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The role of financial inclusion in enhancing banking performance: An analytical study at Rafidain bank

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Abstract
The current research aims to elucidate the nature of financial inclusion in terms of its concept and importance, as well as to understand the concept of banking performance and dimensions. The research was conducted at Rafidain Bank in Iraq, and to prove the research hypotheses, a questionnaire was designed with two axes: the unidimensional financial inclusion axis and the banking performance axis, represented by financial dimension, growth and learning, customer dimension, and operational processes. Through the descriptive analytical method, (85) forms were distributed and (80) were retrieved valid for statistical analysis, with a percentage of (94.1%). Using the statistical software (SPSS. V26), the data were analyzed and interpreted. The investigation yielded many findings, with the most significant being that the examined bank offers banking services of exceptional quality. The statistical research reveals that the majority of clients express their contentment and confidence in the services rendered. Hence, the researcher advises the examined bank to persistently upgrade its banking services by incorporating client feedback and evaluations. This will ensure the maintenance of a superior degree of quality and the augmentation of customer pleasure and confidence.

Keywords: Financial inclusion, performance, banking performance, Rafidain bank

Introduction

Financial inclusion is a key step in the roadmap to the attainment of economic sustainability and a boost to the effectiveness of financial institutions, primarily banks in several countries. Banking system is as one of the major parts of economy in many countries around the globe. Financial inclusion implies that irrespective of the social stratum, everybody has the same or similar access to financial services which include the low, the middle-income households and even the remote or marginalized areas.

The current research is set to evaluate the underlying role of financial inclusion as a means of improving bank performance and ensuring economic stability. Financial services play a central role in the promotion of economic growth and sustainable development as they support the basic financial needs of the population by providing funding for projects and investments, enabling saving, and offering financial protection to individuals and business entities. As a result, financial inclusion is one of the basic conditions for the provision of financial services to all social classes and areas of the world, regardless of the income of a country or its location.

Financial inclusion can be listed among the factors responsible for the improved banking performance and the ease of access to financial services by the people and the companies. It helps to facilitate the saving, investment, and the economic growth through the provision of appropriate and the easy financial services to the people. Financial inclusion, in its turn, has a crucial position in building the financial stability through the creation of financial protection and insurance for individuals and companies as well as the development of resilience to economic difficulties.

From the perspective of these points and to elucidate the association between financial inclusiveness and financial performance, the research will be structured into four parts. The first section will touch on the issue of methodology of the research on the subject of the procedures and the methods. The next section will describe the theoretical framework of financial inclusion and banking performance terminology that will be further elaborated in the third section of the research's practical framework. In the last part of this writing, I will

give my conclusion and recommendations.

Chapter one
Methodological Framework
First: Research Problem
The problem of the current research lies in understanding how the availability of financial services to various population segments, especially those with limited income, impacts economic growth and savings culture. Consequently, it aims to determine how this affects the performance and level of development of banks. The research problem can be expressed more precisely through the following questions:
1. Does financial inclusion contribute to enhancing banking performance at Rafidain Bank?
2. What is the level of public awareness of the importance of financial inclusion?
3. Does financial inclusion affect the enhancement of banking performance at Rafidain Bank?

Second: Research Importance
The importance of the current research lies in its relevance to the topic of financial inclusion, as it is a crucial subject that links the relationship between financial inclusion and banking performance. Through the results, the researched bank can understand the necessity of adopting financial inclusion tools and their impact on raising awareness among individuals about the services provided by the bank, thereby enhancing banking performance.

Third: Research Objectives
The research aims to achieve several objectives, including:
1. Clarifying the nature of financial inclusion in terms of its concept and importance.
2. Understanding the concept of banking performance and its dimensions.
3. Explaining the nature of the relationship between the research variables.

