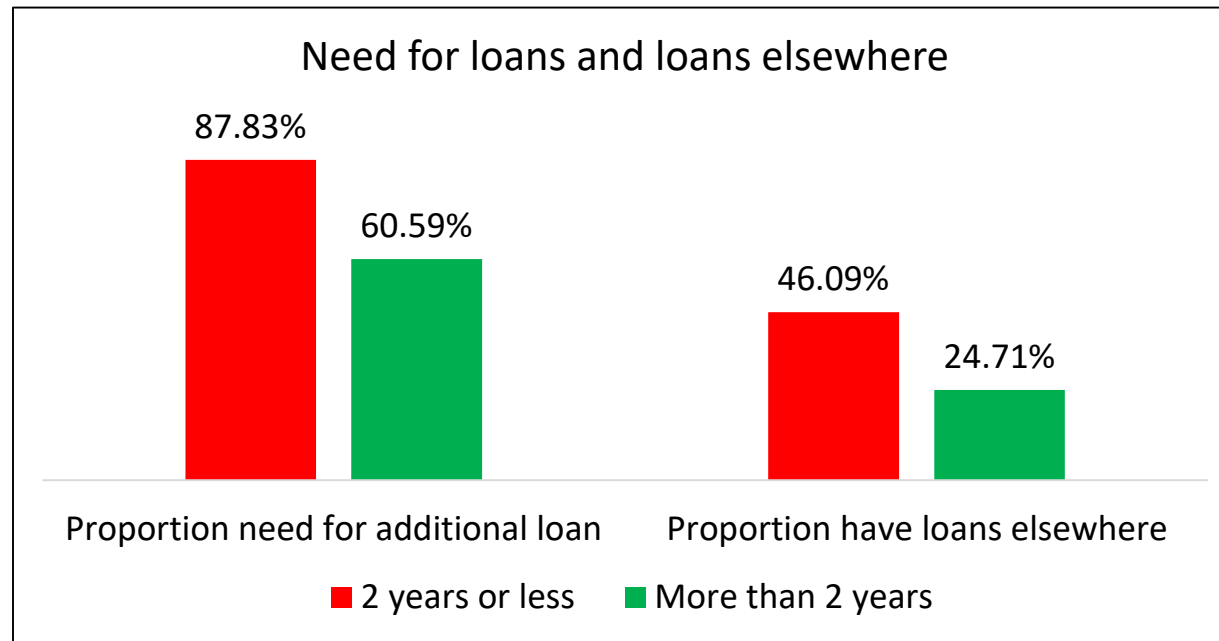
37% of the clients admitted that they loan from other providers, and the most popular one was PNM Mekaar (93% of those who have loan elsewhere).

