CSO4G: Civil Society Organisations for Good Governance and Green Growth in Cambodia

Agricultural Cooperatives Endline Assessment Report

June 2026

Funded by
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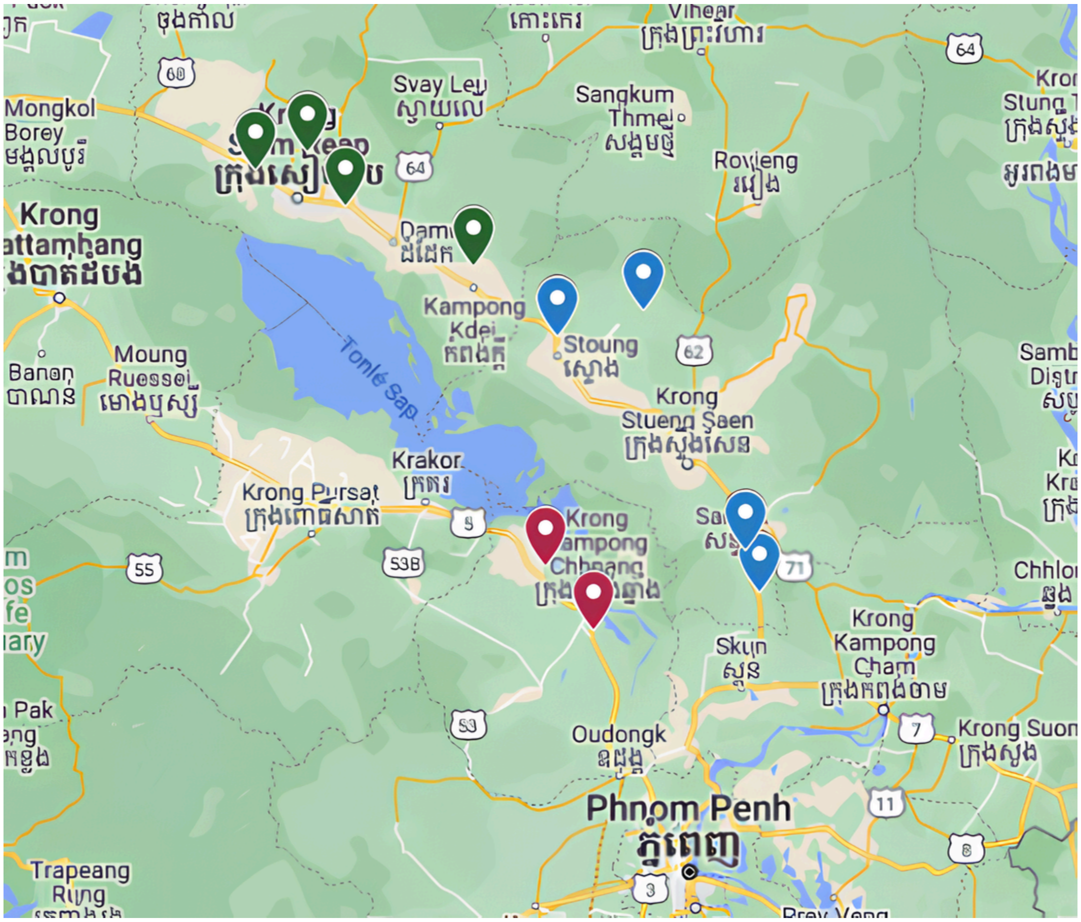

Agricultural Cooperative Locations Map

Key Findings

This Endline Audit was conducted in the first half of 2026, with field work conducted in April in the three provinces of Siem Reap, Kampong Thom and Kampong Chhnang. It makes reference to the Baseline Audit conducted two years prior in April 2024 and available at Annex B.

This Endline Audit found a significant increase in skills and capacity across all areas, with survey respondents indicating a strong interest in the wellbeing of their Agricultural Cooperatives (ACs) and a desire to strengthen and develop them further.

Overall key outcomes included:

1. Participants' financial literacy improved substantially in all areas, with large increases in the proportion of members who attained a good or excellent understanding of savings, budgeting, general financial knowledge, overall financial literacy, and responsible borrowing.
2. There was a significant increase in financial literacy training among AC members.
3. Monthly financial transactions made by ACs increased sharply.
4. Working with NGOs is considered the most important factor that ACs can take to develop their business.
5. All of the ACs use digital apps or tools for business operations or marketing, though the "CamAgrimarket" app was rarely used if at all.
6. There was a significant increase in savings behaviour, with e-banking increasing, though members still preferred saving with their AC or local savings groups compared with other available options.
7. Members continue to take loans from their ACs, and profit dividends continue to be distributed annually.
8. There is a greater awareness of the challenges in running or growing their cooperatives, though management and governance featured significantly as an issue.

Context

Project Objectives

The project's overall objective was to contribute to an inclusive, participatory, empowered, and independent civil society and democratic space in order to increase smallholder farmers' resilience to socio-economic challenges in Cambodia. This was pursued in 3 thematic areas:

1. Increase local Civil Society Organisations' (CSO) capacity,
2. Promote meaningful and structural participation, and
3. Promote a conducive environment

CSO4G's specific objective was to strengthen the capacity, participation, and environment of farmers' organisations to function as independent actors of good governance and development, leading to the promotion of socio-economic rights of smallholder farmers in Cambodia.

AMF-Cufa (formerly Cufa) was responsible for the specific objective in respect to Output 1 (A1.4) to: Strengthen the financial literacy of Small Holder Farmers (SHF) at the Self-Help Group (SHG) level.

In line with this, Agricultural Cooperatives (ACs) were supported to develop a long-term strategic approach to finance and improve their business prospects through enhanced financial literacy; awareness and understanding of the broad range of available financial instruments; and knowledge of the policy/market environment. AMF-Cufa trainers worked with AC leaders to build capacity on finance issues, acquire skills (including digital skills) for accounting and financial and risk planning, and improve internal and external communication.

- Efforts also focused on improving the quality of SHFs' business plans and investment projects, especially dealing with the riskier segments of the market e.g. short term private microfinance and taking on bad debt.
- Training was tailored to the needs and financial literacy levels of different target self help groups, and actively included people who are underserved by financial markets, such as women, youth, minorities, and people living with a disability.

Methods

This audit was conducted by senior AMF-Cufa staff from Australia and Cambodia , with Key Informant Interviews (KIIs) conducted with representatives from six of the ACs involved with CSO4G; two per province. A total of 12 KIIs were conducted and data collection was facilitated through the 1-on-1 administration of a questionnaire (Annex A) in Khmer utilising Kobo toolbox.

The two respondents from each AC were asked a series of questions mirroring that of the Baseline Audit, which were adapted from the OECD/INFE Core Competencies Framework on Financial Literacy for MSME and included digital literacy to better align with program objectives.

Financial literacy was evaluated by measuring increases in knowledge, attitudes, and behaviours in regard to five key areas: Choice and use of financial services, financing the business, understanding risk, financial landscape, and digital literacy. Additionally, each AC was assessed on five components of financial literacy: savings, budgeting, risk management, assets and liabilities, and loans to track against the Baseline findings.

AMF-Cufa's auditors assessed respondent understanding of savings, budgeting, business planning, assets and liabilities, and loans through a mix of closed, semi-structured and open-ended questions.

In respect to the latter, auditors then graded answers on the following scale:

1. no understanding - does not know topic
2. limited understanding - knows of topic but no depth
3. some understanding - some working knowledge
4. good understanding - applied practical knowledge
5. excellent understanding - could explain concept to others

The audit relies on a subjective assessment of the respondents financial literacy and thus can only be an indicator of the levels of financial literacy within the AC. However, the audit process allows AMF-Cufa auditors to gather information on training levels, digital tool use, internet access, strengths and weaknesses, and other relevant information volunteered by the respondents.

Additionally, where respondents provided open answers to questions related to success and failure factors of their ACs, these were categorised dependent on their content. This approach is also somewhat subjective, only providing an indicator of topics mentioned, but allows for equivalent tracking when comparing against Baseline results.

Descriptive Analysis

All respondents indicated members of their ACs had received at least some financial literacy training. At the Endline, 83% of respondents indicated AC members had received ‘A lot’ of financial literacy training, while the remaining respondents reported ‘Some’ training. The training covered financial literacy, income and expense management, saving, loan management, business planning, bookkeeping, and safe e-banking/digital use.

There was a significant growth in reported monthly financial transactions for ACs. The proportion of respondents indicating their AC was transacting at high volumes (20+ transactions per month) increased substantially, from 25% at Baseline to 91.7% at Endline. There was conversely a sharp fall in low-volume activity. The percentage of respondents reporting 1–10 monthly transactions dropped from 66.7% to 0%, indicating a significant increase in business activity and operational capacity overall.

The reported saving behaviour of AC members improved significantly during the project period. All respondents reported members in their ACs had engaged in saving behaviours. The percentage of respondents who said ‘Most’ members save money increased significantly from 8% at Baseline to 67% at Endline.

The most common reported method of saving was through the AC (9 respondents reported this at both Baseline and Endline). The number of respondents indicating members save at home increased from 5 to 8 and savings in banks increased from 0 to 4, indicating a slow improvement of financial inclusion. Reported saving in ‘Other’ places also increased from 2 to 5, mainly through the saving groups. Only one respondent reported that some members did not save at the Endline.

Regarding perceptions on AC business success, the most mentioned factors were product quality (12 responses), customers (7 responses), and market demand (7 responses) followed by location and other factors such as effective AC management and support from NGOs and local authorities.

At the same time, concerns about rising costs and member availability increased considerably over the project period with mentions rising from 3 to 7 responses and from 1 to 9 responses respectively. However, most importantly, issues related to AC governance were repeatedly highlighted by respondents as key contributing factors to business failure, with 0 mentions at Baseline, but 9 at Endline.