Fourth: Theoretical Framework of the Research

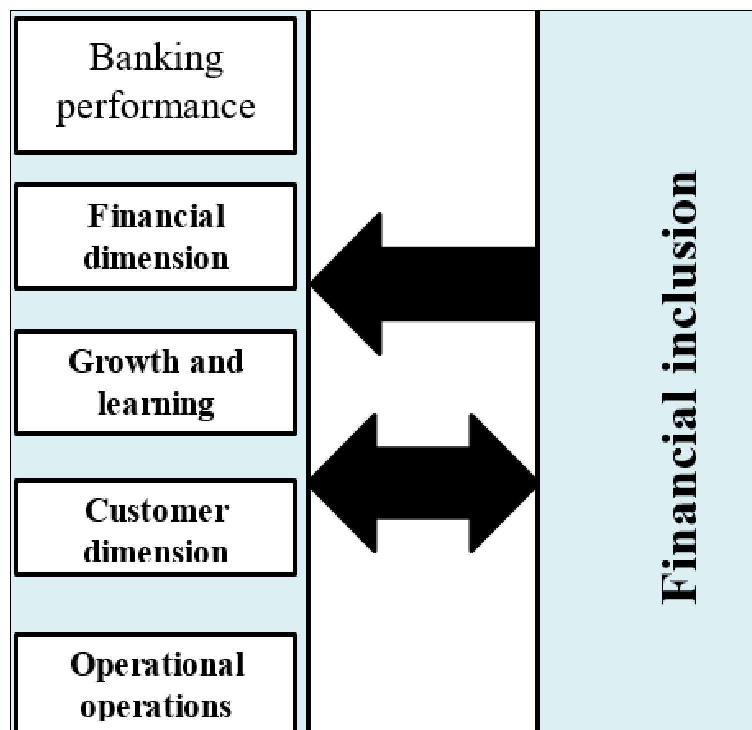

Fig 1: Theoretical Framework of the Research

Source: Prepared by the researcher

Fifth: Research Hypotheses
Main Hypothesis 1: There is a significant correlation between financial inclusion and banking performance.
Main Hypothesis 2: There is a significant impact of financial inclusion on banking performance.

Sixth: Research Methodology
The descriptive-analytical methodology in this research aligns with the identified research problem and aims to effectively address it. It provides an organized framework for collecting and presenting information, ensuring clarity and coherence throughout the research process. Through the descriptive-analytical approach, the study aims to identify the problem and its various dimensions. This includes conducting a survey containing the research variables, facilitating the achievement of research objectives and desired outcomes.

Seventh: Research Limitations
1. Spatial Limitations: Rafidain Bank
2. Temporal Limitations: The research is limited to the period during which the practical aspect was conducted, spanning from February 15, 2024, to April 15, 2024.

Eighth: Research Population and Sample
The research population consists of Rafidain Bank - Main Branch employees. The sample comprised 85 individuals selected randomly from the bank's employees. Table (1) Describes the research sample, the quantity of

questionnaires disseminated and collected, and the rate of retrieval.

Eighth: Research Population and Sample
The research population consists of employees at Rafidain Bank - Main Branch. The sample consisted of 85 randomly selected employees from the bank. Table (1) presents data on the research sample size, the number of questionnaires distributed and collected, and the retrieval rate.

Table 1: Description of the Research Sample, Number of Distributed and Collected Questionnaires, and Retrieval Rate

The Sample	The number of distributed questionnaires	The number of received questionnaires	The retrieval rate %
The researched organization	85	80	94,1%