Need for Additional Loans and Collateral Ownership



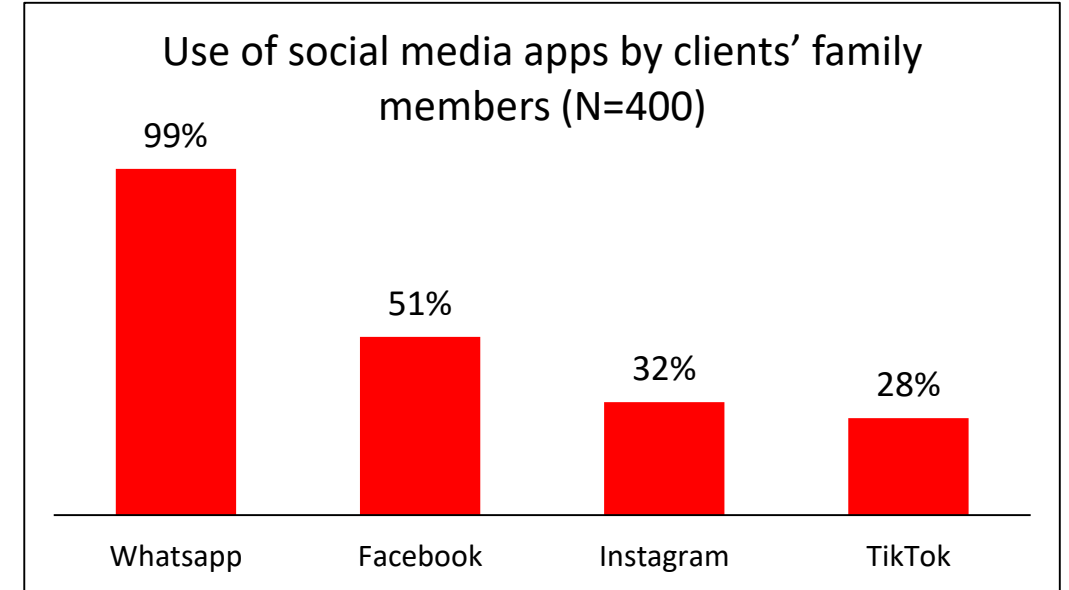
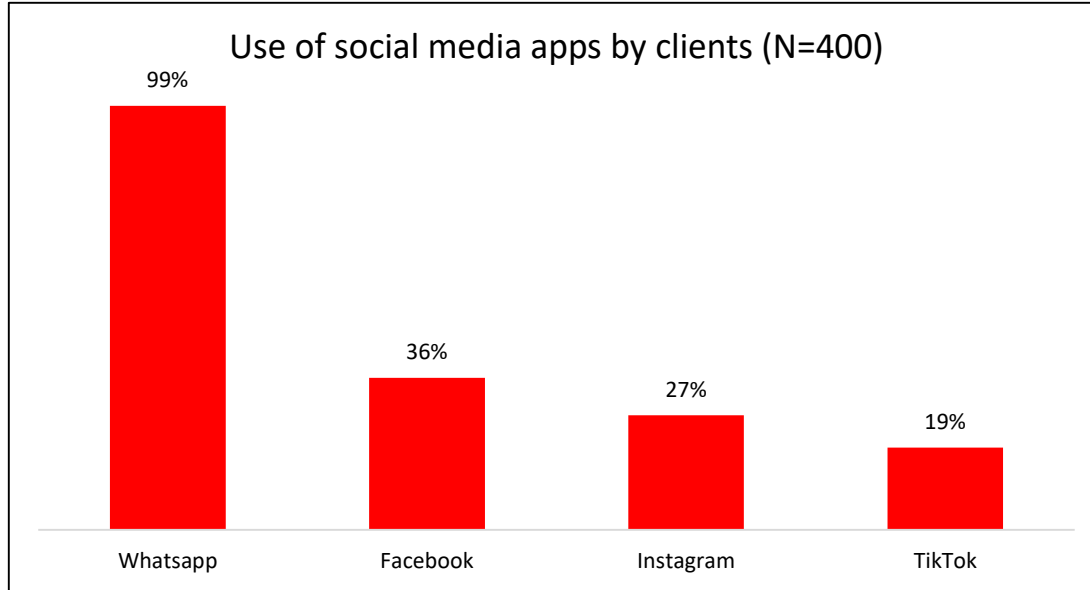
- More than $\frac{3}{4}$ of the clients admitted that they need additional loans.
- Almost all clients had the potentials of getting credit from banks, as they admitted that they had assets that can be used as collaterals.

