

Participation of Daily Wage Earners in Financial Services-A Case Study in Dibrugarh University Campus

Pankaj Sahu

Ex-student, Department of Commerce, Dibrugarh University

Dr. Kumud Chandra Goswami

Professor, Department of Commerce, Dibrugarh University

Abstract - The growth of an economy, price stability, maintaining high level of income and employment has a close relationship with savings and investment. A huge portion of the low income group people are living on daily wages and many of them are deprived of the formal financial services and they are trapped with some unscrupulous money lenders. Although the govt. has launched a lot of schemes for their inclusion in the financial system a considerable number of them are still outside the purview of the system. This paper is an attempt to study the investment and savings behavior of the daily wage earners, their awareness about the various financial services and to study whether they are touched by the various financial inclusion schemes of the government. The study revealed that most of the respondents have faced problems due to the autocratic behavior of the bank officials along with some other problems like lack of guidance, no proper time management etc. It was also found that most of the respondents agree that they are in need of bank services to save their surplus incomes. Saving and investment habits of low income groups needs to be changed by way of creating a customer friendly environment and to make them aware about available financial services in the market., resolving the problems in availing of the banking services it is equally important that all the people contribute towards the economy which can be achieved only through participation of the all the people especially the low income group.

Keywords: Awareness, Daily wage earners, Savings, Investment, Financial inclusion, Financial services.

I. INTRODUCTION

The two most important concepts of finance are savings and investments. Growth of an economy, price stability, and various economic indicators has a close relationship with savings and investment. Savings is the excess of income over expenditure. In other words, saving is the income that exceeds consumption and investment involves the sacrifice of current consumption.¹ The financial system aids in the mobilization of the saving and channelized the same to sectors that can make productive use of the savings. In an economy the financial system is the nerve point which accelerates the economic growth and paves the way for enhancing the standard of living of the public.² The main function of the financial system is to ensure flow of fund through the financial services from the suppliers of funds to the corporate, government and all other sectors for the economic development of the nation.

The aim of the Indian financial system is to established a regular, efficient and cost effective link between savers and investors to encourage both saving and investment so that it can promote the efficient allocation of financial resources for socially desirable and economically productive purpose.³ Financial institutions are business organizations dealing in financial resources to collect resources by accepting deposits from individual and institutions and lend them to trade, industry and others.⁴ Intermediaries are to ensure the transfer of fund from the suppliers of funds mainly from household and corporate sector to the seekers of funds. Financial services are the

¹ Pathak, B (2014), "Indian Financial System" Pearson Publication, New Delhi, pp.24-25.

² Mohan S, Elangovan R (2008), "Financial Services" Deep & Deep Publication, New Delhi,p8

³ Pathak, B (2014), "Indian Financial System" Pearson Publication, New Delhi, p6.

⁴ Mohan S, Elangovan R (2008), "Financial Services" Deep & Deep Publication, New Delhi,p6

process by which the funds are mobilized from a large number of small savers and make them available to all those who are in need of it particularly to corporate and other institutional customers.

In our country, we can see that a major portion of the population falls in the low income earning class specially the daily wage earners who just survive in the inflationary economy with their small earning that depends on the availability of work. Savings are necessary for everyone in order to meet the future needs and also the savings that are pooled from the low income group clients have an impact in the economy. A huge portion of the low income group people livelihood is daily wages but still as income generating people they should also come under the purview of the formal financial system. But we can see that even after the schemes launched by the government to include them in the financial system yet many are still behind.

1.2 Objectives Of The Study:

The main objectives of the study are:

- To study the savings and investment behavior of the target groups.
- To study the awareness level of the daily wage earner regarding the financial system.
- To study the involvement of the daily wage earners in the financial system through various services leading towards financial inclusion.