When asked directly, respondents indicated the use of E-banking improved substantially during the project with 6 answers stating that ‘Most’ members of their ACs use E-banking services and the other 6 stating that ‘Some’ members in their ACs use E-banking. It is unclear why there is a discrepancy between the high level of E-banking use reported when directly asked, but a lower level when asking about which methods members use to save.

Internet access increased compared with the Baseline assessment, with 92% of respondents reporting regular access to the internet, and only 8% having no access. At the Endline, all respondents used digital applications for business operations and usage of digital tools was universal. The most commonly used tools were Cellphones, Facebook, and Telegram, with 100% of respondents reporting these platforms were used for communication, coordination, and business activities.

The most important factor mentioned for business development was engagement and support with NGOs and local authorities, with responses increasing 171% to 9 at the Endline. Training also became significantly more important, increasing from 6 to 10 responses. Though again, having good AC governance was mentioned 11 times by respondents compared to 0 at Baseline as another avenue for their ACs to become more successful.

Only one member reported having heard of and used the **CamAgrimarket app**, indicating that overall awareness and adoption of the platform remain limited amongst the AC members.

Agricultural Cooperatives

The Baseline and Endline surveys each included two respondents per AC. The following analysis presents all results, with response counts explicitly indicated for questions permitting multiple answers.

Kampong Chhnang

Teuk Hout Meanchey Kdey Sangkhem

Key Outcome	Indicator
Access to Financial Literacy training increased	• Respondents indicated they had received 'A lot' of financial literacy training from AMF-Cufa compared to 'Some' in Baseline results.
Financial Literacy practical knowledge increased	• 'Excellent'/'Good' understanding of savings objectives at Endline compared to 'Some' understanding at Baseline. • 'Good' understanding of budgeting at Endline compared to 'Some' understanding at Baseline. • 'Good' understanding of a business plan at Endline compared to 'Some' understanding at Baseline. • 'Excellent'/'Good' understanding of assets and liabilities at Endline compared to 'Some' understanding at Baseline. • 'Excellent' understanding of loans at Endline compared to 'Some' understanding at Baseline.
Savings behaviour improved	• Members' saving habits increased from 'Some' at Baseline, to 'Most' at Endline.
Members diversified savings locations	• Members reported saving locations as their 'AC's (2), 'Home' (2), 'Bank' (2), and a Saving Group (1) at Endline, compared with just the 'AC' at Baseline.
Increased clarity on number of monthly financial transactions	• Reported monthly transaction volumes were mixed, though Endline results indicate respondents had greater clarity on the total with '20-50' and 'More than 50' reported, compared with 'More than 50' and 'I don't know' at Baseline.
Digital adoption increased	• E-Banking use has increased, with endline respondents indicating 'Most' members use the service compared with 'Some' and 'Few' at baseline. • Digital readiness remained strong with 100% of respondents indicating they have regular access to the internet, and use digital apps or tools at baseline and endline. • Cellphones (2) and Facebook (2) were the primary digital platforms used in the baseline, which remained steady but expanded to

	include Whatsapp (1) and Telegram (2) at the endline.
Loans from ACs remained consistent	• 100% of the respondents in the baseline and endline reported members take out loans from their ACs.
Success and Failure factors	• Customer focus emerged as a new success factor (0→1), while recognition of market demand declined slightly (2→1). Other contributing factors increased (0→2), mainly highlighting AC management, member commitment, and support from NGOs and local authorities. Product quality remained consistently valued (2→2), whereas location dropped from two mentions to none, indicating it was no longer viewed as a key driver of success. • Endline responses indicate a wider awareness of challenges to AC performance. Impacts of climate and weather increased slightly (1→2) while new and more prominent challenges included concerns about rising costs (0→2), members being too busy (0→2), and finding members (0→1). Other factors contributing to the challenges were at a similar level (2→2). The most common keywords related to market constraints, lack of support from local authorities, facility and environmental limitations and insufficient technical support.
Increased diversity of ideas for business development	• Compared with the baseline responses of improving facilities (2), and developing a better business plan (1), endline respondents had a greater diversity of suggestions including getting a loan (2), working with NGOs (2), training (1), support from local authorities (1), and expanding the market and network (1).
Dividend sharing remained consistent	• Dividends continue to be disbursed annually to members
Familiar with "CamAgrimarket" app, but limited access	• Only one respondent indicated they had accessed the app at Endline, while both Baseline respondents were unsure.

Melum Samaki Rongroeung

Key Outcome	Indicator
Access to Financial Literacy training increased	• Respondents indicated they had received 'A lot' of financial literacy training from AMF-Cufa compared to 'Some' in Baseline results.
Financial Literacy practical knowledge increased	• 'Good' understanding of savings at Endline compared to 'Some' at Baseline. • 'Good' understanding of budgeting at Endline compared to 'Some' and 'Limited' at Baseline.

	● ‘Good’ and ‘Some’ understanding of a business plan at Endline compared to ‘Some’ understanding at Baseline. ● ‘Excellent’/’Good’ understanding of assets and liabilities at Endline compared to ‘Some’ at Baseline ● ‘Excellent’/’Good’ understanding of loans at Endline compared to ‘Some’ at Baseline
Savings behaviour stable, but not expanding	● Savings behaviour remained unchanged, with respondents indicating ‘Some’ AC members save money at Baseline and Endline.
Savings locations remained mostly stable	● Saving at home increased (1→2), while saving at the AC (2) and saving in a Savings Group (1) remained stable.
Monthly financial transactions remained stable	● Monthly transactions remained consistent at ‘20–50’. No respondent reported increases beyond this range.
Strong digital adoption but Internet access reduced	● Digital tool usage remained at 100%, with increased use of ‘Telegram’ (0→2), ‘Facebook’ (1→2), and ‘Cellphones’ (0→2). ● E-Banking use increased, with Endline respondents indicating ‘Most’/’Some’ members use the service compared with ‘Few’/‘Some’ at Baseline. ● However, regular internet access declined from (2 → 1)
Loans from ACs remains consistent	● 100% of the respondents in the Baseline and Endline reported members take out loans from their ACs.
Success and Failure factors	● New success factors emerged such as customer focus and market demand (0→1). References to other contributing factors remained stable (2→2), with the most frequent keywords referring to AC management, AC members’ commitments, trust and honesty between members, and support from NGOs and local authorities. The product quality improved slightly (1→2) and the location remained consistent (2→2). ● Failure factors increased around rising costs (0→2), finding members (0→1), and busy members (0→1), while climate/weather remained a consistent issue (2→2). Other factors mentioned included problems caused by AC members (3→2), facility and environment constraints (0→1), and problems caused by AC management (0→1).
Business development remained mostly consistent, with a few additional ideas	● Respondents consistently identified needs for loans (0→2), NGO collaboration (2→2), and training (2→2). Governance (0→1), and technical support (0→1) emerged as new indicative needs at the Endline.

Dividend sharing remained consistent	● Dividends continue to be disbursed annually to members
Access to “CamAgrimarket” app decreased	● No Endline respondents indicated they had accessed the app, while at Baseline one had, and one was unsure.

Kampong Thom

Chroneang Svay Phueng Akphiwath

Key Outcome	Indicator
Access to Financial Literacy training increased	● Respondents indicated they had received ‘A lot’/’Some’ financial literacy training from AMF-Cufa compared to ‘Some’ in Baseline results.
Financial Literacy practical knowledge strongly increased	● ‘Excellent’ and ‘Good’ understanding of savings objectives at Endline compared to ‘Limited’ at Baseline. ● ‘Good’ understanding of budgeting at Endline compared to ‘Some’ and ‘Limited’ at Baseline. ● ‘Good’ and ‘Some’ understanding of a business plan at Endline compared to ‘Limited’ at Baseline. ● ‘Excellent’ understanding of assets and liabilities at Endline compared to ‘Limited’ and ‘No understanding’ at Baseline. ● ‘Excellent’ and ‘Good’ understanding of loans at Endline compared to ‘Limited’ and ‘No understanding’ at Baseline.
Savings behaviour decreased	● At Baseline 100% of respondents indicated ‘All’ AC members saved, but at Endline this decreased to ‘Most’ members.
Savings locations diversified	● Respondents indicated members are now saving in their ACs (0→2), Home (0→1), and Bank (0→1), while previously reported ‘Savings Groups’ are no longer mentioned.
Monthly financial transactions increased	● Monthly transactions rose from ‘1–10’ at Baseline to ‘20–50’ at the Endline.
Digital adoption increased	● Reported E-banking use increased from ‘Few’/’Some’ at Baseline, to ‘Some’/’Most at Endline. ● Both respondents indicated regular access to the internet at Endline, compared with only one at Baseline. ● Digital tools adoption increased with both respondents indicating their ACs use Cellphones (2), Telegram (2), and Facebook (2), with one respondent mentioning ‘Facebook Messenger’.
Loans from ACs	● 100% of the respondents in the Baseline and Endline reported

remains consistent	members take out loans from their ACs.
Success and Failure factors	• At Endline, respondents placed greater emphasis on key success factors with recognition of customer focus (0→2), demand (0→2), product quality (0→2), and 'Other factors' including stronger appreciation for AC management (3→5), support from NGOs and local authorities (2→2), and trust and honesty between members (1→1). • Concerns about business operations shifted notably at the Endline, with respondents indicating members being too busy (0→2), rising costs (0→1), and finding members (0→1) being the major challenges. The most significant change was a sharp rise in issues attributed to AC management (0→5).
Increased diversity of ideas for business development	• Respondents consistently identified at Endline the need to 'Work with NGOs' (0→2) and additional training (0→2). • Other suggestions included support from NGOs and local authorities (0→3), and expanding their markets and networks (0→1).
Dividend sharing remained consistent	• Dividends continue to be disbursed annually to members
No access to "CamAgrimarket" app	• Respondents indicated they had not accessed the app at Baseline, nor at Endline

Chamnaleu Rekchamroeun

Key Outcome	Indicator
Access to Financial Literacy training strongly increased	• Respondents indicated they had received 'A lot'/'Some' financial literacy training from AMF-Cufa compared to 'None' in Baseline results.
Financial Literacy practical knowledge strongly increased	• 'Good' understanding of savings objectives at Endline compared to 'No understanding' at Baseline. • 'Excellent' and 'Good' understanding of budgeting at Endline compared to 'No understanding' at Baseline. • 'Good' understanding of a business plan at Endline compared to 'Limited' and 'No understanding' at Baseline. • 'Excellent' and 'Good' understanding of assets and liabilities at Endline compared to 'No understanding' at Baseline. • 'Excellent' and 'Good' understanding of loans at Endline compared to 'Limited' and 'No understanding' at Baseline.
Savings behaviour was consistently strong	• Savings remained strong with respondents indicating 'Most' members save at Endline compared with 'Most'/'All' at Baseline.