Need for loans and loans from other providers



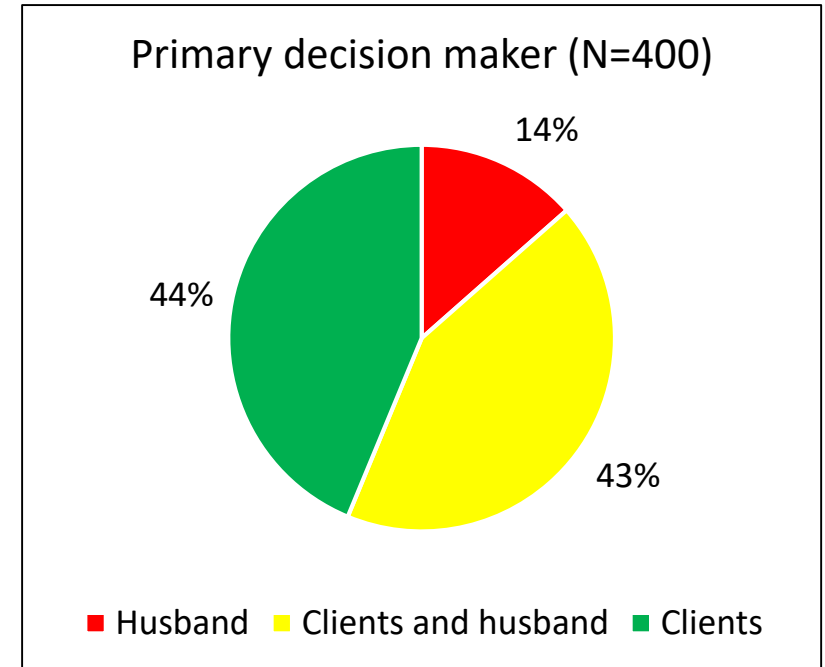
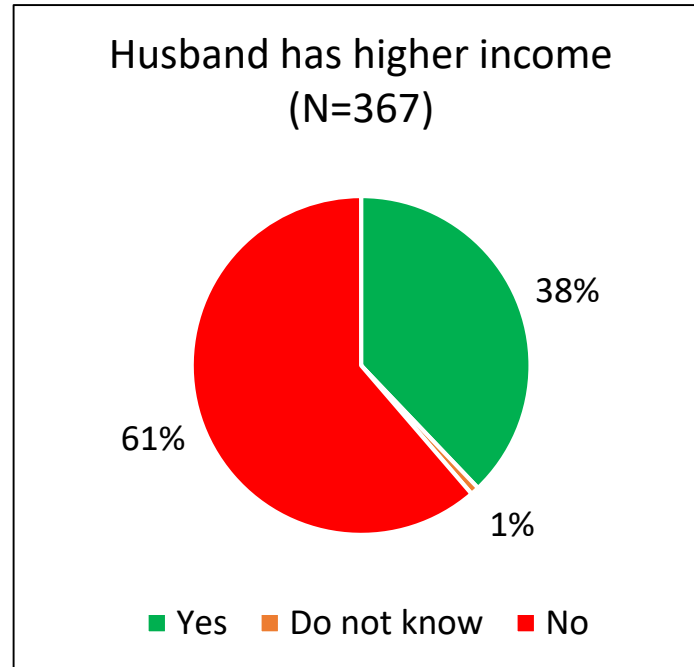
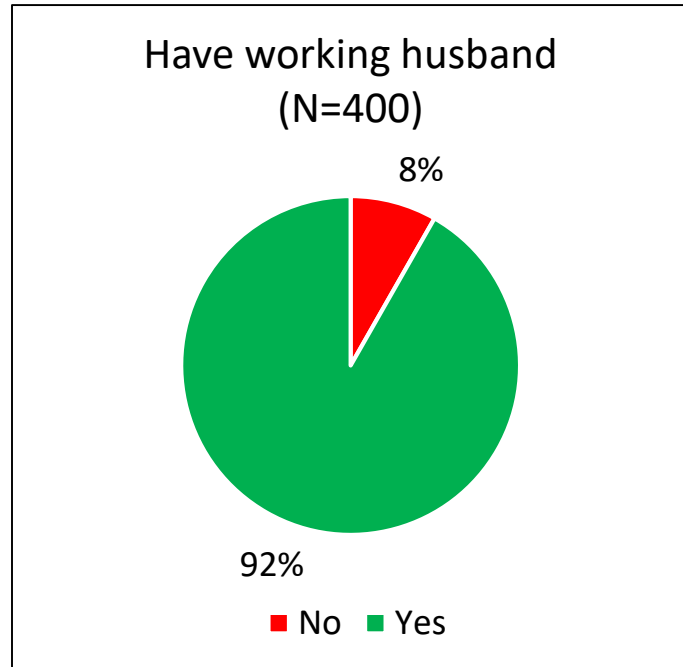
- The proportion of clients who need additional loans was lower among those who have joined YCAB for more than 2 years and those who live in Greater Jakarta area.
- The proportion of clients who had loans elsewhere was higher among those who have joined YCAB for 2 years or less.