1.3 Statement Of The Problem:

Financial system is the backbone of an economy. Without an effective financial system no economy can be developed, but for a financial system to be effective what is most important is the participation in the financial system by all the income earning people. In India, since most of the people are poor and have very low income so most of the people remain outside the purview of the formal financial system. Among the poor clients, especially the daily wage earners are the one who face many problems in availing various services mainly for two reasons. Firstly they are not having financial literacy and the other is the service providers hardly think for them in providing financial services. One more reason of financial exclusion of this class of people is their income level and uncertainty of their income. In spite of various schemes launched by the government to include this class of people they are yet to bring under the umbrella of financial services. This paper is a modest attempt to find out the various problems relating to their participation in the financial system. In the light of the above problems and challenges, it is interesting to see what factor inhibits the low income people to use the financial services, attitude of the customers about financial services? The present study is an attempt to find out the factors hindering the poor on the using financial services.

1.4 Importance Of The Study:

The growth and development of the financial system to a large extent depends on the financial services. As it is the financial services that encourages a person to come up and use the services which ultimately helps in the growth of the economy. It had been seen that despite having a large number and variety of financial institutions, the poor are still deprived of the financial services. The government schemes like 'Jan Dhan Yojana', pension plan, insurance plan etc. most of the people are not aware about the schemes so they remain outside its purview. It is also observed that many of such persons who has availed the financial services but in many cases the accounts so opened remain inoperative. Financial services plays a major role in the financial inclusion because most of the people are included in the financial system just to avail the financial services like savings, loan, micro finance, debit card, credit card, mobile banking and the various services that are easily available. The study is important so as to find out the involvement of the daily wage earners in the financial system through various services and to find out the factors hindering their involvement.

1.5 Literature Review:

The literature review has been done related to the banking habits of various poor and rural people. We have not come across with any literatures on financial services covering the daily wage earners.

The study made by Gabriel S.A. (2010) found that a large percentage of the rural respondents are not aware about higher volume of loan released by formal financial institutions. Also the respondents feel that conventional banks are far away from rural households and interest rate on loan in conventional banks is high. This may be the reasons for their low level of patronage.

Jayaprakasan, P.P (2015) in his study on the fishermen community found that major part of the income is used for food, cloth and shelter and spending small amount for education and health care. They can hardly spare anything from their current income for saving as a result the rate of saving is very poor among this community.

K. Shanti Swarup (2004) found that for delivering quality service, it is imperative to have customer orientation as a culture in the bank. Customer orientation builds long-term relationship resulting in customers' satisfaction and cash flows to the banks.

Nayak, S (2013), in her study it was found that education level among the rural people is not adequate. As such they are not aware about the financial facilities available in the market. This situation keep them away from the formal financial system.

Raja Mohan and Krishnan (2012) in their study found that less interest, less formalities, less securities, timely sanction of loan, more time for repayment and offers of subsidy are the motivational factors of the customers to avail of loan.

Ravi and Kundan (2012) in their study found that although banks have been set up to provide finance, people do not have an easy access to these sources. Most of the people in rural areas prefer informal loans because of its timeliness and its easy availability of loans.

Based on the literature reviewed it can be commented that there has been no research study made on the daily wage earners and their financial and investment behavior. There is a great demand for such kind of study to see the problems and prospects of the daily wage earners in making investments in the formal financial sector.

1.6 Methodology:

The study is based on primary data collected from the daily wage earners those who are working with contractors in the Dibrugarh University campus. Daily wage earners are those whose longevity of work depends on availability of work and extension of working days and they are paid at a daily rate of wage. There has been always an uncertainty whether a person will get work on next day or not. Getting or not getting job for next day depends upon work to be completed next day, level of efficiency and many other personal matters of the contractors. Purposive sampling method is used to collect data from various daily wage earners working in various construction sites in Dibrugarh University campus. Primary data was collected during April and May, 2016 from workers who are engaged in 6 number of civil construction sites of the university campus. Mention has been made about the construction sites selected for data collection.

1. Construction of Girls hostel. (Back side of the Health Centre).
2. Construction of the Performing Arts Department. (Near CMS building).
3. Construction of the boundary walls. (Near Jyoti Batsara).
4. Renovation of the Educational cum Recreational Park.
5. Construction of the Lawn Tennis Court. (Opposite to Indoor Stadium).
6. Renovation of the indoor stadium.

