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Relationship between financial literacy and financial distress among youths in Malaysia - An empirical study

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Abstract

This paper examines the relationship between the levels of financial literacy and financial distress among Malaysian youths. A quantitative approach was adopted to determine the relationship between variables of financial literacy and those of financial distress. Questionnaires from previous studies were used to determine the levels of financial literacy and financial distress of 430 youths. The findings show that the levels of respondents' financial distress and financial literacy were moderate. The study also shows that there is a positive but weak relationship between financial literacy and level of financial distress. The implications of the study points to the fact that the organizations concerned would do well to invest in human resources, in particular, with respect to personal financial management for their employees as such knowledge investment would help raise the level of financial literacy among employees and achieve the organisations' own objectives of high productivity. This is evidenced in previous studies that indicated that financial distress was one of the factors leading to reduced productivity at the workplace. As such this investment in reducing the employees'financial distress by way of enhancing their financial literacy would serve, in the long run, to improve the effectiveness of the country's delivery system, especially in the public service.

Keywords: financial distress, financial knowledge, financial literacy, financial management, productivity, work stress

Introduction

Malaysia needs to make a big investment in human resources in order to become a developed nation with high income. Therefore, it is hoped that investment in financial management in terms of financial knowledge and skills among youths will help to increase the capacity to generate innovation and ultimately raising the Gross National Income. However, the youths of today face a lot of challenges which include limited financial resources and rising cost of living.

Hence, the knowledge in personal financial management is essential to help youths make the right decisions about their financial situations. This is because they are faced with challenges such as the need to have savings for emergencies, children's education, management of credit and risks, plans for retirement and management of property. Situations as such can lead to emotional stress (Socyberty, 2006; Scott, 2011). Financial stress can affect performance and motivation at work, as well as physical and mental health leading to stress and further bring about negative impact to performance at the workplace (Prawitz & Garman, 2009; Armour, 2007).

The Report on Financial Stability and Payment Systems Report, 2010 issued by *Bank Negara Malaysia* shows an increase by 7.7% in personal consumption, while household debt (7.1%) is higher than the income per capita which was 4.6% as shown in Figure 1. In other words, there is a relationship

between financial difficulties and individual and household financial situations which lead to an increase in household debts as compared to income growth. In general, the statistics above reflects that Malaysians prefer to purchase goods on credit beyond their level of affordability.

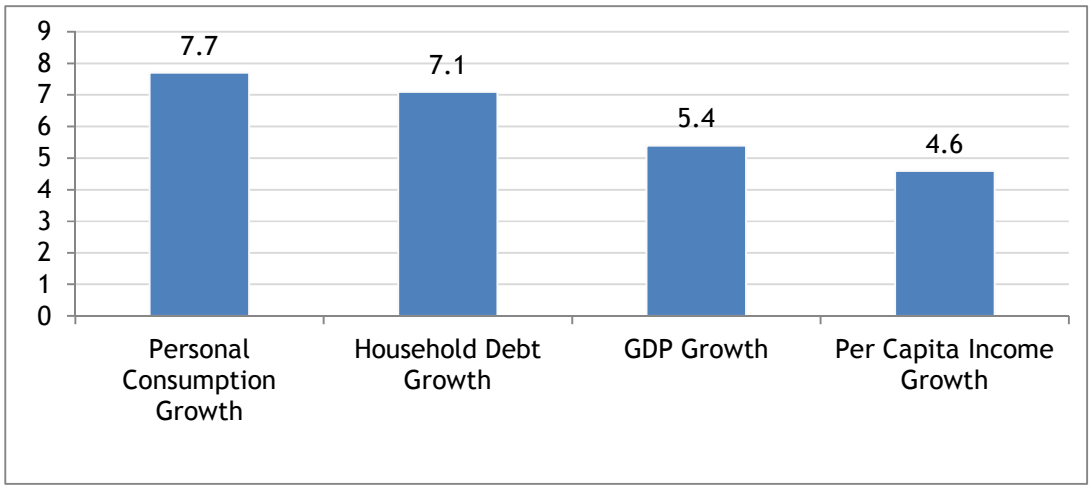

Figure1. *Average annual growth in 2009*

A study, *Global Survey of Confidence and Spending Intention 2011* which was conducted by Nielson (2011) reveals that the level of confidence of consumers in personal finance dropped from 66% in the second quarter of 2011 to 61% in the fourth quarter.

