

Analysis the Impact of Financial Inclusion on the Quality of Banking Service and Financial Stability: For a Sample of Banks Listed in the Iraq Stock Exchange

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Abstract: ygoal of this SearchTo get acquainted with the theoretical and intellectual aspects And the The impact of financial inclusion on the quality of banking service.and financial stabilityI applied this Search On a sample of banks listed in the Iraq Stock Exchange, which were selected according to accounting and international standards. Among other banks that apply these standardsas well as To its great activity in the banking business, which is (the Bank of thea Heli Iraqi United Investment Bank Investment Bank of Iraq Iraqi Commercial Bank For the Credit Bank of Iraq tofor (2004-2020) has been suse The descriptive and analytical approach in describing all the variables, analyzing them and measuring them through the actual financial data available by the banks and the study sample. With the aim of evaluating and measuring the future variable (financial inclusion) and dependent variables (banking service quality).(and financial stability)and analysis of the correlation andExceptDispute between them and explain it, if you ask a jobBass Variance Analysisusea program (SPSS) to measure correlation anda An impact between the results of financial inclusion and the quality of the banking service used in the Research and financial stability.

has reached search To a number of conclusions within the framework of its main and subsidiary hypotheses, the most important of which was the existence of a relationship and impact of financial inclusion and the quality of banking service on the banking institution and financial stability.

Keywords: Financial Inclusion, Quality of Banking Service, Financial Stability.

Introduction:-

The quality of the banking service provided by the financial institutions has become distinguishedDrpresidentaIn financial systems, it is also a powerful weapon that all service-providing organizations compete foratthe segments of societyallBanks, like other companies, consider their customers one of the most important assetsaThe market sawaThere are many types of relatively free and open competitions, and the new entrants to the market have become a large proportion of the danger to the bank's customers, and because there are more selective alternatives that suit their financial ability, so the

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quality of The banking service that suits their choice and the type of service they wish to obtain. Therefore, it is assumed that all departments of organizations, including banks, have the task of choosing customers in order to achieve financial inclusion for banks and obtain good financial services.

The banking sector, which is one of the important sectors that plays an important and widespread role in economic activity, so these sectors are quick to respond to the changes that occur in the environment of institutions and banks, whether international or local, and here appears the role of banks, which is a partner in managing the economy. Which works to develop economic plans that should be exploited widely and available to these sectors of resources and all their capabilities in an optimal manner and to cover deficiencies and shortcomings in the markets.

The first topic: research methodology

Research problem :-

The problem of the study is focused on the following main question.

What is financial inclusion? What is its economic importance? What is the current situation of financial inclusion in Iraq?

The research study problem can be formulated in the light of the following questions:

1. Is the ability of financial inclusion to mitigate shocks in the financial and banking system, which in turn leads to financial stability?
2. Is it possible to educate Iraqis about the importance of applying financial inclusion and the benefits that Iraqi depositors receive?
3. How can financial stability be a factor in achieving quality banking service.
4. How can financial inclusion be a direct factor in achieving financial stability in banking systems.
5. Can financial inclusion have an impact on the spread and use of automated teller machines in places close to all individuals?

Research goal:-

The main objective of the study is to show the impact of financial inclusion, quality of banking service and financial stability on banking institutions. The objectives of the study can be summarized as follows:

- 1-The reality of inclusion in Iraq must be known, and accordingly, its most important indicators are measured and analyzed.
- 2-The contribution of the dimensions of financial inclusion to achieving the quality of banking service must be determined.
- 3-There must be a national strategy for financial inclusion in Iraq, which contributes to defining the desired goals to be achieved on the ground, and includes access to financial services for all segments of Iraqi society and in all districts, and these goals cannot be achieved only through concerted efforts made by institutions and all the parties that participate In the formulation and application of financial inclusion.

research importance:-

lies the importanceTheStudy through the points

156	<p>ISSN 2576-5973 (online), Published by "Global Research Network LLC" under Volume: 5 Issue: 11 in Nov-2022 https://www.grnjournals.us/index.php/AJEBM</p>
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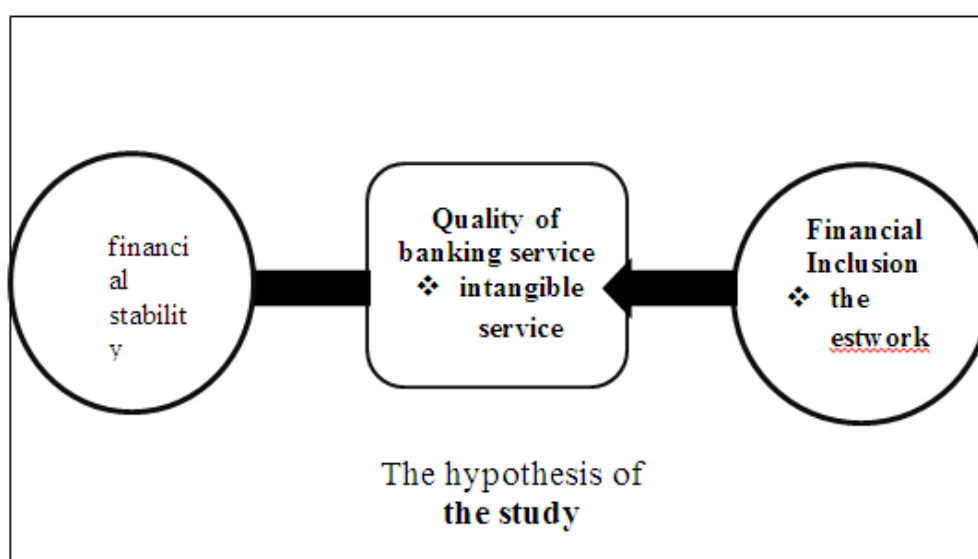
1-Work to enhance the access of financial services and products to all segments of society. Individuals must be familiarized with the importance of this service and how it can be obtained in order to benefit from it in improving the level of social and economic conditions.

