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TABLE OF CONTENTS

ARTICLES

Marek Ćwiklicki , Editorial: Social Entrepreneurship in Developing Countries	5
Bilgehan Tekin, Metin Asar , Role of Entrepreneurial Self-Efficacy and Risk-Taking Tendencies in the Relationship Between Financial Literacy and Entrepreneurial Intention	7
Maciej Szmigiero , Acts of Planning in Administration: Towards Support for the Development of the Social Economy	34
Andrzej R. Stopczyński, Marika Ziemba , Rebuild Trust or Stigmatize Unfair Practices: How Can Consumer Protection Institutions Shape Pro-social Attitudes of Banks	45
Anna Rychły-Mierzwa , Socio-professional Reintegration Services in the Era of the Covid-19 Pandemic in the Małopolska Region	58
Adam Kucharski , The Crisis and the Social Ethics of Finance. Selected Issues	75
Izabela Jonek-Kowalska , Financing of social economy entities and the development of social entrepreneurship in Poland. Pre-pandemic crisis conclusions and post-pandemic crisis reflections	78
Magdalena Sadowska , Money Attitudes and Personal Finances During the COVID-19	86

Editorial: Social Entrepreneurship in Developing Countries

Since 2007, Malopolska School of Public Economy at Krakow University of Economics, has been publishing bi-annually a journal titled "Ekonomia Społeczna/Social Economy". This edition was aimed at Polish reader and explained in what social economy is. J. Hausner (2007) presented the role of social economy in the economic system and provided its main function as preventing social exclusion. He located social enterprise located between the private sector, representing market economy, and third sector, representing the civil society (Hausner, 2008). These works described new research area, at least for Polish readership.

In 2020 the editorial team decided to change the scope and formula for the journal. The main one was inclusion the papers written in English and title changed what resulted in change in ISSN number. The proposed journal development strategy assumed internationalisation of the authorship, editorials, and readership. The reasons for these changes were twofold. First, we observed that social economy and social entrepreneurship took different development path compared to Western countries (Pacut, 2018). Confronting Polish experiences with those from other countries offers an opportunity to enrich knowledge about social economy patterns shaped by a social policy. The second reason was raise of interest in broadly defined social entrepreneurship what resulted in increase research about it. We observed similar situations in Central and Eastern Europe and developing countries. The new dimension of study starting to appear: the international perspective on economic solidarity (Amin, 2009). This movement was strengthened in the EU (Laville, 2011).

The re-branded "Social Entrepreneurship Review" continues the tradition of previous title, brings international dimension and offers its volume for demonstrating recent developments from other countries. Therefore we do not limit the publication form to full research paper but also accept discussion (commentary) papers, reviews, conference letters, and project news which enrich our understanding of social economy and social entrepreneurship. We take a multidimensional approach to social entrepreneurship and analyses this issue in relation to the characteristics, management and performance of social entrepreneurs, social ventures, entrepreneurial process and social impact. At the same time, significant research attention is paid to the public, cultural, social and national contexts in which studies are conducted. It enlarges the journal's scope to such areas as: education, sustainability, social impact, public policies, etc.

In this volume we cover the topics of entrepreneurial self-efficacy and risk-taking tendencies, acts of planning supporting social economy, banks pro-social attitudes, socio-professional reintegration services, social ethics, and personal finance during the COVID-19 pandemic. The

last topic links to the last volume (Ćwiklicki & Sienkiewicz-Małyjurek, 2020). The list presents the variety of perspectives and areas associated with the social entrepreneurship which we hope to cover in future volumes.

Marek Ćwiklicki
Editor

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Role of Entrepreneurial Self-Efficacy and Risk-Taking Tendencies in the Relationship Between Financial Literacy and Entrepreneurial Intention

Bilgehan Tekin, Metin Asar

Abstract: **Background:** In order for entrepreneurs and people who intend to start a venture to be able to use their budgets optimally, to evaluate their investments correctly, to take risks for investment areas that will create opportunities, it is necessary to possess a proper set of skills.

Research objectives: The study's primary purpose is to determine the mediating role of entrepreneurs' self-efficacy and risk-taking tendency in the relationship between financial literacy and entrepreneurial intention. The study also aims to establish whether relationships between financial literacy, entrepreneur self-efficacy, risk-taking tendency, entrepreneurial intention, significantly differ according to gender, age, financial literacy and entrepreneurship training.

Research design and methods: The sample of the study consists of university students who are potential entrepreneur candidates in the future. Relationships between financial literacy, entrepreneurial self-efficacy, risk-taking tendency and entrepreneurial intention were analysed using simple linear regression analysis. SPSS PROCESS (Hayes) plugin was used to test the mediating effects.

Results: It was observed that the participants could be evaluated at an acceptable level in terms of financial literacy. However, they were at a moderate level in terms of entrepreneurship self-efficacy and intention and risk-taking tendency. When the relationships between financial literacy, entrepreneurial self-efficacy, risk-taking tendency and entrepreneurial intention were examined, it was concluded that there were significant and positive relationships between all of the variables discussed.

Conclusions: Financial literacy, self-efficacy, risk-taking tendency and entrepreneurial intention are features that are in meaningfully supportive relationships.

Keywords: financial literacy, entrepreneurship, entrepreneurial intention, entrepreneurial self-efficacy, risk-taking tendency

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1. Introduction

Natural resources, capital, labour, technology and entrepreneurs, known as production factors, have significant effects on countries' development. In today's world, among these factors, entrepreneurship stands out as one of the most important and determining factors in eco-

conomic development. Entrepreneurship is seen as a critical element in growth, unemployment, and social development for countries.

This study aims to reveal the role of self-efficacy and risk-taking tendencies, one of their characteristics, in the relationship between individuals' entrepreneurial intentions and their financial literacy levels. In the study, by the purpose of the research, the entrepreneurial intention of the individuals is the dependent variable. The financial literacy levels of the individuals influencing this intention were taken as an independent variable, and their self-efficacy and risk-taking tendency as the mediator variable and a model was created to find the results of the relationship between them. The study also includes the analyses of various demographic characteristics.

2. Literature review

2.1. Defining entrepreneurship

Entrepreneurial activities, which have an outstanding contribution in meeting human needs, are essential elements of business life. In addition to entrepreneurship's function to create an important added value in economic terms, it is also closely related to social, cultural, and political factors. Due to the positive effects that creative entrepreneurship across the globe as well as in Turkey about it, particularly in recent times, has been awareness. In most of the studies that chose the concept of "entrepreneurship" as a research subject, it is seen that entrepreneurship improves the financial structure of countries, increases the competitiveness of small firms in global market structures, and contributes to the development of markets for business and employment. Initiatives, which have a significant share in stable and large economies, play a critical role in reaching goals in developing countries (Yeşilay & Yavaş, 2017).

Entrepreneurship performs an essential function in the context of growth and increasing social welfare for countries of all levels, regardless of developed and developing countries, in the ever-changing and globalizing world. Entrepreneurship is one of the main topics in the field of management sciences in Turkey, as in all countries in the world. Especially in the last 15–20 years, the number of studies on entrepreneurship has increased significantly. University students, who are potential business people and entrepreneur candidates of the future, have the opportunity to establish businesses that are suitable for the conjuncture, create employment, contribute to the economic growth of countries and have the potential to create added value, with the education they receive. In this context, university students are the focus of research on entrepreneurship.

The fierce competition between countries has progressed to trade wars today. Producing an ordinary product, investing, offering business resources, in short, taking initiatives has become an indispensable element for countries and entrepreneurs have begun to be granted privileges with state policies in order to make investments. However, entrepreneurship activities do not end only with the investment in today's world, where there are many risk factors, and competition reaches trade wars on a global scale. In order for entrepreneurs and people who intend to start a venture to be able to use their budgets optimally, to evaluate their investments correctly, to take risks for investment areas that will create opportunities, it is necessary to have a set of knowledge and skills. An entrepreneur must have many qualifications to profit from his investment and continue his business for a long time. In order to achieve success in entrepreneurship, it is necessary to analyse the changes in the economy well, to know the financial market movements and financial functioning, to analyse financial data well,

to choose the right financial products, and to have sufficient information about the sector in which we operate. Entrepreneurs with a high level of financial knowledge and good command of business issues will use limited resources more rationally, easily take risks and behave more consciously in financial matters. An entrepreneur must make practical financial matters and manage money well (Seyrek & Gül, 2017). For such reasons, it has become necessary for entrepreneurs to be financially literate and to have some skills related to their business.

The concept of the entrepreneur can be defined in different ways according to occupational groups. According to economists, entrepreneur is a person who gains financial gain from the products obtained as a result of the efficient use of production resources. Industrialist or entrepreneur for a business person can be expressed as an ambitious and passionate competitor in matters related to his business, an investor, a customer, or an ally, who is daring to grow and develop the business. From the perspective of the tradesman, the entrepreneur is defined as a person who can make investments by taking risks and who can compete for income. For a psychologist; it could mean highly motivated people who act with the desire to get the power of others who try to get something, reach something, have it, experience something are entrepreneurs (Hisrich & Peters, 1988; as cited in Yılmaz & Sünbül, 2009, p. 196). Entrepreneur is a person who creates value, watches opportunities and has an open perception. The entrepreneur thinks differently from the individuals in the society s/he lives in. Entrepreneurs can succeed and profit by turning jobs that are not suitable for investment by ordinary people into opportunities. An entrepreneur brings together the factors of production by developing an existing business or adopting an innovative business idea. An entrepreneur is a person who puts into practice his thoughts on determining the need for goods and services of the society s/he lives in, taking into account the risk of profit and loss. Conceptually, a clear distinction cannot be made between entrepreneurs and entrepreneurship. Although the concepts in question are very similar to each other, there are slight differences between them. The entrepreneur's concept is referred as the starting point in most of the definitions made for the concept of entrepreneurship. In general, if a definition is to be made, entrepreneurship can be expressed as the ability to have production factors, organise them and take risks in order to produce goods or services with economic value in order to catch opportunities created by environmental effects or to emerge new opportunities (Demirel & Tikici, 2010, p. 225). Entrepreneurship is an activity of perceiving an opportunity, creating an organization with opportunities (Mueller & Thomas, 2000; cited in Yılmaz & Sünbül, 2009, p. 196). Entrepreneurship is a recipe for the unemployment problem, the best solution, the engine of economic development and growth, and the source of innovation and creativity (Çögürçü, 2016, p. 65). Entrepreneurship is a process that creates values for individuals and society, responds to inviting economic opportunities or creates economic opportunities itself, and causes changes in the economic system with the innovations it brings (Muzyka et al., 1994; cited in Yılmaz & Sünbül, 2009, p. 196).

Entrepreneurship intention is a step that an individual can take to take advantage of the opportunities around him without getting caught up in different career adventures. The individual's thought to take action and the activities carried out towards a planned purpose. It is necessary to determine the factors that motivate the individual to start own business and become an entrepreneur to understand the entrepreneurial intention well. Three critical theories stand out in defining entrepreneurial intention (Şeşen & Basım, 2012, p. 22).

Hofstede (1991) describes the concept of risk; expressed in the form of an event, fact or phenomenon that is likely to occur. Balıkçı (2009) uses the concept of risk; he defines it as the probability of an undesirable situation, event, or effect. On the other hand, Davidsson (2010)

expressed the possibility of unwanted results and a numerical phenomenon using these probabilities (Özdemir et al., 2016, p.126). The risk factor is an essential concept for entrepreneurs. The risk-taking tendency is an innate characteristic for entrepreneurs. However, it is seen as an essential feature that can change with the effect of the environment and the lessons learned in the individual's life (Erdun, 2011, p.18). When defining the entrepreneur, the most emphasised concept is the entrepreneur's attitude to the risk s/he may take regarding her/his activity. It can be said that the desire to earn money, which is found in many people, improves the risk tolerance in people and this tolerance is one of the factors that distinguishes the entrepreneur from the non-entrepreneur. The most crucial difference between a person working for a fixed wage and an entrepreneur is that the entrepreneur can take risks. When starting a new business, the entrepreneur takes risks financially and exposes several social risks. If an entrepreneur is successful in return for the risk s/he takes, s/he becomes rich, gains the appreciation of those around her/him and lives her/his success to the fullest (Akşit, 2003, pp. 14–15).

Entrepreneurial self-efficacy is defined as the competence belief that individuals must have to be successful in their entrepreneurial activities. Entrepreneurial self-efficacy, which is used to explain the mechanism by which contextual factors and environmental factors affect individuals' entrepreneurial intentions and behaviours, is the subject of many studies (Drnovsek et al. 2009; cited in Yener & Salur, 2017, p. 1339). Researchers state that entrepreneurship is a genetic personality trait. However, some researchers state that entrepreneurship is a change in behaviour acquired as a result of education and learning. According to these assumptions, it may be possible that individuals who do not receive entrepreneurship training may not be aware of their entrepreneurship self-efficacy. The training that entrepreneurs will receive is vital to ensure this awareness. Individuals will be able to realise their self-efficacy with the entrepreneurship education given in schools. In this way, entrepreneurship potential will turn into economic added value and will be able to offer opportunities to people (Tağraf & Halis, 2008; Çolakoğlu & Çolakoğlu, 2016, p. 71). Considering the literature on entrepreneurial self-efficacy; Baum et al. (2001) defines entrepreneurial self-efficacy as individuals' self-confidence in any business. Luthans et al. (2000) entrepreneurial self-efficacy; defines individuals as cognitive, mental process and behavioural mastery level and states that individuals get effective and productive results by making quick decisions in situations they encounter with this mastery. Baron (2004) expresses entrepreneurial self-efficacy as the degree to which individuals use the necessary resources, skills, and competencies to succeed in any business. Krueger et al. (2000) express entrepreneurial self-efficacy as an individual's ability to achieve his goals.

As can be seen, some of the definitions emphasise self-confidence without considering individuals' abilities, while others emphasize individuals' cognitive and behavioural processes without considering their self-confidence. Entrepreneurial self-efficacy expresses that individuals' entrepreneurial intentions are at the end of the cognitive, motivational and emotional processes that occur with the individual and their environment. Different literature approaches on entrepreneurial self-efficacy emerge from these different definitions (Yener & Salur, 2017, p. 1344).

There is not yet a consensus definition of financial literacy. The definitions of financial literacy made by institutions, organizations, associations and researchers in the literature are given below:

- Financial literacy by OECD is “the process of increasing financial well-being by ensuring that financial consumers are informed about financial products and concepts or have the awareness to choose between financial risk and various alternatives” (OECD, 2020).

