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**ACCESS TO FINANCE AND THE BEHAVIOR OF USING BANK CREDIT:  
EVIDENCE FROM MICRO, SMALL AND MEDIUM ENTERPRISES (MSMES)**

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**Abstract**

*The purpose of this study is to prove the role of financial access in improving the behavior of using bank credit with the intention of using bank credit as a mediator. A sample of 150 respondents used a purposive sampling technique. The data analysis technique used is SEM-PLS. The results of the financial access have a significant and positive effect intention of using bank credit. The intention of using bank credit also has a significant and positive impact on behavior of using bank credit. However, access to finance does not directly or indirectly affect the behavior of using bank credit. This research is useful for the government and banks in managing strategies to increase the use of bank credit for MSMEs.*

**Keywords:** *Behavior of using bank credit, Intention of using bank credit, Availability of banking access facilities.*

**INTRODUCTION**

The use of banking credit for MSMEs is an alternative funding that helps MSMEs in moving and developing their business, However, in fact, MSMEs still experience difficulties in banking access. The results of a survey by the Badan Pusat Statistik Provinsi Jawa Tengah (2016) show that 88 percent of MSMEs in Central Java have never received bank credit. The reasons why MSMEs have never received bank credit include high intention rates, difficult procedures, and no collateral. This barrier in banking access can also reduce the amount of credit disbursement by banks (Wasiuzzaman et al., 2019).

Several previous studies in Indonesia related to bank credit access tended to focus on the supply side, namely the banking sector, as was done by Pratiwi & Prajanto (2020), Siswanto et al., (2019), and Panuntun & Sutrisno (2018). Even though banking credit is not only related to the supply side but also to the demand side, namely MSMEs as parties who apply for and receive credit, such as research conducted by Freel et al., (2012), Gama et al., (2017), and Moscalu et al., (2020). Although the credit distribution side carries out high-intensity promotions to MSMEs, bank credit cannot be channeled to MSMEs if MSMEs do not apply for credit to banks, this shows that research related to bank credit should also see from the demand side (Ahmed et al., 2010; Armitage et al., 2020).

MSMEs as credit recipients have full power to decide whether to finance their business whether all of them use bank credit, some use bank credit, or without using bank credit (Wong

et al., 2018). When MSMEs decide all sources of funding come from bank credit or part of the funding source comes from bank credit, it shows the behavior of using bank credit by MSMEs (Botta, 2018; Rao et al., 2019). This behavior proves that MSMEs can make good use of banking access.

The ability of MSMEs to take advantage of banking access is inseparable from the role of the availability of banking access facilities owned by MSMEs. For example, the ease of banking access, the closeness between MSMEs and banks, and the satisfaction of using banking access facilities (Adomako & Danso, 2014; Carree & Klomp, 1996; Wiklund & Shepherd, 2005). According to Moody & Siponen (2013) who researched the theory of interpersonal behavior, it was said that certain behaviors carried out by individuals were formed from the availability of facilities to perform these behaviors. Besides that, according to Elhoushy & El-Said (2020); Guerin & Toland (2020); Zhang & Li (2020) found that individual behavior to do something is also formed from an intention in taking an action or decision. When MSMEs have the availability of banking access facilities, it can increase intention in using bank credit and behavior in using bank credit, as well as high intention in using bank credit, which can make MSMEs increasingly have the behavior of using bank credit. This has never been seen by previous research about funding decisions.

Behavior is an individual action that is carried out continuously in response to circumstances (Ajzen, 1991). Several previous studies conducted behavioral research on several problems such as the behavior of using Islamic credit cards by Ali et al., (2017), the behavior of using online banking facilities by Salem et al., (2019), and the behavior of using credit cards in India conducted by Khare et al., (2012). Therefore, the behavior of using banking credit is the use of bank credit that is carried out continuously by individuals to meet their business funding needs. Intention is the desire to take a certain action (Ajzen, 1991). Several previous studies have applied intentions to various problems including marketing management carried out by Kato (2019) and the intention to use credit cards carried out by Jamshidi & Kazemi (2019) and Johan et al., (2020). Therefore, in this study, the intention to use bank credit is the desire or intention of MSMEs to use bank credit. The availability of banking access facilities is a way for MSMEs to use banking products, one of which is bank credit (Beck & Demirguc-Kunt, 2006). Good banking access can not only increase the number of the access itself but also be able to control risks that arise (Faisal et al., 2006). Therefore, the availability of banking access facilities is a good thing for MSMEs in developing their business.