Chapter Two
Theoretical Framework of the Research
First Axis: Financial Inclusion
First: Concept of Financial Inclusion
In recent years, formal financial institutions have increasingly been exploring new opportunities and markets, seeing the benefits of microfinance operations. With their size, expertise, and technological capabilities, formal financial institutions can provide basic financial services to a large number of clients, especially those at the lower end of the income spectrum, at low costs. With supportive regulatory environments and leveraging economies of scale, banks can not only alleviate financial constraints on marginalized groups and small businesses but also reduce risks and become more profitable at the same time (Ahamed & Mallick, 2019: 405) [2].
The pace of policy initiatives aimed at "financial inclusion" has accelerated since the global financial crisis. The World Bank's annual report for 2008, titled "Finance for All," emphasized the importance of finance for all in the broader context of earlier transformations towards post-Washington consensus interest in "inclusive markets." By 2011, the Alliance for Financial Inclusion (AFI) was established, a network of policymakers and regulatory bodies from ninety developing countries, funded by the Bill and Melinda Gates Foundation (BMGF) and endorsed by the G20. Half of its members have since signed the Maya Declaration, a commitment to "reaching 2.5 billion unbanked people in the world" and developing national financial inclusion strategies in partnership with private sector stakeholders. International finance has been conceived as an analytical lens through which to understand the relationship between finance and the poor (Gabor & Brooks, 2020: 71) [7].
Financial inclusion is understood as the rate of adults that engage the financial services. A situation of non-use, though, may not necessarily mean exclusion from (access to) it. Some persons may have access to financial services within reach and not take them because of their religious or other reasons, whereas others can be barred from using the aforementioned services because the costs of the services are highly priced or there is a regulatory barrier (Naumenkova *et al*., 2019: 195) [13].
The accessibility of financial services by indviduals and publiccompanies has added another definition to financial inclusion which is the process of increasing awareness and usage of formal financial services. Additionally, financial inclusion also ensures access to and usage of formal financial services by individuals and companies (Tay *et al*., 2022: 3) [19]. Diversity is one of the most notable features of human societies.
Furthermore, Ahmad *et al*. (2020: 754) [3] the concept of financial inclusion is defined as the situation where citizens, without any discrimination, can benefit from various high-quality financial services at fair prices and in a convenient way. In the recent year, as the increasing understanding of the significance of financial inclusion to sustainable economic advancement has been acknowledged, financial inclusion has become one of the top pillars of the development agenda.
According to the World Bank, financial inclusion is the extent to which households and SMEs use financial services (deposits, loans, payment, transfers, and insurance) to improve their livelihoods. According to the Consultative Group to Assist the Poor (CGAP) report in 2011, financial inclusion means that formal financial services - such as deposit and savings accounts, payment services, loans, and insurance - are easily accessible to consumers (Van *et al*., 2021 [20]: The process of decolonization had to be completed, and the freedom on the individual level was mostly going to be brought by independence, and the identity of the culture is also going to be restored.
The researcher defines financial inclusion as providing fair and equal access to financial services for all segments of society, including individuals, small and medium-sized enterprises, with the aim of achieving economic and social development, promoting financial stability, and ensuring equality in economic opportunities.

Secondly: The Importance of Financial Inclusion
Financial inclusion offers a myriad of positive side-effects for users of financial services, digital finance providers and governments, as well as economies. From 2010 to the present day, efforts by the G20 governments and the World Bank have focused on expanding financial inclusion in developing countries to help alleviate poverty in the emerging and developing economies. The financial inclusion provides the right to access to digital technologies where individuals can conduct financial transactions through different services such as online banking, mobile banking and more. The technology reached more and more types, such as online banking, mobile banking, e-wallets, mobile wallets, credit cards, and debit cards (Durai & Stella, 2019: 123) [16].
Linked to this is the notion of financial inclusion, or the delivery of financial services at a reasonable cost to marginalized and low-income sectors of society, which is a very important factor for economic development. Nevertheless, the number of around two billion people globally that cannot acquire financial services offered by financial institutions is alarming. Financial inclusion in developing countries is being expanding in these countries to populations who have never had bank accounts using mobile phones as a tool. First of all, it is the special qualities of the mobile phone, including mobility, constant

availability, and being personal small size device, that have helped the mobile phone to spread quickly not only in the developed countries but also in most of the countries which are still under development. And although there is an increasing number of studies on mobile financial services-based initiatives, few reviews try to give a synthesis of findings related to the interaction between mobile finance, economic growth, and development (Kim *et al*., 2018: 1) [10].

It is worth mentioning that financial inclusion which is the fundamental necessity for people with low income and women in many countries, has a proven big impact on the marginalized populations. A number of policymakers globally have included financial inclusion among their key game plans for the fight against the poverty and economic empowerment. The financial inclusion and has become a point of interest for policymakers and academics since it has four reasons. The UN Sustainable Development Goals are about financial inclusion, which is a critical step for achieving them (Ozili, 2021: 459) [16].

Apart from women and the poor, there are other potential beneficiaries of financial inclusion who have been overlooked in the literature, such as youth, the elderly, depositors in financial institutions, patients, persons with disabilities, and individuals previously excluded from the financial sector due to committing criminal offenses (Ozili, 2020: 94) [15].

The researcher sees financial inclusion as a fundamental element in promoting economic and social development, as it helps enhance equality, social justice, and economic growth by enabling individuals and businesses to access financial services and investment. Financial inclusion works to reduce economic disparity and enhance economic opportunities for everyone in society.

The second axis: Banking Performance

Firstly: Concept of Banking Performance

Banks serve as intermediaries through which funds are collected and responsibly distributed to the public. The efficient and effective management of societal funds is considered indicative of efficient and effective performance. Operational activities of banks aim to achieve optimal benefit for the community by providing financial services. By achieving optimal profit, banks can provide benefits to shareholders through stock distributions and increased stock prices, in addition to attracting other investors for stock investment (Kusmana & Sumilir, 2019: 38) [11].