- In the definition made by Mason and Wilson (2000), financial literacy is defined as the fact that people know financial concepts, reach the necessary information while making decisions, understand and evaluate this information (Elmas & Yılmaz, 2016, pp. 118–119).
- Financial literacy in the definition by Bodie (2006) is expressed as known concepts such as budgeting, income-expense balancing, investment, saving, and insurance, and demonstrating effective behaviours in economic issues (Elmas & Yılmaz, 2016, p. 119).
- In the definition made by Worthington (2006), financial literacy is defined as being able to perceive economic events, knowing and interpreting economic conditions that affect household decisions (Elmas & Yılmaz, 2016, p.119).
- Lusardi (2008) examined financial literacy from two different perspectives as “beginner (basic) level and advanced level”. He considered the conceptual knowledge of inflation, interest rates, risk and risk diversification as basic financial literacy. Knowing stocks, bonds and mutual funds, which are beyond basic financial concepts, including people’s understanding of the relationship between risk and return, and also being able to perceive financial information about how these are traded under market conditions are considered to be advanced financial literacy (Baysa & Karaca, 2016 p. 111).

Participants with tendency to engage in entrepreneurial activities, financial literacy level, self-efficacy and risk-taking tendencies are the subjects of the analysis part of this study, which was made in the light of these evaluations.

2.2. *Entrepreneurs’ characteristics*

Although it is not the same as the subject of this study, it is seen that similar studies have been conducted before. Here, the scope of other studies in the literature was expanded. The literature shows that there are separate studies on entrepreneurship, entrepreneur self-efficacy, risk-taking tendency, and financial literacy. Some recent and randomly selected studies on entrepreneurship, entrepreneurial self-efficacy, risk appetite and financial literacy are summarized below.

Şeşen et al. (2014) observed that the relationship between collectivism and entrepreneurship intention is strong, social network use has a partial mediation effect for collectivism sub-dimension and full mediation effect for uncertainty avoidance in the effect of social-cultural values on students’ entrepreneurial intentions. Günay (2016) determined that the level of entrepreneurship education of the students is deficient, the entrepreneurship level of the students studying in the field of informatics is high, and there is no significant difference between male and female students in terms of entrepreneurship tendencies. Students’ entrepreneurial tendencies increase when they have difficulties, and having a computer at home does not directly affect entrepreneurship. People with high communication skills among students have high entrepreneurship tendencies. The entrepreneur candidates do not view positively about sharing business ideas with others. Gençay (2017) indicated that the personality traits had a significant effect on entrepreneurial intention. Risk-taking and tolerance to uncertainty personality traits significantly affected entrepreneurial intention. Also, there is a significant difference between some of the demographic variables such as family income, mother’s education status, family and a successful entrepreneur has taken as an example in the immediate environment and entrepreneurial intention. Çelik and Gölpek Karababa (2018) found that there is a significant difference between men and women in entrepreneurial intentions, and men have more entrepreneurial intentions than women. Also among the participants, students whose fathers were entrepreneurs had more entrepreneurial intentions than students whose fathers were

not entrepreneurs. Eyal (2018) concluded that the effects of individual values of the students of foundation and state universities on entrepreneurship tendencies differ. Karslı (2018) says that the effect of proactive personality trait on entrepreneurial intention is positive and business students are more entrepreneurs than engineering students.

Ayar (2019) found that entrepreneurship education has a positive effect on entrepreneurship tendency. Also, it has been observed that young people and higher education graduates are ahead of the others in entrepreneurship tendency. Koca, Ballı and Üstün (2019) aimed to determine the entrepreneurial personality traits of those who received applied entrepreneurship training and determine the effect of entrepreneurial personality traits on entrepreneurial intention. According to the study's data, among the entrepreneurial personality traits, it was found that self-confidence was the highest, and the lowest was tolerance to uncertainty. One of the entrepreneurial personality traits, internal locus of control, tolerance to uncertainty, the need to succeed, and the relationship between self-confidence and entrepreneurial intention was found to be significant. However, it has been observed that the relationship between risk-taking and innovativeness and entrepreneurial intention is not significant.

It is seen that the number of researches on risk-taking tendency, the entrepreneur's risk-taking tendency, the entrepreneur's attitude and behaviour against risk is not at a sufficient level. Anbar and Eker (2009) observed that many factors are affecting the behaviour of the individual at risk. Generally, the individual's personality traits, biological structure, demographic and socioeconomic variables affect the individual's financial risk tolerance. Erdun (2011) indicated that there is a positive, significant, moderate relationship between the risk-taking tendencies of women entrepreneurs and their self-confidence. Moreover female entrepreneurs who have a high risk-taking tendency have a high sense of self-confidence. Çakır (2013) found that tendency to take career risk, tendency to take economic risks, tendency to take a general risk and tendency to take social risks affect entrepreneurial intention. Karabey (2013) indicated that intuitive thinkers, entrepreneurial intention, and entrepreneurial self-efficacy level were not different from analytical thinkers. When the comparison is made between individuals with high-risk preferences and low individuals, it is seen that there is no significant difference in terms of entrepreneurial intention and entrepreneurial self-efficacy. Kuzkun (2013) determined that demographic factors, gender, did not affect the risk-taking behaviour, and the level of risk-taking, education and income level did not. Timuroğlu and Çakır (2014) were showed that risk-taking tendency and its sub-dimensions (career risk-taking tendency, economic risk-taking tendency and social risk-taking tendency) were useful on entrepreneurship intention. Özdemir et al. (2016) emphasised that the entrepreneurial personality traits need to succeed and risk-taking tendency have a positive effect on entrepreneurial potential. Kıran (2019), found that financial literacy level of the entrepreneurs who think that their financial literacy level is medium level is relatively high. Also the entrepreneurs, who are seen to have less information about risk diversification and financial product selection, also have limited information about financial products and their usage level is low.

Çankır (2016) determined that there is a positive and meaningful relationship between entrepreneurship and self-efficacy. Also, entrepreneurship has a positive and significant relationship against resistance to uncertainty. It was concluded that there is a positive and significant relationship between the concepts of self-efficacy and resistance to uncertainty. Çolakoğlu and Çolakoğlu (2016) determined that the perception of self-efficacy positively affects the entrepreneurial potential. According to this result, it would not be wrong to state that individuals with high self-efficacy perception would also have higher entrepreneurial

potential. These individuals' tendency to become entrepreneurs would be higher compared to individuals with low self-efficacy perception. Wach and Wojciechowski (2016) indicated that three Ajzen's independent variables such as attitude towards entrepreneurship, subjunctive norms and perceived behavioral control determine entrepreneurial intentions of investigated students. Additionally the risk attitude is also an determinant in a similar way, as well as the entrepreneurial intentions differ between business and non-business students. Çankır (2017) observed that students with higher self-efficacy also had higher entrepreneurship aspirations and self-efficacy contributed positively to entrepreneurship desire. It was also concluded that the reason for the entrepreneurial desire of people who can resist uncertainty is high because entrepreneurship is a process full of uncertainties and risks. Yener and Salur (2017) determined that contextual factors influence entrepreneurial behaviour through entrepreneurial self-efficacy when individuals consider norms to learn the outcome of their behaviour. Ağırman and Naktiyok (2018) found that the self-efficacy perceptions had a fully mediating role in the effect of the emotional intelligence characteristics of the participants on their entrepreneurial intentions. Özgül and Yücel (2018) found that the effect of innovativeness in the relationship between entrepreneurship curiosity is positive and significant. Also, according to the statistical data, it was observed that entrepreneurship self-efficacy partially plays a mediating role in the examination of the relationship between entrepreneurship curiosity and innovativeness. Udayanan (2019) found that the effect of self-efficacy on the entrepreneurial intention of graduate students was fully mediated by entrepreneurial self-efficacy. At the same time, the direct effect of self-efficacy on entrepreneurial intention was not established. Gill et al. (2021) found that cognitive flexibility positively predicts the conditional direct relationship between entrepreneurial alertness and entrepreneurial intentions.

Also many studies have been done on the subject of financial literacy. Some of the related researches determined as a result of the literature review are given below.

Gönen and Özmete (2007) observed that individuals' satisfaction with many issues related to the financial management process such as living standards, being able to pay debts, saving, and asset level is not very high. Also, the relationship between the financial management process and self-esteem level, satisfaction with the financial condition and financial behaviour was significant. In an another study Kahya and İmamoğlu (2015) determined the relationship between economic literacy and entrepreneurial intention and to reveal the effect of economic literacy on entrepreneurial intention. The relationship between economic literacy and entrepreneurial intention is significant and the effect of economic literacy on entrepreneurial intention is positive and significant. Seyrek and Gül (2017) found that the students' entrepreneurship intentions differ according to the faculty, class, and gender. Also they observed the relationship between financial literacy level and entrepreneurship attractive is positive and financial literacy does not affect entrepreneurial intention. Bayrakdaroğlu and Bilge (2018) observed that financial education has an effect on the level of financial literacy in women. Kiran et al. (2018) investigated relationship between financial literacy and entrepreneurial intention. As a result they found that the relationship between entrepreneurial intention and financial literacy was not statistically significant. In addition, there is a significant difference between gender, credit card interest rate information, internet banking use and financial literacy level. Dilek et al. (2019) aimed to examine the relationship between entrepreneurial intention and economic literacy and determined that the relationship between the success of students in the microeconomics test and their entrepreneurial intentions was positive and moderate.

3. Material and Methods

In time, the concepts of entrepreneurship and entrepreneurship change and the number of factors that affect individuals' entrepreneurial intentions is increasing. In this study, "Entrepreneurial Self-Efficacy", "Financial Literacy" and "Risk Taking Tendency", three of these factors, which are stated in various studies in the literature to affect entrepreneurship intentions, have been examined. The relationship between entrepreneurship self-efficacy, risk-taking tendencies, financial literacy levels and entrepreneurship intentions of individuals was measured with the questionnaire applied to students and new graduates who are seen as entrepreneurs of the future.

The research was conducted in the "relational scanning model". "Relational screening model" is defined by Karasar (2016, p. 81) as "a research model that aims to determine whether there is a change between two or more variables and if there is a change together, the degree of this change". The research model is shown in Figure 1.

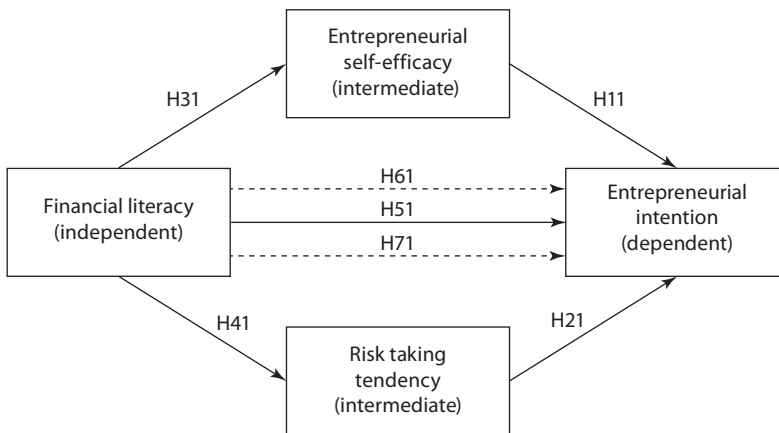


Figure 1: Research Model

Note: The direct effect is continuous; the intermediate effect is illustrated by dashed arrows.

The research hypotheses were formed as follows:

H1: Entrepreneurial self-efficacy has a positive and significant effect on entrepreneurial intention.

H2: Risk-taking tendency has a positive and significant effect on entrepreneurial intention.

H3: Financial literacy has a positive and significant effect on entrepreneurial self-efficacy.

H4: Financial literacy has a positive and significant effect on the risk-taking tendency.

H5: Financial literacy has a positive and significant impact on entrepreneurial intention.

H6: Entrepreneurial self-efficacy has a mediating role in the relationship between financial literacy and entrepreneurial intention.

H7: Risk-taking tendency has an intermediary role in the relationship between financial literacy and entrepreneurial intention.

H8: Financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention differ significantly by gender.

H9: Financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention differ significantly by age.

H10: Financial literacy, entrepreneurial self-efficacy, risk-taking tendency and entrepreneurial intention differ significantly according to receiving financial literacy training.

H11: Financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention differ significantly depending on entrepreneurship training.

The research investigates entrepreneur candidates who study at universities or who have just graduated. The study sample consists of university students studying at Çankırı Karatekin University, recent graduates from this university and students or graduates of any university residing in Ankara in Turkey. In the study, the convenience sampling method was used understood as "sampling in which the selection of units is made among units that are thought to be easily accessible and suitable to represent the universe" (Tuna, 2016, p. 14).

A total of 262 students or graduates of 46 different universities, 55% of whom are women and between the ages of 18–24, were investigated to determine the mediating role of entrepreneur self-efficacy and risk-taking tendency in the relationship between financial literacy and entrepreneurial intention. Approximately 60% of them are still students and the remaining approximately three-quarters of the graduates are business, economics, political science and public administration, international relations and finance.

A questionnaire form was used as a data collection tool in the study. The questionnaire used in the research consists of 5 parts. In the first part, there were 14 questions to determine the participants' demographic characteristics. These questions were prepared by benefiting from the study's relevant part conducted by Seyrek and Gül (2017).

In the second part of the questionnaire, "Financial Literacy Scale (PAS)" was used. PAS was prepared by combining the economic rationality factor of the "Financial Literacy Scale" developed by Ahmetoğulları and Parmaksız (2017) and the "Economic Literacy Scale" developed by Gerek and Kurt (2011). 5-point Likert scale (1: strongly disagree – 5: strongly agree) was used. The total score obtained from the scale consisting of 18 items varies between 18–90, and with the increase of the score, financial literacy also increases. The scale with no inverted items is one-dimensional. The validity of the scale is 70.02%. Its reliability was found to be 0.945.

In the third part of the questionnaire, the "Entrepreneurial Intention Scale (PPS)" was included. PPS was developed by Liñán and Chen (2009) and adapted into Turkish by Şeşen and Basım (2012). It consists of 6 items in one dimension. The total score obtained from the scale prepared in 5-point Likert scale changes between 6–30 and the entrepreneurial intention increases with the increase of the score. The scale with no inverted items is one-dimensional. The validity of the scale is 86.33%. Its reliability was found to be 0.968.