Savings locations consolidated	● Both Endline respondents indicated members save with ‘Savings Groups’, rather than with their ‘AC’ or ‘SHG’ at Baseline.
Monthly financial transactions increased	● Reported monthly transactions shifted from ‘1–10’ at Baseline to ‘20–50’ at Endline.
Digital adoption increased	● Digital tool usage remained at 100% with increased use of Cellphones (1→2), Telegram (1→2), and Facebook (1→2) for business operations and/or marketing. ● E-banking adoption improved with respondents moving from “Few” at Baseline to “Most” and “Some” at Endline. ● Internet access improved with both respondents moving from ‘On and off’ at Baseline to ‘Regular’ at Endline
Loans from ACs remains consistent	● 100% of the respondents in the Baseline and Endline reported members take out loans from their ACs.
Success and Failure factors	● Success factors became more diverse with an increase in customers (0→2), market demand (0→1), and location (0→2). Products remained consistent (2→2), while conversely support from NGOs and local authorities (1→0), and trust and honesty between members (1→0) was not mentioned at all. ● The range of issues also diversified with respondents reporting an increase in challenges related to climate and weather (0→2), rising costs (0→1), finding members (0→1), members being too busy (0→1), problems caused by AC members (0→1), and problems caused by AC management (0→1). However, compared with Baseline, a lack of support from local authorities (1→0), and a lack of technical support (1→0) did not feature at Endline.
Increased diversity of ideas for business development	● Respondents increasingly emphasised working with NGOs (0→2) and accessing training (0→1) as key ways to strengthen their operations. ● Other factors were mentioned less frequently (2→1), with Baseline suggestions focused on improving facilities, strengthening member ownership, and seeking technical support. At endline, priorities shifted towards expanding markets and networks (0→2) and securing buy-in from local authorities (0→1).
Dividend sharing remained consistent	● Dividends continue to be disbursed annually to members
No access to “CamAgrimarket” app	● Respondents indicated they had not accessed the app at Baseline, nor at Endline

Siem Reap

Sattrey Phuokphal Meanchey

Key Outcome	Indicator
Access to Financial Literacy training increased	● Respondents said 'Yes' to receiving financial literacy training at Baseline, which increased to 'A lot' at Endline.
Financial Literacy practical knowledge remained mostly consistent, with slight variations	● 'Good' understanding of savings objectives at Endline compared to 'Excellent' and 'Some' at Baseline. ● 'Excellent' and 'Some' understanding of budgeting at Endline compared to 'Good' and 'Some' at baseline. ● 'Some' understanding of a business plan at both Baseline and Endline ● 'Excellent' and 'Good' understanding of assets and liabilities at Endline compared to 'Excellent' and 'Some' at Baseline ● 'Excellent' understanding of loans at Endline compared to 'Good' at Baseline
Savings behaviour strengthened	● Respondents indicated an increase in member savings habits, reporting 'Most' at Endline compared to 'Some' at Baseline.
Savings locations diversified	● Respondents indicated members are now saving in their ACs (0→2), Bank (0→1), and Savings Group (0→1), with 'Home' remaining consistent (2→2), but one respondent indicating money is not saved.
Monthly financial transactions increased	● Reported monthly transactions increased from '1–10', to '20–50' at Endline.
Digital adoption increased	● Digital tool usage remained at 100%, with consistent use of Cellphones (2→2), Telegram (2→2), and Facebook (2→2). ● E-banking adoption slightly improved with respondents moving from 'Few' and 'Some' at Baseline to 'Some' at Endline ● Internet access improved significantly with both respondents indicating regular access at Endline compared with none at Baseline.
Loans from ACs remains consistent	● 100% of the respondents in the Baseline and Endline reported members take out loans from their ACs.
Success and Failure factors	● Indicators of success diversified from Baseline across most areas, including customers (2→1), demand (0→1), and location (0→1) varying, while product (2→2) remained consistent. ● Challenges raised at Endline were greater than those at Baseline,

	with an increase in finding members (0→1), members being too busy (0→2), problems caused by AC members (0→2), and problems caused by AC management (0→5). Only rising costs (2→0), and market constraints (1→0) decreased or were not mentioned as contributing factors.
Mostly consistent diversity of ideas for business development	• Respondents indicated fewer ideas for developing their ACs with taking out a loan (2→0) not identified at all at Endline. • Working with NGOs (2→2), and training (2→2) remained consistent across both the Baseline and Endline.
Dividend sharing remained consistent	• Dividends continue to be disbursed annually to members
No access to "CamAgrimarket" app	• Respondents indicated they had not accessed the app at Baseline, nor at Endline

Kantrang Balang Raksmey Satrey Samaky

Key Outcome	Indicator
Access to Financial Literacy training strongly increased	• Respondents indicated they had received 'A lot' financial literacy training from AMF-Cufa compared to 'Some' in Baseline results.
Financial Literacy practical knowledge strongly improved	• 'Excellent' and 'Good' understanding of savings objectives at Endline compared to 'Excellent' and 'Some' at baseline. • 'Excellent' and 'Good' understanding of budgeting at Endline compared to 'Some' and 'Limited' at Baseline. • 'Good' understanding of a business plan at Endline compared to 'Some' and 'Limited' at Baseline. • 'Good' understanding of assets and liabilities at Endline compared to 'Good' and 'Limited' at Baseline. • 'Excellent' and 'Good' understanding of loans at Endline compared to 'Some' at baseline.
Savings behaviour consistent	• Reported member savings behaviour remained consistent at 'Some'.
Savings locations mostly consistent	• Saving locations shifted slightly toward the AC (0→1), while saving at Home decreased (2→1).
Monthly financial transactions increased significantly	• Reported monthly transactions shifted from '1–10' at Baseline to '11–20' and '>50' at Endline.
General increase in	• Digital tool usage remained consistent across Baseline and

digital adoption	Endline, with both respondents indicating ‘Cellphones’ (2), Telegram (2), and Facebook (2) are all utilised. ● E-banking adoption improved significantly from 0 users at Baseline, to ‘Some’ and ‘Few’ at Endline. ● Internet access improved with both respondents now indicating regular access compared with none at Baseline.
Loans from ACs remains consistent	● 100% of the respondents in the Baseline and Endline reported members take out loans from their ACs.
Success and Failure factors	● Indicators of success were mostly consistent with Baseline results, including customers (2→1), demand (0→1), product (2→2), and location (1→1). ● Compared with Baseline, challenges raised at Endline varied slightly including climate and weather (2→1), rising costs (1→1), and members being too busy (1→1). The issue of finding members (2→0) was not mentioned by respondents, while problems caused by AC members (0→1), and problems caused by AC management (0→3) were increasingly highlighted.
Mostly consistent diversity of ideas for business development	● Respondents indicated fewer ideas for developing their ACs with taking out a loan (2→0) not identified at all at Endline. ● Working with NGOs (2→2), and training (2→2) remained consistent across both the Baseline and Endline.
Dividend sharing remained consistent	● Dividends continue to be disbursed annually to members
No access to “CamAgrimarket” app	● Respondents indicated they had not accessed the app at Baseline, nor at Endline

Annexes

Annex A - CSO4G Endline Audit Form

Hello my name is (***assessor name***) and I work for CUFA. We are working on financial literacy for people in your AC. Over the past two years we have been conducting training for AC leaders and supporting your training with Self Help Groups (SHG). I would like to understand the impact of our partnership and changes in financial management practises.

សួស្តី ខ្ញុំឈ្មោះ......ធ្វើការនៅអង្គការ Cufa ។ អង្គការCufa ធ្វើការទៅលើចំណេះដឹងផ្នែកហិរញ្ញវត្ថុសំរាប់ សមាជិកនៅក្នុងសហគមន៍កសិកម្មរបស់លោកពូ/អ្នកមីង។ជាងពីរឆ្នាំនេះពួកយើងបានបង្រៀនចំណេះដឹងផ្នែកហិរញ្ញវត្ថុទៅដល់ ប្រធានសហគមន៍កសិកម្ម និងគាំទ្រដល់វគ្គបណ្តុះបណ្តាលដល់សមាជិកក្រុមជួយខ្លួនឯង (SHG)។ ឥឡូវនេះ ខ្ញុំចង់ស្វែងយល់អំពីផលជះ និងការផ្លាស់ប្តូរពីការគ្រប់គ្រងហិរញ្ញវត្ថុដែលកើតចេញពីកិច្ចសហការរបស់ពួកយើង នៅក្នុងសហគមន៍របស់លោកពូ/អ្នកមីង។

Province name?
ឈ្មោះខេត្ត

Name of Agricultural Collective (AC)?
ឈ្មោះសហគមន៍កសិកម្ម

Is the AC targeted for evaluation?