2-The implications of financial inclusion, quality of banking service, and the relationship of these concepts with each other, in order to reach the achievement of economic and social goals, and their application in the Iraqi economy, must be known.

3-The role of financial services provided by all banks and the efficiency of achieving financial stability must be monitored and evaluated.

4- Working to access financing sources with the aim of improving the lives of individuals, especially the poor class.

Hypothesis Search



shape (1) Source: Prepared by the researcher

Research Assumes:-

The current research stems from a main hypothesis that:

1. The study relied on two main hypotheses: aT:
2. **1- The first main premise:** There is no statistically significant effect of financial inclusion indicators on the quality of banking service For research sample banks.
3. **The second main hypothesis:** There is no statistically significant effect of financial inclusion indicators on the financial stability of the banks of the research sample

Research community and sample:

The number of banks registered in the Iraq Stock Exchange (43 commercial bank, and the study population was selected from active banks and actually in the financial market, and the proportion of the research sample was from the population of this study) 25%).

The study sample:

Because of the large size of the study, the study sample was selected from the banking sector, within the framework of the study banks listed in the Iraq Stock Exchange, and the study sample was chosen because it matches the work of studies conducted on commercial banks in addition to their extensive activity and the provision of financial data. The study sample included four banks, namely (Middle East Investment Bank, Khaleej Commercial Bank, and Al-Khaleej Bank). aHeli Investment, and the Commercial Bank of Baghdad) For the purpose of testing hypotheses by studying and analyzing the data of each bank separately, evaluating the statistical results and drawing conclusions from them.

The limits of the study

I have found Study within the following spatial and temporal limits:

1- Spatial Boundaries: This study was applied to a sample of commercial banks listed in the Iraq Stock Exchange, from which four banks were selected from the banking sector, namely (Al-Sharq Bank, aWasat Investment, Al Khaleej Commercial Bank, Al Ahli Commercial Investment Bank, and the Commercial Bank of Baghdad).

2- Time limits: I have limited the duration of this study to cover the Period From (2004-2020) This is for the purpose of showing the impact of financial inclusion, quality of banking service and financial stability on banking institutions. The reason for choosing this period is due to the researcher's desire to obtain a full assessment of the mentioned banks and its impact on the research sample in addition to the recent periods that correspond to the application of international standards in commercial banks as well as Possibility to obtain data for that period as well as To the possibility of obtaining more accurate results that are close to reality.

The second topic - the theoretical framework of the research:

Or not-Financial Inclusion:

Defining Financial Inclusion

The term financial inclusion stems from many concepts and mentions writers and scientific researchers and its direct impact on financial and banking stability in particular and economic growth in general in the economically developed countries. Financial, broadly, be of high quality, low cost, in an appropriate manner, and achieve dignity for the bank's customers all of them (Gatanav, 2013:22).

The importance of financial inclusion

International interest in developing and improving financial inclusion increased after the occurrence of the economic and financial crisis in (2007) and the resulting financial, economic, banking and social crises. aWhich has a direct impact on international economic activity, which led to unemployment on a large scale and at a high rate, which caused the collapse of some economies of developing countries in addition to the collapse of many productive and banking institutions, and this crisis had an impact on insurance companies and had a direct impact on economic activity. (International Finance Corporation, Annual Report, 30: 2013)

Financial Inclusion Goals

an the Care expanding the scope of financial inclusion, as well as working to create alliances between financial institutions and public bodies to coordinate and work within small joint and unified units. aTo provide a comprehensive financial system, and through this system, financial services are reached aLi poor and low income. And the That reference to the expansion of the formal financial system is for the purpose

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of achieving financial inclusion is not a goal in itself. Rather, it is a means and an end to achieve economic goals for human development and improvement of living standards, as well as the report of small and medium enterprises to reduce poverty, support equality, and achieve economic prosperity (Al-Shammari, 2015: 9). It is also lost a Financial Inclusion Goal Scorer (Agouz, 2017: 20):

1- The access of financial products and services to all segments of society, as well as the importance of these services by citizens and how to obtain and benefit from them to improve their economic and social conditions.

2- Easy access to funding sources for the purpose of improving the social conditions of individuals, especially the poor.

3- Helping small businesses invest and expand their profits.

4- Facilitate self-employment projects and work to develop these projects in a manner that leads to economic growth.

Secondly-Quality of banking services

The importance of quality

The importance of the quality of goods and services is a strategy that defines the identity and functioning of the organization. The quality of the product, as well as the change in the price and the change in processing in the manufacture models are all these. Except Moore affects the work of the organization as well as affects the demand for this product (Al-Azzawi, 2002: 70).

so Prepared (Heizer) is the critical element in all production and service operations. All which have an international impact in organizations and banks, so it can be imagined the importance of the quality of banking services, which is as follows (Al-Darrakah, 2001: 151)

- **Service growth:** There are a large number of institutions that provide the service and the reputation of these institutions that provide service to bank customers. This service was good. Mother Bad and an example of this service is the Japanese product that has good specifications and also has a good reputation for having distinctive characteristics through the quality of service included in its products available in the market as well as that. The good service of the organization, which is the result of the exchange relationship between the customer and the supplier, for the purpose of practicing it in the correct employment. Therefore, it is necessary to promote high-quality products through the service provided by the organization, and thus the institution gains its fame among other institutions through the level of goods and services provided by it.
- **Increasing the competition limit:** When there is intense competition between institutions in providing the best service to customers, there is the adoption of a. It is based on the quality of the product provided to them by the organization or institutions that seek to satisfy the customer by providing them with the best productive service. competitive price. In return for this product obtaining competitive advantages in the local markets.

service dimensions.

Many researchers and writers agree on a set of major dimensions. Yes. For service providers, which are generally as follows (Al-Sarf, 2007: 203).

✓ intangible service Intangibility

ana. The service connection is intangible, as well as it cannot be tasted, smelled, seen, felt, or heard. All these characteristics through which it can be a. We distinguish between the service and the good that is

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provided as well as that characterizes the service as it does not have a physical presence, but it performs marketing functions for services all like packaging as well as transportation, storage, etc.