The above statistics provide a negative indicator on the financial situations/circumstances of Malaysians. An obvious indication is the increase in the number of debtors, a dynamic financial instrument, and a flexible credit policy that can attract youths to borrow money although in reality it is not a necessity for them to do so.

Based on the three above-mentioned indicators, youths are trapped into situations of credit as they wish to enjoy a more lavish lifestyle which they cannot afford. As our youths today are regarded as future leaders, such an attitude can become a cause of concern for the future of our nation. Findings from a study by *The American Savings Education Council* and *AARP* in 2008 also suggest that youths today face difficulties in managing their financial responsibilities as compared to the earlier generations.

Evidence from statistics pertaining to youths' financial situations has become a concern. According to the *Malaysian Insolvency Department (MDL),* it has been reported that there is an increase of 25% in bankruptcy between the period of 2005 and December 2010 that involved youths aged between 25 and 44. In addition, civil servants have also been declared bankrupt (*Berita Harian*, 2 November, 2012). Thus, the above scenario can be worrying as civil servants are consider directly involved in the development of the nation. Additionally, in various newspapers (*Utusan Malaysia*, 9 May, 2012; *Berita Harian*, 28 October*; Kosmo*, 23 November, 2012) also highlights the seriousness of youths' personal financial difficulties.

The *Star Online* dated 17 March 2011 reported the findings of a study by the *Employee Provident Fund* (EPF) as follows:

i. In 2003, about 14% of the members who contributed to the EPF used up all their savings in three years after withdrawing the money; and
ii. 70% of the members used up all their savings within 10 years after withdrawal.

In relation to this, an article by Hwee, Lin and Sellapan (2010) claims that only an estimated 34% of individuals in Malaysia contribute towards plans after retirement, especially in EPF. This trend is worrying as EPF is the main medium for social security and savings after retirement.

Based on the above facts, the lack of knowledge and awareness in financial aspects, as well as lack of instruments and appropriate plans may bring about negative impact to long term quality of life. The focus of this study is to investigate Malaysian youths' personal financial distress and its relationship with their level of financial literacy.

Literature review

Definition

Financial distress refers to stress that is caused by a financial situation including personal, family and other various financial conditions (Joo, 1998). Delafrooz and Paim (2011) expand this definition to include economic distress, difficulties, constraints and stress. All these conditions are financial stressors as specified by Joo (1998) and Garman, Porter, and McMillion (1989).

From another perspective, financial distress may not necessarily be a negative issue. In fact, it may be a source of motivation to increase productivity and income which can otherwise help solve financial problems. Financial distress may arise due to increasing financial stressors. Financial distress may be worsened if income earned is insufficient to make ends meet. Furthermore, lack of knowledge and skills to manage personal finance will exacerbate the stressor. When the stressors are beyond the control of the individual, the situation becomes critical whereby he or she stops paying bills, receives notices of unpaid debts and calls from creditors and debt recovery agents. Subsequently, financial distress can also bring about impact to health, functions and quality of marriage life and employee productivity (Sporawski, 1979; Garman, Leech & Grable, 1996; Garman, Kim, Kratzer et al., 1999; Conger et al., 1990; Kim & Garman, 2004; Garman, 1997).