In the fourth part of the questionnaire, "General Competence Belief Scale (GCBS)" was included. The scale developed by Jerusalem and Schwarzer (1992) was adapted into Turkish by Çelikkaleli and Çapri (2008) also as 5-points Likert scale. The total score obtained from the scale consisting of 10 items varies between 10–50 and the person's self-efficacy increases with the increase of the score. The scale with no inverted items is one-dimensional. The validity of the scale is 78.20%. Its reliability was found to be 0.969.

In the fifth part of the questionnaire, "Risk-Taking Tendency Scale (RACS)" was included. Developed by Hisrich and Peters (2002) and adapted into Turkish by Alpkın, Keskin and Zehir (2002), the scale consists of 6 items in 5 Likert type (1: strongly disagree, 5: strongly agree). The total score obtained from the scale varies between 6–30, and the tendency to take risks

increases as the score increases. The scale with no inverted items is one-dimensional. The validity of the scale is 61.84%. Its reliability was found to be 0.677.

In analysing the data, the quantitative analysis method was used by using the "SPSS 25.0" program. Quantitative analyses are defined as "analyses that aim to analyze the data collected to achieve the study's objectives by turning them into a statistic and thus to reach the findings" (Dawson, 2015, p. 9).

Within the scope of quantitative analysis; descriptive statistical methods such as mean, standard deviation, frequency and percentage were used to determine the descriptive findings related to "demographic findings, financial literacy and entrepreneurship findings and scales". Relationships between financial literacy, entrepreneurial self-efficacy, risk-taking tendency and entrepreneurial intention were analysed using simple linear regression analysis. In determining the mediating effects in the relationship between financial literacy and entrepreneurial intention, the mediator variable analysis was performed using the "SPSS PROCESS (Hayes) add-on". Unrelated samples t-test, analysis of variance (ANOVA) and Tukey HSD multiple comparison (post-hoc) test were used to examine financial literacy, entrepreneurial self-efficacy, risk-taking tendency and entrepreneurial intention according to some variables. All of the analyses were evaluated at 95% confidence interval and $p < 0.05$ significance level. The reason for using parametric analysis is that the data satisfy the normality condition. This was decided by examining the skewness and kurtosis values (Table 1).

Table 1. Skewness and kurtosis values

	Skewness	Kurtosis
Financial Literacy	-0,383	0,346
Entrepreneurial Self-Efficacy	-0,557	0,387
Entrepreneurial Intention	-0,201	-0,554
Risk Taking Tendency	-0,250	-0,450

As seen in Table 1, the skewness and kurtosis coefficients are in the range of ± 1.50 . In studies conducted in social sciences, these values are accepted within the range of ± 1.50 as a normal distribution (Tabachnick & Fidell, 2013).

4. Results and Discussion

Demographic Findings

A total of 262 people participated in this study conducted to determine the mediating role of entrepreneur's self-efficacy and risk-taking tendency in the relationship between financial literacy and entrepreneurial intention. Table 2 shows the distribution of the participants by gender and age groups.

Accordingly, 53.4% ($n = 140$) of the participants are female and 46.6% ($n = 122$) of them are male. According to age groups, 54.6% of the participants ($n = 143$) were 18–24 years old, 26% ($n = 68$) were 25–30 years old, 12.2% ($n = 32$) were 31–36 years old. and 7.3% ($n = 19$) were in the age group 37 and over.

Table 2. Distribution of the participants by gender and age groups

		<i>n</i>	%
Gender	Female	140	53,4
	Male	122	46,6
Age	18–24	143	54,6
	25–30	68	26,0
	31–36	32	12,2
	37 and above	19	7,3
Total		262	100

According to Table 3, the first five ranks are business, economics, political science and public administration, international relations, and finance. The share of these five parts was calculated as 71.4% ($n = 187$). In addition, 5.7% of the participants ($n = 15$) had banking and finance, 3.1% ($n = 8$) labour economics and industrial relations, 0.8% ($n = 2$) econometrics, 19%. One of them ($n = 50$) was determined to be a student or a graduate of another department.

In addition, 7.6% of the participants ($n = 20$) were in the first year, 14.5% ($n = 38$) in the second year, 19.1% ($n = 50$) in the third year, 16% of them ($n = 42$) were in 4th grade and 1.5% ($n = 4$) were in 5th grade and above, while 58.8% ($n = 154$) were still students, 41.2% ($n = 108$) is graduated.

Table 3. Distribution of the participants by departments and classes

		<i>n</i>	%
Department	Business	82	31.3
	Economy	33	12.6
	Political science and public administration	32	12.2
	international relations	22	8.4
	Finance	18	6.9
	Banking and finance	15	5.7
	Labour economics and industrial relations	8	3.1
	Econometrics	2	0.8
	Other	50	19.1
Grade	1st	20	7.6
	2nd	38	14.5
	3rd	50	19.1
	4th	42	16.0
	Five and above	4	1.5
	Total	108	41.2

Financial Literacy and Entrepreneurship

After the demographic findings, in Table 4, the participants' financial literacy education and the level of finding themselves sufficient in terms of financial literacy are given.

Table 4. Participants' financial literacy training and their self-sufficient level

		<i>n</i>	%
Have you studied financial literacy?	Yes	112	42.7
	No	150	57.3
How sufficient do you find your financial literacy knowledge level to be an entrepreneur?	Very poor	22	8.4
	Insufficient	87	33.2
	Medium-level	94	35.9
	Enough	52	19.8
	Very enough	7	2.7

Accordingly, the rate of financial literacy training among the participants is 42.7% ($n = 112$); The rate of those who did not take it was determined as 57.3% ($n = 150$). In addition, 8.4% ($n = 22$) of the participants have very insufficient knowledge of financial literacy about being an entrepreneur, 33.2% ($n = 87$) are insufficient, 35.9% ($n = 94$) are moderate. 19.8% ($n = 52$) find it adequate and 2.7% ($n = 7$) very adequate. Therefore, 58.4% ($n = 153$) of those who find their financial literacy knowledge sufficient, albeit at different levels, was determined.

Also, in Table 5, various findings are given about the participants' status of getting entrepreneurship training, their level of finding themselves sufficient and their approach to entrepreneurship. Accordingly, the rate of those who have received any training related to entrepreneurship among the participants is 48.9% ($n = 128$). Of the participants who received this training, 4.6% ($n = 12$) were very inadequate, 26.3% ($n = 69$) were insufficient, 37.8% ($n = 99$) were moderate, 26.3% ($n = 69$) found sufficient and 5% ($n = 13$) very sufficient. Therefore, 69.1% of the participants ($n = 181$) found the education they received sufficient, albeit at different levels.

Table 5. Participants' entrepreneurship training status, level of finding themselves competent and their approach to entrepreneurship

Questions	Answers	<i>n</i>	%
Have you studied entrepreneurship?	yes	128	48.9
	no	134	51.1
To what extent is the education you received sufficient for you to become an entrepreneur?	very poor	12	4.6
	insufficient	69	26.3
	medium-level	99	37.8
	enough	69	26.3
	very enough	13	5.0
To what extent are the knowledge and skills you have sufficient for you to be an entrepreneur?	very poor	4	1.5
	insufficient	50	19.1
	medium-level	134	51.1
	enough	63	24.0
	very enough	11	4.2

Questions	Answers	n	%
To what extent are your experiences sufficient for you to be an entrepreneur?	very poor	23	8.8
	insufficient	83	31.7
	medium-level	104	39.7
	enough	45	17.2
	very enough	7	2.7
How suitable are your personality traits for being an entrepreneur?	not suitable at all	7	2.7
	not available	23	8.8
	medium-level	93	35.5
	appropriate	113	43.1
	very suitable	26	9.9
To what extent do you find entrepreneurship attractive / attractive?	not attractive at all	3	1.1
	not attractive	7	2.7
	i am indecisive	38	14.5
	attractive	112	42.7
	very attractive	102	38.9
What are the chances of starting your own business when you start business life?	none at all	13	5.0
	low probability	52	19.8
	medium probability	100	38.2
	high possibility	74	28.2
	absolutely	23	8.8

Self-evaluation of sufficiency of knowledge and skills for being entrepreneur presents as follows. 1.5% of the participants ($n = 4$) were very insufficient, 19.1% ($n = 50$) were insufficient, 51.1% ($n = 134$) were moderate, 24% ($n = 63$) answered adequate and 4.2% ($n = 11$) gave very adequate answers. Accordingly, while the rate of those who consider their knowledge and skills about entrepreneurship more or less inadequate is 26.6% ($n = 54$); The rate of those who saw more or less sufficient ($n = 208$) was 79.4%.

Answers to the question: "To what extent are your experiences sufficient for you to be an entrepreneur?" demonstrate that 8.8% ($n = 23$) of the participants perceived them as very inadequate, 31.7% ($n = 83$) were insufficient, 39.7% ($n = 104$) were moderate, 17.2% ($n = 45$) answered satisfactory and 2.7% ($n = 7$) gave very adequate answers. Therefore, 59.6% of the participants ($n = 156$) find their experience more or less sufficient. The total rate of those who found it insufficient or very insufficient remained at 40.4% ($n = 106$).

The next question about personality traits to be an entrepreneur? Shows that 2.7% of the participants ($n = 7$) indicated them as not appropriate at all, 8.8% ($n = 23$) as not appropriate, 35.5% ($n = 93$) as moderate, 43.1% ($n = 113$) as the appropriate, and 9.9% ($n = 26$) as very appropriate. Accordingly, 88.5% of the participants ($n = 232$) find their personality traits more or less suitable for being an entrepreneur. The rate of those who found it unsuitable remained at 11.5% ($n = 30$).

On the other hand, "to what extent do you find entrepreneurship attractive/ attractive?" 1.1% of the participants ($n = 3$) are not attractive at all, 2.7% ($n = 7$) are not attractive, 14.5%

($n = 38$) are indecisive, 42.7% ($n = 112$) responded attractive and 38.9% ($n = 102$) very attractive. According to these findings, 81.6% ($n = 252$) of the participants find entrepreneurship more or less attractive. The rate of those who did not find it attractive was determined as 3.8% ($n = 10$).

Finally 5% ($n = 13$) of the participants did not have any the chances of starting your own business, 19.8% ($n = 52$) assessed as with a low probability, 38.2% ($n = 100$) as medium probability, 28.2% ($n = 74$) with high probability, and 8.8% ($n = 23$) with certainty. Accordingly, the rate of those who state that they have the possibility of starting their own business is 95% ($n = 249$). Also, 37% ($n = 97$) stated that they would set up their own business with high probability or definitely.

Descriptive Findings Regarding the Dimensions

Descriptive findings obtained from evaluating the scales used in the study are given in Table 6. Accordingly, participants' financial literacy total score average is 70.63 ± 9.48 ; entrepreneur self-efficacy total score average 35.06 ± 7.57 ; The total score average for entrepreneurship intention was found to be 19.96 ± 5.68 and the total average score for risk-taking tendency was determined as 21.20 ± 3.83 . As a result of proportioning these averages to the lowest and highest scores that can be obtained from the scales, the financial literacy level of the participants is 73.1%; 62.7% of entrepreneurship self-efficacy level; It can be said that the entrepreneurial intention level is 58.2% and the risk-taking tendency is 63.3%.

Table 6. Descriptive findings regarding the scales

	<i>n</i>	Min.	Max.		Sd	%*
Financial Literacy	262	39.00	90.00	70.63	9.48	73.1
Entrepreneurial Self-Efficacy	262	10.00	50.00	35.06	7.57	62.7
Entrepreneurial Intention	262	6.00	30.00	19.96	5.68	58.2
Risk Taking Tendency	262	12.00	30.00	21.20	3.83	63.3

* Proportioned to the lowest and highest scores that can be obtained.

Relationships between financial literacy, entrepreneurial self-efficacy, risk-taking tendency and entrepreneurial intention

The Impact of Entrepreneurial Self-Efficacy on Entrepreneurial Intention

In line with the first hypothesis of the study, a simple linear regression analysis was performed to determine the effect of entrepreneur self-efficacy on entrepreneurial intention and the findings are given in Table 7.

Table 7. The effect of entrepreneurial self-efficacy on entrepreneurial intention

Regression Model $r = 0,658$; $r^2 = 0,433$ $F = 198,753$; $p = 0,000$	Non-Standardized Parameters		Standardized Parameters	<i>t</i>	<i>p</i>
	B	S. Error	β		
Constant	2.650	1.256		2.110	0.036
Entrepreneurial self-efficacy*	0.494	0.035	0.658	14.098	0.000

* Dependent Variable

Accordingly, entrepreneurial self-efficacy was found to affect entrepreneurial intention moderately ($0.29 < r < 0.70$), positively ($r = 0.658$) and significantly ($p < 0.05$). The regression equation between entrepreneur self-efficacy (x) and entrepreneurial intention (y) was found as $y = 2,650 + 0,494x$. In other words, 1 point increase in entrepreneur self-efficacy increases entrepreneurial intention on average by 0.494 points and this parameter is statistically significant.

In addition, it can be said that 43.3% ($r^2 = 0.433$) of entrepreneurial intention stems from entrepreneur self-efficacy. Based on these findings, "H1: Entrepreneurial self-efficacy has a positive and significant effect on entrepreneurial intention" was confirmed.

The Effect of Risk-Taking Tendency on Entrepreneurial Intention

In line with the second hypothesis of the study, a simple linear regression analysis was performed to determine the effect of risk taking tendency on entrepreneurial intention and the findings obtained in Table 8.

Table 8. Effect of risk-taking disposition on entrepreneurial intention

Regression Model $r = 0,509$; $r^2 = 0,259$ $F = 90,406$; $p = 0,000$	Non-Standardized Parameters		Standardized Parameters	t	p
	B	S. Error	β		
Constant	3,942	1,707		2,310	0,022
Risk Taking Tendency*	0,756	0,079	0,509	9,538	0,000

* Dependent Variable

Accordingly, it was determined that risk-taking tendency affects entrepreneurship intention moderately, positively ($r = 0.509$) and significantly ($p < 0.05$). The regression equation between risk-taking disposition (x) and entrepreneurial intention (y) was found as $y = 3,942 + 0,756x$. In other words, a 1 point increase in risk-taking tendency increases entrepreneurship intention by 0.756 points, and this increase is statistically significant. It can also be said that 25.9% ($r^2 = 0.259$) of entrepreneurial intention is due to risk-taking tendency.

Based on these findings, "H2: Risk-taking tendency has a positive and significant effect on entrepreneurial intention" was confirmed.

The Impact of Financial Literacy on Entrepreneurial Self-Efficacy

In line with the third hypothesis of the research, a simple linear regression analysis was performed to determine the effect of financial literacy on entrepreneur self-efficacy. The findings are given in Table 9.