This research is expected to prove the availability of banking access facilities and the intention in using bank credit as factors influencing the behavior of bank credit use so that it is beneficial for banks as bank credit providers to focus on increasing the availability of banking access facilities and strive to increase intention in using bank credit. Besides, this research is also expected to be of benefit to the government as a banking regulator in Indonesia to formulate policies that can support the improvement of banking credit access facilities and increase intention in the use of bank credit, and it is hoped that MSMEs will benefit from increasing banking access. For the academic world, this research is expected to add scientific insight, especially in the field of financial and business management.

This research was conducted using a sample of 150 MSME respondents in the city of Salatiga who have used bank credit. This study uses a questionnaire as a field data collector

which is given directly to MSMEs by visiting directly the places of business of MSMEs who have used or are currently using bank credit. Then the questionnaire was taken back and the data was processed using Partial Least Square (PLS).

## **LITERATURE REVIEW AND HYPOTHESES DEVELOPMENT**

### **Effect of Availability of Banking Access Facilities on Intention Using Banking Credit**

Access to banking is a convenience that MSMEs can take advantage. They can get closer to the bank and take advantage of banking products. This is easier when the availability of bank credit facilities is adequate. MSMEs who have these facilities will tend to intend to use bank credit. The banking products offered will be able to attract MSMEs (Mertzanis, 2017; Motta & Sharma, 2020). Therefore, the availability of banking access facilities can affect the intention to use bank credit.

H1: Availability of banking access facilities has a positive effect on the intention of using bank credit.

### **Effect of intention to use bank credit on behavior using bank credit**

Bank credit intentions encourage MSMEs to use bank credit. The higher the intention of bank credit, the behavior of using bank credit is also higher (Brixiová et al., 2020; Morsy, 2020). This is because MSMEs have a strong incentive to use bank credit.

H2: Intention of using bank credit has a positive effect on the behavior of using bank credit

### **Effect of Availability of Banking Access Facilities on Behavior of using bank credit**

The behavior of using bank credit can increase when the facilities are also getting better. MSMEs get convenience from the facilities provided (Ali et al., 2017; Salem et al., 2019). This also shows that there is a good close relationship between banks and MSMEs.

H3: Availability of banking access facilities has a positive effect on the behavior of using bank credit

### **Effect of Availability of Banking Access Facilities on Behavior of using bank credit with the intention of using bank credit as a mediator**

Although the availability of facilities can improve bank credit behavior, MSMEs need to go through a strong push first or through a strong intention in bank credit. This is because when someone decides to use something, it is preceded by a strong urge to do something (Elhoushy & El-Said, 2020; Mouakket, 2008). Therefore, intention can be a mediator between the availability of facilities and the behavior of using credit.