✓ **Inability to separate (association) inseparability**

And the it means degree and the amount of connection between the service and the person who provides it. The time of production of this service is the same as the time of its consumption. Therefore, there is a direct connection between the customer and the service providers, and thus they are identified and must be identified. If he works inside the institution, the buyer who buys the commodity does not know who produced it and where he is. Jet Such as a toothpaste product and a dairy production, as well as the customer's participation in the service production process. It is not possible to provide a service without the presence of the customer.

✓ **diversity (heterogeneity) inconsistency**

It is very difficult to find unified standards in the service production process, as well as the difficulty for service organizations to create compatibility and coordination between service and other than that because of the experience I have in both jobs addition for the skills they possess and the compatibility between the human factor, i.e. between production and delivery as well as most of the services provided to the client are very distinct and it is not easy to provide only one style for each type of a. The types of service are different and have specifications that differ from service a mine ashriek and duck clear different as well as possessing multiple measures (Damour, 2005, 29).

Banking service quality levels Panyne.1996,181)

There are multiple levels of quality of banking services that can be distinguished between them through the points as Swaggar :

- a. **Expected quality:** It represents the levels of quality of banking service that the customer gets. It is expected to be obtained by the bank that deals with it.
- b. **Quality Perceived by the Bank:** It is a range a bank management and staff working to provide the service on. It follows the needs, desires and expectations of customers about the service provided to them.
- c. **technical quality** It is the quality that is subject to the specifications and advantages of the service provided by the bank that is of the quality required by the customer.

Actual quality: It is the tangible and actual quality available within the bank that the customer feels through the bank's staff dealing with the customer.

Third. The importance of financial stability

The importance of financial stability can be understood through the following points:

1- The financial turmoil that occurs in the economy, especially the risks that threaten the global economy, indicated that the report of the World Economic Forum, which was issued at the beginning of (2008) and was entitled "Financial risks for the year (2008), which confirmed that the turmoil that occurred in the financial system, especially after the occurrence of The financial crisis in the United States of America, which is the mortgage crisis that affected the global economy for this reason, requires rapid intervention in the financial markets for the purpose of reducing risks and working to improve the governance of the global financial system through networks responsible for managing risks. The report emphasized the focus on financial markets The turbulent as well as the political tensions that were exacerbated by the financial crises, which prompted most governments and companies to ignore the risks that have less impact and

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such as climate changes, which make it more difficult to deal with these variables in the future, which are considered very critical issues and are far-reaching (Bluffy, 2008: 72-73).

2- The absence of financial stability that directly affects economic growth after the mortgage crisis, which sparked from America and spread to the rest of the countries. Therefore, the International Monetary Fund reconsidered the expectations of economic growth that were issued in the month of April (2008) and the Fund confirmed that the more crises increased Financial for long periods, the lower the economic rates.

So that the economic growth rates declined, reaching about 4.9% in (2008), while in (2009) the economic growth rates began to rise by 8.3%.

Secondly.sources of financial instability

The risks of financial instability that arise from weaknesses and strengths that are generated in the financial system. Financial instability is either internal or external, that is, it is inside the financial system or it is external in the real economy, as well as the different measures taken at the level of financial and monetary policies according to the different nature of risks. The financial system and the financial authorities that are able to influence the size of the internal imbalances are exposed, and the probability of occurrence of this type of risk is small because the financial authority that works on managing and controlling operations and managing crises. While the reversal of external imbalances and disturbances, through the application of macroeconomic policies, is over long periods of time, and here the role of policy is limited only when external disturbances occur in order to limit its impact on the financial system in order to maintain the capacity of the financial system as well as absorb shocks and work with alternative systems in order to protect vital information (Shinasi, 2005:5)

It includes as follows:

1- internal risks:The emergence of this type of risk in any element of the financial system and consists of the following: (Schinasi, 2005: 1-7).

- **Institutions:**The occurrence of a specific financial problem in a banking institution, which leads to its subsequent spread in all other sectors of the financial system and is under the influence of this problem and accompanied by other institutions and is simultaneously as well as exposed to similar risks.
- **Markets:**The markets are exposed to the risk of the counterparty and its incompatibility with the prices of the assets, and it causes infection to the rest of the parts of the system.
- **Infrastructure:**There are several problems arising in all financial institutions, such as interruptions, operational systems that are based on risks, and a series of systemic effects. Time will be the weaknesses that occur due to the emerging infrastructure in the legal and accounting systems, which leads to the suspension of work.

2- External dangers .This type of external risk arises from problems that occur outside the financial system, and here financial stability is sensitive to external shocks, such as (natural disasters) that occur in the system as well as changes in the balance of trade in any particular country or may be the result of political problems between countries or as a result of change Oil prices and technological innovations, including sudden changes and events that take place in the markets or debt, that all of these events are related to the overall economy.

Which leads to the collapse of large companies that work to weaken the market, which leads to the creation of imbalances in the entire financial system (Shinasi, 2005: 6), as shown in the following table, which shows the various sources of financial instability.

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Third: The main principles for determining financial stability

There are main principles for determining financial stability that must be adhered to in order to achieve financial stability, which are as follows:

1 - The first principle / in the absence of financial crises and the ability of the financial system to deal requires financial stability, when imbalances arise that threaten economic processes that destabilize financial stability, and accordingly, it must provide a sound and stable financial system that is able to predict events and methods of correction When financial crises occur so as to create flexibility in the financial system in the event of a financial crisis.

Which prevents the natural development of more problems and exposure to risks, and there are options that must be taken, which are as follows:

A- Applying the policy of market mechanisms to work and solve potential difficulties as well as according to performance, which is part of the correction mechanisms within the self-market mechanisms in order to create flexibility and prevent problems as well as reduce risks across the system.

B- Intervention quickly and effectively, by pumping liquidity through the markets for the purpose of restoring financial stability. This financial stability is within both preventive and curative dimensions (2006:20, Schinasi).