Youths and financial distress

Research in the past have been conducted to investigate charcteristics of youths which comprise Generations X and Y. A study by Eisner (2005); Hwee Nga Koe, Lin Hong Hen and Dellapan Rathakrishnan (2010) reveals that Generation Y is the most recent cohort that has participated in increasing numbers in the working sector. The researchers agree that Generation Y was born and grew up amidst a prosperous growing economy. This generation is characterized as having more opportunities and a better quality of life as compared to previous generations. They are also believed to be more confident in themselves, tend to take risks and have different values about wealth and value of money.
Although the researchers agree that Generation Y has a higher level of education, talent and technology skills, the study by Koh Hwee Nga, Lin Yong Hen and Sellapan Rathakrishnan (2010) found that in most cases, protective upbringing has led this group to become undecisive in life, as well as in financial aspects. In spite of the fact that Generation Y grew up in an era of prosperous economy, they have higher credit loads as compared to the previous generation. Additionally, the concept of savings for retirement purposes is still not easily understood by this group.

A survey conducted by *The American Savings Educational Council* and *AARP* in 2008 examined the financial situation of Generations X and Y in the US. It was found that the political, social and economic climates have brought about new challenges to youths in America. Among the issues which have been identified include access to credit facilities, rise in costs in higher education and healthcare, the pressure from inflation, increase in life expectancy, change in defined retirement benefits to defined retirement contributions, and rapid change in technology. One key finding from the study is that the majority of youths believed that they did not save as they should. In fact, they failed to coordinate their actions in line with their values and financial goals.

In an another study by Urbis, Vittles, Rintoul, Power and Keevy (2008), it was found that youths spent their income on consumer goods such as food and beverages, clothing and accessories, CDs, DVDs as well as computer games, and mobile phones which had been promoted through advertisements on the

radio, television and the Internet. Subsequently, the phenomenon of uncontrolled spending among youths may occur due to current technological developments and changes as they tend to keep up with the current technology to obtain the latest sophisticated gadgets such as smart phones, computer tabs, Mp3 player etc. The pressure to cope with the current trend is to ensure that they can meet the social expectations and 'fit-in' with their peers. The situation was exacerbated by their credit mentality. Urbis et al. (2008) in their study found that many studies have identified that the credit mentality of "own now, pay later" was spreading among young people. The study found that when faced with a situation where there was something you wantd but could not afford, 80% of the respondents would find a way to buy without thinking in-depth.

One of the studies on aspects of youth and stress was based on a survey by *The Western Union Money Mindset Index* in 2010 found that half of the Generation Y respondents reported feeling increasingly stressed due to financial obligations. One out of three reported that their financial situation deteriorated during the previous 6 months. It was also found that 39% of Generation Y youths needed to pay bills by priority, 28% would only make minimum payment of bills, 18% would defer payment of bills, 15% would make additional payment after the due date, 17% would make payment on the last day, while one out of ten will be in default in payment of their bills.

When scrutinizing the situation of youths in Malaysia, most of today's youths have a short-term orientation and in many cases, they are protected from the realities of the real world challenges (Koe Hwee Nga, Lin Yong Hen and Sellapan Rathakrishnan (2010). In this respect, the situation is worrying because it is feared that youths are unable to assess the real situation. This can be seen from the increase in purchases on credit. In fact, the report also cited that Goi and Lee (2008) highlighted the evidence for cases of bankruptcy due to credit card use which has increased three-fold between 2006 and 2007. In fact, there is evidence of many graduates who have breached the contract of The National Higher Education Loan Fund (PTPTN). These trends, coupled with lack of job security due to various factors are certainly worrisome because it could lead to lack of financial security, deterioration of quality of life and social problems in the future that can inhibit the process of national development.

Financial literacy

Garman and Forgue (1997) define financial literacy as "sufficient knowledge about facts on personal finance and is the key to personal financial management". Their study also discusses lack of knowledge in personal finance, complex financial situations, as well as feelings of extreme stress due to a wide range of choices for making decisions on finance, and time constraints in learning about personal finance which is a barrier to financial literacy.