Table 9. The impact of financial literacy on entrepreneurial self-efficacy

Regression Model $r = 0.688$; $r^2 = 0.473$ $F = 233.703$; $p = 0.000$	Non-Standardized Parameters		Standardized Parameters	t	p
	B	S. Error	β		
Constant	-3.756	2.562		-1.466	0.144
Financial literacy*	0.550	0.036	0.688	15.287	0.000

* Dependent Variable

Accordingly, it was determined that financial literacy affects entrepreneur self-efficacy moderately, positively ($r = 0.688$) and significantly ($p < 0.05$). The regression equation between financial literacy (x) and entrepreneurship self-efficacy (y) was found as $y = -3,756 + 0,550x$. In other words, a 1 point increase in financial literacy increases entrepreneur self-efficacy on average by 0.550 points, and this parameter is statistically significant. Also, it can be said that 47.3% ($r^2 = 0.473$) of entrepreneurship self-efficacy arises from financial literacy.

Based on these findings, "H3: Financial literacy has a positive and significant effect on entrepreneurial self-efficacy" was confirmed.

The Impact of Financial Literacy on Risk-Taking Tendency

In line with the fourth hypothesis of the research, a simple linear regression analysis was performed to determine the effect of financial literacy on risk-taking tendency and the findings obtained in Table 10.

Table 10. Impact of financial literacy on risk-taking

Regression Model $r = 0.459$; $r^2 = 0.210$ $F = 69.296$; $p = 0.000$	Non-Standardized Parameters		Standardized Parameters	t	p
	B	S. Error	β		
Constant	8.119	1.585		5.121	0.000
Financial literacy*	0.185	0.022	0.459	8.324	0.000

* Dependent Variable

Accordingly, it was found that financial literacy affects risk-taking tendency moderately, positively ($r = 0.459$) and significantly ($p < 0.05$). The regression equation between financial literacy (x) and risk-taking tendency (y) was $y = 8.119 + 0.185x$. In other words, a 1 point increase in financial literacy increases risk-taking tendency on average by 0.185 points, and this parameter is statistically significant. Also, it can be said that 21% ($r^2 = 0.210$) of risk-taking tendency stems from financial literacy. Based on these findings, "H4: Financial literacy has a positive and significant effect on the risk-taking tendency" was confirmed.

The Impact of Financial Literacy on Entrepreneurial Intention

A simple linear regression analysis has been performed to determine the effect of financial literacy on entrepreneurial intention, and the findings are given in Table 11.

Table 11. Impact of financial literacy on entrepreneurial intention

Regression Model $r = 0.439$; $r^2 = 0.192$ $F = 61.947$; $p = 0.000$	Non-Standardized Parameters		Standardized Parameters	t	p
	B	S. Error	β		
Constant	1.397	2.380		0.587	0.558
Financial literacy*	0.263	0.033	0.439	7.871	0.000

* Dependent Variable

Accordingly, it was found that financial literacy affects entrepreneurship intention moderately, positively ($r = 0.439$) and significantly ($p < 0.05$). The regression equation between finan-

cial literacy (x) and entrepreneurial intention (y) was found to be $y = 1.397 + 0.263x$. In other words, a 1 point increase in financial literacy increases entrepreneurship intention on average by 0.263 points, and this parameter is statistically significant. In addition, it can be said that 19.2% ($r^2 = 0.192$) of entrepreneurial intention stems from financial literacy. Based on these findings, "H5: Financial literacy has a positive and significant effect on entrepreneurial intention." was confirmed

The Mediating Effect of Entrepreneurial Self-Efficacy in the Relationship Between Financial Literacy and Entrepreneurial Intention

An analysis of the intermediary variable was performed using the SPSS PROCESS (Hayes) plug-in to determine the mediating effect of entrepreneur self-efficacy in the relationship between financial literacy and entrepreneurial intention. The findings are given in Table 12.

Table 12 shows the direct effect of financial literacy on entrepreneurial intention in model 1. Accordingly, financial literacy has a significant effect on entrepreneurial intention ($p < 0.05$) and the beta (β) value expressing the regression coefficient in the regression equation between the two variables is 0.263. In other words, a 1 point increase in financial literacy increases entrepreneurial intention by 0.263 points.

In Model 2, entrepreneur self-efficacy; The relationship between financial literacy and entrepreneurial intention is included as a mediating variable. In this model, the effect of financial literacy on entrepreneurial intention is insignificant ($p > 0.05$). Also, in the regression equation between two variables, beta (β) value expressing the regression coefficient has dropped to -0.016 . In other words, entrepreneurial self-efficacy has made the effect of financial literacy on entrepreneurial intention meaningless. Accordingly, it has been observed that entrepreneur self-efficacy shows mediator variable characteristics.

Table 12. Mediating effect of entrepreneur self-efficacy on the relationship between financial literacy and entrepreneurial intention

Model	Model Summary		β	S. Error	t	p
1-The Direct Impact of Financial Literacy on Entrepreneurial Intention	$r = 0.439$ $r^2 = 0.192$ $F = 61.947$ $p = 0.000$	Constant	1.397	2.380	0.587	0.558
		Financial literacy	0.263	0.033	7.871	0.000
2-Model in which Entrepreneur self-efficacy is included as a mediator variable	$r = 0.8403$ $r^2 = 0.7061$ $F = 243.867$ $p = 0.000$	Constant	3.304	2.005	1.648	0.101
		Financial literacy	-0.016	0.039	-0.419	0.676
		Entrepreneur self-efficacy	0.508	0.048	10.503	0.000

* Dependent variable is the entrepreneurial intention

Therefore, "H6: Entrepreneurial self-efficacy has a mediating role in the relationship between financial literacy and entrepreneurial intention" was confirmed.

The Mediating Effect of Risk-Taking Tendency on the Relationship Between Financial Literacy and Entrepreneurial Intention

An intermediary variable analysis was performed using the SPSS PROCESS (Hayes) plugin to determine the mediating effect of risk-taking tendency in the relationship between financial literacy and entrepreneurial intention. The findings obtained are given in Table 13.

Table 13. Mediating effect of risk-taking tendency on the relationship between financial literacy and entrepreneurial intention

Model	Model Summary		β	S. Error	t	p
1-The Direct Impact of Financial Literacy on Entrepreneurial Intention	$r = 0.439$ $r^2 = 0.192$ $F = 61.947$ $p = 0.000$	Constant	1.397	2.380	0.587	0.558
		Financial literacy	0.263	0.033	7.871	0.000
2-Model in which Risk Taking Tendency is included as a mediator variable	$r = 0.8403$ $r^2 = 0.7061$ $F = 243.867$ $p = 0.000$	Constant	-3.302	2.308	-1.430	0.154
		Financial literacy	0.156	0.035	4.480	0.000
		Risk Taking Tendency	0.579	0.086	6.725	0.000

* Dependent Variable is the entrepreneurial intention

Table 13 shows the direct effect of financial literacy on entrepreneurial intention in model 1. Accordingly, financial literacy has a significant effect on entrepreneurial intention ($p < 0.05$) and the beta (β) value expressing the regression coefficient in the regression equation between the two variables is 0.263. In other words, a 1 point increase in financial literacy increases entrepreneurial intention on average by 0.263 points.

In Model 2, entrepreneurial self-efficacy; The relationship between financial literacy and entrepreneurial intention is included as a mediating variable. In this model, financial literacy's effect on risk-taking tendency is again significant ($p < 0.05$). However, in the regression equation between two variables, the beta (β) value expressing the regression coefficient has dropped to 0.156. In other words, the risk-taking tendency has reduced the effect of financial literacy on entrepreneurial intention. Accordingly, it is concluded that the risk-taking tendency has a partial mediator variable feature.

Therefore, "H7: Risk-taking tendency has an intermediary role in the relationship between financial literacy and entrepreneurial intention." partially accepted.

Investigation of Financial Literacy, Entrepreneurial Self-Efficacy, Risk-Taking Tendency and Entrepreneurial Intention According to Some Variables

Independent samples t -test was performed to examine financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention by gender, and the findings obtained are given in Table 14.

Table 14. Examination of financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention by gender

	Gender	n	$\bar{x}$	Sd	t	fd	p
Financial Literacy	female	140	70,87	8,97	0,448	260	0,654
	male	122	70,34	10,06			
Entrepreneurial Self-Efficacy	female	140	35,21	7,54	0,342	260	0,733
	male	122	34,89	7,64			
Risk-Taking Tendency	female	140	21,39	4,00	0,848	260	0,397
	male	122	20,98	3,62			

Entrepreneurial Intention	female	140	20,04	5,57	0,247	260	0,805
	male	122	19,87	5,83			

Accordingly, it was determined that the financial literacy, entrepreneurial self-efficacy, risk-taking tendency and entrepreneurial intention scores of women were higher than men. However, this difference was not statistically significant ($p > 0.05$). In other words, financial literacy, entrepreneurial self-efficacy, risk-taking, and male and female participants' entrepreneurial intentions are at similar levels.

Based on this finding, "H8: Financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention differ significantly by gender" was rejected.

ANOVA test was performed to examine financial literacy, entrepreneur self-efficacy, risk taking tendency, entrepreneurial intention by age, and the findings obtained in Table 15.

Table 15. Examination of financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention by age

	Age	<i>n</i>	$\bar{x}$	Sd	Variance	Sum of Sq.	fd	Mean Sq.	<i>F</i>	<i>p</i>
Financial Literacy	18–24	143	69.28	9.67	Between	609.564	3	203.188	2.295	0.078
	25–30	68	71.75	7.97	Within	22837.78	258	88.519		
	31–36	32	72.84	11.39	Total	23447.34	261			
	37+	19	73.00	8.49						
Entrepreneurial Self-Efficacy	18–24	143	34.87	7.16	Between	149.820	3	49.940	0.870	0.457
	25–30	68	35.47	7.25	Within	14816.07	258	57.427		
	31–36	32	33.81	9.07	Total	14965.89	261			
	37+	19	37.16	8.98						
Risk Taking Tendency	18–24	143	21.30	3.96	Between	132.835	3	44.278	3.097	0.027
	25–30	68	21.90	3.50	Within	3688.844	258	14.298		
	31–36	32	19.47	3.98	Total	3821.679	261			
	37+	19	20.84	2.87						
Entrepreneurial Intention	18–24	143	20.31	5.23	Between	142.392	3	47.464	1.479	0.221
	25–30	68	20.22	5.69	Within	8277.227	258	32.082		
	31–36	32	18.03	6.42	Total	8419.618	261			
	37+	19	19.68	7.22						

As a result of the findings obtained according to age; It was determined that financial literacy, entrepreneur self-efficacy and entrepreneurial intention did not differ significantly ($p > 0.05$), but risk-taking tendency showed a significant difference ($p < 0.05$). Tukey HSD multiple comparison (*post-hoc*) test was conducted to determine which groups the difference was between (Table 16).

Table 16. Multiple comparisons of financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention by age

	(A) Age	(B) Age	Avg. Difference Between (A-B)	<i>p</i>
Risk taking tendency	18–24	25–30	–0.60	0.285
		31–36	1.83	0.014
		37+	0.46	0.620
	25–30	18–24	0.60	0.285
		31–36	2.43	0.003
		37+	1.05	0.283
	31–36	18–24	–1.83	0.014
		25–30	–2.43	0.003
		37+	–1.37	0.211
	37+	18–24	–0.46	0.620
		25–30	–1.05	0.283
		31–36	1.37	0.211

Accordingly, it was determined that the participants' risk taking tendency scores in the 18–24 and 25–30 age groups were significantly higher than the 31–36 age group ($p < 0.05$). In other words, participants between the ages of 18 and 30 have a higher risk-taking tendency than other age groups. The age of 37 and above follows this group. Participants between the ages of 31–36 fall below the other two groups and differ significantly from those between 18 and 30.

Based on these findings, "H9: Financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention differ significantly by age" was partially accepted.

Financial Literacy Education Status

Independent samples t-test was performed, to examine financial literacy, entrepreneurial self-efficacy, risk-taking tendency and entrepreneurial intention according to the status of receiving financial literacy training. The findings obtained are given in Table 17.

Table 17. Examination of financial literacy, entrepreneur self-efficacy, risk-taking tendency, and entrepreneurial intention according to financial literacy training

	Education Status	<i>n</i>	$\bar{x}$	Sd	<i>t</i>	fd	<i>p</i>
Financial Literacy	yes	112	72.43	8.51	2.753	255.190	0.006
	no	150	69.28	9.96			
Entrepreneurial Self-Efficacy	yes	112	36.34	6.45	2.458	259.282	0.015
	no	150	34.11	8.20			
Risk-Taking Tendency	yes	112	22.04	3.78	3.111	260	0.002
	no	150	20.57	3.76			
Entrepreneurial Intention	yes	112	20.49	4.75	1.357	259.931	0.176
	no	150	19,57	6,27			

Accordingly, it was found that financial literacy, entrepreneurial self-efficacy and risk-taking tendency differ significantly ($p < 0.05$) according to financial literacy training status. The financial literacy, entrepreneurial self-efficacy, and risk-taking tendency of the participants who received financial literacy training were significantly higher than those who did not receive it.

However, it was determined that the entrepreneurial intention did not differ significantly ($p < 0.05$). In other words, financial literacy education does not have a significant effect on entrepreneurial intention.

Based on these findings, "H10: Financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention differ significantly according to the status of receiving financial literacy training" is partially accepted.

Entrepreneurship Education Status

Independent samples t-test was conducted to examine financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurship intention according to receiving entrepreneurship training. The findings obtained are given in Table 18.

Table 18. Examination of financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention according to entrepreneurship training status

	Education Status	<i>n</i>	$\bar{x}$	<i>Ss</i>	<i>t</i>	<i>Sd</i>	<i>p</i>
Financial Literacy	yes	128	73.45	8.41	4.910	260	0.000
	no	134	67.93	9.68			
Entrepreneurial Self-Efficacy	yes	128	37.12	6.73	4.439	260	0.000
	no	134	33.10	7.83			
Risk-Taking Tendency	yes	128	22.25	3.71	4.505	260	0.000
	no	134	20.19	3.68			
Entrepreneurial Intention	yes	128	20.94	5.28	2.752	260	0.006
	no	134	19.03	5.91			

Accordingly, it was determined that financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention differ significantly ($p < 0.05$) according to receiving entrepreneurship training. The financial literacy, entrepreneurial self-efficacy, risk-taking tendency, and entrepreneurial intentions of the participants who received entrepreneurship training were significantly higher than those who did not receive it.