Digital Literacy



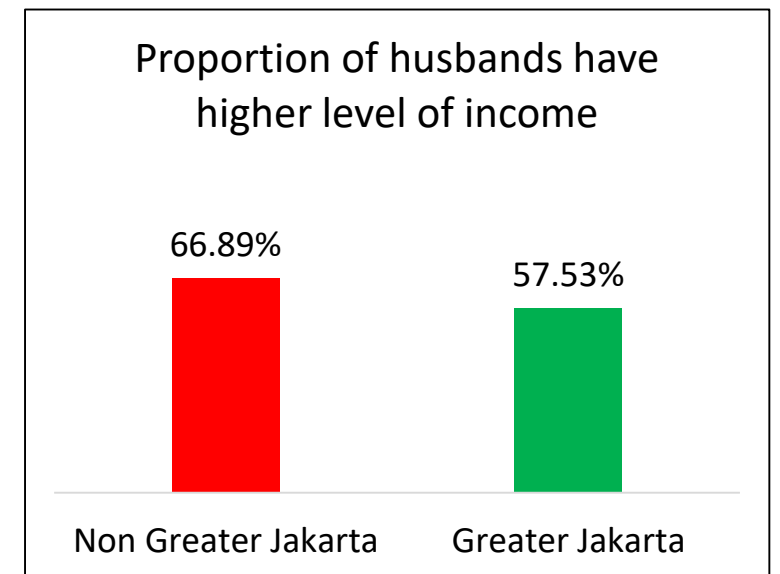
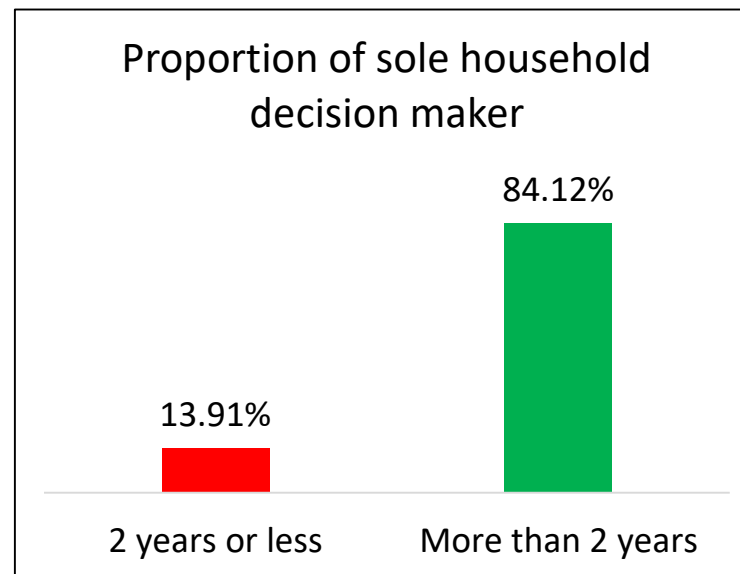
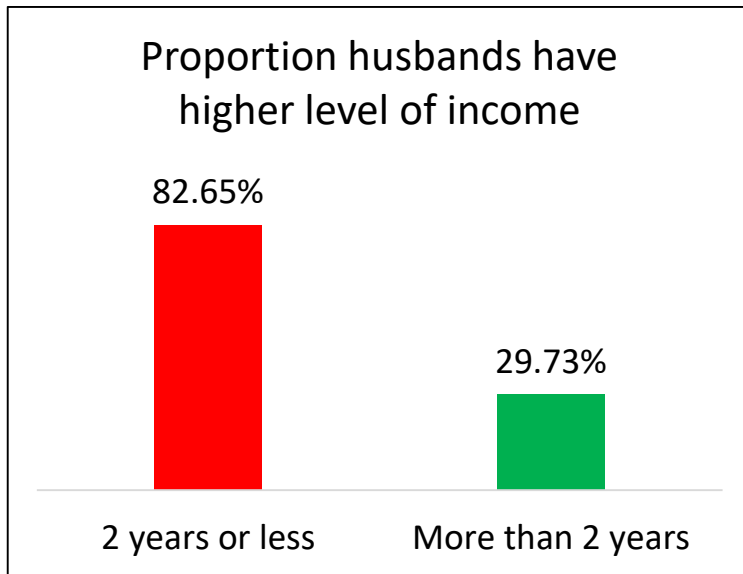
- The majority of clients (95%) had smartphone.
- The most widely used social media apps were WhatsApp (99%) and Facebook (36%).
- Nearly all clients (99%) admitted that they had family members who used WhatsApp.

Clients' Household Income Contribution and Decision Making (1/2)