The primary data are collected through field survey with a well-structured questionnaire. The respondents were asked personally the questions and their replies were accordingly noted. This direct method for data collection was used because the respondents cannot spare much time to read the questionnaire for giving answer. The total average strength of daily workers in all the select sites are about 100. The size of labour force at the work sites varies daily because the contractors engaged them on daily basis which is decided on the basis size of work to be completed on a particular day. In this study, 40 respondents (daily workers) were interviewed for collecting data through one to one interview. The questionnaire contains 24 brief questions framed to collect required data for analysis and interpretation. The raw data are then edited and coded so as to fill into the SPSS software. All the collected data was further classified, aggregated into relevant tables so as to make it meaningful.

1.7 Period Of The Study:

The study was carried out in the month of April and May, 2016

1.8 Scope Of The Study:

The scope of the study is confined to the common financial services that are available in the market and how far these services are availed by the respondent group. Moreover, it also covers the financial services which are commonly availed by the daily wage earners. The study also makes an attempt to find out the awareness level of the respondents about various financial services available.

II. ANALYSIS AND INTERPRETATION:

An effort has been made to analyze the demographic and economic profile of the respondents. The respondents' age, educational qualification, marital status and various indicators which give an overview of their involvement in the financial services have been analyzed.

1. Classification of the Respondents based on their age:

Table 2.1: Age-wise classification of labourers

Age	Frequency	Percent
Below 18 years	1	2.5
18-20 year	14	35.0
21-25 year	16	40.0
Above 25 years	9	22.5
Total	40	100.0

Source: Field Survey

Interpretation: From the above table and diagram it is observed that majority of the respondents i.e. 40% are in the age group of 21-25 years, while 35% are between 18years-20 years age group, followed by the age group of above 25 years are 22.5% and 2.5% are below 18 years of age. It has been observed that the daily wage earners are very young age group.

2. Education level of the Respondents

Table 2.2: Level of education of the respondents

Level of education		
Variable	Frequency	Percent
Below 10th	14	35.0
10th-12th	26	65.0
Above 12th	0	0
Total	40	100.0

Source: Field Study

Interpretation: From the Table 2.2 it is observed that the education level of the respondents showed that 65% of them have their education up to 12th standard, while 35% are functionally literate with education level below class 10th standard. It is seen that the 35% of the respondents are mostly school dropout.

3. Skill level of the Respondents

Skill level workers are the supervisors, head mason, mason; Semi-skilled workers are those who prepare the mixture of sand, cement and stone and Unskilled labours are those who supply other construction materials to the mason, they mainly carry items from the store to the work sites.

Table 2.3: Skill-wise classification of the respondents

Level of skill	Frequency	Percent
Skilled	8	20.0
Semi-Skilled	23	57.5
Unskilled	9	22.5
Total	40	100.0

Source: Field Study.

Interpretation: From the Table-2.3, it is observed that 57.5% of the respondents were semi-skilled 22.5% were unskilled while 20% were only skilled labour. It is seen that civil construction works are more labour intensive and number of semi-skilled and unskilled labours are required then the skilled labours.

4. Marital status of the Respondents

Table 2.4: Marital status of the respondents

Marital Status	Frequency	Percent
Married	23	57.5
Unmarried	17	42.5
Total	40	100.0

Source: Field Study

Interpretation: From Table-2.4 it is observed that 57.5% of the respondents are married and the remaining 42.5% are unmarried. It is seen that in general this class of people goes for early marriage as their tradition.

5. Size of dependent family members

Table 2.5: Size of Dependent family members of the respondents

Size of dependent family members	Frequency	Percent
0	13	32.5
1	2	5.0
2	7	17.5
3	5	12.5
4 or more	13	32.5
Total	40	100.0

Source: Field Study

Interpretation: From the Table-2.5 it is observed that 32.5% of the respondents have 4 or more numbers of dependent family members while the same (32.5%) percent of the respondents have no dependent family members. Other respondents have 1-3 numbers of dependent family members as reported by them.