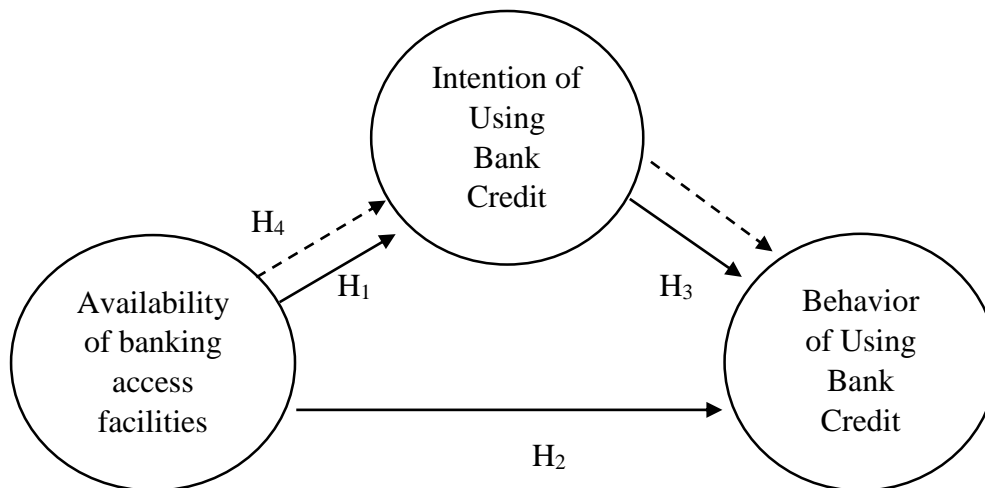
H4: Availability of banking access facilities has a positive effect on the behavior of using bank credit with intention of using bank credit as a mediator

## **METHOD**

This research was conducted in the city of Salatiga and the population in this study were all MSMEs in the city of Salatiga who had or are currently using bank credit for business funding. The sample in this study were 150 MSMEs in the city of Salatiga who had or are currently using bank credit for business funding. The number of samples was determined as 150 respondents because the minimum number of samples in this study was 100 respondents so that the number of 150 respondents was more than the minimum number of samples taken. This is based on the sample criteria of Hair et al., (2010) which states that the minimum sample size is 10 times the number of indicators. The data collection method used a questionnaire, where respondents answered using a Likert scale, namely 1 (Strongly disagree), 2 (Disagree), 3 (Neutral), 4 (Agree), 5 (Strongly agree).

This study examines intention as a mediating variable between the availability of banking access facilities and the behavior of using bank credit. The approach to this research is quantitative. To determine the strength of the independent variable in explaining the dependent variable, the t-test was used. The t-test criteria are  $<0.01$ ,  $0.01 - 0.05$ , and  $0.05 - 0.1$  (Hair et al., 2010). To see the strength of the intention variable in using credit as a mediating variable, the indirect effect test was used between the availability of banking access facilities and the behavior of using bank credit.

Concerning the behavior of using bank credit, it is also inseparable from the behavior of the use of bank credit. Some things that manifest the behavior of using bank credit are recommending the use of bank credit to other businesses (PR1) and deciding to use bank credit whenever funding is needed (PR2) (Mouakket, 2008). These are indicators to measure the behavior of bank credit usage. The intention to use bank credit consists of several indicators adapted from Ajzen (1991). These indicators include the desire to use bank credit when in need of funding (MI1), willingness to use bank credit for business development (MI2), prioritizing bank credit over other sources of funds (MI3), having a perception that bank credit can increase production capacity (MI4), having a perception that bank credit is the result of good cooperation between MSMEs and banks (MI5), and are intentioned in using bank credit for business funding regularly (MI6). The intention to use banking credit owned by MSMEs tends to focus on business development and funding needs. The indicators used to measure the availability of banking access facilities were adapted from Wasiuzzaman (2019). These indicators show that bank credit can meet business funding needs (KA1) and the costs for banking access are low (KA2). The availability of banking access facilities tends to focus on the relationship between MSMEs and banks.



**Figure 1. Mediation Diagram**

**RESULT AND DISCUSSION**

**Table 4.1 Characteristics of the MSME respondents in the city of Salatiga**

Characteristics	Number of Respondents	Percentage (%)
<b>Gender</b>		
Female	59	39,3
Male	91	60,7
<b>Level of Education</b>		
Primary School	45	30
Junior High School	30	20
Senior High School	59	39,3
Associate's Degree	4	2,7
Bachelor	12	8
<b>Age</b>		
≤25	7	4,7
26-35	8	12
36-45	46	30,7
46-55	46	30,7
56-65	24	16
66≤	9	6
<b>Business Start Year</b>		
≤1990	33	22
1991-2000	33	22
2001-2010	44	29,3
2011-2017	40	26,7
<b>Type of Business</b>		
Micro	115	76,7
Small	32	21,3
Medium	3	2
Total	150	100