Based on these findings, it is accepted that "H11: Financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention differ significantly according to entrepreneurship training".

5. Conclusions

43% of the participants have received training in financial literacy, and 58% think that they have sufficient knowledge on this subject, albeit at different levels. Regarding entrepreneurship, 69% of the participants, 49% of whom received training, found this training sufficient, albeit at different levels. Also, 89% of the participants think that their personality traits are suitable for being an entrepreneur, 82% of them find entrepreneurship more or less attractive

and 95% of them state that there is the possibility of starting their own business when they start business life. However, the rate of those who found their knowledge, skills and experiences about entrepreneurship sufficient remained at 79.4%. Therefore, it is possible to say that the participants are mostly composed of individuals interested in financial literacy and entrepreneurship, but who have not received enough education and find themselves moderately competent. The findings obtained as a result of the scales applied within the research scope also confirmed this determination. According to the scale averages, it was observed that the participants could be evaluated at an acceptable level in terms of financial literacy. However, they were at a moderate level in terms of entrepreneurship self-efficacy and intention and risk-taking tendency.

When the relationships between financial literacy, entrepreneurial self-efficacy, risk-taking tendency and entrepreneurial intention were examined, it was concluded that there were significant and positive relationships among all variables discussed. In other words, an increase in any of these variables causes a significant increase in others.

When bilateral relations are evaluated, financial literacy; entrepreneurial self-efficacy, entrepreneurial intention, and risk-taking tend to have a moderate positive and significant effect on all three. With financial literacy increased by 1 point, entrepreneur self-efficacy increases on average by 0.550; entrepreneurial intention by 0.263; the risk-taking tendency increases by 0.185 points. Also, it is possible to say that 47% of entrepreneur self-efficacy, 19% of entrepreneurial intention and 21% of risk-taking tendency are fed by financial literacy. Therefore, it has been concluded that financial literacy is an essential factor contributing to entrepreneurship by increasing individuals' risk-taking tendency with their entrepreneurial self-efficacy and intention.

Also, entrepreneurial self-efficacy and risk-taking tendency both have a moderately positive and significant effect on entrepreneurial intention. Entrepreneurial intention increases on average by 0.494 with 1 point increase in entrepreneur self-efficacy; It also increases by 0.756 points with increased risk-taking tendency. It is possible to say that entrepreneurial intention is fed by 43% entrepreneur self-efficacy and 26% risk-taking tendency. Therefore, it has been observed that the entrepreneurial self-efficacy and risk-taking tendency, which is strengthened by being fed by financial literacy, are essential links of the chain resulting in entrepreneurial intention.

As a result of testing the mediating effects of entrepreneurial self-efficacy and risk-taking tendency, it was concluded that these factors have significant effects on the relationship model ranging from financial literacy to entrepreneurial intention. Entrepreneurial self-efficacy; Existing in the direct relationship between financial literacy and entrepreneurial intention, it meaningless the significant impact of financial literacy on entrepreneurial intention. So entrepreneurial self-efficacy; It fully undertakes the relationship between financial literacy and entrepreneurial intention, and the effect of financial literacy on entrepreneurial intention is entirely through entrepreneurship self-efficacy. Therefore, entrepreneurial self-efficacy shows the mediator variable feature. The reason for this may be that self-efficacy, which can be defined as the individual's finding himself/herself competent in a subject, strongly overrides mere knowledge and establishes the relationship through himself as a result of the knowledge and skills acquired in that subject.

Again, when included as an intermediary variable, the risk-taking tendency; existing in the direct relationship between financial literacy and entrepreneurial intention, does not make the significant impact of financial literacy on entrepreneurial intention meaningless but dimin-

ishes its power. So the tendency to take risks: It does not fully assume the relationship between financial literacy and entrepreneurial intention, and the effect of financial literacy on entrepreneurial intention is not entirely through entrepreneurship self-efficacy. However, there is a situation that weakens the direct relationship. Therefore, the tendency to take risks: Partial mediator shows a variable property. The reason for this may be that risk-taking is a phenomenon that may arise as a result of the individual finding himself/herself sufficient in a subject. In this respect, it reduces the effect of only information by force, but cannot take it entirely.

On the other hand, when some variables were examined whether there was a significant effect on financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention, it was seen that gender did not have a significant effect on them ($p > 0.05$). In other words, women and men have similar literacy, entrepreneurial self-efficacy, risk-taking tendency and entrepreneurial intent.

According to age, financial literacy, entrepreneur self-efficacy, and entrepreneurial intention did not differ significantly ($p > 0.05$), while risk-taking tendency showed a significant difference ($p < 0.05$). Individuals between the ages of 31–36 have a lower risk-taking tendency than individuals in other age groups. Individuals aged 37 and over have a higher risk-taking tendency than the 31–36 age group, but there is no significant difference ($p > 0.05$). The participants' risk-taking tendencies between 18 and 30 are higher than the other age groups. They differ significantly from those between the ages of 31–36 at the lowest level ($p < 0.05$). The reason why the risk-taking tendency of the 18–30 age group is higher than the other groups; Because they are at the beginning of their professional lives, they may have little experience and consequently take risks without fully thinking about the consequences, or take more risks to build their future due to the lack of established business and family structures as other groups.

Individuals who received financial literacy training were found to have significantly higher financial literacy, entrepreneurial self-efficacy, and risk-taking tendency than those who did not ($p < 0.05$). This result showed that having education about financial literacy has an essential place in gaining self-efficacy and risk-taking tendency by knowing this subject. However, whether or not having financial literacy education significantly affects entrepreneurial intention ($p > 0.05$). The reason for this may be that 95% of the participants, which is almost all of them, stated that they are likely to start their own business when they are already in business life. Also, individuals who have received entrepreneurship training have significantly higher financial literacy, entrepreneurial self-efficacy, risk-taking tendency, and entrepreneurial intention than those who have not received this training ($p < 0.05$). This result revealed the importance of entrepreneurship education.

Within the scope of the research 11 hypotheses were created. In line with the study's findings, seven hypotheses were accepted, three hypotheses were partially accepted, and 1 hypothesis was rejected (Table 19).

Table 19. Status Information of Hypotheses

Hypotheses	Status
H1: Entrepreneurial self-efficacy has a positive and significant effect on entrepreneurial intention.	Acceptance
H2: Risk-taking tendency has a positive and significant effect on entrepreneurial intention.	Acceptance
H3: Financial literacy has a positive and significant impact on entrepreneurial self-efficacy.	Acceptance

Hypotheses	Status
H4: Financial literacy has a positive and significant effect on the risk-taking tendency.	Acceptance
H5: Financial literacy has a positive and significant impact on entrepreneurial intention.	Acceptance
H6: Entrepreneurial self-efficacy has a mediating role in the relationship between financial literacy and entrepreneurial intention.	Acceptance
H7: Risk-taking tendency has an intermediary role in the relationship between financial literacy and entrepreneurial intention.	Partially Accepted
H8: Financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention differ significantly by gender.	Rejection
H9: Financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention differ significantly by age.	Partially Accepted
H10: Financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention differ significantly according to receiving financial literacy training.	Partially Accepted
H11: Financial literacy, entrepreneur self-efficacy, risk-taking tendency and entrepreneurial intention differ significantly depending on getting entrepreneurship training.	Acceptance

Based on these results, it is possible to make the following recommendations:

- It should be ensured that more people benefit from financial literacy and entrepreneurship-related training and the education rates below 50% should be increased. Approximately 90% of the participants find their personality traits suitable for entrepreneurship and see entrepreneurship attractive. Those who see their knowledge and skills as sufficient remains at 79% and the rate of those who see their experiences as sufficient reveals this fact.
- In studies on promoting entrepreneurship, it should be considered that financial literacy, self-efficacy, risk-taking tendency and entrepreneurial intention are features that are in meaningfully supportive relationships . Supporting them individually or as a whole will make essential contributions to the increase of entrepreneurship and its spread to the society.
- Also, it should be considered that the entrepreneur's self-efficacy is the mediating variable and risk-taking tendency is a partial mediating variable in realizing the effect of financial literacy on entrepreneurial intention.
- The reasons why individuals under the age of 30 have a higher risk-taking tendency than other groups should be investigated, and studies should be conducted to increase the risk-taking tendency of individuals over the age of 30 based on these findings.

Making comparisons by making similar studies to this research on different samples will provide significant benefits.

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Acts of Planning in Administration: Towards Support for the Development of the Social Economy

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Abstract: **Background:** Public planning plays an increasingly important role as planning acts issued by the administration form the basis for the actions of public authorities, including determining the directions of legislative activity. Therefore, they are the subject of interest in the doctrine of public law.

Research objectives: The aim of this paper is to explore selected governmental development policy documents assessed from the point of view of social economy development in order to show both their complexity and the range of their subject matter. The issue of theoretical foundations of planning in administration and their scope was also taken into account.

Research design and methods: The research method used in the study is the legal-dogmatic method and the theoretical-legal method.

Results: Findings of the study expose that although in selected government strategic documents reference is made to social economy issues, due to the exclusively internal nature of planning acts and the overly general provisions of the analysed strategies, they can hardly provide a basis for coordinated action.

Conclusions: The study identifies a need for greater precision in the provisions so that they can become a basis for specific actions by the administration, including drafting of legislation.

Keywords: social economy, planning in administration, development policy, government strategies and programmes

JEL Codes: K190, K320, K400

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1. Introduction

The ability of the state to influence the behaviour of other actors derives from three premises: organisational or functional supremacy, proprietary powers and public-law powers of authority over third parties. Thus, the competence of public authorities is connected with the possibility of undertaking public planning, to which an increasingly important role is ascribed.

The step from public planning and government programmes of a non-binding character, in terms of shaping the rights and obligations of entities outside the administration, to the creation of universally-binding legal regulations – whether statutory or originating from public administration bodies, is a great one. The plans themselves may also be so vague that instead of specifying strategic goals and the methods of achieving them, they become little more than a diagnosis of the situation and an expression of political declarations.

Public planning – the content of the individual provisions, the objectives and tasks set for public bodies – is the externalization of public policy adopted by the legislator or the executive authorities. Even if it is a complicated and multi-stage intellectual process carried out in order to implement public policy, it will exist only if published in the form of an administrative planning act. Selected government documents issued as part of the execution of development policy will be assessed in this study from the point of view of support for the development of the social economy.

2. Material and methods

The aims of the research leading to this study were: first, to indicate the doctrinal basis for planning in administration, together with an indication of the normative basis for creating strategies and programmes, particularly in the field of support and development of the social economy. Then, an attempt was made to assess the content of these plans to determine how precise they are and to what extent they can constitute a real basis for programming and coherent actions by the administration. Finally, a review was conducted of the literature on the question of whether these plans are binding for parties outside the administration and to what extent they can provide a basis for legislative action, which is particularly important in the context of the actual effects of planning.

The research methods used in the paper are the legal-dogmatic method and the theoretical-legal method, applied especially to determine, for the needs of the argument, the content of the notions of public law. It means that, apart from the considerations in the field of administrative law, the doctrine of constitutional law and public economic law was also used.

A critical analysis was conducted of generally-binding law regulations defining the rules of administrative planning within the conception of conducting the policy of development. The explanation of concepts from the field of administrative law theory in the text of the publication was based on a review of the literature on the subject, which means that it was not possible, with the research method adopted, to indicate it in a separate fragment of the text. However, of particular importance for the content of the publication specified in its title was the analysis of selected planning documents in terms of their inclusion of social economy development issues.

3. Results and Discussion

3.1. *Administration as a future-oriented activity*

The goals and tasks of administration, which have changed over time, are reflected in its definitions. German science at the beginning of the 20th century included several features of administration, such as: the realisation of the state's goal in a concrete case, the shaping of society within the framework of laws, the use of authoritative means and the application of law in the area beyond civil and criminal disputes (Maurer, 2004, p. 23). The prominent Polish theorist of administrative law, Jerzy Stefan Langrod, during the Second World War defined the essence of administration as "the organisation of administrators" (Langrod, 2000, pp. 201–202), emphasizing its systemic aspect. As far back as the 1950s, however, François Franciszek Longchamps de Bérier pointed to the contemporary features of administration. He wrote that administration is a social phenomenon characterised by initiative and future-oriented activity (Longchamps de Bérier, 1958, p. 21). Contemporary definitions place emphasis on an object-oriented

understanding of administration, a new element of which is an emphasis on the notion of the common good as a feature of contemporary administration (Niewiadomski, 2010, p. 15). It is noted in the literature that the realisation of the common good has a permanent, systematic and future-oriented character. It is emphasised that administration is always active and looks towards the future with its actions, realising the administrative policy consisting of creative, to a certain extent of freedom, execution of laws. Action "towards the future" is indicated as one of the main features of administration (Lipowicz, 2013, pp. 29–30). Administrative planning acts taking the form of strategies, plans and programmes are to serve this purpose.

In the contemporary view of administrative functions and its tasks, administration manages current affairs, undertakes regulatory and interventional activities in its sphere of activity defined by law (with the Constitution at the forefront), performs tasks in the field of order and safety, development and maintenance of social and technical infrastructure, but also operates in the field of improvement of the living standards of its citizens and the protection of their welfare. Being future-oriented, administration influences the economy, acts to improve the quality of life of citizens, to eliminate social differences, to prevent exclusion, while simultaneously ensuring protection of the natural environment, i.e., pursuing a goal which can be defined as caring for economic growth with the broader perspective of the principle of sustainable development. Therefore, the state, acting here and now, should undertake activity taking into account social and economic results in a longer time perspective.

3.2. Planning in administration

The doctrine stresses that planning has become an element of rational action of public administration, a prerequisite for the effective performance of its tasks (Wlaźlak, 2009, p. 7), and the presence of plans, strategies and programmes in modern administration results from the importance attributed to the managerial function of administration and the desire to make more rational, coherent strategic decisions (Duniewska et. al., p. 143). On the other hand, it is noted that, as a legal category, planning in administration is a new phenomenon and is often identified with the recycling of concepts inherent in economic sciences to modern administration (Kijowski, 2013, p. 264).

Planning itself does not create a state doctrine, nor does it replace policy (it does not set objectives), but what it does do is serve to develop it and present methods of achieving it, options, barriers, and other conditions for its implementation, and planning acts may be treated as tools of this policy. Moreover, transforming the findings of the policy, including the planning (programming) arrangements, into concrete instruments of public management, not just regulatory but also legal and financial, is another issue (Izdebski, Kulesza, 2004, p. 124). It may also happen that plans and programmes are not implemented in the form of externally-binding legal norms or there may even be a contradiction between political declarations, framed in the form of an "adopted" programme, and legal reality. The content of political declarations in the form of government programmes and the content of legal norms concerning the development of the social economy will be analysed later in this paper.