Moore (2003) and Huston (2010) state that an individual is financially literate if he or she is competent and is able to apply this knowledge. Moore (2003) explains that literacy or knowledge is acquired through practical experience and active integration of knowledge. In other words, people will become more sophisticated in terms of finance when they are more literate. Huston (2010) also highlighted a key finding, that is, an individual who had financial literacy (knowledge and ability to apply this knowledge) may not show the expected behavior or improve his or her financial well-being due to other influences such as cognitive and behavior that is biased, self-control problems, family, peers, economic and institutional conditions that may affect the financial habits and financial well-being. However, both Moore (2003) and Huston (2010) concur in explaining that financial literacy cannot be measured directly, and there is no standard instrument used to measure financial literacy.

According to Remund (2010), financial literacy assesses an individual's level of understanding of the basic concepts of finance, and the individual's capability and confidence to manage his or her personal finances. The next financial level will be used to make short-term decisions and appropriate long-term financial planning, taking into account life events and the ever-changing economic conditions. In another study, the factors that contributed to financial literacy have been found to have a strong relationship with socio-demographic characteristics and status of family finances (Lusardi, Mitchell and Curto, 2010). The importance of financial literacy is obvious as it is typically used as an indicator or input to a model

that determines the need for financial education and explain variations in behavior and financial outcomes such as savings, investment and credit behavior. Several previous studies also examined the importance of financial literacy. Among them, Beal and Delpachitra (2003) state that the importance of acquiring financial skills has increased dramatically due to the financial market which has become loose from deregulation and credit service has become increasingly simple.

Relationship between the level of financial literacy and financial distress

Early studies found that the relationship between financial literacy and financial distress are due to financial problems faced by individuals who do not have financial literacy (Research Works, 2009; Joo and Garman, 1998). The findings of this study was supported by Chen and Volpe (1998) who revealed that college students do not have the knowledge about personal finance. This incompetency will reduce their ability to make informed financial decisions based on knowledge. Lack of financial literacy brings about negative impact as individuals are anxious about their financial situations which can affect productivity at the workplace.

The importance of financial literacy based on a study by Huston (2010) shows that the increase in financial literacy of consumers enables them in better decision-making, thus helping to improve people's welfare programs and support the objectives of public policy. This study was supported by the findings of the study by Mohamad Fazli Sabri, MacDonald, Jariah Masud, Karen and Laily Paim (2008) who found that there is strong evidence that financial literacy and financial behavior reflect financial well-being among students. In fact, a study by Delafrooz and Laily Paim (2011) also proved that there is a direct correlation between the levels of financial literacy and financial distress among workers in Malaysia. In fact, financial literacy is reported to have a negative relationship with financial problems (Mohamad Fazli Sabri and MacDonald, 2010).

For these workers, the study by Joo (1998) found that workers who have financial problems demonstrate a low level of financial knowledge especially for retirement, savings, financial and debt management or credit. In line with these findings, Prawitz and Garman (2009) suggest that employees are given education and financial knowledge focusing on financial literacy, which includes setting financial goals, developing an expenditure plan, using credit wisely, saving for emergencies and learning not to spend exceeding their income.

Several previous studies emphasize the importance of youths to have financial literacy, especially as a basis for investing, future planning and preparation for retirement (Beal and Delpachitra, 2003, Marcolin and Abraham, 2006). In both these studies, they stressed the importance of young workers being aware of the effects if they do not plan adequately for retirement. In Malaysia, a study by Mohamad Fazli Sabri, Jariah Masud, Karen Kah Lin and Laily Paim (2008) on workers in Malaysia found that financial literacy is the most significant predictor of financial well-being. Therefore, this study based on the following hypothesis:

Ho1: There is no significant relationship between the levels of financial literacy and financial distress.

Methodology

This study is a descriptive quantitative study conducted to examine and explain the characteristics of all variables under study. Data was collected in cross-sections using the individual unit analysis.

Population and sample

The population of this study consisted of youths among civil servants who served in the various schemes of service. Selected respondents were working in various ministries / departments / agencies in the

Federal Territory of Kuala Lumpur and Putrajaya, based on the sampling frame obtained from the data of civil servants in the Human Resource Management Information System (HRMIS) as shown in Table 1.