☐ Yes ☐ No ☐ Not sure

FINANCIAL LITERACY

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1. How much financial literacy training have AC members received from Cufa?
តើសមាជិកសហគមន៍កសិកម្មបានរៀនពីចំណេះដឹងផ្នែកហិរញ្ញវត្ថុអ្វីខ្លះ?

◯ A lot ◯ Some ◯ None

'A lot' or 'some': what was the focus of the AC training?

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2. How many financial transactions does your AC make each month?
ជារៀងរាល់ខែ តើសហគមន៍កសិកម្មបានធ្វើប្រតិបត្តិការហិរញ្ញវត្ថុប៉ុន្មានដង?

◯ None ◯ 1-10 ◯ 11-20
◯ 20-50 ◯ More than 50 ◯ I don't know - a few
◯ I don't know - a lot

3. Do AC members save money?
3.តើសហគមន៍កសិកម្មបានធ្វើការសន្សំប្រាក់ដែរ ឬ ទេ?

◯ All ◯ Most ◯ Some
◯ Few ◯ None

4. Where do AC members save their money?
តើសហគមន៍កសិកម្មធ្វើការសន្សំប្រាក់នៅឯណា?

- ☐ Home
- ☐ AC
- ☐ Banks
- ☐ Other
- ☐ They Don't

4.1 Specify other places

BUSINESS OPERATIONS

5. Do members take out loans from the AC?
តើសមាជិកសហគមន៍កសិកម្មបានខ្ចីប្រាក់ពីសហគមន៍ដែរ ឬទេ?

- ○ Yes
- ○ No
- ○ Loan from Banks
- ○ Loan from MFI
- ○ Loan from Family
- ○ other source of loan

5.1 If other please clarify?

6. Describe how the AC shares dividends with members?
តើសហគមន៍កសិកម្មបែងចែកភាគលាភជាមួយសមាជិកដោយរបៀបណា/វិធីណា?

7. What factors contribute to the success of the AC?
តើមានកត្តាអ្វីខ្លះដែលធ្វើអោយសហគមន៍កសិកម្មទទួលជោគជ័យ

- ☐ Product
- ☐ Customers
- ☐ Location
- ☐ Other factors
- ☐ Demand

7.1. Specify other factors?

8. What factors contribute to the failure of a business?
តើមានកត្តាអ្វីខ្លះដែលធ្វើអោយសហគមន៍កសិកម្មបរាជ័យ?

- ☐ Finding members
- ☐ Members are too busy
- ☐ Climate/ Weather
- ☐ Other factors
- ☐ Rising Costs

8.1 Specify if other factors?

DIGITAL BUSINESS

9. How many AC Members use E-Banking?

តើនៅក្នុងសហគមន៍កសិកម្មមានសមាជិកប៉ុន្មាននាក់ដែលបានប្រើប្រាស់ប្រព័ន្ធធនាគារ?

- ☐ All
- ☐ Most
- ☐ Some
- ☐ Few
- ☐ None

9.1 If yes, all, most, some, few, what are some advantages of E-Banking?

____

10. Does your AC have regular internet access?

តើសហគមន៍កសិកម្មរបស់លោកពូ/អ្នកមីងអាចប្រើប្រាស់សេវាអ៊ិនធើណេតបានដែរ ឬ ទេ?

- ◯ Yes
- ◯ No
- ◯ on and off

11. Does the AC use digital apps or tools for business operations or marketing?

តើនៅក្នុងសហគមន៍កសិកម្មរបស់លោកពូ/អ្នកមីងអាចប្រើប្រាស់កម្មវិធីតាមទូរស័ព្ទ ដើម្បីធ្វើប្រតិបត្តិការ ឬ ទីផ្សារដែរ ឬទេ?

- ◯ Yes
- ◯ No
- ◯ Unsure

11.1 If yes, what platforms do you use?

- ☐ Cell phone
- ☐ Skype
- ☐ WhatsApp
- ☐ Telegram
- ☐ Facebook
- ☐ LinkedIn
- ☐ Other platforms
- ☐ Excel
- ☐ Banji

11.2 Specify if other platforms

____

12. What can your AC do to develop its business?

តើសហគមន៍កសិកម្មរបស់លោកពូ/អ្នកមីង អាចធ្វើអ្វីខ្លះដើម្បីអភិវឌ្ឍអាជីវកម្មរបស់ខ្លួន

- ☐ Get a loan
- ☐ Work with NGOs
- ☐ Training
- ☐ Other

12.1. If other, what are they?

____

13. Have you accessed the "CamAgrimarket" app? Yes/No

តើអ្នកបានចូលប្រើប្រាស់កម្មវិធី "ទីផ្សារកសិកម្មកម្ពុជា" ដែរឬទេ? បាទ ចាស/ទេ

- ◯ Yes
- ◯ No
- ◯ What is that?

ADDITIONAL FINANCIAL LITERACY QUESTIONS

____

Here trainers will ask open-ended questions and then grade answers on a scale and write numbers only next to question:

____

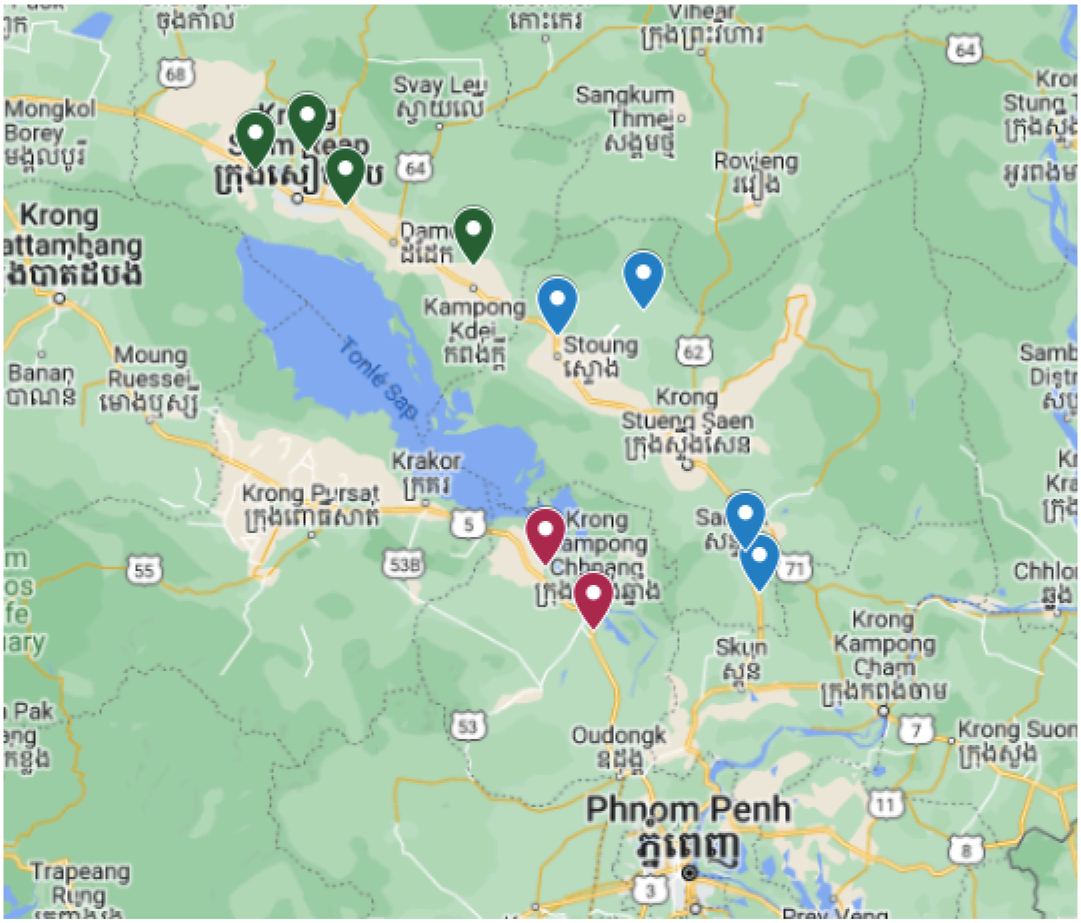
no = never heard of it, some = understands a bit but incomplete, excellent = could explain to others.	No understanding	Limited understanding	Some understanding	Good understanding	Excellent understanding
14. Describe one of you savings objectives? ចូរពិពណ៌នាពីគោលបំណងការសន្សំប្រាក់របស់លោកពូ/អ្នកមីង	○	○	○	○	○
15. How do you budget your money? តើអ្នករៀបចំថវិការបស់អ្នកដោយរបៀបណា?	○	○	○	○	○
16. Describe a business plan សូមរៀបរាប់ពីផែនការអាជីវកម្ម	○	○	○	○	○
17. What is the difference between assets and liabilities? តើទ្រព្យសកម្ម និង បំណុលខុសគ្នាដូចម្តេច	○	○	○	○	○
18. What should you think about before taking out a loan?ននឹងសម្រេចចិត្តខ្ចីប្រាក់តើអ្នកត្រូវគិតពីកត្តាអ្វីខ្លះ	○	○	○	○	○

Thank you for your time and participation in the discussion.
សូមអរគុណសំរាប់ការចំណាយពេលក្នុងការចូលរួមពិភាក្សានេ

Annex B - Baseline Audit Report

AC Financial Literacy Audit Report

April 2024



AC Locations Map

Key Findings

The audit finds a low level of understanding across a broad range of financial literacy topics, but the only people with real depth of knowledge appear to be the AC committee members. The challenge for CUFA will be to select the right trainers and build on existing knowledge to level up AC financial literacy within the context of self help groups. The key training area identified by the audit will be understanding Loans which will be important for all ACs as most AC members look to obtain loans from the AC and also understand the inherent risks of members defaulting. Better understanding of loans and governance around loan practice will benefit members and the AC.