3.3. Statutory principles for conducting development policy

Among administrative planning acts, the analysis should primarily focus on strategies referred to in the Act of 6 December 2006 on the principles of development policy, which allows the normative scope of the concept of development policy, the principles of its conduct and the entities conducting it to be defined.

Pursuant to the contents of Article 2, development policy is understood as a set of inter-related measures undertaken and implemented to ensure a permanent and sustainable development of the country, social, economic, regional and spatial cohesion, improvement of the competitiveness of the economy and creation of new jobs on a national, regional or local scale. This statutory definition is referred to as a definition *sensu stricto* in order to distinguish it from the broad definition of development policy, according to which it is an organised, institutional and multifaceted activity aimed at improving the condition and functioning of certain sectors of the economy, the environment, social life or culture, thus encompassing all activities undertaken for the development of some fields or sectors (Jaśkiewicz, 2013, point A1).

Pursuant to Article 4 of the Act on the principles of conducting development policy, it is conducted on the basis of development strategies, programmes and programme documents as well as public policies, and it may also be conducted on the basis of the legal and financial instruments specified in separate regulations. As Jacek Jaśkiewicz points out, those documents should be regarded as planning acts addressed to the entities responsible for the implementation of the development policy, specifying the planned and executive tasks and objectives of those entities' activities with regard to particular sectors and areas and the time perspective specified within those documents.

The Act on the rules of conducting the development policy defines the main planning documents falling within the scope of the term "development strategy" which include mid-term country development strategy, other development strategies, voivodeship development strategy, commune development strategy and supra-local development strategies. Until the provisions of the Act of 15 July 2020 amending the Act on the principles of development policy and certain other acts came into force on 13 February 2020, a long-term country development strategy, a document defining the main objectives, challenges and directions of social and economic development of the country, taking into account the principle of sustainable development, covering a period of at least 15 years, was also classified as a development strategy. The aforementioned amendment to the Act, in place of a long-term strategy, introduced the "national development concept", which is a document defining the development challenges of the country in the social, economic and spatial dimension for a period of up to 30 years. What is more, an extension of the planning period is also observed regarding the medium-term strategy, which, until the above amendment, used to be a programme valid for 4 to 10 years but is now drawn up for a period of 10 to 15 years. Therefore, one can observe a tendency to lengthen the administrative planning period, which should be seen as an extremely positive development.

Apart from the extension of the design period, the requirement to specify in detail the assumptions of the medium-term strategy should also be positively evaluated. At present the strategy is a document defining the basic conditions, objectives and directions of the country's development in the social, economic and spatial dimension for a period of 10–15 years, but also a document defining detailed activities for a period of four years, which is particularly crucial. The medium-term strategy should be implemented by "other strategies", voivodeship development strategies and programmes related to the spending of EU funds.

The concept of the country's development, introduced into the legal order by the amendment of the Act on the principles of development policy, is currently at the creation stage and has not yet taken a form that can be subject to analysis. Pursuant to Article 22 of the Act of 15 July 2020 amending the Act on the principles of development policy, the Council of Ministers adopts the Concept of National Development within two years from the date of its entry

into force, i.e. by 13 November 2022. Additionally, pursuant to Article 23 of the above-mentioned amending Act, the medium-term country development strategy in force on the date of the amendment of the Act – and the consequent change of the conditions that this document must meet – becomes a medium-term strategy within the meaning of the amended Act, i.e., it becomes a “new” strategy.

The medium-term strategy is a document which influences the administration to a greater extent than the previous long-term strategy and the current concept of the country’s development. It also reflects the principle of a two-phase strategic planning more fully – as a planning act, it is oriented to a greater extent towards the implementation of the defined priorities and objectives, especially after amendment. The competence to prepare the project rests with the minister responsible for regional development, in cooperation with the other relevant ministers, and it is adopted by the Council of Ministers by way of a resolution. The document is currently the “Strategy for Responsible Development until 2020 (with an outlook until 2030)” adopted by Resolution No. 8 of the Council of Ministers of 14 February 2017. The previously adopted medium-term strategy – Strategy for National Development 2020, adopted by way of Resolution No. 157 of the Council of Ministers of 25 September 2012 – was overrode by the aforementioned Resolution No. 8 of the Council of Ministers of 2017.

The above-mentioned principle of maintaining in force the strategies issued under the Act in the wording prior to the amendment of 15 July 2020 also applies to sectoral and regional strategies, i.e., “other strategies” within the meaning of Article 9(3) of the Act on the principles of development policy. This category of documents, which at the same time serve the implementation of the Strategy for Responsible Development, includes: Productivity Strategy 2030, Human Capital Development Strategy 2030, Social Capital Development Strategy (Cooperation, Culture, Creativity) 2030, Efficient and Modern State Strategy 2030, National Regional Development Strategy 2030, Strategy for Sustainable Rural, Agricultural and Fisheries Development 2030, Strategy for Sustainable Transport Development until 2030, Energy Policy of Poland until 2040, Ecological Policy of the State 2030 – development strategy in the area of environment and water management.

3.4. Development of social economy in selected acts of development policy

Due to the limited framework of the present study, only development strategies will be analysed in the scope of social economy support – the medium-term national development strategy and the strategy falling within the concept of “other development strategies” referred to in Article 9(3) of the Act on the Principles of Development Policy – Social Capital Development Strategy.

Turning to the review of the provisions of the Strategy for Responsible Development, it should first be noted that the document is highly general and, in the author’s opinion, fails to meet the requirements of two-phase planning. Although it indicates the main objectives and directions of development, the definition of the planned actions is only superficial, without going into any detail. Of course, it should be borne in mind that until the amendment of the Act on the principles of development policy, which came into force on 13 November 2020, this type of document was not supposed to indicate “detailed actions” or be implemented by other strategies and programmes.

For example, in the scope of description of the main areas of concentration of measures within Specific Objective I – “Sustainable economic growth based more and more on knowledge, data and organisational excellence”, among the directions of intervention until 2020,

“Support for social and solidarity (cooperative) economy entities – preparation of legal solutions facilitating their current operation” was mentioned (p. 109). However, no specific areas of desirable legislative actions or legal barriers hampering the development of the social economy, which should be rectified, were indicated. Similarly, in the scope of improving access to services, including social and health services, one of the measures to be taken by 2020 is “Including citizens and social economy entities (including NGOs) in the delivery of social services” (p. 162) or “Including citizens and social economy entities (including NGOs) in the delivery of social services” (p. 162), or in the field of support for groups at risk of poverty or exclusion, one of the planned measures referred to is the initiation of legislative work related to the preparation of a draft law comprehensively regulating the sphere of the social economy. Although issues related to the broadly-understood social economy are mentioned over a dozen times in the document, each time the description of the situation and the planned measures are very imprecise and cover obvious social needs and measures which would be expected in any democratic state, rather than the results of planning processes in the administration – which, after all, has detailed data at its disposal and is expected to make use of that to take concrete measures for the realisation of the common good.

In view of the above, it needs to be established whether the ‘other strategies’, which are intended to add details to the medium-term strategy, are more precise and constitute a genuine planning tool.

One of the basic documents implementing the Strategy for Responsible Development is the “Social Capital Development Strategy (Cooperation, Culture, Creativity) 2030” adopted by way of Resolution No. 155 of the Council of Ministers of 27 October 2020. By indicating in the above resolution, the minister responsible for coordinating and supervising the implementation of the strategy demonstrates the material scope of this document. The minister mentioned is responsible for culture and national heritage protection.

Apart from the diagnosis and characteristics of selected aspects of social capital in Poland, the document outlines three main thematic areas: 1) Interaction – civic society, 2) Culture – civic identity and attitudes, 3) Creativity – cultural and creative potential. In addition, three specific objectives are defined in the document: 1. to increase the involvement of citizens in public life, 2. to strengthen the role of culture in building identity and civic attitudes, 3. to strengthen the socio-economic development of the country through the cultural and creative sectors.

What is particularly noteworthy in the write-up of the thematic areas (covering more than 50 pages of a 115-page document), the individual subsections constitute a diagnosis of the current state, mainly deficits and problems. However, the methods of solving them are not indicated. For example, in terms of thematic area 1 – “Cooperation”, there is a chapter entitled “The need for fuller exploitation of the potential of social and solidarity-based economy”, but it contains nothing more than statistical data and information about the current economic state. The following sentences, which should be quoted here, are significant as they reflect the nature of the entire document: “The social economy is still a new phenomenon in Polish social and economic life, with a relatively low level of awareness and barely known to the average citizen, decision-maker or entrepreneur. (...) These deficiencies in knowledge and awareness hinder further development of the social economy, which also requires numerous skills – both professional and social, not only among people involved in creating social enterprises, but also among the general public or local decision makers”.

The declared objectives, directions of intervention and implementation tools constitute the next part of the document. Point 1.2.4. entitled “Supporting the development of social and

solidarity-based economy" refers to the issue of the social economy. It states, among other things, that it is necessary to plan a comprehensive catalogue of public administration tasks in this scope – referring to the next document entitled "National Programme for Social Economy Development until 2023. Economy of Social Solidarity", which is discussed below. The activities planned in the strategy are limited to building a positive brand of the social economy and closer to educational activities, consisting of the creation of a postgraduate programme of managerial studies in the field of social enterprise management, as well as an unspecified programme for promoting entrepreneurship among children and young people. It seems clear that far more should be expected from a government document that is intended as a strategy than merely lamenting the poor state of social awareness and pointing to solutions to the problem through unambitious educational activities.

The last document analysed is the "National Programme for the Development of the Social Economy until 2023. Social Solidarity Economy" issued in the implementation of the Strategy for Responsible Development and the Strategy for Social Capital Development. It was adopted by Resolution No. 164 of the Council of Ministers of 12 August 2014, i.e., even before the adoption of the Strategy for Responsible Development (which took place in 2017) and was amended by Resolution No. 11 of the Council of Ministers of 31 January 2019, amending the resolution on the adoption of the programme entitled "National Programme for the Development of the Social Economy".

From the formal point of view, it constitutes a development programme within the meaning of the Act on the principles of development policy, as opposed to the above-mentioned strategies. Pursuant to Article 15 (1) of the Act on the principles of development policy, the development programme is a document of an operational nature established to implement the development strategy, specifying measures to be carried out in accordance with the established programme implementation system and financial plan. The National Programme for Social Economy Development sets out key challenges for the development of the social economy until 2030, including deepening cooperation of the social economy sector with the cooperative sector, strengthening of links between social economy entities and social assistance institutions, especially in the scope of active integration, development of the social economy in the area of the circular economy, supporting activity of social economy entities in new development areas (e.g. renewable energy).

Similar to the documents discussed earlier, the National Programme is a voluminous paper, covering about 100 pages. It is of a descriptive nature, constructed in a manner uncharacteristic for normative acts, presenting the situation of specific social groups, statistical data and economic information. The programme defines the long-term strategic objective (The social and solidarity-based economy will become an important instrument of active social policy, support for social and local development), the main objective and four specific objectives (e.g., "1. Supporting sustainable partnership of social and solidarity-based economy entities with local self-government in delivering social services of public interest and public tasks for local development").

In the National Programme, a more precise diagnosis was made and specific actions to be taken were presented, e.g., which laws should be amended, what the assumptions of newly created normative acts should be. The range of potential actions is extremely broad and covers various spheres of social and economic activity. Some of the points are specific – they list the planned mechanisms of financial support along with the definition of conditions to be met – unfortunately, in most cases they are limited to statements such as "Support will also be

provided for voluntary work, internships and work placements in social and solidarity economy entities". A positive evaluation should be given to the determination of the sources of financing of the planned measures, with an indication of specific Operational Programmes under European Union funds and the estimated amount of national funds from specific sources. The programme is therefore far more concrete than others and can act as the basis for the creation of specific actions under the consistent state policy

3.5. Formal and actual validity of administrative planning acts

In a situation when a planning act takes the form of internal law – as is the case in the discussed issue of supporting the development of the social economy – it will be addressed exclusively to organisational units subordinate to the body that issued the act. Creation by the administration of universally-binding norms without legal basis or attempts to bind entities outside the administration with norms of internal character is unacceptable. Inclusion in the system of universally-binding law sources of internal law, created by governmental administration organs, cannot be accepted in a contemporary state of law, either as a form of administration activity resulting from some general administrative competence, or as a form of administration activity resulting from the nature of administrative activity itself (Błaś, 2001, p. 49).

The open catalogue of internal acts, on the basis of article 93 of the Constitution, as well as the authorisation of other administrative bodies to issue them, does not affect their legal nature, i.e., the lack of possibility to determine on the basis of internal acts the rights and obligations of entities not located within the administration. This has been explicitly confirmed by the Constitutional Tribunal (TK), in whose opinion inclusion in an internal act of universally-binding norms is inconsistent with the Constitution (TK verdict of 12 December 2011, P 1/11). At the same time, it is argued in the literature on the subject that they indirectly affect the legal situation of citizens. As Irena Lipowicz writes, a synthesis of the theoretical and practical difficulties posed by the internal sphere became the formula that they are "non-normative acts which are legal in essence", which – as estimated in the literature – constituted up to 80% of the actually binding norms (Lipowicz, 2013, p. 33).

An issue to which particular attention should be paid in the context of the principles of conducting development policy analysed below is the validity of internal acts, in particular their susceptibility to political change. As indicated above, they cannot contain universally-binding norms, but their addressees are the organisational units subordinated to the issuer of the act and the employees of these units (Ochendowski, 2013, p. 125). Regarding the planning acts analysed below in the form of the country development strategy, adopted by resolution by the Council of Ministers, it should be noted that, due to the hierarchical structure of government administration, they potentially apply to all government administrative bodies and all its employees (officials). At the same time, a long programming period should be set against the changeability of directions and detailed objectives of the state resulting from the tenure of parliament and changes in the composition of the Council of Ministers. It is a fact that strategic planning is politically conditioned and, consequently, it is inevitable that planning acts will be modified in the event of a change of government, or a revision of the assumptions adopted by it – a modification consisting of the adoption of new plans, programmes or strategies. This susceptibility to political change applies to a varying degree to all planning acts in the internal sphere, but essentially to strategic planning acts adopted at the level of the Council of Ministers or its individual members. One needs simply to note the adoption, regardless of their legal

basis, of various strategic design or planning acts by successive governments of varying political parties from 1989 to the present day.