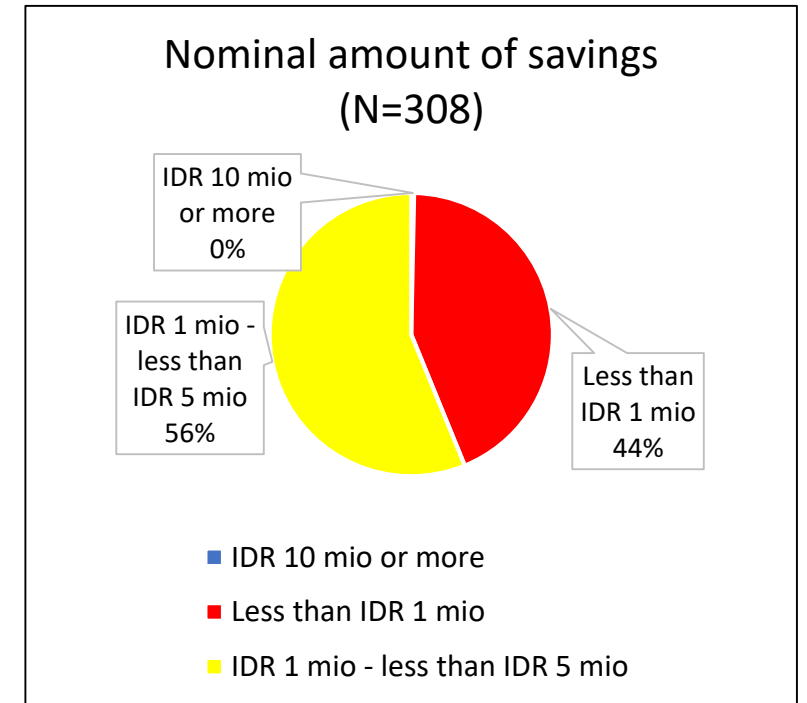
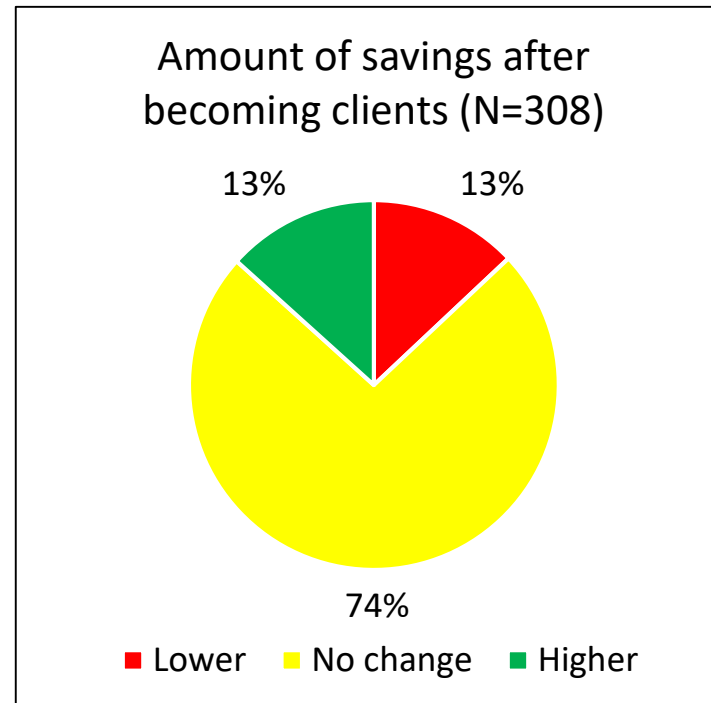
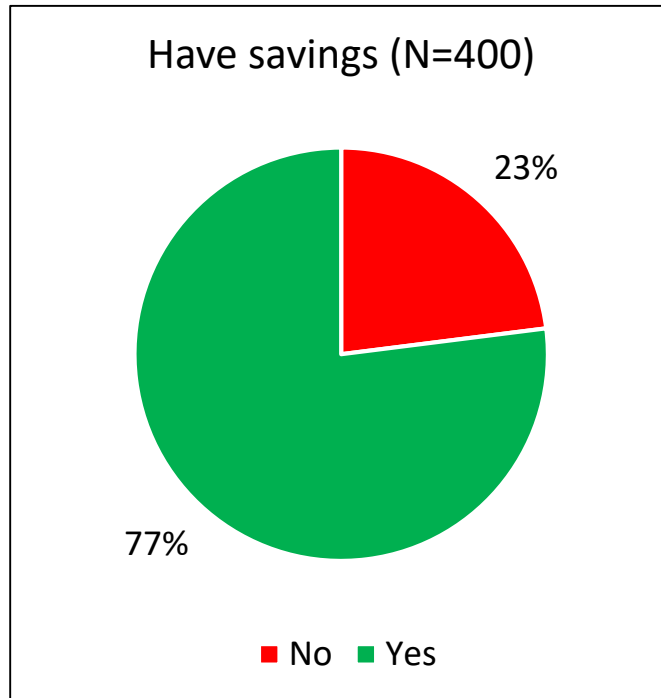
- The majority of clients (92%) had working husbands, while only 38% who admitted that their husbands' income levels were higher. Many of them had higher contributions than their husbands.
- Clients were involved in household decision-making authority. 44% admitted that they were the primary decision makers in the households.

Clients' Household Income Contribution and Decision Making (2/2)