2- The second principle / the dynamism of financing: This principle means the maintenance of financial stability that occurs on a long and continuous chain and does not require every part of the system to work continuously, according to the length of the chain connected to my peak performance, through an agreement between The financial system that it operates within the reserve frameworks at one time and another (2004:4-5, Schinasi).

3- The third principle / This principle is one of the most important previous principles because it works on the formulation of financial stability in terms of potential consequences for the real economy or at the level of the sector as a whole and the banking sectors as a whole, and not just on one bank. Financial institutions that threaten financial stability and work to damage economic activity as a whole that high rates of price change as well as assets as well as sharp corrections that take place in case of turmoil in financial markets.

This is due to the presence of a competitive force or the occurrence of an effective integration of new information. Thus, self-correction and self-discipline are carried out, and the economic system is within the absence of financial contagion from systemic effects. Thus, considering these developments as a welcome (healthy) is considered from the perspective of financial stability.

The third topic: the practical aspect of the research

Or not– Describe the study sample and measure the study variables

Or not: The research sample

The practical side of the study depends on the actual data of a sample of (4) commercial banks listed in the Iraqi Stock Exchange for a period of seventeen years during the period (2004-2020).aThe company's guide to the Iraqi Stock Exchange and the financial reports issued by commercial banks from the Iraqi Stock Exchange were relied upon as the research sample, among (41) commercial banks registered in the Iraq Stock Exchange until the end of 2021 after excluding commercial banks under liquidation And banks whose data is not availableorTo stop trading in the market. And theThe selected study sample consists of (4) commercial banks listed in the Iraq Stock Exchange, as shown in the following tables:

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BNOI	bank code
1995 / 01 / 02	Year Founded
2004/07/08	The history of listings in the financial market
400,000,000 million Iraqi dinars	seed capital
250,000,000,000 billion Iraqi dinars	Capital end of 2018
(11) branches spread inside Iraq, including (4) branches in Baghdad and (3) branches in (Basra, Umm Qasr, and Rumaila) and (4) branches in (Karbala, Najaf, Sulaymaniyah, and Erbil) and the bank is studying the opening of a number of new branches In (Al-Kadhimiya, and Baghdad Mall) during the year 2019.	number of branches
The National Bank of Iraq, in addition to the traditional services of banks represented in accepting deposits and granting loans, and others, also provides distinguished services not only to commercial companies and individuals, but extends to include commercial companies (regional and international) through the bank's network of correspondents (regional and global), as well as external and internal remittance services, Supporting trade finance services, providing credit ceilings, and also through its wholly owned subsidiary, Palm Oasis Brokerage Company, buying and selling securities, as well as providing electronic services through global electronic Visa cards, online banking services, and a specialized phone service for answers to inquiries Customers, ATM service.	The most important modern services

Schedule (1) National Bank of Iraq

Source: Prepared by the researcher based on the bank's financial report.

Second: Measuring the study variables

1- syS independent variable (financial inclusion)

For the purpose of measuring financial inclusion, banking depth was used, as it shows the banking depth indicator (Ahmed Nouri, 2019 (the volume of loans and deposits to GDP).GDP) and the extent of development in the banking sector in the provision and use of financial services and the table)1-2-3-4The indicator of banking depth in the banks shows the sample of the research.

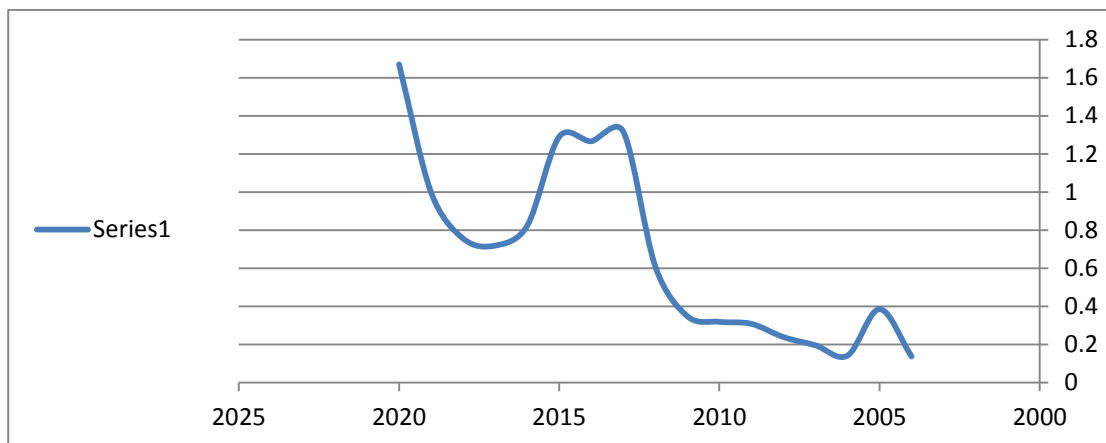
Schedule (2) Measuring the financial inclusion of a bankAl-Ahly of Iraq

Financial Inclusion	local production	deposit	the year
0.137221	53235358.7	7304994	2004
0.385503	73533598.6	28347459	2005
0.141888	95587957.8	13562802	2006
0.195738	111455813.4	21816120	2007
0.238936	157026061.6	37519122	2008

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0.308538	130643200.4	40308448	2009
0.319047	162064565.5	51706265	2010
0.348415	217327107.4	75720087	2011
0.609056	254225490.2	154837515	2012
1.317051	273587529.2	360328792	2013
1.266344	266420389.2	337379957	2014
1.290207	194680971.8	251178711	2015
0.822738	196924141.7	162017067	2016
0.719082	255722375.5	183885472	2017
0.755958	251064479.9	189794078	2018
0.952955	262917150	250548236	2019
2.109,099	198774325	419234818	2020

It is clear from the table above that the ratio of deposits to GDP of the Bank of Al-Ahly of Iraq has been increasing since 2004. The amount of this percentage has increased continuously throughout the years of study until it reached 2.11 in the year 2020. And it can be noted this growth through the figure (1) in below.