Theoretical arguments for banks' operational success are mainly about the bank and the macroeconomic situation under which the bank performs. Important bank-oriented determinants include bank size, capitalization, cost efficiency, diversification, and the strength of the market. In addition, the bank performance analysis normally undertaken usually includes the following macroeconomic factors: GDP growth and inflation which represent business cycles and macroeconomic uncertainty (Ibrahim, 2020: 489) [9].

The banking sector is very important for the development of any economy, as it ensures a smooth movement of funds and financial resources around the country, that enhances the country's financial system. The banking sector instability itself is a major impediment to the economic growth. With the development of new technologies, banking sector has turned out to be highly competitive and bankers are very keen in improving their performance to remain competitive in the sector. The comparative efficiency of banks, a long-standing challenge, has since gained higher relevance and needs to be addressed by both researchers and policymakers. The previous researches are about the relative contributions of the banking sector, which concern profitability, productivity and efficiency in banking among different countries (Ahmad *et al*., 2020: 187) [3].

Banking performance is defined as a method for measuring a bank's achievements based on initially set objectives. This becomes an important part of performance measurement that can help the bank improve its performance in the future (Yusuf & Ichsan, 2021: 473) [21].

Banking performance has been defined by Albderi *et al*. (2023: 3) [5] as a continuous inclusive activity that reflects the success, continuity, and adaptability of a bank with its environment, based on specific criteria and standards set by the bank according to its operational requirements.

The researcher views banking performance as indicating the efficiency and effectiveness of financial institutions, such as banks and credit institutions, in effectively and appropriately carrying out their core functions. This includes measuring the efficiency of risk management, achieving financial returns, and providing financial services to customers in a transparent and secure manner. Banking performance reflects the extent to which banks succeed in achieving their financial and institutional goals comprehensively and sustainably.

Secondly: Financial Dimension

1. Financial Axis

Profitability metrics serve as a primary indicator of financial focus, including factors such as cash flow, market share expansion, and sales growth. Ensuring shareholder satisfaction necessitates dividend distribution, which may pose challenges if cash reserves are insufficient (Rashid, 2020: 64) [17].

The financial dimension, as defined by (Muda *et al*., 2018: 1327) [12], encompasses the ability to generate financial resources, achieve financial objectives, and manage financial matters efficiently. Similarly, as noted by (Reda *et al*., 2019: 505) [18], the financial dimension acts as a gauge for assessing strategic profitability, influenced by factors such as operating income and return on investment.

The researcher perceives the financial dimension as indicating aspects of performance related to the financial aspects of the bank, encompassing factors such as profitability, liquidity, lending, financing, and financial risk management. Financial performance analysis is used to assess the efficiency and strength of the bank financially, determining its ability to achieve sustainable profitability and growth and meet financial obligations.

2. Learning and Growth

This dimension emphasizes the capabilities that facilitate the bank's growth to achieve superior internal operations, thereby generating value for both customers and bank shareholders, and it underscores the potential for growth and learning within the bank (Reda *et al*., 2019: 506) [18].

The dimension of learning and growth, as highlighted by

(Grayb & Yousaf, 2021 [8]: The other important aspect, (9), is the very foundation on which a company can succeed in the long term and reach its maximum potential. Among the multi-dimensional factors, there are technology and systems utilization, operational efficiency, as well as internal operational dimensions that should be utilized. Additionally, employee skills and creativity should be enhanced to promote innovation.

In banking field the term learning and development is a synonym for the competence of acquiring for knowledge and mastery and to enhance the performance of an individual in the long run. This would encompass operational improvement, financial product and service creation, policy and procedure modification within the bank, and strengthening business strategy and market launch. The banking performance learning and growth are in a good position to thrive if data analysis is done properly and the analytics used to take actions after identifying opportunities and risks are utilized.

3. Customer Focus

The other dimension examines the market segments the business is prospecting and assesses how the company is performing in the segments. This allows the company to manage its growth objectives. Measures such as market share, customer acquisition, and customer satisfaction are used to gauge performance in this dimension (Reda *et al.*, 2019 [18]: 24/7. The call center will maintain a 24-hour availability, ensuring that customers can reach us whenever they need assistance. This attention towards customer service will help us to build a positive reputation and create loyalty among our customers.