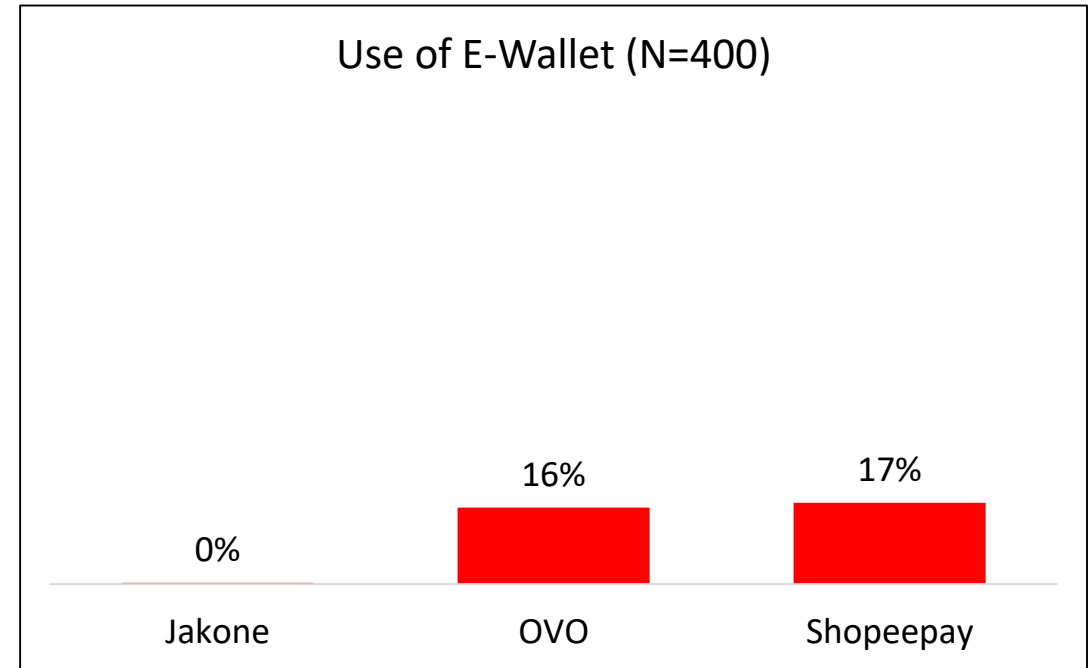
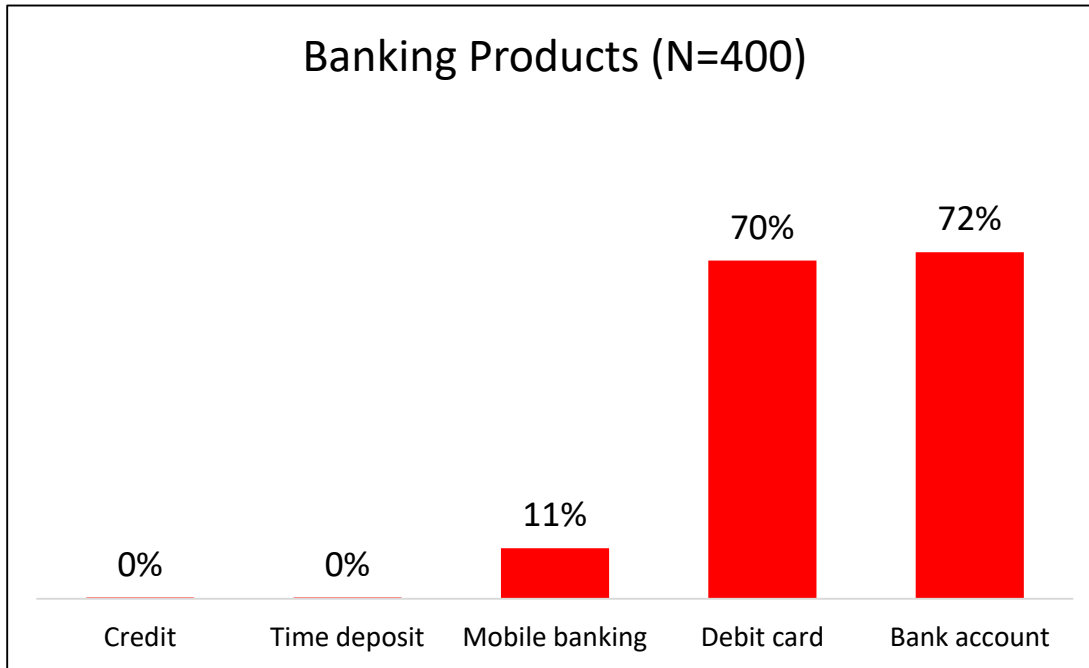
- The proportion of clients who have higher levels of income than that of their husbands was higher among those who have joined YCAB for more than 2 years and lived in the Greater Jakarta area.
- The proportion of clients who were the sole decision makers in their households was higher among those who have joined YCAB for more than 2 years.