Source: Processing Data, 2021

Based on table 4.1, the most gender respondents in this study were men by 60.7 percent. Then the highest level of education that was the respondent of this study was Senior High School (SMA) at 39.3 percent. The average age of the respondents was between 35 - 55, namely 61.4 percent of the total respondents. Meanwhile, the average MSMEs started a business between 2001-2010, namely 29.3 percent of the total respondents. Meanwhile, the average turnover of respondents is still below 50 million, where this number includes micro-businesses, namely 76.7 percent.

**Table 4.2 Descriptive statistics of the amount of bank credit for MSME in the city of Salatiga**

Loan Amount	Get Bank Debt 1		Get Bank Debt 2		Get Bank Debt 3	
	Total	Percentage (%)	Total	Percentage (%)	Total	Percentage (%)
<10.000.000	54	36,0	19	39,6	7	33,3
10.000.000-19.999.999	19	12,7	8	16,7	5	23,8
20.000.000-29.999.999	23	15,3	8	16,7	2	9,5
30.000.000-39.999.999	8	5,3	4	8,3	0	0,0
40.000.000≤	46	30,7	9	18,8	7	33,3
Total	150	100	48	100	21	100
Mean	35,478,667		26,908,333		43,833,333	

Source: Processing Data, 2021

Based on table 4.2, shows that all respondents have used bank credit. In the first collection, the largest number of banking credits used by MSMEs was under 10 million. Then in the second collection, the highest amount of bank credit was still below 10 million. Meanwhile, in the third withdrawal, the highest amount of bank credit was equally strong, between below 10 million and above 40 million.

**Table 4.3 Descriptive statistics, validity and reliability of indicators**

Indicator	<i>minimum</i>	<i>maximum</i>	<i>modus</i>	<i>mean</i>	<i>SD</i>	<i>Factor Loading</i>	<i>Composite reliability</i>
PR1	2	5	4	4,1	0,5	0,939	0,937
PR2	2	5	4	4,1	0,5	0,939	
MI1	2	5	4	4	0,5	0,816	
MI2	2	5	4	4	0,5	0,796	0,906
MI3	1	5	4	4	0,6	0,812	
MI4	2	5	4	4	0,6	0,827	
MI5	1	5	2	3,2	1,1	0,733	
MI6	1	5	2	3,1	1	0,721	0,831
KA1	2	5	4	4	0,6	0,843	
KA2	2	5	4	3,9	0,7	0,843	

Source: Processing Data, 2021

Table 4.3 shows that the indicators PR1, PR2, M1, MI2, MI4, KA1, and KA2 have a minimum value of 2, while MI3, MI5, MI6 have a minimum value of 1. Then all indicators have a maximum value and the values that often appear for all indicators are 4 except for MI5 and MI6 indicators. Meanwhile, the average respondents' answers ranged from 3.9 to 4.1 except

for MI5 averaging 3.2 and MI6 averaging 3.1. While the highest standard deviation lies in the MI5 indicator, which is 1.1 and the lowest standard deviation is 0.5.

Besides, table 4.3 also shows the results of the validity and reliability tests which can be seen in the factor loading column and composite reliability. It can be seen in this column that the factor loading value is above 0.7 for all indicators, this shows that there is no problem with validity. Whereas in the column the composite reliability value shows that all variables have a value above 0.7, which means there is no problem with reliability.

The next stage is the model Goodness of Fit to see whether the model is appropriate, this is done before testing the model's causality. Table 4.4 shows that the values of Average Path Coefficients (APC), Average Block VIF (AVIF), and Average Full Colinearity (AFVIF) are fit. The table looks fit. The criteria used to assess the APC was a P-value <0.001, while the criteria used to assess AVIF and AFVIF were below 3.33.