Table 1. Details on the population of civil servants

Location	Total no of civil servants	Sample of civil servants (18-40 years old)
Malaysia	1,095,578	628,370
WP K. Lumpur dan WP Putrajaya	191,000	123,577

Source: EIS, Pangkalan Data HRMIS

To determine the sample size, the researcher used the table by Krecjie and Morgan (1970) to decide the sample size that is, 385 to represent the entire population of civil servants working in the Federal Territory of Kuala Lumpur and Putrajaya. However, Salkind (1997) propose oversampling of 40-50% to compensate for lost questionnaires and uncooperative subjects. Therefore, researchers took into consideration the non-response rate of 40% and selected 539 respondents.

Sampling method

The sampling method used for this study was simple random sampling. The researchers sought the collaboration of selected ministries / departments / agencies and distributed the questionnaires by mail to a Human Resource Officer representative to be administered to officers and staff of ministries / departments / agencies involved.

Research instruments

An instrument that had been used by previous researchers was used.

Pre-test and pilot study

A pilot study was conducted at the end of August 2012 involving 96 civil servants of various grades. A total of 88 questionnaires were received after three days of administration. Finally, only 80 questionnaires could be used to test the reliability of the variables of the study.

The reliability results of the test based on the pilot study and the main study is shown in Table 2. The results show that the respondents answered all the questions consistently.

Table 2. Cronbach's Alpha Reliability Test Results: A comparison between the pilot study and main study

Variables	No of Items	Cronbach's alpha (pilot)	Cronbach's alpha (main study)
Financial Literacy	22	0.770	0.742
Financial Distress	8	0.950	0.919

Data analysis techniques

Data was analyzed using SPSS (version 20) program for Windows. In general, this study uses a Likert scale to examine the extent to which the respondents agreed with the items. The researchers have classified the scores based on the ordinal scale, using values based on the scale in the questionnaire as shown in Table 3.

Table 3. Classification of levels of variables

	Category of data in ordinal scale		
	Low	Moderate	High
Financial literacy	1.00 – 2.50	2.51 – 3.50	3.51 – 5.00

The dependent variable, that is, the level of financial distress is divided into 10 levels based on the scale developed by previous researchers. However, for the purpose of descriptive analysis in this study, the researcher conducted an analysis based on the level of respondents' financial distress for the three main groups of respondents as shown in Table 4.

Table 4. Classification of levels for dependent variables

Scale for level of financial distress Previous research	Categories of data in ordinal scale
1.00 – 1.99 2.00 – 2.99 3.00 – 3.99 4.00 – 4.99	High financial distress
5.00 – 5.99 6.00 – 6.99	Moderate financial distress
7.00 – 7.99 8.00 – 8.99 9.00 – 9.99 10.00 – 10.99	Low financial distress

Inferential analysis (Pearson correlation) was also used to test the relationship between the two variables and to explain the influence of the independent variable as well as the variance in the dependent variable (multiple regression). For the purpose of testing the hypothesis, the significance level of 0.05 was selected.

Findings

Out of the 539 respondents who were selected for this study, a total of 470 questionnaires were returned. This means that the percentage of respondents who responded to the questionnaires was 87.2%.

Background of respondents

In Part A of the questionnaire, information was obtained on 16 demographic characteristics and basic information related to respondents' financial management, that is, monthly expenditure, vehicles, houses and credit card(s) that they possessed. Table 5 summarizes the demographic characteristics of respondents.