6. Monthly income of the respondents

Table 2.6: Income level of the respondents

Income levels (pm)	Frequency	Percent
Below ₹ 3000	4	10.0
₹3000- ₹5000	20	50.0
₹5000- ₹7000	15	37.5
Above ₹7000	1	2.5
Total	40	100.0

Source: Field Study

Interpretation: The Table-2.6 shows the monthly income of the respondents which indicates that 50% (i.e. majority) are having monthly income between ₹3000- ₹5000, 37.5% are having monthly income between ₹5000- ₹7000, 10% are surviving with monthly income below ₹3000 and 2.5% could earn above ₹7000. It has been observed that the income level is not satisfactory for all the respondents.

7. *Monthly savings of the respondents*

Table 2.7: Monthly savings of the respondents

Monthly Saving (Rs)	Frequency	Percent
Below ₹300	26	65.0
₹300- ₹500	12	30.0
₹500- ₹700	2	5.0
Above ₹700	0	0
Total	40	100.0

Source: Field Study

Interpretation: The Table-2.7 shows the monthly savings of the respondents indicates that 65% (i.e. majority) are having monthly savings below ₹300, 30% are having monthly savings between ₹300- ₹500, 5% are having monthly savings between ₹500- ₹700 while none could save above ₹700 per month.

Table 2.7.1: Number of dependent family members and Monthly Saving level

No of Dependent Family Member	MONTHLY SAVINGS		Total
	BELOW ₹300	₹300- ₹500	
0	0	4	4
1	13	7	20
2	13	2	15
3	1	0	1
Total	27	13	40

Interpretation: From the above Table-2.7.1 it is seen that where the number of dependent family member is nil, respondents save more i.e. between ₹300- ₹500 while savings are low as the number of dependents increased. It is quite normal that when there is increase in the number of dependent expenditure increases as a result they are to cut their savings under compulsion.

8. *Level of participation in formal financial services*

Table 2.8: Availing of financial services by the respondents

Service availed	Frequency	Percent
Yes	27	67.5
No	13	32.5
Total	40	100.0

Source: Field Study

Interpretation: From Table-2.8 it is seen that maximum of the respondents, i.e. 67.5% avail financial services while 32.5% do not have any connection with financial services. This indicates that a considerable section of this class of people is not included under the system. In spite of launching quite a good number of financial inclusion schemes there have been less enthusiasm among the daily wage earners for taking part in such developmental programmes. It has been observed after making discussion with the workers that they get no time to visit any financial institution to avail services from them. The financial institutions can take some initiative to meet this people at their working sites so that this class of people can be covered with formal financial services.

Table 2.8.1: Educational Qualification and Participation in financial Services

Educational Qualification	Availing of Financial Services		Total
	Yes	No	
Below 10 th	5	9	14
10 th - 12 th	22	4	26
Total	27	13	40

Interpretation: Table-2.8.1 shows that participation in financial system is influenced by their level of education. Level of participation in financial system is more among the respondents whose education level is 10th–12th standard. Whereas, only 5 of the respondents with education below 10th standard are availing financial services and 9 among them are not participating in financial services.

9. *Daily wage earners and banking services*

Table 2.9: Bank account status of the respondents

Type of Bank account	Frequency	Percent
Savings	23	57.5
Both saving and term deposit	4	10.0
Do not have a bank account	13	32.5
Total	40	100.0

Source: Field Study

Interpretation: From Table-2.9 it is seen that 57.5 % of the respondents have bank account while 10% are having both savings and term deposit accounts, means in total 67.5% of the respondents could open their bank account and 32% of the respondents don't have their bank account.

10. *Sources of information about financial services*

Table 2.10: Sources of Information about banking services

Sources of financial information	Frequency	Percent
Friend	9	22.5
Relatives	17	42.5
Neighbors	1	2.5
On their own	13	32.5
Total	40	100.0

Source: Field Study

Interpretation: From Table-2.10 it is observed that maximum number of the respondents came to know about the banking services from their relatives and friends. Initiative from the banking institutions is not encouraging enough to attract more people from among the daily wage earners.