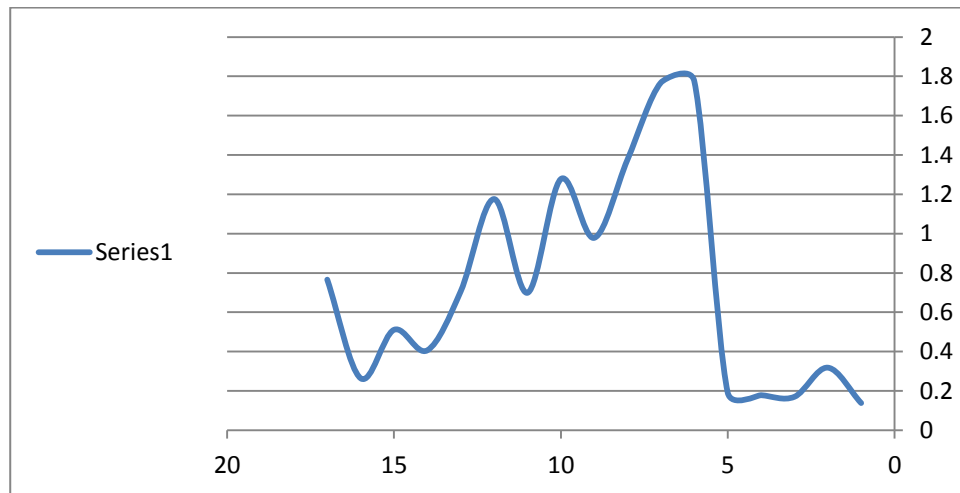
shape (2) Financial inclusion of a bank Al-Ahly of Iraq

Schedule (3) Measurement of Financial Inclusion for United Bank investment

Financial Inclusion	local production	deposit	the year
0.138063	53235358.7	7349808	2004
0.318223	73533598.6	2340051	2005
0.169896	95587957.8	16239988	2006
0.178074	111455813.4	19847357	2007
0.192014	157026061.6	30151227	2008
1.774976	130643200.4	231888485	2009
1.768161	162064565.5	286556308	2010
1.377546	217327107.4	299377982	2011
0.97824	254225490.2	248693418	2012
1.277544	273587529.2	349519977	2013
0.698731	266420389.2	186156225	2014
1.175783	194680971.8	228902502	2015
0.706489	196924141.7	139124697	2016

0.406315	255722375.5	103903710	2017
0.51071	251064479.9	128221203	2018
0.264109	262917150	69438830	2019
0.765865	198774325	152234248	2020

It is evident from Table Adenied aThe ratio of deposits to GDP of the Bank ofunitedOn the increase from 2004 to 2020, it is noted that the amount of this percentage has increased continuously until the year 2013 and then returned to rise in the year 2015.Except anot usuallydownIn subsequent years, it will reach 0.765 in 2020.And it canNote this growth through the figure(2)inabelow it.



shape (3) Financial inclusion of a bankunited investment

2- Measuring the quality of banking services:

This variable was measured through the answers of the bank customers, the research sample, to the twenty-seven phrases that make up the questionnaire.CurrencyIn measuring the quality of the banking service, where the arithmetic mean and standard deviation were extracted for each phrase from the fields of study, and from them were arranged according to their arithmetic mean and placement score,

Table shows (6)Arithmetic means, standard deviations of the questionnaire items for the quality of banking services for the banks of the research sample and the degree of its evaluation

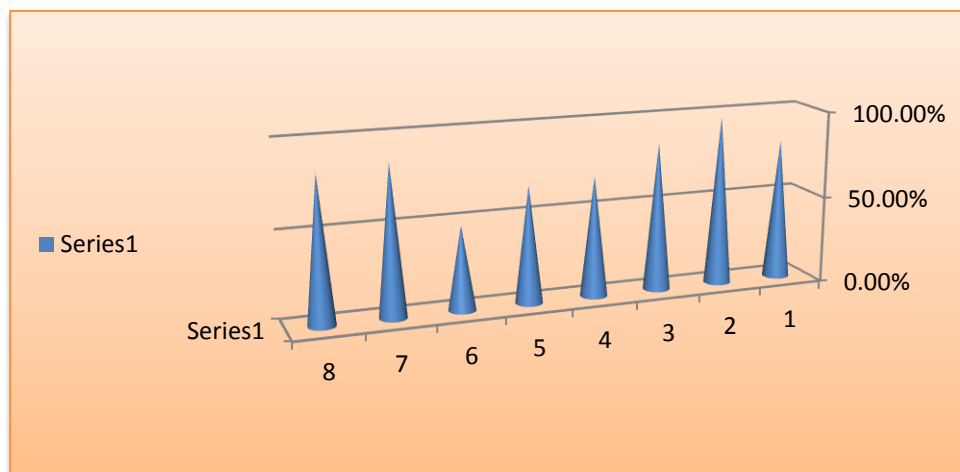
Schedule (4) Arithmetic mean of the quality of banking services for banks

agreement ratio	standard deviation	Arithmetic mean	Paragraph	T
			Tangibility	
80.95%	1.219875	4.047619	The bank's location is convenient and easily accessible	1
97.71%	0.884647	4.885714	The interior design of the bank building is suitable for providing services	2
85.14%	1.259251	4.257143	The exterior design of the bank building gives the customer a sense of confidence	3
69.33%	1.207804	3.466667	The premises of the bank building are	4