Similarly, management evaluates business performance with key customers through the customer dimension. These evaluations typically include customer satisfaction, retention strategies, customer profitability analysis, and the bank's market share within targeted customer segments (Grayb & Yousaf, 2021: 8) [8].

The researcher emphasizes customer focus as a strategy where the bank prioritizes understanding and meeting customer needs, thereby enhancing satisfaction and loyalty. Consequently, this strategy plays a pivotal role in enhancing bank performance and achieving sustained success.

4. Operational Processes

For a bank to thrive and grow, it must embrace innovation in its products and operations to enhance customer value. This entails identifying opportunities for new offerings, overseeing research and development initiatives, and delivering high-quality products and services to the market (Agarwal, 2019: 3) [1].

The operational perspective focuses on the critical internal processes and activities to achieve customer satisfaction and ensure the company's financial success. It emphasizes that customer transactions must translate into internal procedures that align with customer expectations and organizational goals. To meet organizational expectations and customer demands, companies must identify key business processes and prioritize them (Owolabi *et al.*, 2020: 4557) [14].

The researcher views operational processes as activities and operations related to executing the core daily functions within the framework of an organization, whether business or non-profit. These operations include all activities performed by employees to achieve the organization's objectives and facilitate efficient workflow. Typical operational processes include product manufacturing or service delivery, inventory management, resource allocation, quality management, and product or service marketing. Organizing operational processes aims to achieve maximum efficiency and effectiveness in utilizing available resources and sustainably achieving the organization's goals.

The Practical Aspect

Chapter Three

Firstly: Validity and Reliability

1. Validity Testing

The researcher had to perform various validity and reliability tests to ensure that the study tool can measure the reasons for student's success or failure as planned. While working on the questionnaire, emphasis was put on simplicity and conciseness when writing the questions, structuring the paragraphs. The study questionnaire was tested for reliability and validity as an aid to identifying whether the tool is appropriate and accurate according to the existing standards. The questionnaire was validated and tested for the purpose of getting the correct and objective information from the participants before it was finally distributed. Two types of validity tests were conducted before distribution to the sample individuals: Two types of validity tests were conducted before distribution to the sample individuals:

A. Face Validity: The reliability of the study tool used for measurement was ensured by performing a face validity test on all questionnaire items after they were prepared. They were delivered to a panel of experts specialized for the purpose of examining well items and their relevance for the study hypothesis and objectives. This involved assessing the clarity of the phrases, their level of concentration, and ensuring they were not ambiguous, thus facilitating accurate responses. After gathering their opinions and suggestions regarding deletion, addition, or modification as recommended, the questionnaire was ready to be adopted for the intended measurement process.

B. Scale Reliability and Variable Coding: Ensuring the reliability of the study tool, the researcher utilized the Cronbach's alpha coefficient. It was found that the alpha coefficient value reached 93.2%, which is greater than 70.0%. This indicates the validity and strength of the study tool used, thereby allowing its application to the same community and sample at different times, or its application to a different community and sample. Table (1) illustrates this.

Table 1: Measurement of Stability for Study Variables and Dimensions

<table>
<tr><th>Variables</th><th>Dimensions</th><th>The symbols used</th><th>Cronbach's alpha coefficient</th><th>The alpha coefficient for all dimensions combined</th></tr>
<tr><td colspan="2">Financial inclusion</td><td>1-5</td><td>0.842</td><td rowspan="5">0.932</td></tr>
<tr><td rowspan="4">Banking performance</td><td>The financial dimension</td><td>6-10</td><td>0.821</td></tr>
<tr><td>Growth and Learning</td><td>11-14</td><td>0.738</td></tr>
<tr><td>Customer dimension</td><td>15-19</td><td>0.756</td></tr>
<tr><td>Operational processes</td><td>20-23</td><td>0.801</td></tr>
</table>

Source: Prepared by the researcher using the statistical analysis software (SPSS) version 26.