To conclude the argument, attention should also be drawn to the issue of the validity of internal planning acts when ministers issue regulations implementing laws. When issuing generally-binding acts in the form of a regulation implementing a statute, the administrative authority is directly bound by the content of the provision of the act which authorises the issuance of the act, and indirectly by the entire system of overriding generally-binding norms. However, it is not legally obliged to implement the provisions of internal planning acts, unless such an obligation arises directly from the content of the statutory mandate.

A contradiction between a normative act issued by an administrative body and the content of internal planning acts may give rise, first and foremost, to political liability, but with the possibility of taking action, as provided for by law, to remove such an act from the legal order. Political responsibility in the broad sense of the term includes the possibility of the Council of Ministers, at the motion of the Prime Minister, repealing a regulation or order issued by a minister. The conditions for derogation of the act are not only legal, but also political and pragmatic, e.g., inconsistency with government policy. According to some representatives of the doctrine of constitutional law, in the situation of derogation of a minister's act by the government at the request of the Prime Minister, due to the illegality of the act or its inconsistency with government policy, the exclusion of such a minister from the composition of the Council of Ministers should follow (Dudek, 2016, p. 787). However, it should be stressed that the derogatory sanction is optional on the part of both the Prime Minister and the Council of Ministers, which significantly weakens its legal character and brings it closer to a political decision (Wiącek, 2016, p. 68).

4. Conclusions

The literature also notes the complex arrangements of relationships between planning acts – the obligation of some plans to take into account the provisions of others, drawn up by other entities, their occurrence in a group of their counterparts (Duniewska et al., 2005, p. 143). These dependencies are particularly clear in the case of the above strategies and the programme implementing them. The diversity also relates to the different modes of adoption, including with the participation of other entities, and consequently to the degree to which they are effective, i.e. functioning in the external or only internal sphere of administration.

The impact of a "binding" strategic planning act (such as the medium-term national development strategy or other acts analysed in this paper) on the establishment of generally-binding norms is political in nature, but not formal or legal. The plans, specifying the assumptions of economic policy and indicating the desired future solutions, in many cases require implementation in the form of generally-binding normative acts in order to be effective. The creation of tax incentives or the determination of the amount of expenditure from the state budget for specific purposes remain within the competence of the legislature. The Parliament is not bound by strategic planning acts.

The permanence of these documents is illusory and they do not outline policy directions, but rather constitute its manifestation or description. A change in the objectives of social and economic development policy and the mechanisms of their implementation, for whatever reason, leads to the nullification of earlier plans and the repeal, or at least non-application in

the practice of administration, of planning acts that do not fit in with the new assumptions of public planning policy.

Having analysed the Strategy for Responsible Growth and the Social Capital Development Strategy, it should be concluded that the greatest shortcoming in creating government strategies is their superficial character resulting from the excessive generality of their provisions. Apparent planning is based on overly-extensive descriptions of the diagnosis, which are generally descriptions of the actual situation, with planning limited to indicating a number of postulates and desired actions, without specifying actual means of implementation. In this context, the analysed operational and implementation programme (National Programme for the Development of the Social Economy) should be assessed in a more favourable light, as it at least partly defines the necessary administrative measures, legislative initiatives and financing sources.

Planning acts to a limited extent shape the legal situation of entities external to the administration. It is virtually impossible to classify these strategies as acts containing universally-binding provisions; indeed, they do not in fact contain any behavioural norms that could constitute the basis – even factual – for actions by public administration bodies. Therefore, the legal impact of these plans, declared at the normative level, is less significant than could be inferred from the statutory provisions. Such a claim is based on the analysis of their substantive content – principally, excessive generality of the provisions, validity in the internal sphere, but also susceptibility to political change.

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Rebuild Trust or Stigmatize Unfair Practices: How Can Consumer Protection Institutions Shape Pro-social Attitudes of Banks

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Abstract: **Background:** One of the problems visible on the financial market is the crisis of social trust institutions. Consumers of financial services should be protected, but inadequate protection has negative consequences for consumers themselves, but also for the functioning and stability of the market.

Research objectives: The aim of the study was to examine whether by analysing consumer decision-making mechanisms, a path towards improving mutual trust between consumers and financial service providers can be identified.

Research design and methods: Based on the data obtained in the CAWI survey, an analysis of social preferences and protection of consumers of financial services (in the light of Ajzen's Theory of Planned Behaviour) was carried out on a group of 200 respondents.

Results: Social norms are the main determinant of consumer behaviour in the financial market, and therefore consumer norms need to be changed. Social norms can be changed by attitudes, but the process is long and requires the efforts of all market participants. Although the road to rebuilding trust by changing social norms seems long, the direction looks right.

Conclusions: Institutional protection (understood both as requirements for banks and consumer financial education and rights) is not sufficient to ensure effective protection of consumers of financial services. An important pillar of this protection is also trust between consumers and financial institutions. This trust should be built on both sides and linked to a change in acceptable social norms.

Keywords: financial institutions, confidence, social trust, social norms, Ajzen's Theory of Planned Behaviour

JEL Codes: G21, G41, I22

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1. Introduction

The crisis of social trust institutions has become one of the most important prerequisites for state intervention in relations between participants in the financial services market. A particular manifestation of this interference is the creation of regulations and expansion of the powers of authorities aimed at protecting the interests of consumers. Consumers are widely considered as significantly weaker than service providers in terms of competence, resources, access to funding and legal representation. Service providers, particularly banks and insurance com-

panies, which are regarded as social trust institutions, are often perceived as predatory and profit-seeking entities, that use their privileged position with clients to charge high margins and transfer unwanted risks to customers. This negative image has been significantly influenced by offering to retail clients' products that appear to be very profitable, but as a result of changes in the markets, generate losses for the clients or lead to a significant cost increase. The best-known examples are unit linked contracts (policies with the insurance capital fund – often incorrectly referred with the term 'savings insurance policies'), and long-term (housing) loans indexed to foreign currencies.

The widespread consensus is that consumers of financial services should be protected, but inadequate protection has negative consequences for consumers themselves, but also for the performance and stability of the market. Regulations and actions taken by the responsible authorities should not aim to remove the responsibility of consumers for the consequences of their decisions. This would lead to moral hazard and provide an incentive for consumers to purchase high-risk services in the belief that they will not suffer the consequences of their wrong decisions. It could be argued that this would also exacerbate a crisis of confidence, as both parties to the transaction were committing it in bad faith. Public opinion expects consumer protection institutions to stigmatise financial service providers who engage in practices designed to generate higher returns by selling to inadequately informed customers products with significant risks or undisclosed costs. However, such actions cannot be considered as satisfactory. We cannot indulge in bad practices, but the authorities' actions should not contribute to destroying trust between market participants, adversely affecting consumer safety. It should also be highlighted that a consumer supported by authorities with strong powers will not become a professional market participant and mutual trust between both parties is also an important pillar of consumer protection.

The aim of the study was to examine whether by analysing consumer decision-making mechanisms, a path towards improving mutual trust between consumers and financial service providers can be identified. The authors argue that the right path is to change social norms: returning to traditional, socially acceptable values, building positive experiences in cooperation based on trust and full information, as well as building an image of reliable and trustworthy by financial institutions. To justify this thesis, the authors used the results of a study on the mechanisms (identification of determinants) of making decisions by consumers purchasing financial services.

The paper is structured as follows: section 2 contains a literature review about a social trust, the problems faced by consumers when purchasing financial services, the importance of trust in the relationship between the customer and the financial institution (service provider), section 3 presents the results of the survey (CAWI), section 4 contains the interpretation of the results and section 5 conclusions.

2. Literature review

2.1. Social trust

The available literature on consumer behaviour in the financial services market emphasizes that consumers tend to make the wrong financial choices by incurring too much debt, misunderstanding investment risk and choosing financial products that do not meet their needs. However, it is only in the last 20 years that a formal economic theory has been developed

that allows to describe the patterns of these behaviours and integrate them into the field and behavioural finance (Campbell et al., 2011; Campbell, 2016; Badarinza et al., 2016).

In the course of the deliberations, it is necessary to clarify what social trust is – according to the research of Earle and Cvetkovich (1995), it is “a simplifying strategy that allows individuals to adapt to a complex social environment and thus take advantage of a wider pool of opportunities”. The adopted research perspective appears in the publications of many authors, who first of all wanted to emphasize the expectation regarding the actions of other people. F. Fukuyama (1997) additionally underlined faith in good intentions – “trust is a mechanism based on the assumption that other members of a given community are characterized by honest and cooperative behaviour based on professed norms”, similar to Głuszek (2002) – “belief that neither party will take advantage of the other’s weakness or as a result of sanctions discouraging opportunistic behaviour”.

Another research approach important for our considerations is the one that takes into account R. Inglehart’s (1999) paradigmatic value of social trust: “an informal norm that reduces the costs of economic transactions and creates oversight of contracting, dispute resolution and enforcement of formal agreements”.

Next important research perspective is social capital, the main component of which, according to the approach of many authors, is social trust. According to Putnam (2000), “trust in society directly affects the cooperation between members of the society, and in the opinion of Poggi (1979) it is also a factor determining its durability”.

The concept of social trust can be considered from two research perspectives (Uslander, 2008). First: as an indivisible whole, that is “socially acquired and confirmed expectations that people have towards each other, towards the institutions and organizations in which they live, and towards the moral rules of social existence that determine the basic principles of their lives (Inglehart, 1999). Secondly: from the perspective of individuals, as “the accurate prediction other people’s actions that affect an individual’s behaviour when a choice of conduct must be made before the actions of others can be observed”. In the literature, different classifications of social trust can also be found, for example distinguishing:

- Strategic trust, based on knowledge and providing a platform for predicting the behaviour of another person,
- Normative trust, that is, a moral attitude that arises in the process of socialization and assumes cooperation between individuals.

Summarizing the above considerations, it can be said that social trust can be described as “generalized trust shown to other people” (Putnam, 2000), constituting “a kind of resource, capital that is activated in the constant ‘gambling’ of contacts with other people” (Sztompka, 2002). This position seems all the more justified as the article focuses on the approach treating trust as an individual value, related to the experience and personality of each consumer (Świeszczak, 2020). Trust is based on certain norms, principles and ethical values (Walczak-Duraj, 2015).

Trust can be analysed on three levels: micro, mezzo and macro. The first level concerns the creation of interpersonal bonds, which are the basis for building organizational structures that are necessary for the entire society. Thus, it can be said that the microstructural level of trust is important from the social and economic point of view, as it allows for the creation of the basic principles of society (Putnam, 2000).

The mezzo level concerns the interpersonal cooperation within groups and organizations for the implementation of exchange transactions. Trust in the mezzo-structured space is important for the entire economy, but also for the realization of social interests (Coleman, 1988).

The macrostructural level concerns the social and political environment as well as institutionally formalized links and structures. In this view, trust influences the proper functioning of the political system, legal norms, the judiciary system as well as civic and political powers (North, 1990).

In finance, one can find an approach that treats banks as public trust institutions (e.g., Walti, 2012; Marcel, 2021), which stems from the recognition of financial stability as a public good. However, the authors prefer the term social trust because of the role of members of the public in creating relationships between consumers and financial institutions and building trust within those relationships. The relationship between banks and their clients is based on mutual trust. Banks trust that borrowers will repay their obligations and depositors trust that their savings will be returned to them after the period of their placement (Szambelańczyk, 2009). The activities of banks can therefore not only be seen in commercial terms, but also in terms of their social responsibility, resulting, inter alia, from their access to customers' resources, but also to their confidential data. Importantly, this status of banks as social trust institutions is confirmed by other actors in the financial services market – regulators, supervisory authorities, and public institutions. In this context, we should talk about relationship banking, based on building a sense of mutual trust and long-term cooperation (Dziawgo, 2009). The pursuit of such a model is particularly important after the recent crisis of trust, when numerous concerns were raised as to whether banks still deserve the status of social trust institutions. These considerations arise from certain irregularities and abuses in the financial market, which have significantly eroded consumer trust in banks and, as it were, changed their role from a social trust institution to a common service provider.

As early as during the global financial crisis of 2008–2012, researchers pointed to a progressive decline in trust in financial institutions. Sapienza and Zingales (2012) pointed out that trust in banks fell sharply in countries that were hit hard by the crisis. In turn, Mudd et al. (2010) as well as Malmendier and Nagel (2011) studied the impact of losses suffered in the banking crisis on decision-making and risk preferences. Fungáčová et al. (2019a, 2019b) showed that surviving a banking crisis reduced trust in banks, especially in more mature individuals, and the loss of trust was long-lasting.

2.2. Consumer on financial market

In our work we used the definition of a consumer provided by Bodył-Szymała (2005) and Marcinkowska (2011). Defining consumer as any entity that establishes a legal relationship outside the scope of its business activity with another entity and does not have sufficient knowledge, experience, and skills to properly evaluate financial products offered to them by service providers. In practice, this means that the term 'consumer' is interpreted as an individual or household.

Consumers are very important participants in the financial services market, generating high demand for its products and services. The demand for these services is driven by the need to manage their financial matters, both current and future. This includes the safe storage and investment of savings, the ability to finance major purchases, to make and receive payments, as well as the opportunity to insure against certain risks and to create one's own pension plan.

The vast majority of financial institutions offer products targeted at this customer sector. The contracts concluded by these entities with consumers (retail clients) are usually adhesive in nature. The agreement is reduced to the consumer acceptance of the terms of the contract prepared and presented by the financial institution, most often without the possibility to negotiate its terms (Kiciński, 2020). In the financial services market, consumers are perceived as unprofessional customers with limited knowledge and skills and their decisions to purchase a service are often influenced by emotions or irrational incentives (Lusardi & Mitchell, 2011; Campbell et al., 2011; Lane, 2017). Financial decisions often require consumers, for example, to assess risk and consider trade-offs between short-term and long-term perspectives. Research in this area indicates that among the population in general, the level of financial literacy, the ability to assess the consequences of such decisions is low (Lusardi & Mitchell, 2011; Lusardi & Tufano, 2009). Decisions to purchase certain products may be made by consumers only rarely (sometimes once in a lifetime) and the negative consequences of inappropriate choices can be very serious and long-term.