			characterized by cleanliness, good lighting, heating and air conditioning	
67.05%	1.655383	3.352381	The bank uses modern technological devices that facilitate the provision of services to the customer and meet his needs	5
48.00%	1.620157	2.4	The bank has parking for customers' cars	6
85.90%	1.228329	4.295238	The bank has places to wait	7
83.24%	1.136072	4.161905	Bank employees take care of their appearance and grooming	8
		3.858		
			Reliability	
88.19%	0.673681	4.409524	The bank fulfills all its promises to customers within the specified periods	9
84.19%	1.087727	4.209524	The bank provides accurate and almost error-free services	10
80.57%	1.365791	4.028571	Bank employees can be relied upon to perform the service well	11
87.43%	1.330813	4.371429	The bank is keen to solve the problems faced by customers related to the services provided to them	12
			Response	
74.67%	1.533389	3.733333	The bank provides fast and immediate services to its customers	13
82.48%	1.335758	4.12381	Employees respond to the needs of customers, no matter how busy they are	14
79.05%	1.635347	3.952381	The bank's employees and management respond to customers' complaints and inquiries	15th
89.71%	0.89943	4.485714	The employees provide the service according to the priority of customers entering the bank and without exceeding the current customer	16
84.76%	1.318368	4.238095	The bank has electronic sign boards to speed up customer service	17
87.43%	1.297363	4.371429	The bank has a sufficient number of employees to perform the services	18
			Safety	
85.90%	1.445595	4.295238	Customers feel secure in dealing with the bank	19
84.76%	1.475812	4.238095	Bank employees possess the knowledge and skill to provide services to customers	20
82.10%	1.461847	4.104762	The bank's employees follow the	21

			procedures for customers until they receive the service	
60.76%	1.010657	3.038095	The bank has sufficient security devices to protect customers' savings	22
77.90%	1.296869	3.895238	The management and employees of the bank know the needs of customers and seek to meet them	23
62.29%	1.614211	3.114286	The management and staff of the bank pay individual attention to each customer	24
78.67%	1.348042	3.933333	The management of the bank places the interest of the customer at the top of its priorities	25
84.76%	1.420868	4.238095	The employee shows personal knowledge of the customer, and is keen to welcome him	26
89.52%	0.97843	4.47619	The employee fills in the required data in banking transactions instead of the customer	27

It appears from the table (6)The arithmetic mean of the tangible items ranged between (4.88-2.4) Paragraph (2) (the interior design of the bank building is suitable for providing services) ranked first among the paragraphs, while paragraph (6) (the bank has parking for customers' cars) ranked last among the paragraphs. And that the number of tangible factors that got a high percentage from the point of view of customers was (7) out of (8), which had an arithmetic mean more than the default arithmetic mean of (3), and the number of factors whose evaluation was weak (1) The original (8), despite this, there is a good evaluation degree for the tangibility factors as a whole, as it reached (77%). Arithmetic paragraphs mentionedsee all.



shape (4) Representing the answers of the study sample for paragraphstangibility

shows the table(6)The arithmetic means, and standard deviations of the expressionsReliability and its rating.

As it appears from the table (11) The arithmetic mean of the credit items ranged between (4.409-4.028), as paragraph (9) (the bank fulfills all its promises to customers within the specified period) ranked first among the paragraphs, while paragraph (11) (the bank's employees can be relied upon to perform the service well) to rank last among the paragraphs. And that the paragraphs of reliability all had a high rating, as the arithmetic mean of all paragraphs was higher than the hypothetical arithmetic mean of (3) above. Above, the reliability of the banks in the research sample is highly acceptable to the bank's customers, and it appears through the standard deviation of the different phrases, that there is a relative agreement among the respondents on the items related to reliability, so the standard deviation was less than half of the arithmetic mean of the aforementioned paragraphs all.

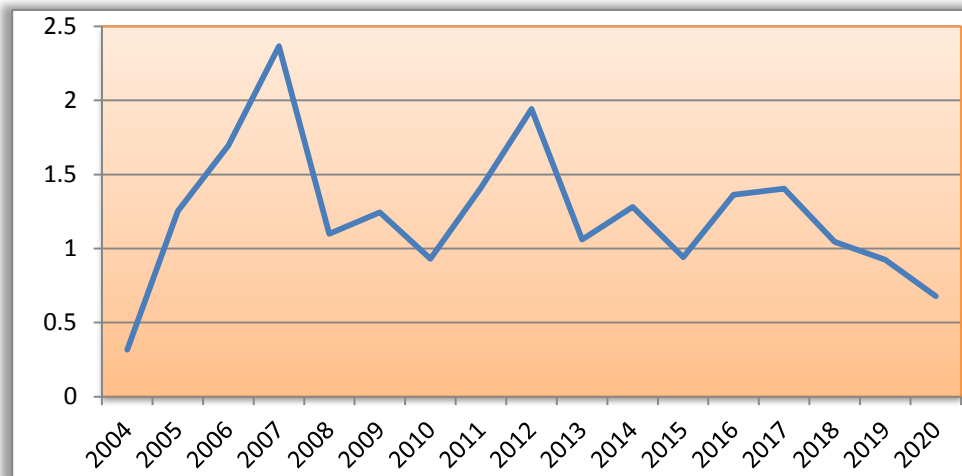
1- Measuring the dependent variable (financial stability)

For the purpose of measuring the financial stability of the banks, the research sample used the researcher's adequacy index α money through the quotient of $\frac{\text{taQ}}{\text{The money owned on the risk-weighted assets}}$ as in the table as a Swagger :

Schedule (5) Adequacy of capital for a bank Sumer Commercial

capital adequacy	risk weighted assets	owned capital	the year
0.317533	5255360	1668748	2004
1.252301	21643365	27104016	2005
1.696149	15541772	26361157	2006
2.364912	11816724	27945512	2007
1.099635	28264438	31080578	2008
1.24525	41575567	51771970	2009
0.930433	56869710	52913474	2010
1.411579	74680196	105416986	2011
1.942863	79604420	154660445	2012
1.060497	158868847	168479898	2013
1.281813	205513005	263429187	2014
0.942014	280625000	264352677	2015
1.363976	211029297	287838883	2016
1.403084	203626208	285704651	2017
1.046072	246493213	257849745	2018
0.924581	277576150	256641507	2019
0.678999	452847537	307483051	2020

It is clear from the table (12) adened Sumer Commercial Bank had a ratio of owned capital to risk-weighted assets in it ranging between (0.31 -2.36) That is, the capital adequacy ratio was good for this bank, and this indicates the bank's ability to pay its obligations and face any unexpected losses that may occur in the future.