Secondly: Statistical Description - Presenting and Analyzing Research Results

This section involves describing and diagnosing the financial inclusion and banking performance variables. It includes presenting arithmetic means, standard deviations, response levels, and the relative importance of questionnaire items. Determining response levels according to arithmetic means by assigning them to specific categories in the table, where the Likert five-point scale (strongly agree - strongly disagree) is been used in the questionnaire. 4 has been determined as the width of the range (1-5), which is divided by 5 to obtain 0.80. Adding the resulting value (0.80) to the minimum scale limit (1) or subtracting it from the maximum scale limit (5), as illustrated in the table: Adding the resulting value (0.80) to the minimum scale limit (1) or subtracting it from the maximum scale limit (5), as illustrated in the table:

Table 2: Ratings and Levels of Assessment for Arithmetic Means

Estimation of Scores	Response Level
1-1.80	Very Low
1.81-2.60	Low
2.61-3.40	Moderate
3.41-4.20	High
4.20-5.00	Very High

1. Financial Inclusion: Table (3) shows the picture of the content that is represented by arithmetic means, standard deviations and the highest responses. It is mentioned that the arithmetic mean is (3.64) with a standard deviation of (0.77), evidencing that the surveyed bank provides banking services that play an important part in financial well-being of its customers.

2. Financial Dimension: Results from Table (3) indicate that the weighted arithmetic mean for the financial dimension is (3.55), with a standard deviation of (0.80). The coefficient of variation is (0.23), suggesting that the data is homogeneous and not scattered. The response strength percentage for the study sample is (71%), indicating the bank's interest in the financial perspective and its correlation with economic outcomes from various activities previously undertaken.

3. Learning and Growth: From Table (3) results, the weighted arithmetic mean for the learning and growth dimension is (3.58), with a standard deviation of (0.78). The coefficient of variation is (0.22), and the response strength percentage for the study sample is (71.6%). All arithmetic means for the learning and growth perspective items were higher than the hypothetical mean, indicating the bank's focus on providing opportunities for growth and innovation to support change efforts and long-term goal achievement.

4. Customer Dimension: Table (3) shows that the weighted arithmetic mean for the customer dimension is (3.59), higher than the hypothetical mean of (3), with a standard deviation of (0.79). The coefficient of variation is (0.22), indicating that the data is not scattered and homogeneous. The response strength percentage for the study sample regarding the customer perspective is (71.8%), suggesting a significant level of interest in the customer perspective by the study sample.

5. Operational Processes Dimension: Results from Table (3) reveal that the weighted arithmetic mean for the operational processes dimension is (3.72), with a standard deviation of (0.85). The coefficient of variation is (0.23), and the overall response strength percentage for the study sample is (74.4%). This indicates a considerable interest in operational processes from the study sample, reflecting positively on the research sample's responses. All arithmetic means for this perspective were higher than the hypothetical mean, indicating the bank's interest in processes that differentiate it from competitors and have a significant impact on customer satisfaction, loyalty, and financial goals accomplishment.

Table 3: Illustrates the descriptive statistics for the research variables.

The Variable	The Arithmetic Mean	The Standard Deviation	Coefficient of Variation	Relative Importance
Financial Inclusion	3.64	0.77	0.21	72.8%
The Financial Dimension	3.55	0.80	0.23	71.0%
Growth and Learning	3.58	0.78	0.22	71.6%
Customers	3.59	0.79	0.22	71.8%
Operational Processes	3.72	0.85	0.23	74.4%

***Source*:** Prepared by the researcher based on the outputs of SPSS V26 software.

Thirdly: Testing Research Hypotheses

There are two approaches to the impact hypotheses, before testing their correlation matrix is required for knowing the nature and strength of the relationship between the

variables. The first approach is the use of the Pearson correlation matrix that helps to find the existence of a relationship of strength and nature of the research variables and provide initial support indicating the relationship between the study variables as shown in the table below.

Table 4: Illustrates the correlation matrix between the research variables.

Correlations			
		Financial Inclusion	**Banking Performance**
Financial Inclusion	Pearson Correlation	1	.698**
	Sig. (2-tailed)		.000
	N	80	80
Banking Performance	Pearson Correlation	.698**	1
	Sig. (2-tailed)	.000	
	N	80	80
**. Correlation is significant at the 0. 01 level (2-tailed).			

Source: Prepared by the researcher based on the outputs of SPSS V26 software.

What's noticeable from the Pearson correlation matrix (Table 4) is that all correlation coefficients displayed indicate a significant and meaningful relationship between the research variables. This provides initial support for testing the impact and mediation hypotheses between the research variables.

For instance, the correlation value between financial inclusion and banking performance is (0.698) at a significance level of (0.01). It's observed that the correlation relationship was strong and significant.