Table 5: Respondents' demographic characteristics

Description	Frequencies	%
Positions		
Support 1	29	6.7
Support 2	233	54.2
T & L	168	39.1
Gender		
Male	175	40.7
Female	255	59.3
Age		
<20 years	5	1.2
21 - 25 years	73	17.0
26 - 30 years	165	38.3
31 - 35 years	126	29.3
36 - 40 years	61	14.2
Marital Status		
Single	138	32.1
Married	287	66.7
Widow/Widower	5	1.2
Ethnic Groups		
Malay	390	90.7%
Chinese	3	0.7%
Indian	15	3.5%
Bumiputera Sabah/ Sarawak	21	4.9%
Other	1	0.2%
Level of Education		
Primary	1	(0.2%)
Secondary	141	(32.8%)
Diploma or equivalent	92	(21.4%)
Bachelor's Degree or equivalent	121	(28.1%)
Master's Degree	75	(17.5%)

Respondents' perception of levels of financial distress and financial literacy

Out of 430 respondents, 32.6% (n = 140) felt they had a high level of financial distress, 43.3% (n = 186) had a moderate level while 24.2% (n = 104) of the respondents felt they had a low level of financial distress. Overall, the analysis carried out revealed that the majority of the respondents, that is about 98.6% (n = 424) showed a moderate and high level of financial literacy. The remaining 1.4% (n = 6) of the respondents had a low level of financial literacy.

Hypothesis testing - The relationship between the dimensions of financial literacy and financial distress

Pearson correlation test was performed to identify the relationship between the independent variable (financial literacy) with the dependent variable (the level of financial distress).

Ho1: There is no significant relationship between the level of financial literacy and financial distress.

The test results in Table 6 shows that there is a significant relationship between financial literacy and level of financial distress at the significance level of p = 0.000. Therefore, the hypothesis Ho7 is rejected. This shows that there is a significant relationship between the level of financial literacy and financial distress. According to the interpretation by Dacey and Reidy (2004), the coefficient *r* obtained is 0.198, that is at the 99% confidence level indicating that there is a positive and weak relationship between the level of financial management and financial distress.

Pearson correlation test results of financial literacy and financial distress

Table 6. Pearson correlation test results between financial literacy and financial distress

		IFDFW	Literacy
IFDFW	Pearson Correlation	1	.198**
	Sig. (2-tailed)		.000
	N	430	430
Literacy	Pearson Correlation	.198**	1
	Sig. (2-tailed)	.000	
	N	430	430

**. Correlation is significant at the 0.01 level (2-tailed).

Discussion and summary

Respondents' perception of the level of financial distress

The findings of the descriptive analysis show that the percentage of respondents who felt that they had a high level of financial distress is only 32.6% (n = 140) out of the respondents who were working in the Federal Territory of Kuala Lumpur and Putrajaya. However, the researchers felt that the percentage should be higher due to the high cost of living in the two areas investigated. This is based on the annual report (GTP, 2011) which states that the rising cost of living is evidenced among the urban population. Although the respondents were pressured by the rising cost of living, only a small percentage of respondents reported a high level of financial distress.

From the researchers' point of view, this occurs due to the biasedness in responding to the questionnaire. Cognitive biasedness can have an effect when respondents do not give an honest answer on their assessment and personal views but instead provide a 'safe' answer in line with the researchers' expectations. This is difficult to avoid because social desirability-biasedness may occur, especially among civil servants who are anxious that they could be penalized if they report bad personal financial situations.

Civil servants are often considered as being more secured than employees of private companies or traders. However, this study reveals that nearly half of the respondents, that is, 43.3% (n = 186) of respondents felt they had a moderate level of financial distress. The researchers view this as a fragile state that can lead to high levels of financial distress. This is due to the rising cost of living in both these locations. In fact, the cost of living in Kuala Lumpur has increased by nearly 25% since 2009 (GTP, 2011).

Low level of financial distress was experienced by 24.1% (n = 104) of the respondents. This low percentage shows that only a small number of respondents were not affected by their current financial situation. From another aspect, this situation may arise due to the effectiveness of various initiatives undertaken by the government in recent years such as awarding of bonuses to civil servants and the 1Malaysia People's Aid (BR1M) program. Sentiments and feelings of security are likely to be experienced by more than 60% of the respondents who are eligible to receive the aid as they earn below RM3, 000. In addition, there are many other initiatives undertaken such as *Kedai Rakyat 1 Malaysia*, 1 Malaysia Book Voucher, *Menu Rakyat 1 Malaysia* and others. All these initiatives may contribute to the

feel good factor to the respondents who comprise civil servants, and prevent them from being involved in a state of critical financial distress.