**Tabel 4.4 Goodness of Fit**

<i>Fit model criteria</i>	Result	Criteria	Evaluation
<i>Average Path Coefficient (APC)</i>	0,000	P<0,001	<i>Fit</i>
<i>Average Block VIF (AVIF)</i>	1,109	<3,33	<i>Fit</i>
<i>Average Full Colinearity (AFVIF)</i>	1,153	<3,33	<i>Fit</i>

Source: Processing Data, 2020

Table 4.5 shows the model causality test to answer the hypotheses previously described. The table also shows the value of the indirect effect to see the indirect effect found on H<sub>4</sub>. The table shows that the p-values for H<sub>1</sub> and H<sub>3</sub> are supported, while H<sub>2</sub> and H<sub>4</sub> are not supported. This is under the p-value H<sub>1</sub> and H<sub>3</sub> which are below 0.001, while H<sub>2</sub> and H<sub>4</sub> p-values are above 0.1. The indirect effect column is used to see the indirect effect of the availability of banking access facilities on the behavior of using bank credit. In this column, it can be seen that the indirect effect and direct effect are not supported, meaning that the availability of banking facilities cannot significantly influence the behavior of using bank credit.

**Tabel 4.5 Regression Results**

Hypotesis	<i>Path coefficient</i>	<i>p-value</i>	<i>t-value</i>	<i>Indirect effect</i>	<i>Total effect</i>	Results
H <sub>1</sub>	0,343	<0,001	4,51***		0,343	Supported
H <sub>2</sub>	0,082	0,153	1,03	0,131	0.213	Not Supported
H <sub>3</sub>	0,381	<0,001	5,08***		0,381	Supported
H <sub>4</sub>	0,131	0.011	2,34			Not Supported

(\*) p<0.1

(\*\*) p<0.05

(\*\*\*) p<0.01

Source: Processing Data, 2020

## **DISCUSSION**

The purpose of this research is to prove the role of the availability of banking access facilities in improving the behavior of using bank credit. The results of the causality model test indicate that the availability of banking access facilities does not play a role in increasing the behavior of using bank credit, either directly or indirectly through intention. This shows that when MSMEs use bank credit, it is not entirely dependent on the availability of bank credit access. MSMEs can use bank credit because they have a high intention in applying for bank credit. There are indications that this is because the average MSMEs who are respondents in this study have good banking access facilities. Banking access that has been built by banks and the government through its regulations has played a role in increasing intention in the use of bank credit. Therefore, the availability of banking access facilities does not directly influence the behavior of the use of bank credit but through high intention.

## **CONCLUSSION AND RECOMMENDATION**

The results of research that have been found indicate that the availability of banking access facilities affects the intention in using bank credit. The better the banking access facilities, the more MSMEs tend to be more intentioned in using bank credit. This shows that the availability of banking access facilities is one of the factors that can increase intention in using bank credit. Then the intention in using bank credit has an effect on the behavior of using bank credit. The higher the intention in using bank credit, the higher the behavior of using bank credit. This shows that when MSMEs have a high intention in using bank credit, MSMEs also tend to use this bank credit regularly. Banking credit is a source of funding that is always used by MSMEs when they need funding.

On the other hand, the results of research that have been found indicate that the availability of banking access facilities does not affect the behavior of using bank credit directly or indirectly. The better the availability of banking access facilities will not necessarily increase the use of bank credit. This indicates that increasing the use of bank credit does not always increase banking access, but banking access can make MSMEs more intentioned in using bank credit.

The results of this study can provide input to the government that there needs to be a policy that can increase intention in the use of bank credit. One of these policies should have the principle of increasing banking access, so that MSME actors are increasingly intentioned in using bank credit. For the banking sector, the results of this study indicate that it should not only focus on increasing banking access but also focus on increasing intention in the use of bank credit. For readers in general, this research can serve as a reference for the role of banking access in increasing the behavior of using bank credit. Future research is expected to develop this model to look deeper into the factors that influence the behavior of bank credit usage.

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