Saving Ownership



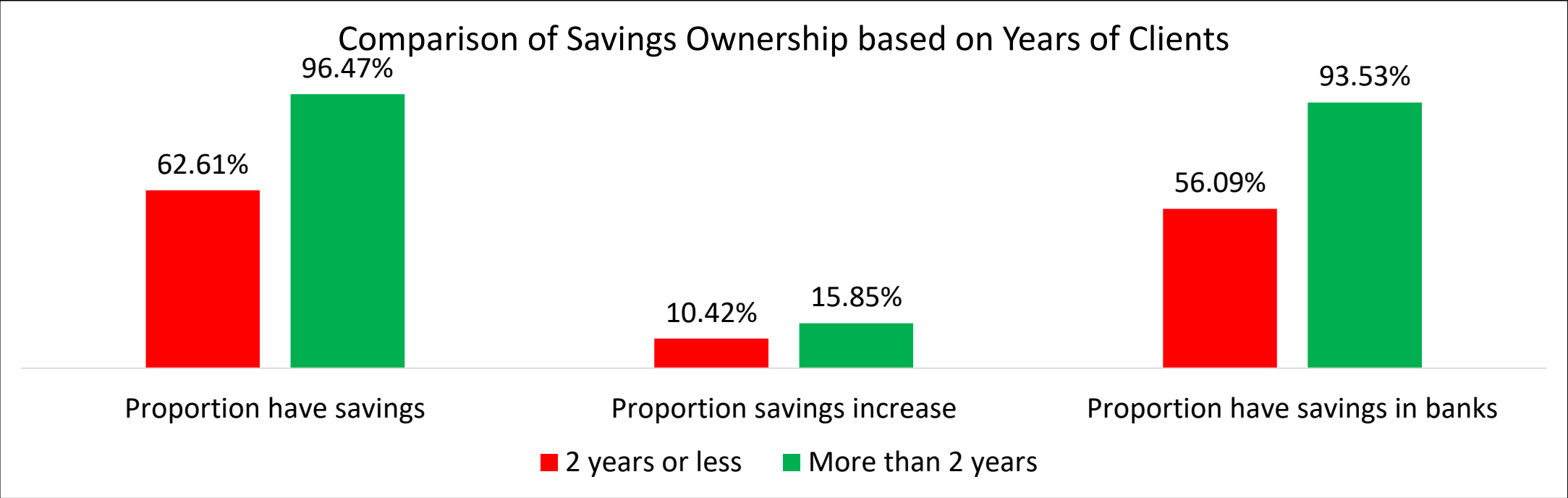
- More than $\frac{3}{4}$ clients admitted that they had savings, but only 13% experienced increased in savings after becoming YCAB clients.
- The majority of clients (56%) had savings between IDR 1 mio – less than IDR 5 mio.

Banking Products and E-Wallet Ownership



- The use of bank account among respondents was relatively high (72%), while only 11% used mobile banking.
- The use of E-Wallet was relatively low. The most popular ones were ShopeePay (17%) and OVO (16%).

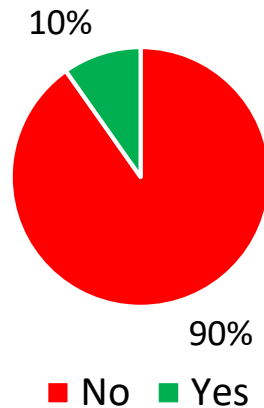
Savings Ownership based on Years of Clients' Involvement



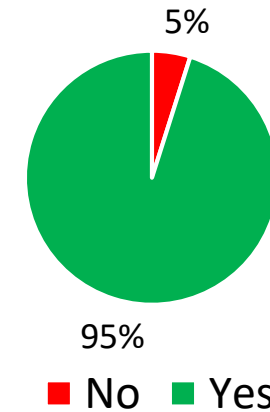
The proportions of clients who had savings, experienced increase in saving, and had savings in banks were higher among those have been involved with YCAB for more than 2 years.

Children's Education (1/2)

Experience failure to pay school's tuition (N=307)