Choice and use of Financial Services was good, with most members saving and turning to the AC for loans. However setting SHFs up with bank accounts provides an opportunity as many still save money at home.

In regard to **Financing the Business** AC members appear very reliant on the services offered by the AC itself, thus training on assets and liabilities, capital and investing are important.

There was a moderate **Understanding Risk** with rising costs noted by many ACs, thus training on how to measure operating costs and business planning or SWOT analysis will be useful for SHFs. Most respondents identified the other key challenges as: climate/ weather, and membership issues. Importantly, respondents understood the risks of members defaulting on loans, and with the bad debt issues apparent in the Cambodian agricultural sector, training on loans will be a vital part of the training material CUFAs will help ACs develop.

Loans and external support from NGOs were seen as the key business development opportunities for ACs demonstrating a poor understanding of the broader **Financial Landscape**.

There was a mixed level of **Digital Literacy,** with some ACs utilising digital bookkeeping tools. However there was a clear age divide and as the majority of AC members are older people developing digital literacy in a relevant manner will be an important challenge for AC leaders.

Context

Project Objectives

Overall objective to contribute to an inclusive, participatory, empowered and independent civil society and democratic space in order to increase smallholder farmers' resilience to socio-economic challenges in Cambodia. This will be pursued in 3 thematic areas:

1) increase local Civil Society Organisations' (CSO) capacity,
2) promote meaningful and structural participation, and
3) promote a conducive environment

CSO4G's **specific objective** is to strengthen the capacity, participation, and environment of farmers' organisations to function as independent actors of good governance and development, leading to the promotion of socio-economic rights of smallholder farmers in Cambodia.

While CUFA's specific objective is (A1.4) to: Strengthen the financial literacy of SHF at SHG level.

To enable ACs to develop a long-term strategic approach to finance and improve business prospects, through enhanced financial literacy; awareness and understanding of the broad range of available financial instruments; and policy/ market environment. CUFA trainers will work with AC leaders to build capacity on finance issues, acquire skills (including digital skills) for accounting and financial and risk planning, improve internal and external communication.

- Efforts should also aim to improve the quality of SHFs business plans and investment projects, especially dealing with for the riskier segments of the market e.g. short term private microfinance and taking on bad debt.
- Training should be tailored to the needs and financial literacy levels of different target self help groups, and actively include people who are underserved by financial markets, such as women, youth, minorities, and people living with disability**.**

Methods

This audit was conducted by CUFA project officers in the three provinces targeted by CSO4G. Data collection was conducted through the 1 on 1 administration of a questionnaire (annex 2) in Khmer utilising Kobo toolbox.

2 respondents, one a leader or AC committee member and one a SHG member, from each AC were asked a series of questions adapted from the OECD/INFE Core Competencies Framework On Financial Literacy For MSME (annex 1). Auditors have broadened the framework to include digital literacy to better align with the program objectives. CUFA expects that through the facilitating of financial literacy training delivered in SHG workshops by trained AC leaders that the levels of SHF financial literacy will increase at SHG level. CUFA will measure this by evaluating increases in knowledge, attitudes and behaviours in regard to 5 key areas: Choice and use of Financial Services, Financing the Business, Understanding Risk, Financial Landscape, and Digital Literacy. While the audit will assess each AC on 5 components of financial literacy; savings, budgeting, risk management, assets and liabilities and loans in order to accurately target training for each AC.

CUFA project officers assessed respondent understanding savings, budgeting, business planning, assets and liabilities and loans, through open ended questioning.

Trainers then graded answers on the following scale:
1 no understanding - does not know topic
2 limited understanding - knows of topic but no depth
3 some understanding - some working knowledge
4 good understanding - applied practical knowledge
5 excellent understanding - could explain concept to others

The audit relies on a subjective assessment of the respondents financial literacy and thus can only be an indicator of the levels of financial literacy within the AC. However, the audit process allows CUFA staff to gather information on previous training, digital tool use, internet access, strengths and weaknesses, and identify suitable candidates for training of trainers.

Descriptive Analysis

All ACs appear to have received some financial literacy training, from a variety of NGOs. **With only 9 out of 42 respondents having not done any financial literacy training**. However it does appear that most training is focused on AC leaders and committee members, and is yet to raise the level of financial literacy for the majority of AC members. Here it should be noted that some ACs have stronger processes and better functioning SHGs, and these are inculcating better financial literacy knowledge and behaviours. Financial literacy training has been previously delivered by World Vision, Heifer, ADARIDA, Banji, FIDR, PCAFF, Kong Rey, Codec and internally by the ACs themselves.

Most ACS make less than 10 financial transactions each month. With only 3 reporting more than 50 transactions. **Nearly all reported that AC members take out loans from the AC 95%.** All respondents reported that dividends are shared annually with members.

In regard to existing saving behaviours **only 3 (7%) respondents said no AC members save.** 45% said some members save, 26% said most and 9% said all. Respondents believed that most (67%) AC members save with the AC, including 7% who save in their SHGs. 12 respondents said AC members save at home and only one suggested AC members save at a bank.

In regards to understanding factors for AC business success the common responses were product 69%, customers 40% and location 38%. With other responses including supportive external environment, good governance, committed members and trust. With other factors including an enabling environment, marketing and service showing a good level of understanding across all respondents. While climate/ weather, rising costs and membership issues were seen as the biggest challenges. Demonstrating a moderate understanding of risk.

70% of respondents suggested that some or few AC members used E-banking. With a cursory understanding of payments and transfers. Poor digital literacy of older people is seen as a barrier for E-banking. 4 ACS (20%) reported no internet and a further 4 reported intermittent internet.
Most (70%) reported use of Facebook and telegram to market their products. While 4 ACs use Banji or excel for bookkeeping.

In terms of business development training was identified as a key opportunity by 52% of respondents along with partnering with NGOs 57% and getting a Loan 40%.

Only one person had heard of the CamAgrimarket App and none had accessed it.

Indicative Overall Financial Literacy Practical Knowledge:

- Saving objectives - 67% some or more understanding
- Budgeting - 50% some or more understanding
- Business Plan - 50% some or more understanding
- Assets/ Liabilities - 53% some or more understanding
- Loans - 69% some or more understanding

Siem Reap

Brammuoy Samaki Svaychek Rongroeung

Some members have had financial literacy training with Adaryda

1-10 transactions each month.

Most members save money at home and take loans from the AC.

Profits are shared annually.

Success factors were identified as customers, showing a low level of business and landscape understanding.

While lacking busy members, governance, loan defaulting and rising costs were identified as challenges.

Most members of the AC use E-banking, for business and making transfers

The AC has intermittent internet access.

Mobile phones are used for business and marketing purposes.

Getting a loan, partnering with NGOs and training were seen as the best way to develop the AC, showing a moderate level of business development understanding.

Indicative AC Financial Literacy Practical Knowledge:

- Some understanding of savings
- Limited understanding of budgeting
- Some understanding of a business plan
- Limited understanding of assets and liabilities
- Some understanding of loans

Field notes:

Area	Type of Business	Challenges	Membership

Puok	-Agriculture supply -sale fertilizer and seeds. -Service Cooperatives-saving and loans and shareholders.	- Members didn't have fixed income despite sometimes delaying payment schedules. - Some members are working in town so it's not easy to collect them for training.	- 8 committees -219 members - Most members focus on Saving Loan and share holder

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings and Budgeting.

Kampong Kdey Aphiwatthmey

Some AC members have had financial literacy training delivered by the AC

1-10 transactions each month.

Most members save money at home or with the AC and take loans from the AC.

Profits are shared annually.

Success factors were identified as Product Customers Location marketing - moderate level of business and financial landscape understanding.

While climate and rising costs identified as key challenges.

A few AC members use E-banking to receive their salaries

The AC has regular internet access.

A high level of digital literacy was evident with: Cell phone Telegram Facebook Excel Banji reported as used for business and marketing purposes.

Loans and working with NGOs were seen as avenues for AC business development, showing a low level of understanding

Indicative AC Financial Literacy Practical Knowledge:

- Good understanding of savings
- Some understanding of budgeting
- Some understanding of a business plan
- Some understanding of assets and liabilities
- Some understanding of loans

Field notes:

Area	Type of Business	Challenges	Members
Chikreng	-Agriculture supply -sale fertilizer and seeds and rice. -Technical support to farmers -Find market for all farmers (vegetables and chickens) -Service Cooperatives-saving and loans and shareholders.	- Market and price. It's not a balance between farmer and buyer. -Lack of financial reporting - Saving is less than the loan requested. And some didn't follow repayment schedules.	- 8 committees and 594 members - Most members focus on Saving Loan and share holder

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings + Budgeting, and Business Planning.

Kantrang Balang Raksmey Satrey Samaky

District: Prasat Bakang

Some AC members have had financial literacy training delivered by the AC and Codec and conducts 1-10 transactions each month.

Some members save money at home and take loans from the AC.

Profits are shared annually.

Success factors were identified as Product Customers Location - moderate level of business and landscape understanding.

While busy members climate and rising costs identified as challenges.

No AC members use E-banking.

The AC has intermittent internet access.

A moderate level of digital literacy was evident with - Cell phone Telegram Facebook reported as used for business and marketing purposes.

Loans and working with NGOs were seen as avenues for AC business development, showing a low level of understanding

Indicative AC Financial Literacy Practical Knowledge:

- Good understanding of savings
- Limited understanding of budgeting
- Limited understanding of a business plan
- Some understanding of assets and liabilities

- Some understanding of loans

Field notes:

Area	Type of Business	Challenges	Members
Bakong	-Agriculture supply -sale fertilizer and seeds. -Technical support to farmers -Find market for all farmers (vegetables and chickens) -Service Cooperatives-saving and loans and shareholders.	- committee lack digital skills	- 8 committees - 315 members - Only AC leaders have learned about FinLit - Most members focus on Saving Loan and shareholder

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings and Budgeting, with an introduction to Digital Literacy.
Targeted for evaluation

Khum Khnat Samaky Rongroeung

Some AC members have had financial literacy training delivered by Adaryda

1-10 transactions each month.