The relationship between the level of financial literacy and financial distress

To answer the research question and hypothesis Ho1, further inferential analysis was run using Pearson correlation to analyze the relationship between financial literacy and financial distress. The analysis at the 0.05 level indicates that there is a significant weak and positive relationship between financial literacy and financial distress. Therefore, Ho1 is rejected. This weak and positive relationship indicates that respondents with a high level of financial literacy may have a low level of financial distress and vice versa.

The findings so far are consistent with a study by Research Works (2009), Joo and Garman (1998), Chen and Volpe (1998), Huston (2010), Mohamad Fazli Sabri et al. (2008), Delafrooz and Laily Paim (2011). However, this finding is inconsistent with that of Mohammad Fazli Sabri and MacDonald's (2010) study who found a negative relationship between the two variables. The researchers view the positive relationship between financial literacy and financial distress level obtained in this study may be due to their high financial literacy, hence respondents tend to maximize the use of various financial instruments and diversify investment channels today to gain profit in the long run. For example, youths tend to make payroll deductions to make an investment in insurance and *takaful* scheme for their children in the future. This allows them to face a rather difficult financial situation at present. The situation is in line with the study by Beal and Delpachitra (2003) and Marcolin and Abraham (2006), which suggest the importance of youth groups having the knowledge in financial literacy in the short and long term.

Limitations and recommendations for future research

There are several limitations in this study. In this regard, researchers present some suggestions that might improve the findings of this study. Among the proposed improvements that may be made are as follows:

i) The study sample represents only about 0.4% of the actual population. There were no significant differences between demographic factors of respondents. In this regard, the researcher recommends replication of studies performed on a bigger sample size and various age groups which may provide findings that could improve this study.
ii) Apart from being confidential in personal financial management, it is suspected that respondents tend to be biased in providing feedback. Therefore, in order to avoid biasedness in the study, it is suggested that future studies be conducted with specific groups which are experiencing high levels of financial distress such as those who have been declared bankrupt.
iii) The use of other statistical software may also be used to make comparisons with the findings of this study. In addition, a qualitative study may also be conducted to enable the researcher to make judgments about the levels of financial literacy and financial distress of individuals to confirm the findings of the present study.
iv) The author also proposes the factors of technological development and current expenditure trends which may also be taken into consideration as they may affect personal financial situations of respondents. Among these factors include online shopping, the existence of many sites that offer attractive discounts such as 'Groupon', 'Mydeal', 'I love discount' and others.

Conclusion

In conclusion, while the levels of financial distress and financial literacy of respondents are moderate there is a weak positive relationship between the levels of financial literacy and financial distress. In other words, if respondents have a high level of financial literacy, then they will experience a lower financial distress level.

The findings are expected to contribute to the literature and empirical data related to financial distress in Malaysia. Although the study was conducted in the Federal Territory of Kuala Lumpur and Putrajaya which are often labeled as areas of high cost of living, the findings show that only a small number of respondents have a high level of financial distress. This may be due to the effectiveness of the government's initiatives to address the impact of the rising costs of living, particularly in urban areas. In this regard, the researcher suggests that the management of public organizations conduct an impact study on the effectiveness of government programs or initiatives on financial distress of people.

The study also found that financial literacy has a role in determining the level of financial distress in relation to productivity. To reduce the level of financial distress, financial literacy factors should be considered in determining high productivity among employees in the organization. Thus, the employee should be made aware of the importance of financial literacy which is on the rise today. It is recommended that the management of organizations play a role and undertake a big responsibility in helping officials and their staff to focus more on implementing and evaluation of strategies that would increase the level of financial literacy among employees, in particular, with respect to conducting training courses programs in financial management.

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