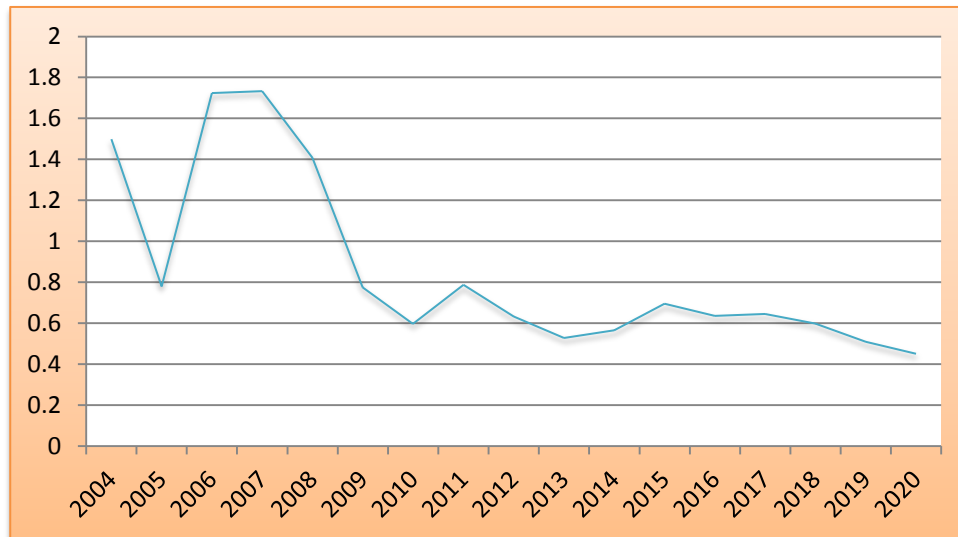


shape (5) Fluctuation is enough Rao money to bank Sumer Commercial

Schedule (6) enough tao money to bank Sumer Commercial

capital adequacy	risk weighted assets	owned capital	the year
1.499567	7825610	11735023	2004
0.779489	15419605	12019406	2005
1.723463	6974740	12020705	2006
1.733575	6946679	12042587	2007
1.407937	16794616	23645767	2008
0.774656	145455798	112678266	2009
0.596895	308240793	183987336	2010
0.787134	518818310	408379529	2011
0.632818	490290008	310264563	2012
0.528501	641121718	338833264	2013
0.564706	561203981	316915074	2014
0.694818	463023017	321716551	2015
0.636029	474354079	301703155	2016
0.644838	461259367	297437697	2017
0.598753	507271229	303730081.2	2018
0.508783	596465722	303471678	2019
0.450614	674230532	303817559	2020

It is clear from the table (13) adenedSumer Commercial Bank had a ratio of owned capital to risk-weighted assets in it ranging between (0.45 -1.73), meaning that the capital adequacy ratio was good for this bank, and this indicates the bank's ability to pay its obligations and face any unexpected losses that may occur in the future .

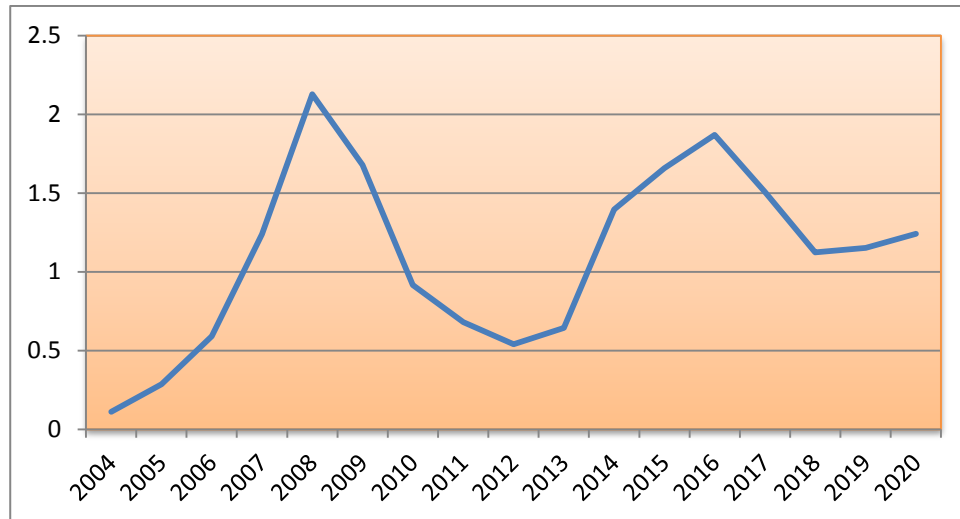


shape (6) Fluctuation KefayaRao money to bank Sumer Commercial

Schedule (7) enough tao money to bank Sumer Commercial

capital adequacy	risk weighted assets	owned capital	the year
0.110965	67108108	7446630	2004
0.286196	107223249	30686864	2005
0.590771	52786344	31184654	2006
1.238558	31448151	38950358	2007
2.12617	22127320	47046438	2008
1.677361	37274301	62522443	2009
0.915407	96629331	88455196	2010
0.681304	171887500	117107674	2011
0.540304	219427534	118557667	2012
0.644551	289126342	186356658	2013
1.396375	203204138	283749256	2014
1.657827	168626727	279554000	2015
1.869684	151406678	283082677	2016
1.50689	187859113	283083000	2017
1.123615	251956347	283102000	2018
1.15176	226285000	260626000	2019
1.240879	213779483	265274450	2020

It is clear from the table (14) adeniedSumer Commercial Bank had a ratio of owned capital to risk-weighted assets in it ranging between (0.11 -2.12) That is, the capital adequacy ratio was good for this bank, and this indicates the bank's ability to pay its obligations and face any unexpected losses that may occur in the future.