Most members save money at home or with AC and take loans from the AC or MFI

Profits are shared annually.

Success factors were identified as Product Customers Location - moderate level of business and landscape understanding.

While busy members climate and rising costs are challenges.

Some AC members use E-banking

The AC has intermittent internet access, often using 3G.

A moderate level of digital literacy was evident with: Cell phone Telegram Facebook reported as used for business and marketing purposes.

Loans and working with NGOs were seen as avenues for AC business development, showing a low level of understanding.

Indicative AC Financial Literacy Practical Knowledge:
- Some understanding of savings
- Good understanding of budgeting
- Limited understanding of a business plan
- Limited understanding of assets and liabilities
- Limited understanding of loans

Field notes:

Area	Type of Business	Challenges	Members
Angkor Thom	- Pouring Water supply to community and other AC. -Service Cooperatives-saving and loans and shareholders. - Sell fertilizer and vegetables - AC has a contract with 3 local primary schools, which have funding for student breakfast.	- Members didn't have fixed income despite sometimes delaying payment schedules. - Some members are working in town so it's not easy to collect them for training.	- 8 committees -265 members - Most members focus on Saving Loan and share holder

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings and Budgeting.

Kokthlokkrorm Meanchey Satrey Samaki

Some AC members have had financial literacy training delivered by AC
1-10 transactions each month.
No (?) members saving but reports off saving at home and take loans from the AC
Profits are shared annually.
Success factors were identified as Product Customers - low level of business and landscape understanding.
While membership issues, climate and rising costs are challenges.
Some AC members use E-banking for transfers and payments.
The AC has intermittent internet access.
A good level of digital literacy was evident with - Cell phone Telegram Facebook Excel Banji reported as used for business and marketing purposes.
Training Loans and working with NGOs were seen as avenues for AC business development, showing a low level of understanding

Indicative AC Financial Literacy Practical Knowledge:

- Some understanding of savings

- Good understanding of budgeting
- Some understanding of a business plan
- Some understanding of assets and liabilities
- Good understanding of loans

Field notes:

Area	Type of Business	Challenges	Members
Chikreng	-Agriculture -technical support to farmers -Find market for all farmers (Vegetable) -Service Cooperatives-saving and loans and shareholders.	- Committee and members are lack of doing business plan - Climate change and they are concerned that there is not enough water to grow vegetables.	- 8 committees and 600 members - Most members focus on Saving Loan and share holder

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings + Budgeting and business planning + introduction to digital literacy.

Sattrey Phuokphal Meanchey

District Chikreng

Some AC members have had financial literacy training delivered by Heifer and Banji

1-10 transactions each month.

Some members save and reports off saving at home and in the AC - take loans from the AC

Profits are shared annually.

Success factors were identified as product customers - demonstrating a low level of business and landscape understanding.

Rising costs were seen as the main challenge. Low understanding of risk.

Few AC members use E-banking with some understanding of transfers and payments

The AC has intermittent internet access.

A moderate level of digital literacy was evident with - Cell phone Telegram Facebook Excel Banji Digital tools used for business and marketing purposes.

Loans, Planning, partnering with NGOs were seen as avenues for AC business development, showing a moderate level of understanding

Indicative AC Financial Literacy Practical Knowledge:

- Some understanding of savings
- Some understanding of budgeting
- Some understanding of a business plan
- Some understanding of assets and liabilities
- Good understanding of loans

Field notes:

Area	Type of Business	Challenges	Members
Chikreng	-Agriculture -technical support to farmers -Find market for all farmers (vegetables and chickens) -Service Cooperatives-saving and loans and shareholders.	- Some people didn't understand about saving or buying shareholders with AC. - Competition market.	- 8 committees - 265 members - Most members focus on Saving Loan and share holder - AC leaders are happy to learn about FinLit

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings and Budgeting.
Targeted for evaluation.

Tumnup Makak Aphiwat Thmey

Some AC members have had financial literacy training delivered by World Vision
1-10 transactions each month.
Some members save and reports off saving with the AC - take loans from the AC
Profits are shared annually.
Success factors were identified as Product Customers Location and trust demonstrating a good level of business and landscape understanding.
While Members are too busy Climate/ Weather Rising Costs were seen as the main challenge. Good understanding of risk.
No AC members use E-banking with young people understanding transfers and payments
The AC has intermittent internet access.
A moderate level of digital literacy was evident with -Cell phone Telegram Facebook Excel digital tools used for business and marketing purposes.
Get a loan Work with NGOs Training were seen as avenues for AC business development, showing a low level of understanding

Indicative AC Financial Literacy Practical Knowledge:

- Limited understanding of savings
- Some understanding of budgeting
- Some understanding of a business plan
- Some understanding of assets and liabilities
- Some understanding of loans

Field notes:

Area	Type of Business	Challenges	Members
Chikreng	-Agriculture supply -sale fertilizer and seeds and rice -Technical support to farmers -Find market for all farmers (Rice and cassava and cashew) -Service Cooperatives-saving and loans and shareholders.	- Member lack of managing budget plans. -Poor marketing skills	- 8 committees and 600 members - Most members focus on Saving Loan and share holder

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings + Budgeting and Business Planning.

Kampong Thom

Chraneang Svay Pleung Akphiwat

District: Taingkok

Some members have had financial literacy training with Codec and Heifer

1-10 transactions each month.

All members save money in SHGs and take loans from the AC.

Profits are shared annually.

Success factors were identified as Participation, Transparency,Support from NGOs and authorities, Capital, Trust, commitment, business plan, NGOs support on fund and technical, own asset and clear report., showing a good level of business and landscape understanding.

While lacking climate, Lack of capital and trust. No participation. No NGOs support and default loan. were identified as challenges.

A few (10-15%) members of the AC use E-banking for transferring money

The AC has regular internet access.

No digital tools were reported as used for business and marketing purposes.

A lack of understanding was shown in regard to AC business development

Indicative AC Financial Literacy Practical Knowledge:
- Limited understanding of savings
- Limited understanding of budgeting
- Limited understanding of a business plan
- Limited understanding of assets and liabilities
- Limited understanding of loans

Field notes:

Area	Type of Business	Challenges	Membership
Taingkok	- Saving and loan - Raise chicken - Grow Veg. - Rice seed	- Some SHGs have problems because they work independently. SHGs not AC support from AC on saving or loan but when they have problem, they call help from AC - Around 15% of loan is default-32 000 000 riel	- Established in 2017- 94 members - 2024- 349 members - 1 share=50000 riel - 9 HHs do Veg - 19 HHs raise chicken - AC- get support from UNDP-finished, PPNP support on veg. and chicken, CVCD-support on veg. Helekeler, Heifer and Codec - AC have clear dream map -

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings and Budgeting.
Targeted for evaluation.

Chroneang Chralorng Punleu Meanchey

No members have had financial literacy training

1-10 transactions each month.

All members save money with the AC and take loans from the AC.

Profits are shared annually.

Success factors were identified as product, support from NGOs and local authorities, price and trust from members showing a good level of business and landscape understanding.

While loan defaulting, and members not engaging as challenges.

A few AC committee members use E-banking for transferring money

The AC has regular internet access.

Mobile phones and Facebook were reported as used for business and marketing purposes.

Loans and working with NGOs were seen as avenues for AC business development, showing a low level of understanding

Indicative AC Financial Literacy Practical Knowledge:

- Some understanding of savings
- Limited understanding of budgeting
- Limited understanding of a business plan
- Limited understanding of assets and liabilities
- Some understanding of loans

Field notes:

Area	Type of Business	Challenges	Membership
Taingkok	- Produce rice seed - Chicken - Agriculture supply-fertilizer - Agro-procesing- Crispy banana - Saving and loan - Animal feed	- Members do not want to buy agri-input from AC because AC sell organic fertilizer. Member want to use chemical fertilizer - AC use hand writing to record or make a dividend to member at the end of the year so sometime the money that share not 100% correct	- AC established in 2015-30HHs- at those time do not form saving group yet - Local NGO called Sre Khmer the one who form saving group(the local authorities not support - 2024-have 317 HHs

Auditor Comment:

Loans as priority training theme, supported by workshops on Savings and Budgeting.

Phalitakam Chhouk Khsach

Some AC members have had financial literacy training delivered by AC

1-10 transactions each month.

Some/ most members save and reports off saving at SHGs - take loans from the AC

Profits are shared annually.

Success factors were identified as Member understand about dividends, good governance, confident members,Support, funding and input from NGOs and local authorities and PDAFF - demonstrating a high level of business and landscape understanding.

Disease, lack of land, loan default, climate and rising costs were identified as challenges. Good understanding of risk.

No AC members use E-banking and reports of low understanding

The AC has regular internet access.

A low level of digital literacy was evident with - Facebook reported as used for business and marketing purposes.

New markets, more production groups, building member confidence with AC were and business planning seen as avenues for AC business development, showing a good level of understanding

Indicative AC Financial Literacy Practical Knowledge:

- Limited understanding of savings
- Limited understanding of budgeting
- Limited understanding of a business plan
- Limited understanding of assets and liabilities
- Limited understanding of loans

Field notes:

Area	Type of Business	Challenges	Membership

Baray	- Service- loan and saving - Agriculture server- Seed	- Around 1-2% of loan is default because of the business fail - Member have small plot of land, it led them could not produce more production - Member not so sure what is business plan	- AC was established in 2011- - Member: in 2011-40 HHs And in 2024 – 338 HHs - Have 7 SHGs - 1 share= 50 000 riel - If member take loan in big amount than share, they need to put land title as a collateral - AC sale rice seed to other AC - Saving IR=10% per year - Loan IR=2% per month - Codec provide ToT training to committees on FinLit and those committees share to saving group member - AC committees record on paper - AC have warehouse to store rice seed-control and support from MAFF

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings + Budgeting and Business Planning + Introduction to Digital Literacy.