11. *Periodicity of availing banking services*

Table 2.11: Holding period of bank account by the respondents

Holding period of Bank Account	Frequency	Percent
Less than 5 years	22	55.0
6-10 years	5	12.5
6	13	32.5
Total	40	100.0

Source: Field Study

Interpretation: From Table-2.11, it is found that majority of the respondents are having bank account for a period less than 5 years while 12.5 % are having bank account for last 6-10 years while the other customers (32.5) percent does not have a bank account. The banks should come forward to include this section of the people within the banking network. This may be taken up by the banks as their Corporate Social Responsibility (CSR) to cover entire India with rest part of the world.

12. *Purchase of life insurance products by the respondents.*

Table 2.12: Life insurance policy holder

Purchase of life insurance products	Frequency	Percent
Yes	0	0.0
No	40	100.0
Total	40	100.0

Source: Filed Study

Interpretation: From Table-2.12, it is found that no respondent have any life insurance policy either in their name or in the name of any other members of the family. They said that they cannot afford insurance premium out of their limited income. So far the two insurance policies (one Accident Insurance Policy and one Life Insurance Policy) launched by the Central Government is not known to the respondents. It is very serious concern that even after so much of publicity about both the schemes it is yet to reach the deserving people.

13. *Recurring deposit with Post Offices*

Table 2.13: Respondents availing savings schemes of Post Office (PO)

PO savings scheme	Frequency	Percent
Yes	9	22.5
No	31	77.5
Total	40	100.0

Source: Field Study

Interpretation: From Table-2.13 it is seen that only 22.5% of the respondents have savings in post office remaining 77.5 % do not opened account with in post offices. Post office financial services are available in every nook and corners of our country yet their penetration to the financial services is lagging behind.

14. *Purchase of general insurance products*

Table 2.14: General insurance products of the respondents

Availing of general insurance products		
General Insurance products	Frequency	Percent
Yes	0	0.0
No	40	100.0
Total	40	100.0

Source: Field Study

Interpretation: From Table-2.14 it is found that no respondents have any general insurance policy either in their name or any other members of the family. The discussion made with them reveals that they are not aware about general insurance not to talk about products of general insurance companies.

15. *Respondents availing of loan facility*

Table 2.15: Loan availed by the respondents and sources of loan

Loan facility	Banks	Pvt. Money lender	SHGs	Other	Total	Percent
Yes	0	1	2	4	7	17.5
No	-	-	-	-	33	82.5
Total	-	-	-	-	40	100.0

Source: Field Study

Interpretation: It is observed from Table-2.15 that only 17.5% respondents availed loan services and 82.5% have not availed loan because they are not in need of it. From the table it is seen that they availed loan from informal sector i.e. from family members, relatives, money lenders. It has been observed that now they are gradually moving to the formal sector through the SHG mode. But it is serious concern that none of the respondents could avail loan from a banking institution.

16. *Interest charged from the respondents on loan*

Table 2.16: Interest charged on loan

Monthly rate of interest	Frequency	Percent
3-6%	2	28.6
Any other	5	71.4
Total	7	100.0

Source: Field Study

Interpretation: From the Table 2.16, it is seen that borrower respondents are paying interest at higher rate. So far interest on loan from SHGs depends upon the decision of the members of the SHG. When the borrowers were asked about the loan repayment schedule 5 of them said that they are repaying on weekly basis and the other 2 are repaying on monthly basis. Again, 5 of the borrowers are still repaying their loan and 2 of them recently completed their repayment.

17. Satisfaction level of the respondents by availing financial services.

Table 2.17: Satisfaction level of the respondents

Satisfaction	Frequency	Percent
Yes	23	57.5
No	9	22.5
No Comment	8	20.0
Total	40	100.0

Source: Field Study

Interpretation: The respondents were asked to comment on their satisfaction with only two options i.e. yes or no. It is observed from the Table-2.17 that maximum of the respondents are satisfied with the financial services while 22.5% are not satisfied and a major portion of about 20% of the respondents gave no response.