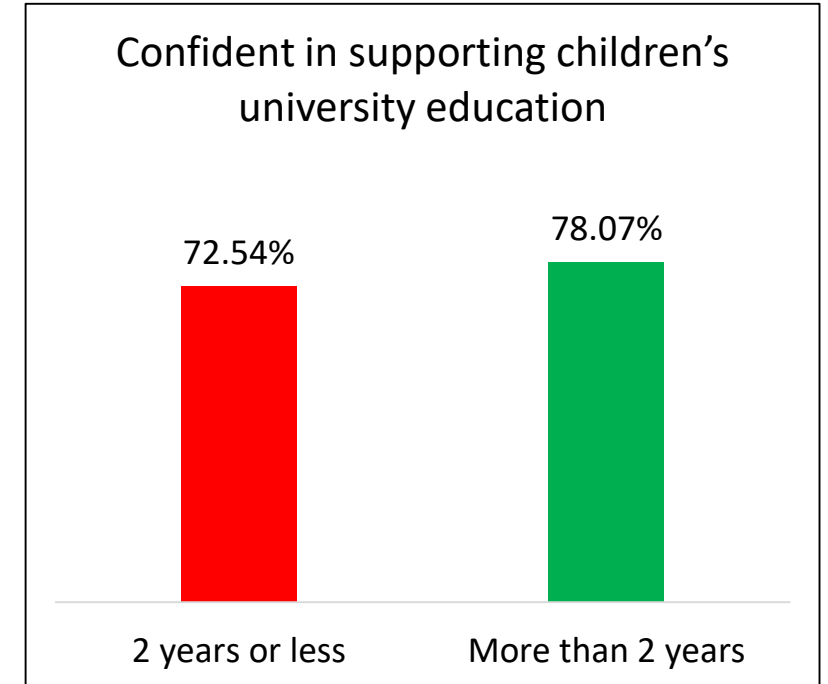
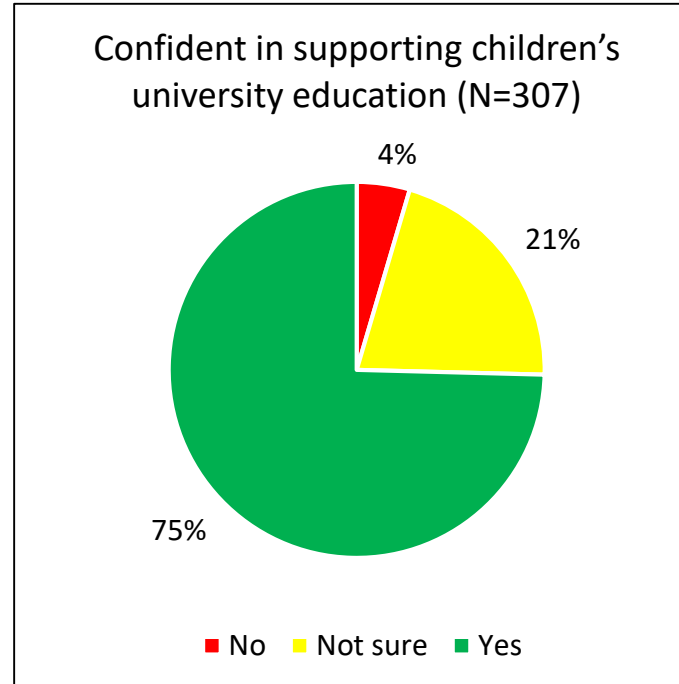
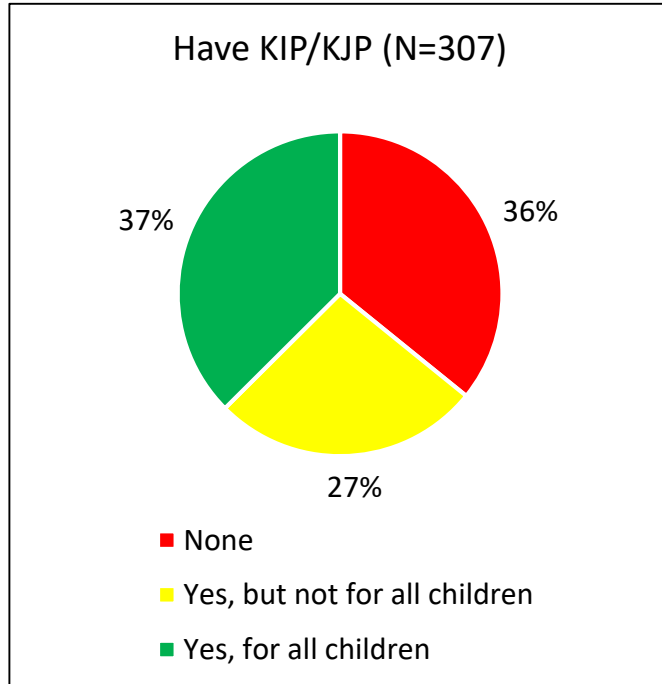


Sufficient fund for education (N=307)



Only 10% of respondents experienced failure of paying children's school tuition, but almost all (95%) respondents admitted that they had sufficient fund to support their children's education.

Children's Education (2/2)



- 37% of clients admitted that they had KIP/KJP for all children, while 27% had KIP/KJP but not for all children.
- 75% believed that they can support their children's education until the university level, and the proportion was higher among those who have been involved with YCAB for more than 2 years.

Key Takeaways

- Most welfare indicators improved in 2022 compared to the previous years.
- There is an indication that longer involvement with YCAB is positively associated with clients' welfare.
- Clients from Greater Jakarta area tend to have better welfare compared to those from outside of Greater Jakarta area.
- The use of technology post-pandemic tend to slightly decline.

Thank You