Sala Visay

Some AC members have had financial literacy training delivered by Codec and AC

1-10 transactions each month.

All members save and reports off saving at AC - take loans from the AC

Profits are shared annually.

Success factors were identified as Cooperation among committee members, Committee commitment, Members understanding the benefit and Support from NGOs and local authorities - demonstrating a good level of business and landscape understanding.

While some members do not understand about AC, or lack experience, or business plans as well as Local authorities not cooperating with AC and lack of transparency were identified as challenges. Good understanding of risk.

Few AC members use E-banking and reports of some understanding of the ease of transfers
The AC has regular internet access.
A low level of digital literacy was evident with - Facebook and telegram reported as used for business and marketing purposes.
Training, business planning and partnering with NGOs were seen as avenues for AC business development, showing a moderate level of understanding

Indicative AC Financial Literacy Practical Knowledge:
- Some understanding of savings
- Limited understanding of budgeting
- Limited understanding of a business plan
- Limited understanding of assets and liabilities
- Limited understanding of loans

Field notes:

Area	Type of Business	Challenges	Membership
Prasat Balang	- Agriculture supply-use in agriculture production-eg. Fertilizer - Agricultural Marketing Cooperatives-buy product from member (cashew) at a favorable market price. Marketing agricultural co-ops also deal with promotion and advertising via facebook, group telegram and also word of mouth - Service Cooperatives-saving and credit. - Cooperative market-Not open yet	- Rising expenses. As the costs of business operations get higher, farmers' inputs increase, too. - Poor marketing skills. As a rule, managers of agricultural producers' cooperatives lack the skills to develop a good marketing strategy and promote their goods and services in the market. - Member lack of doing business plan	- 12 committees - 601 HHs (490Female) - 1663 shares (1 share-50 000 riel) - AC business-sell rice, buy cashew a - Credit focus on agri-production the IR -0.8% per year. Loan on chicken raising 11HHs, Veg. 41 HHs and cashew 94 HHs - Credit/loan beside agriculture product the IR is 1.2%.

Auditor Comment:

Loans as priority training theme, supported by workshops on Savings + Budgeting and Business Planning + Introduction to Digital Literacy.

Samprouch Meanchey

Some AC members have had financial literacy training delivered by Codec ++

1-10 transactions each month.

Most members save and reports off saving in SHGs - take loans from the AC as well as MFI and money lenders

Profits are shared annually.

Success factors were identified as product, capital, Support from local authorities, Support from NGOs, Participation from members demonstrating a high level of business and landscape understanding.

While Lack of capital, Disease, Lack food for chicken, poor bookkeeping and climate were identified as challenges. Good understanding of risks.

No AC members use E-banking

The AC has regular internet access.

A low level of digital literacy was evident with - no digital tools used for business and marketing purposes.

Form agriculture production group, Provide material to member, Support from NGOs were seen as avenues for AC business development, showing a moderate level of understanding of business development

Indicative AC Financial Literacy Practical Knowledge:

- Limited understanding of savings
- Limited understanding of budgeting
- Limited understanding of a business plan
- No understanding of assets and liabilities
- Some understanding of loans

Field notes:

Area	Type of Business	Challenges	Membership
Stoung	- Service-saving and loan - Agriculture supply- not stop because	- AC committees-have limited capacity - AC took loan 2 times from ARDB Bank to run business in AC by land title (belong to committee' member for collateral but unfortunately those money provide loan to member.	- 130HHs - 8 committees - 1 share= 50 000 riel - Before AC has 221 HHs with 19

	AC loss the capital	- First time, AC took loan 10 000USD-already pay off - Second time took 12 000 USD but not yet pay off, still remain 4800 USD because AC could not generate income from that money. The reason because of member who took loan from AC fail in their business - members lack of confident with AC - member do not understand about AC objective - member have small plot of land so they could not produce more product (just for consumption and the rest can sell to other villages or small market in the village. - Member do not understand what is the business plan and they also dt care. - Low financial literacy - AC lack of capital so could not expand the business - Low financial sustainability. The share capital of co-op members is often insufficient to ensure the constant presence of co-op products and services in the market. - Labor shortage. Many present-day ag agricultural cooperatives are lacking human resources.	saving groups but recently have only 2 saving groups-the reason because of member lack of confident with AC and they bad experience from other member-fail business - Before AC provide loan on chicken production but this loan was default because of disease it triggers member not have money pay back so it led to AC do not have money pay back to bank. - Member saving money with SHGs – the SHGs group not bring those money save with AC because they are afraid loss those money or difficult to take back.

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings + Budgeting and Business Planning + Introduction to Digital Literacy.

Sandan Samaki

Some AC members have had financial literacy training delivered by AC

1-10 transactions each month.

Some members save and reports off saving in the AC and SHGs - take loans from the AC

Profits are shared annually.

Success factors were identified as product 1-commitment from AC committees and members.2- Have business plan.3-support from NGOs and local authorities - demonstrating a high level of business and landscape understanding.

While lack of human resource, defaulting on loans, lack of technical skills were identified as challenges.

Good understanding of risk.

No AC members use E-banking

The AC has intermittent internet access.

A low level of digital literacy was evident with - no digital tools used for business and marketing purposes.

1- have a business plan.2-promote AC product door to door.3- cooperate with Agri-suppliers. were seen as avenues for AC business development, showing a moderate level of understanding

Indicative AC Financial Literacy Practical Knowledge:

- Limited understanding of savings
- Limited understanding of budgeting
- Limited understanding of a business plan
- Limited understanding of assets and liabilities
- Limited understanding of loans

Field notes:

Area	Type of Business	Challenges	Membership

Stoung	- Saving and loan - Sell white rice - Produce rice seed - Sell chicken	- Member have limited knowledge on FinLit - AC lack of technical on agriculture and also finlit - Around 3% of loan not pay back yet so the AC has problem with the capital	- 432 members-4SHGs - Member can save any amount as they want - Saving IR-1% per month - Loan- agri-production loan size is 3 000 USD with 1% IR per month - Loan from AC have no service charge like banks or MFIs - The reason member not use e banking because of they do not have money to deposit for do all those transaction - If want AC grow we need to expand our business such as form group of veg. Chicken and rice - Most of women are illiterate

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings + Budgeting and Business Planning + Introduction to Digital Literacy.

Sralao Samaki Choukchey

No AC members have had financial literacy training

1-10 transactions each month.

Most members save and reports off saving in SHG and with the AC - take loans from the AC

Profits are shared annually.

Success factors were identified as AC governance, following AC policy, commitment from committees and members, support from local authorities and from NGOs - demonstrating a moderate level of business and landscape understanding.

While loan defaults, not enough capital, AC business being slower than private sectors were seen as the main challenges. Moderate understanding of risk.

Few (10%) AC members use E-banking with some understanding of transfers and payments

The AC has regular internet access.

A low level of digital literacy was evident with - no digital tools used for business and marketing purposes. Loans, planning, partnering with NGOs were seen as avenues for AC business development, showing a low level of understanding

Indicative AC Financial Literacy Practical Knowledge:
- Limited understanding of savings
- No understanding of budgeting
- No understanding of a business plan
- Limited understanding of assets and liabilities
- No understanding of loans

Field notes:

Area	Type of Business	Challenges	Membership
Tain gkok	- Agriculture supply- fuel, fertilizer - Produce drinking water - Rice seed- sell and buy - Saving and loan	- Weather - Migration - Bookkeeping knowledge still limited - Agriculture production reduce because of did not meet the standard- location (water, land….	- AC was established in 2017 - 2024- have 778HHs with 22SHGs approximately 400 people - Loan- agri production - 1 share=50 000 riel - Become a member -5000 riel - AC need help or assist member who have a problem – successful so members will believe and trust with AC - AC got financial literacy on bookkeeping only - AC promote their product when they have monthly meeting at the commune level and word of mouth

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings, Budgeting and Business Planning.

Chamnaleu Rekchamroeun

District: Stueng

Some members have had financial literacy training with Codec
1-10 transactions each month.
Most members save money with the AC and some in SHGs and take loans from the AC.
Profits are shared annually.
Success factors were identified as products, Trust, business plan, support from NGOs, Good communication in AC, and income, customers, showing a good level of business and landscape understanding.
While lacking political support, low skills and loan defaulting were identified as challenges.
A few members of the AC use E-banking, with a report of 10% using transfers.
The AC has intermittent internet access.
Mobile phones Telegram and Facebook are used for business and marketing purposes.
Loans, training and increased production were seen as the best way to develop the AC, showing a low level of business development understanding.

Indicative AC Financial Literacy Practical Knowledge:

- No understanding of savings
- No understanding of budgeting
- Limited understanding of a business plan
- No understanding of assets and liabilities
- Limited understanding of loans

Field notes:

Area	**Type of Business**	**Challenges**	**Membership**
Stoung	- Rice seed - Drinking water - Saving and loan - Fertilizer	- AC limited on Finlit - Default and late pay - Use hand writing to record everything	

Auditor Comment:
Loans as priority training theme, supported by introductory workshops on Savings + Budgeting.
Targeted for evaluation.

Kampong Chhnang

Toekhout Meanchey Kdey Sangkhim

District: Role Pea

Have done some financial literacy training with Adaryda

Lots of transactions, more than 50 each month.

Most members save money and usually save and take loans from the AC.