18. Funding of expenditure for Health related matters.

Table 2.18: Funding health related expenditure

Sources of finance	Frequency	Percent
Loan	3	5.88
Savings	20	39.22
Family members	28	54.90
Others	0	0
Total	51*	100.0

Note: * A difference is observed due to multiple responses by the respondents

Source: Field Study

Interpretation: It is observed from Table-2.18 that maximum respondents, i.e. 54.9% take financial help from family members at the time of health related issues while 39.22% of the respondents also use their previous savings for the same. It appears that from the behavior of the respondents that the basic objectives of savings and investment have been fulfilled a considerable extent.

19. Financial support available to the respondents for no work day/s

Table 2.19: Financial support of the respondents for no work day/s

Sources of finance	Frequency	Percent
Loan	3	6.25
Savings	12	25
Family members	33	68.75
Others	0	0
Total	48*	100.0

Note: * A difference is observed due to multiple responses by the respondents

Source: Field Study

Interpretation: From Table-2.19 it is observed that majority of the respondents get help from their family members when they cannot earn. This situation may arise because of no work to perform or due to own ailment or other family members.

20. *Awareness level about various financial services:*

The respondents were asked whether they are aware about some of the common financial services available in the market.

Table 2.20: Awareness level on various financial services

Sl. No.	Various financial services	Yes		No Comment		No	
		Nos	%	Nos	%	Nos	%
1	Deposit collection	40	100%	0	0%	0	0%
2	Granting loan	40	100%	0	0%	0	0%
3	Issuing draft	10	25%	19	47.5%	11	27.5%
4	Agency function	6	15%	10	25%	23	57.5%
5	Fund transfer	17	42.5%	19	47.5%	14	35%
6	ATM services	38	95%	2	5%	0	0%
7	Safe lockers	0	0%	0	0%	40	100%
8	Mutual fund	4	10%	5	12.5%	31	77.5%
9	Demat Services	0	0%	0	0%	40	100%
10	Housing Loans	5	12.5%	13	32.5%	22	55%
11	Mobile Banking Services	8	20%	13	32.5%	19	47.5%
12	Pradhan Mantri Jan DhanYojna	9	22.5%	0	0%	31	77.5%
13	Pradhan Mantri Jeevan Jyoti Yojna	4	10%	0	0%	36	90%
14	Pradhan Mantri Suraksha Bima Yojna	1	2.5%	0	0%	39	97.5%

Source: Field Study

Interpretation: From Table-2.20 it is observed that all the respondents were only aware about the deposit collection and loan and ATM services offered by banks, while no respondents are aware about demat services and about safe locker services provided by banks. Even regarding the PMJDY, PMJJY and PMSBY only few of them are aware which is very pathetic. Because all these three schemes were introduced targeting the people from those who are excluded from the financial services for many reasons.

21. *Problems Faced By The Respondents*

Table 2.21: Problems faced by the respondents

Sl. No.	Variables	Strongly Agree		Agree		No comments		Disagree		Strongly Disagree	
		Nos.	%	Nos.	%	Nos.	%	Nos.	%	Nos.	%
1	Lack of awareness	18	45	17	42.5	5	12.5	0	0	0	0
2	Lack of availability	23	57.5	12	30	5	12.5	0	0	0	0
3	Lack of cooperation from the bankers	18	45	16	40	6	15	0	0	0	0
4	No proper guidance	11	27.5	16	40	13	32.5	0	0	0	0
5	Risk of cyber crime	19	47.5	7	17.5	14	35	0	0	0	0
6	Poor customer response	9	22.5	16	40	15	37.5	0	0	0	0
7	Autocratic behavior	11	27.5	18	45	11	27.5	0	0	0	0
8	Poor time management	21	52.5	14	35	5	12.5	0	0	0	0

Source: Field study

Interpretation: From Table-2.22 it is observed that maximum respondents faced problems that they can not avail financial services for time constraints. Maximum number of customers said that numbers of bank branches are not adequate enough to serve the customers. So the banks and other financial institutions should come with extension of bank services beyond the bank branch buildings. They should must come to the working sites of the labourers and required financial services to provide there.