A. Testing Subsidiary Hypotheses Related to the Main Hypothesis

As we can see from Table (5), all the variables, namely financial inclusion, learning, operational processes, financial dimension and growth, which are subcomponents of the banking performance variable, are significant statistically. In the light of this, the subsidiary hypothesis for the main hypothesis one is also, then, accepted. This assumption means that there is a probability of 0.95 to 1 that the correlation coefficients (r) between financial inclusion and banking performance are positive. The number (100%) of hypotheses' proofs will be achieved at the result of this experiment.

Table 5: Illustrates the correlation matrix between the dimensions of the research variables.

		The Financial Dimension	Growth and Learning Dimension	Customer Dimension	Operational Processes Dimension	Banking Performance Dimension
Financial Inclusion	Pearson Correlation	.641**	.548**	.653**	.525**	.698**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	80	80	80	80	80

Source: Prepared by the researcher based on the outputs of SPSS V26 software.
**. Correlation is significant at the 0.01 level (2-tailed)

Fourthly: Testing Impact Hypotheses

In order to examine the hypothesis that asserts a notable impact of financial inclusion on banking performance, the study will be carried out utilizing a straightforward linear regression model in the following manner:In order to examine the hypothesis that asserts the presence of a substantial impact of financial inclusion on banking performance, a straightforward study will be carried out utilizing a basic linear regression model in the following manner:

$Y = \alpha + \beta (X)$

$Y = 1.357 + 0.698 (X)$

The t-value of the financial inclusion and banking performance at p-value 0.01 is (74.099) which is greater than the tabulated t-value (6.85). Thus, the hypothesis (that financial inclusion has a great impact on banking performance) is being supported (with p-value of 1% and confidence level of 99%)

Furthermore, based on the coefficient of determination (R^2) value of (0.487), it is evident that financial inclusion explains 49% of the variance in banking performance. The remaining 51% is attributed to other variables not included in the research model.

Moreover, the value of the slope coefficient (β) is (0.698), indicating that a one-unit increase in financial inclusion leads to a 70% increase in banking performance.

The intercept value (α) in the equation is (1.357), meaning that when financial inclusion is equal to zero, banking performance will not be less than this value.

1. Testing Subsidiary Hypothesis 1: In order to test the hypothesis that asserts the presence of a substantial impact of financial inclusion on the financial dimension, the analysis will be carried out with a straightforward linear regression model in the following manner:

$Y = \alpha + \beta (X)$

Y1.148=+ 0.641 (X)

The value of (F) is 68.16, which falls within the range between the financial inclusion dimension and the financial sector dimension. The p-value (0.036) exceeds the f-value (6.85) at a significance level of (0.05). Therefore, we believe that the financial inclusion hypothesis plays a

significant role in financial policy, with a level of significance of 1% and a confidence level of 99%. The R^2 value of 0.410 indicates that 41% of the variability in the financial dimension can be explained by financial inclusion. The remaining 59% of the variability is attributed to factors that were not included in the study model. The β coefficient of 0.641 indicates that 64% of the rise in financial inclusion can be attributed to the financial component. In the equation, the intercept value (α) is 1.148. This means that when financial inclusion is zero, the financial dimension will not be less than 1.148.

2. Testing Subsidiary Hypothesis 2

To test the hypothesis that states (There is a significant effect of financial inclusion on the growth and learning dimension), the analysis will be conducted using a simple linear regression model as follows:

Y= 1.581+ 0.548 (X)

The enterprise value of (F) among financial inclusion dimension and the growth and learning dimension is (33.527). This p-value is 0.013, which is smaller than the critical value of (F) (6.85). Given that, we support the hypothesis claiming (Financial inclusion is the most effective instrument of growth and learning dimension), with a significance level of (1%) and a confidence level of (99%). The first regression equation has an R^2 = (0.301) with the growth and learning dimension getting 30% explained by financial inclusion, and 70% unexplained by the other variables not included in the research model. The quotient (β) is equal to (0.548), which means that the multiplying factor increases the growth and learning dimension by (55%) with one percentage point. Correspondingly, the intercept (α) in the equation signifies financial inclusion and the learning and growth dimension as less than (-1.581) when there is no financial inclusion for the growth and learning dimension.