Profits are shared annually.

Success factors were identified as busy members, rising costs and issues with local authority showing a moderate level of business and landscape understanding.

While loan defaulting and management issues were identified as risks.

Only a few members of the AC use E-banking, usually younger members.

The AC has regular internet access.

Mobile phones and the Chomka App are used for business and marketing purposes.

Strong marketing,buy rice mill,buy-sell rice seed,fertilizer warehouse were seen as the best way to develop the AC, showing a high level of business development understanding.

Indicative AC Financial Literacy Practical Knowledge:

- Some understanding of savings
- Some understanding of budgeting
- Some understanding of a business plan
- Some understanding of assets and liabilities
- Some understanding of loans

Field notes:

Type of business	Challenges	Others
-loan and saving -input supply-feed, pesticide -AC market- chicken, egg -Irrigation supply	- AC have limited knowledge with FinLit-they used to attend training FinLit with Heifer and CCC -loss irrigation materials. -Local authorities less attention with AC	-AC run in 3 communes with 13 villages -546 HHs - 1 share =50 000Riel - Fee became a member=10 000Riel -Saving start from 10 000 Riel

	-lack of capital but product – since covid 19 member late in paying till now	-Market-word of mouth facebook page and exhibition

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings + Budgeting and Business Planning + Introduction to Digital Literacy.
Targeted for evaluation.

Chey Chom Nah Cooperative

Have done some financial literacy training with Heifer in 2022 and Vervision(?)

Lots of transactions, more than 50 each month.

Most members save money and usually save and take loans from the AC.

Profits are shared annually.

Success factors were identified as products, customers, location and demand showing a level of business and landscape understanding.

While loan defaulting was identified as a potential risk.

Only a few members of the AC use E-banking, usually younger members.

The AC has regular internet access.

Mobile phones and Facebook are used for business and marketing purposes.

Loans and diversifying sales were seen as the best way to develop the AC, showing a low level of business development understanding.

Indicative AC Financial Literacy Practical Knowledge:

- Good understanding of savings
- Some understanding of budgeting
- Some understanding of a business plan
- Some understanding of assets and liabilities
- Some/good understanding of loans

Field notes:

Type of business	Challenges	Others

- Loan and saving - Sell shampoo - Sell Toothpaste - Sell rice - Sell fertilizer - Wing service	-AC have limited knowledge with FinLit-they used to attend training FinLit with Heifer -lack of technical	- AC run in 4 communes - 226 saving group -1401 HHs -2786 members-1084 youth -Promoted product via facebook -1sharing – 10000 Riel -saving for youth start from 1 000Riel

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings + Budgeting and Business Planning + Introduction to Digital Literacy.

Melom Samaki Rong Rerng

District: Bouribou

Some AC members have had financial literacy training delivered by AC

20-50 transactions each month.

Some members save and reports off saving at home, SHGs and AC - take loans from the AC

Profits are shared annually.

Success factors were identified as New Product and help from local authority - low level of business and landscape understanding.

While busy members, governance, loans, new members, climate and rising costs are challenges. Good understanding of risk.

Few AC members use E-banking and reports of low understanding

The AC has regular internet access.

A low level of digital literacy was evident with -Facebook and webpage reported as used for business and marketing purposes.

Training, Support from local authority and working with NGOs were seen as avenues for AC business development, showing a low level of understanding

Indicative AC Financial Literacy Practical Knowledge:
- Some understanding of savings
- Limited understanding of budgeting
- Some understanding of a business plan
- Some understanding of assets and liabilities
- Good understanding of loans

Field notes:

Name of AC	Type of business	Challenges	Others
Melum Samaki Rongroeung	-Agriculture supply-Fertilizer, rice seed - Mini Mart -Small gasoline station -Service Cooperatives-saving and credit. -Growing vegetable - chickens raising - Agriculture Marketing Cooperatives-by product via Facebook and Telegram from general people that go through AC local (cash) some transfer via app bank	-Limited of loyalty of member (little bite) -Member less saving and want get big size of loan (AC lack of capital to provide loan) -Poor marketing skills, -Both member and AC leader are limited of knowledge financial literacy	-2 commune -21groups of saving -300HHs (237female) -6000 Riel for saving per month -1sharing 10000Riel

Auditor Comment:
Loans as priority training theme, supported by introductory workshops on Savings and Budgeting
Targeted for evaluation.

Rorlear P'ear Mean Chey

Some AC members have had financial literacy training delivered by Heifer

20-50 transactions each month.

Some/ few members save and reports off saving at AC - take loans from the AC

Profits are shared annually.

Success factors were identified as product location and customers - demonstrating a moderate level of business and landscape understanding.

While membership challenges and climate were identified as challenges. Moderate understanding of risk.

Few AC members use E-banking and reports of low understanding especially for old people

The AC has regular internet access.

A low level of digital literacy was evident with Facebook reported as used for business and marketing purposes.

Training and partnering with NGOs were seen as avenues for AC business development, showing a low level of understanding

Indicative AC Financial Literacy Practical Knowledge:

- Some understanding of savings
- Limited understanding of budgeting
- Limited understanding of a business plan
- Limited understanding of assets and liabilities
- Some understanding of loans

Field notes:

Name of AC	Type of business	Challenges	Membership
Rolea P'ea Meanchey	-Agriculture supply - Fertilizer -Service cooperatives-credit. -Produce washing shampoo	-Rising with old and bad story that happen before, so make some village difficulty for motivation them saving with our AC -Poor marketing -Member are so busy	- 2 Commune - 7 villages - 166 shares (124 female) 1 share 50,000riel. - sell our product by Acs, - sales via member of AC

Auditor Comment:
Loans as priority training theme, supported by workshops on Savings + Budgeting and Business Planning + Introduction to Digital Literacy.

Samaki Prah Sneb Rong Rerng

Some AC members have had financial literacy training delivered by Heifer, FIDR, Korng Rey

1-10 transactions each month.

Some members save and reports off saving at AC - take loans from the AC

Profits are shared annually.

Success factors were identified as product and location - demonstrating a low level of business and landscape understanding.

While membership challenges and climate were identified as challenges. Good understanding of risk.

Few AC members use E-banking and reports of most not understanding

The AC has regular internet access.

A low level of digital literacy was evident with - no digital tools used for business and marketing purposes.

Training, planning and partnering with NGOs were seen as avenues for AC business development, showing a moderate level of understanding

Indicative AC Financial Literacy Practical Knowledge:
- Limited understanding of savings
- Limited understanding of budgeting
- Limited understanding of a business plan
- Limited understanding of assets and liabilities
- Some understanding of loans

Field notes:

Name of AC	Type of business	Challenges	Others
Samaki Brasneb Rongroeung	-Saving and loan -Sale-buy chickens	-Have some problem with our partner that make our AC don't have enough money for member get loa -Difficult to form new group (family income, and FinLit limited)	- 2 commune -16 group (before covid-19) but now-day has 12 groups that are saving. -150HHs - 1 sharing – 10000 Riel - Marketing – Word of mouth and call via phone number

Auditor Comment: Loans as priority training theme, supported by introductory workshops on Savings + Budgeting.

Anh Chanhrung Samay Thmey

Some AC members have had financial literacy training delivered by heifer

50+ transactions each month.

Some members save and reports off saving with the AC - take loans from the AC

Profits are shared annually.

Success factors were identified as Product Location Demand demonstrating a moderate level of business and landscape understanding.

While climate, authority carelessness, marketing, supplier sales at different prices, crop issues, rising costs and loan issues were seen as the main challenges. Good understanding of risk.

Few AC members use E-banking with young people understanding transfers and payments

The AC has regular internet access.

A moderate level of digital literacy was evident with -Cell phone Telegram Facebook and Chomka app digital tools used for business and marketing purposes.

Planing, capital, strong marketing, buy rice mill, buy-sell rice seed, fertilizer, new warehouse were seen as avenues for AC business development, showing a good level of understanding

Indicative AC Financial Literacy Practical Knowledge:

- Some understanding of savings
- Some understanding of budgeting
- Some understanding of a business plan
- Some understanding of assets and liabilities
- Some understanding of loans

Field notes:

Type of business	Challenges	Others
-Agriculture supply-Fertilizer rice seed -saving and loan -Drinking water (big bottle) -Feeding and sell both meat and baby chickens, -Clean water for used (240 family used from 4 village)	-Limited of knowledge of financial literacy -Poor marketing skill -lack of technical on production	-2 commune -8 village -21 groups -763p (465SHG and 298VG) -Agriculture Marketing Cooperatives-by product via Facebook page and Telegram from general people that go through AC local (cash) some transfer via app bank and Wing

Auditor Comment:

Loans as priority training theme, supported by workshops on Savings + Budgeting and Business Planning + Introduction to Digital Literacy.

Annex 1

Modified OECD/INFE Core Competencies Framework on Financial Literacy for MSMEs

1. Choice and use of financial services (Questions 1,2,3,4,5,9,10,12,14,15)
    a. Basic payment and deposit services
    b. Saving

2. Financing the business score (Questions 1,2,4,5,6,7,8,11,12,16)
    a. Financial and business management and planning
    b. Registration, taxes and other legal requirements
    c. Keeping records and accounting
    d. Financial management

3. Understanding Risk score (Questions 1,7,8,17,18)
    a. Personal risks
    b. Business risks

4. Financial landscape score (Questions 1,3,7,8,9,12,13)
    a. External influences
    b. Financial protection for ACs
    c. Financial information, education and advice

5. Digital Literacy score (Questions 6,9,10,11,13)
    a. Access to internet
    b. Understanding digital transactions

https://www.oecd.org/finance/financial-education/OECD-INFE-core-competencies-framework-on-financial-literacy-for-MSMEs.pdf

Annex 2

CSO4G Audit Form 2024.pdf