22. Respondents' level of agreement on the importance of banking services

Table 2.23: Level of agreement on the importance of banking services

Sl. No.	Variables	Strongly Agree		Disagree		No Comments		Disagree		Strongly Disagree	
		Nos.	(%)	Nos.	(%)	Nos	(%)	Nos.	(%)	Nos	(%)
1	For economic empowerment of daily wage earners	16	40	18	45	6	15	0	0	0	0
2	To empower women	19	47.5	13	32.5	8	45	0	0	0	0
3	To provide loans	11	27.5	19	47.5	9	22.5	1	2.5	0	0
4	To create financial awareness	17	42.5	17	42.5	4	10	2	5	0	0
6	To provide funds to farming sector	20	50	8	20	8	20	4	10	0	0
7	To provide financial services to the poor	18	45	18	45	3	7.5	1	2.5	0	0
8	Overall economic development	28	70	12	30	0	0	0	0	0	0

Source: Field Study

Interpretation: From Table-2.23 it has been observed that maximum respondents agree that banks are required for overall economic development while only 40% of the respondents believe that banks are anyway helpful for the economic and financial development of daily wage earners. However, the banks and other financial institutions are not playing significant role to bring the daily wage earners to the financial networking system.

III. SUMMARY OF FINDING OF THE STUDY:

1. From the study it has been observed that majority of the workers are at their young age i.e. 21-25 years. An analysis of literacy level of the respondents revealed that largest percentages of the respondents are literate. However, majority among literates had studied up to 10th standard.
2. From the study it is found that maximum of the respondents are semi-skilled while only few of them are skilled and some of them are unskilled. It has also been observed that they learn work by doing it by their own hands. There has been no training center for them to provide some kind of skill development training to improve their skill level.
3. With regard to marital status of the sample respondents, it was found that huge chunk of the respondents are married and a little percent of the respondents are unmarried with 4 or more number of dependent family members.
4. The study revealed that the monthly income of 35% respondents ranges from ₹3000- ₹5000. It shows that their income is much lower and has to do hard labour to meet the increasing cost of living.
5. Savings is one of the most important factors for any developed economy. It has been observed that saving habits are very poor among the respondents as around 65% of the respondents save below Rs 300 per month which is not sufficient enough for investment and capital formation of a country like India.

6. Regarding the availing of financial services it was found that only 67.5 % have availed the financial services which show that still there are people who are out of the purview of the financial inclusion.
7. From the study it has been observed that level of literacy plays a vital role in availing financial services as majority of the respondents availing financial services have educational qualification of 12th standard. The respondents with lower level of education could not avail financial facilities at par with the respondents with higher level of education.
8. Regarding the bank account, only 67.5% are having bank account and 32.5 % don't have a bank account this shows that the even schemes like PMJDY could not touch the daily wage earners.
9. Regarding the knowledge of the banking services it is found that maximum number of the respondents have come to know about banking services from their relatives or friends which implies that banks are not active to increase the level of financial awareness of the poor people.
10. In the study, it was found that none of the respondent have purchased any life insurance policy nor any general insurance policy. It is surprise to see that some of the respondents are not even aware about the general insurance services.
11. The study also revealed that maximum number of respondents don't availed any scheme of savings in post office even after having a post office inside the Dibrugarh University campus. It shows that post office officials also don't take any steps for providing financial education to this particular class of people.
12. The study revealed that most of the respondents have not availed loan and who ever have availed loan it was found that they have availed the loan from informal sources such as family members, friends etc. and regarding the repayment it was found that most of them have paid back on weekly basis. It is also found that loan repayment percent was good when loan was taken on monthly repayment basis.
13. One of the important finding of the study is that the loans which are availed by the respondents have paid a huge size of money as interest are not calculated on reduced balance. As a result, in some cases it has been observed that although they are repaying the loan religiously but the loan to be repaid figure remains in many cases almost constant.
14. Regarding the satisfaction level most of the respondents have said that they are satisfied but few percent of the respondents denied to give any comment on the satisfaction level.
15. When asked about the sources of money at the time of health related issues and at the time of no work it was found that most of the respondents take loan from their family members or previous saving.
16. The study showed a negative response on the awareness level regarding various services. It was found that most of the respondents are aware only about the deposits or loans and ATM services that are provided by the banks. None of them are aware about the safe locker or the agency services. Moreover, even most of the respondents either don't know or gave no comments over various services such as mobile banking, housing loan, mutual fund, agency services, fund transfer etc. even it was more pathetic as very less number of the respondents are aware about the PMJDY, PMJJY, PMJSY which are some of the most important and recently proposed schemes by the present government so as to include each and every one into the financial system but we are to go many miles to touch the low income group people.
17. The study showed that maximum number of respondents are deprived of availing various financial services as they don't have any bank branches nearby their villages also they admitted that lack of awareness also keep them away from the financial services.
18. Regarding the problems faced by the respondents the study revealed that most of the respondents have faced problems in dealing with bank officials. as some of the officials treat them very rudely. Some other problems faced by the respondents are lack of guidance, inadequate bank infrastructure, lack of aggressive marketing on the part of the PSU Banks etc.
19. Regarding cybercrime most of the respondents gave no comment as they even don't know what is cybercrime or how dangerous can it be.