3. Sub-Hypothesis Testing

In order to examine the hypothesis that there is a substantial and meaningful impact of financial inclusion on the customer dimension, an analysis will be performed using a straightforward linear regression model, as outlined below:In order to examine the hypothesis that there is a substantial and meaningful impact of financial inclusion on the customer dimension, an analysis will be performed using a basic linear regression model in the following manner:

Y= 1.173+ 0.653 (X)

By deriving the value of (F) of (58.053) between financial inclusion and customer dimension, we can explain the extent of their association. In our case, this F statistic is greater than the tabulated F value of 6.85 at a significance level of 0.01. Thus, we accept the hypothesis that financial inclusion has a significant meaningful effect on the customer dimension at a significance level of 1%, with a confidence level of 99%. From the coefficient of determination (R^2) of 0.427, it can be noted that financial inclusion is responsible for (42.7%) of the variability of customer dimension and remaining (57.3%) is due to other factors that have not been considered in the research model. In addition, from the results of (β) which is (0.653) we can see that customer dimension will go up (65%) when financial inclusion goes up by one unit. In the above expression, (α = 1.173) indicates when financial inclusion equals zero, the customer dimension will not less than this value.

4. Testing Sub-Hypothesis Four

To test the hypothesis that states: "There is a significant and meaningful impact of financial inclusion on the operational dimension," the analysis will be conducted using a simple linear regression model as follows:

Y= 1.626+ 0.525 (X)

The calculated value of (F) between the financial inclusion dimension and the operational dimension is (29.625). This value is greater than the tabulated (F) value (6.85) at a significance level of (0.01). Consequently, we accept the hypothesis stating that "there is a significant and meaningful impact of financial inclusion on the operational dimension" at a significance level of (1%), with a confidence level of (99%).

It is clear (emerged) that financial inclusion explains (coefficient of determination (R^2) of 0.275) in the operational dimension that is (28%). The 0.72 of the total variation (72%) is due to other unconsidered factors that are not included in the research model. Also, the coefficient (β) of (0.525) means the operational dimension has (53%) more for every increase in financial inclusion.

The constant value (α) in the equation is (1.626), meaning that when financial inclusion is equal to zero, the operational dimension will not be less than this value. Table (6) illustrates these findings.

Table 6: Analysis of the Impact of Financial Inclusion on Banking Performance Dimensions

Banking Performance Dimensions	The independent variable	The constant value (α)	The coefficient of the independent variable (β)	Coefficient of Determination (R2)	The calculated (F) value	The tabulated (F) value	Sig	Significance
The Financial Dimension	Financial Inclusion	1.148	0.641	0.410	54.274	6.85	0.000	Significant
The Growth and Learning Dimension		1.581	0.548	0.301	33.527		0.000	Significant
The Customer Dimension		1.173	0.653	0.427	58.053		0.000	Significant
The Operational Dimension		1.626	0.525	0.275	29.625		0.000	Significant
Banking Performance		1.357	0.698	0.487	74.099		0.000	Significant

Chapter Four
Conclusions and Recommendations
Firstly: Conclusions

1. The results indicate that the researched bank provides high-quality banking services, as statistical analysis shows that most customers express satisfaction and trust in the services provided.
2. It is evident that the bank places great emphasis on the financial aspect and its impact on the economic outcomes of its operations. This highlights the bank's focus on achieving financial sustainability and meeting the targeted financial performance.
3. Through this study, the bank proves its dedication to the development of employees' skills and providing them with opportunities for innovation, thereby being a key component of the efforts for change. These efforts are in place to achieve the desired long-term goals.
4. Bank is determined to satisfy the demand of clients by keeping clients as a valuable factor in its strategy. This is a sign that the bank will do all it can to ensure that the clients buy more than the regular services and that they enjoy the banking experience.
5. Indirect outcomes of the research reaffirmed that the selected bank concentrates on operations and actions that are unique and have a direct influence on customers' satisfaction, loyalty, and achievement of goals.

Secondly: Recommendations

1. The researcher advises the bank to keep on developing the quality of its banking services using customer feedback and evaluations as a basis, and it this way it will manage to ensure high-level quality and boost client satisfaction and trust.
2. The bank has to keep its emphasis on financial aspects and how these impact on economic performance. Only then will a financial sustainability be achieved, setting of targets for financial aspects and so on.
3. Growth and innovation, in general, should be accessible to employees, hence, the efforts for change and improvement will be possible, which will contribute to the ultimate future objectives of the bank.
4. Bank needs to sustain serving needs and expectations of customers and works towards improving the bond and loyalty of customers by adding a value.
5. The bank must however remain dedicated to the improvement of various operations that are unique to it and incidentally of great value to the customers and might lead to achievement of the set targets.

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