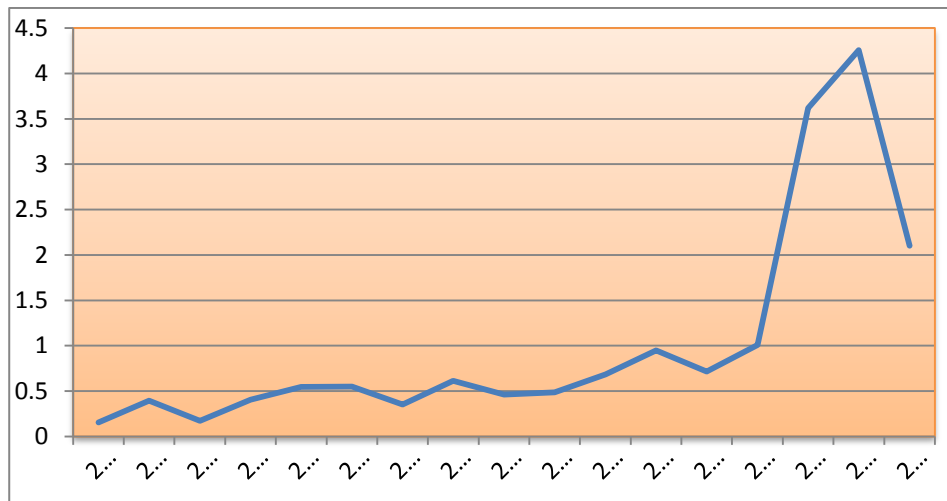


shape (7) Fluctuation KefayaRao money to bank Sumer Commercial

Schedule (8) enough tao money to bank Sumer Commercial

capital adequacy	risk weighted assets	owned capital	the year
0.153268	16748343	2566980	2004
0.392765	78856632	30972153	2005
0.172756	195126737	33709380	2006
0.406486	191585448	77876756	2007
0.545558	170613938	93079864	2008
0.550423	203320966	111912636	2009
0.350426	385511906	135093460	2010
0.611901	248349883	151965487	2011
0.462848	379276451	175547483	2012
0.48501	406341148	197079367	2013
0.685187	423492183	290171143	2014
0.949633	317817379	301809851	2015
0.714624	429454479	306898511	2016
1.07991	312956010	315456738	2017
3.618511	86637366	313498305	2018
4.257492	69789131	297126650	2019
2.100221	139842160	293699445	2020

It is clear from the table (15th) adeniedSumer Commercial Bank had a ratio of owned capital to risk-weighted assets in it ranging between (0.15 -4.25) This means that the capital adequacy ratio was good for this bank, and this indicates the bank's ability to pay its obligations and face any unexpected losses that may occur in the future.



shape (8) Fluctuation KefayaCapital for a bank Sumer Commercial

Research hypothesis testing

First, the first hypothesis test

For the purpose of testing the hypothesisaWali, which states (there is a statistically significant discrepancy in the level of financial inclusion of the research sample banks) regression analysis was usedfor morefrom an independent sample. canayeaThe result of the test according to Table No. (7)

Schedule (8) First hypothesis test

Test for Equality of Meanings of SERIES01

Categorized by values of SERIES01

Date: 09/26/22 Time: 07:06

Sample: 1 68

Included observations: .68

Method	df	Value	Probability
Anova F-test	(2, 65)	130.3410	0.0000
Welch F-test*	(2, 4.9291)	127.7468	0.0001
*Test allows for unequal cell variances			
Analysis of Variance			
Source of Variation	df	Sum of Sq.	Mean Sq.
Between	2	2119.384	1059.692
Within	65	528.4599	8.130152
Total	67	2647.844	39.52006
Category Statistics			

The results of the main hypothesis testaWali, which states (there is a statistically significant discrepancy in the level of financial inclusion of the research sample banks)ay is evident from the table adenied aThere is

172	ISSN 2576-5973 (online), Published by "Global Research Network LLC" under Volume: 5 Issue: 11 in Nov-2022 https://www.grnjournals.us/index.php/AJEBM
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a difference in the level of financial inclusion among the banks of the research sample, if it was significant F is less than 0.05 which indicates a To accept the research hypothesis, which states that there is a statistically significant discrepancy between the level of financial inclusion of the research sample banks).

Fourth topic: conclusions and recommendations

First, the conclusions:

It was completed reach for a group of Conclusions:-

1. There is a statistically significant effect of financial inclusion on the financial stability of the research sample banks, that is, the research sample banks enjoy financial stability due to the adoption of policies that work to diversify their operations and financial services.
2. There is a statistically significant effect between financial inclusion on the quality of banking services for the research sample banks, which indicates the interest of the research sample banks in enhancing the quality of their services through the adoption of financial inclusion strategies.
3. The low level of financial inclusion in the local environment is due to the unstable situation of the country due to terrorism and the large number of hot spots, which led to a loss of confidence in the banking sector by the public.
4. The commercial banks, the sample of the study, enjoy a good level of financial stability.
5. The quality of banking services for the research sample banks is at an acceptable level due to the banks' interest in providing the best services for the purpose of increasing financial transactions in them.

Second - Recommendations:

A set of recommendations were reached:

1. to provide Structure Infrastructure technology Effective and base data sober Featured precisely and clarity that be able on me to provide requirements inclusion financial and in cooperation with parties self relevance Of which comp Connection And the expansion Networks Internet to include for all areas Iraq. Because he. a means direct last Workers Services the phone mobile That's why ity Prepare As to promote Services banking and boost link and trust in sector banking wow Dr like that Instrument To spread the culture Finance.
2. necessity The performance wide use Workers devices teller Thea Mine and cards e And that role the important that you play it in initialization saving Transactions banking e and deliver it for greater slice possible in the society Iraqi.
3. to support projects Economic and diversify loans granted for different sectors, this Lead The Tv variety Economy Iraqi and be for him Effect positive higher stability financial and the banker.
4. state strategy patriotism for inclusion financial as well urge makers the decision on me Importance Investigation harmony and connecting between Strategies inclusion financial.
5. The necessity for commercial banks to develop strategies and policies that improve the quality of banking services.

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