IV. SUGGESTIONS:

On the basis of the findings of the study, the following suggestions have been made:

- Lack of awareness and guidance have hindered the low income group people in availing financial services so the government should take initiative in order to make them aware by providing guidance regarding various financial services
- The bank manager should strictly look into the behavior of the officials towards the low income and poor people as it also had an impact on availing of financial services.

- As an educated youth, every students of the university/colleges should come out to provide financial literacy to make them aware why the financial inclusion are important and should try to motivate them to include in the financial system.
- Existing bank branches (PSU banks) must go for aggressive marketing going to the work site of the daily wage earners. Because many of the respondents are not in a position to visit a bank branch to avail financial services.
- Customer relationship management is another important problem in rural branches. This can be resolved through systematic behavioral training sessions to the bank employees, establishment of information desks to the customers in the banks. This kind of initiatives eases out the use of financial services by the low income peoples.
- Poor usage of certain banking services has been observed in the study. It can be addressed through providing all possible information on the usage of such services to popularize such services.

V. CONCLUSION:

Savings and investment is important in one's life to have a social protection and to provide financial support to the dependents in their absence. Savings and investment plays an important role in the economic growth of a country. It is obvious that growth requires investment, which in turns requires considerable amount of domestic savings. Growth in savings naturally leads to more investments and when savings decline investment declines. High capital investments means possibility of more production, more demand and supply, better prices in the future and consequently higher business profits and a positive outlook. But it is equally important that all the people contribute towards the economy which can be achieved only through participation. But it is seen that the low income group has a very low contribution towards the economic growth as they are merely included in the financial system. Even after the government has launched many schemes to include every people in the financial system but it is seen that still many people are not touched by those schemes. It is seen that many of such accounts remain idle with zero balance. Saving and investment habits of low income groups need to be changed by creating a customer friendly environment with a bundle of product and resolving the problems in availing the financial services by motivating them to avail financial services.

From the study it is found that the savings and investment as well as awareness level is very poor among the daily wage earners. Not having of bank accounts by the respondents showed that the government schemes of financial inclusion are still not successful. The low incomes they have and the increased cost of living, lack of awareness, lack of proper guidance restrict them to use the financial services.

REFERENCES:

- [1] Khan, M.Y.(2016), "Indian Financial System" McGraw Hill Education (India) Private Limited
- [2] Mohan S, Elangovan R (2008), "Financial Services" Deep & Deep Publication, New Delhi,p8
- [3] Pathak, B (2014), "Indian Financial System" Pearson Publication, New Delhi, p6.