Researchers in behavioural finance point out that consumers are subject to behavioural biases when making decisions. In addition to rational considerations as well as incentives and emotions, consumers' decisions are influenced by lived experiences, attitudes towards certain behaviours and accepted norms (own and social). Some authors emphasize that consumers may exhibit present-oriented behaviour that leads them to overestimate today's benefits against future ones, which may be interpreted as insufficient self-control (Loewenstein et al., 2003; Gabaix & Laibson, 2006). Consumers' decisions may also be influenced by excessive loyalty to certain services or their providers, limiting incentives to change. Such consumers tend to accept default options in financial contracts, even when switching to the other one would bring obvious benefits (Madrian & Shea, 2001; Carroll et al., 2009; Benartzi & Thaler, 2001), on the other hand, studying the behaviour of individual investors, noted that they also tend to use naïve investment strategies instead of identifying more appropriate opportunities. Heidhues and Kőszegi (2010) pointed out that consumers have an asymmetric approach to gains and losses, that is they are more concerned with potential losses than with achieving equivalent gains.

To recapitulate these considerations, it must be said that consumers do not always act in their own best interests when making financial decisions. It seems that irrational consumer behaviour can be exacerbated by prejudices against certain products, providers, or concepts. In this context, measures taken by consumer protection authorities are of crucial importance. By stigmatizing certain concepts and names (including services or their providers), they can increase the difficulty for consumers to make the right decision.

2.3. Importance of mutual trust

When considering trust, it is very important to understand its role in cooperation between consumers – one could even say that it is the foundation of social capital and contributes to social welfare. In the literature, social capital is described as “the invisible hand of the market”, directing people's behaviour. Taking into account that most people are primarily driven by their own interests, it should be noted that it is social capital that, with such human motivation, leads to the prevention of disputes and conflicts and, more generally, of social instability. Therefore, it can be said that trust is important for building interpersonal relations and cooperation between them, and from the perspective of a cultural norm, it also influences the culture of trust that determines the conditions of these transactions (Matysiak, 1999).

Social trust is essential for the functioning of both individuals and communities, and in a broader context for the organization of social life as well as the level of social and economic development. The levels of social trust are shown in Figure 1.

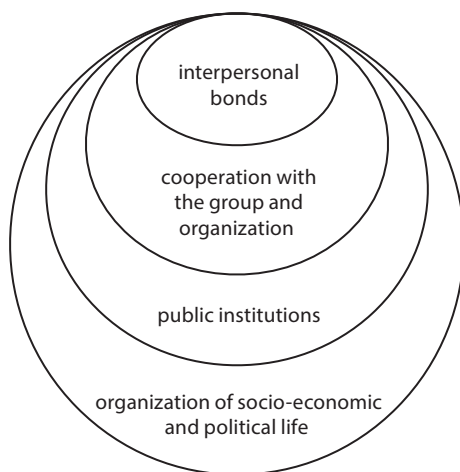


Figure 1. The levels of social trust

Source: own development.

Banks, as financial intermediaries, play a special role in the financial system¹ as they organize the course of transactions involving financial instruments and bear part of the risk. Due to this special role, it is very important to ensure the protection of trust in the banking sector, that is, in fact, building customer confidence in financial institutions (Zdanowicz, 2007). Banks are financed to a large extent by funds from depositors, and, on the other hand, redistribute them by lending for a fixed period at a certain price, which means that they have to take into account not only their own interest but also (or rather above all) the interest of society (Góral, 1998).

It should be remembered that banks operate similarly to other service companies, that is to achieve satisfactory financial results (Janiak, 2000). There are discussions in the literature whether profit should be the most important goal of action for banks, or a broader perspective should consider, such as taking into account sustainable development and ethical principles (Gałkowski, 2002). Thus, it is necessary to find a compromise between the economic efficiency of financial institutions and the security of clients (stability, ethical standards, trust, etc.). Profit-making is important to the survival of banks in the marketplace, but achieving this goal is highly dependent on customer confidence.

The banking system should operate efficiently, but also honestly and stably. Importantly, efficiency depends on whether customers trust financial institutions but, on the other hand, the system needs to be efficient so that it can conduct its business in a fair and stable manner. Other factors affecting stability can also be noted: the efficiency and universality of the bank clearing system, the effectiveness of supervisory measures, optimization of costs and

¹ The financial system is a broader concept than the banking system, as it covers all financial institutions, not only institutions related to the operation of banks. On the other hand, the banking sector is a narrower concept than the banking system, as it covers only banks.

revenues, involvement of financial institutions in the allocation of free capital, fair competition between banks, financial education of their clients and prevention of conflicts of interest (Flejterski, 2009).

2.4. The crisis of trust in the financial services market

The financial crisis that began in the United States in 2008 and then spread to Europe has significantly changed the perception of banks as institutions of social trust. The public's doubts concern the foundations of the banking sector, as the role of banks and supervisory institutions as guardians of the security of the entire system is being questioned (Czarnota, 2014). The most important consequence of this crisis, but also of many events that followed, was a widespread loss of trust in banks (Knight Commission on Trust, Media and Democracy, 2019).

It seems that banks (and other financial service providers) are no longer perceived by customers primarily as safe places to secure their savings, obtain credit on fair terms and as advisors to whom customers can go when they need to talk about private financial issues. On the contrary, they are often perceived as entities that impose high fees, restrict access to credit and sell toxic products to their clients, that should be considered a major dysfunction in the financial services market.

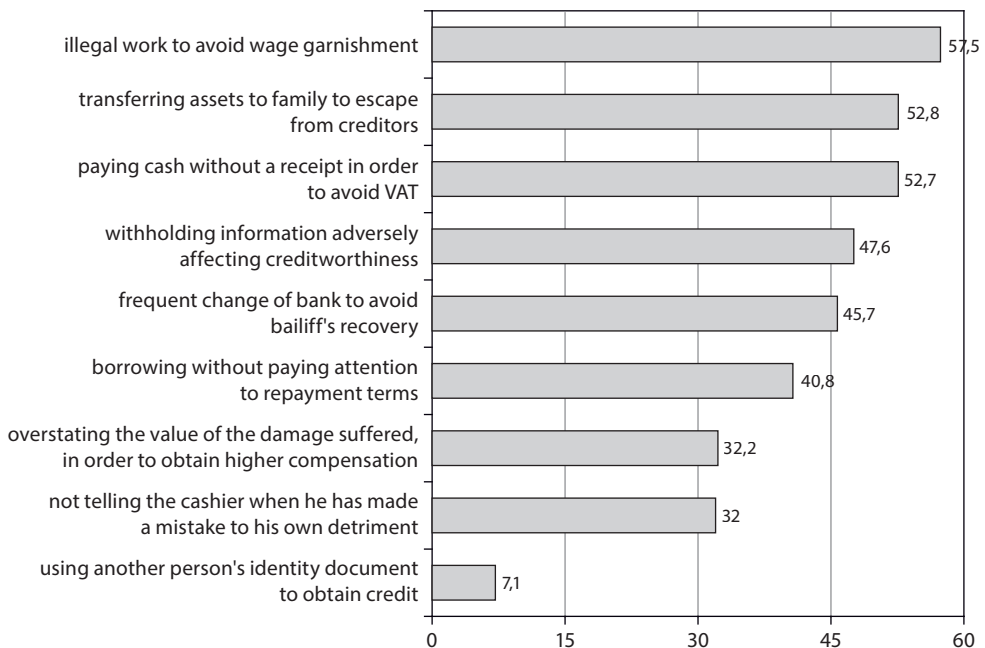


Figure 2. Map of consumers' moral permissiveness in the financial sphere

Source: (Lewicka-Strzańska, 2019).

It is worrying that the scale of misconduct in financial institutions is growing. This is indicated by the results of the report "Financial market malpractices 2019", prepared by Ernst & Young and the Association of Financial Enterprises from a study conducted on a group of several dozen financial institutions (banks, lessors and loan companies) (EY, 2019). Equally worrying

is the simultaneous increase in the scale of dishonesty among customers of financial services. Fraudulent practices on loans and credit are becoming more frequent. Between 2018 and 2019, the number of such frauds increased by around 50% in leasing services and by around 60% in banks. Also, a survey conducted by the KPF, indicates significant moral permissiveness among consumers (Lewicka-Strzańska, 2019; Lesiak, 2020).

3. Research methodology

We based our empirical research on Ajzen's theory of planned behaviour. The main construct of this theory is behavioural intention, which shows the willingness of an individual to engage in a certain action. Behavioural intention translates into the probability of engaging in a given activity, in our case, the purchase of a new financial product. The main determinants of behavioural intention are:

- Attitude towards a given behaviour – positive or negative attitude of the consumer towards a specific behaviour.
- Subjective norm – people's opinions important to the individual (family, friends, acquaintances, interest group, etc.) about whether the behaviour should be undertaken.
- Perceived behavioural control – assessment of the degree of difficulty of a given action, based on past and anticipated experiences (Ajzen, 1991).

The CAWI survey was conducted between March and June 2021 using an electronic questionnaire. This ensured that we received responses from 200 participants of a wide range of ages, gender, and education levels.

4. Discussion of the results

On the basis our research (Stopczyński & Ziemia, 2022), we obtained results according to which subjective norms have a decisive influence on the decision to purchase new financial services. But it must be mentioned that all factors (i.e. both subjective norms and attitudes as well as perceived behavioural control) influence consumers' decisions about purchasing a new financial product (see Figure 3). The graph presents Kendall's correlation coefficients (Kendall, 1938) between respondents' intention to purchase another financial service declared agreement/disagreement level with the statement "I want to purchase another financial service in the near future", measured on the 5-point Likert scale (1 = strongly disagree, 2 = rather disagree, 3 = no opinion, 4 = rather agree, 5 = strongly agree). and indexes of attitudes, norms and perceived control, respectively, variables).

Perceived behavioural control is not a factor that may affect consumer confidence in financial institutions, as it relates to the consumer's self-assessment of taking a specific action. In turn, attitudes, characteristic especially for the younger part of society, can transform into norms over time through consolidation in social awareness. Hence, it can be said that, in the long run, attitudes are a factor that can build social trust.

This result is typical for conservative societies, where socialization processes and the transmission of certain values from generation to generation are dominant. It is important to remember that norms are certain expectations that exist in our minds, that is, expectations that have somehow been "ingrained" precisely through socialization processes, especially through family upbringing and membership of social groups with similar values. Norms reflect how a given society lives, what it believes and accepts.

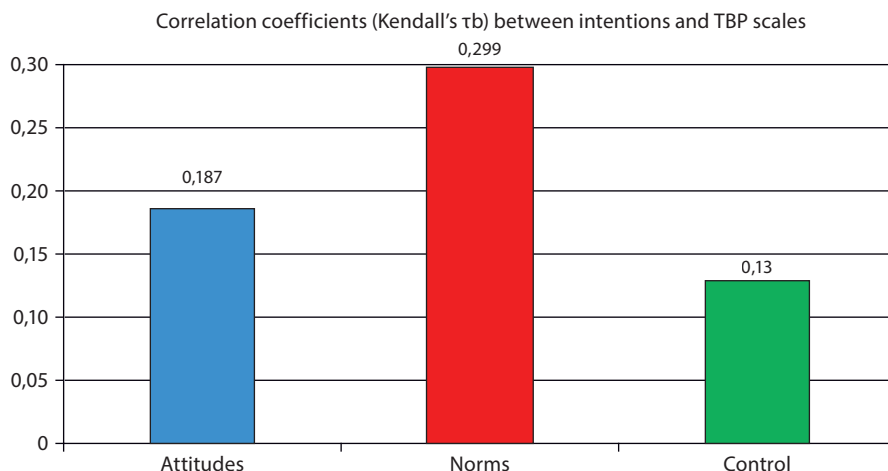


Figure 3. The determinants of consumer intentions to purchase a new financial service

Source: own development.

The obtained results, indicating the dominant role of standards, allow for taking actions to rebuild trust in financial institutions, if they return to the values accepted by the society in relations with clients. An example of such an action may be focusing on traditional values (in traditional societies), focusing on full information about product specifics and the risks involved, and a warning against riskier ventures. In relations with financial institutions, the consumers must feel secure and safe, they must know that the advisor is providing them with full information and only cooperation on such terms and in the long term can help restore confidence in financial institutions.

Social trust remains an important issue in the relationship between consumers and providers of financial services. The crisis in this area has done enormous damage – it has made the society feel insecure in the financial services market and reluctant to trust professionals when they make recommendations. This can exacerbate consumer problems by increasing the proportion of wrong decisions. Moreover, it seems that the problem of mutual mistrust will increase with the expansion of the share of information technology (fintech) in the sale of retail products, leading to the exclusion of certain groups of consumers (e.g., senior citizens). Therefore, an important role of regulations and consumer protection institutions should be to increase this trust so that it can act as an additional pillar of consumer protection (see Figure 4). It is clear, that bad practices by service providers that exploit their advantages must be eliminated from the market. The authorities responsible for consumer protection should inform all market parties transparently as to which practices are unacceptable. However, both parties must expect to be treated fairly and if consumers decide to purchase a particular service despite clearly formulated warnings, the responsibility for the consequences cannot be taken away from them. Otherwise, there is a moral hazard both on the part of customers, who are convinced that their losses will be at least partially covered by other market participants or taxpayers, and on the part of service providers, since possible claims by customers may be directed not only to them but also to the authorities responsible for security.

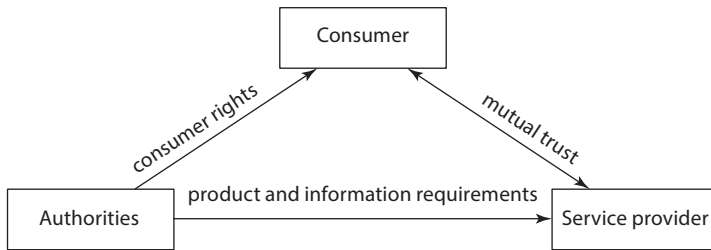


Figure 4. Proposed model of consumer protection

Source: own development.

5. Conclusions

We are aware that our sample is rather small and seems to target young people, women, and people with higher education. Therefore, it cannot be considered representative of the entire population. Nevertheless, we believe that the results of the CAWI survey allow the following conclusions to be cautiously drawn.

Subjective norms seem to have the most significant influence on consumer decisions in the financial services market. This observation may explain to an important extent the limited role of consumer financial education. Knowledge acquired by consumers does not directly influence the change of norms, so decisions are made on the basis of established schemes.

Confronting this with the growing approval of inappropriate behaviour by both consumers and service providers, we conclude that the increase in trust must be mutual and associated with a change in acceptable social norms. Unfortunately, this may suggest that the road to rebuilding trust is a long one, as social norms are a sociological category that reflects values passed from one generation to the next, so social acceptance of new values that differ significantly from what is commonly known and accepted may take a long time, and perhaps a generational change on the part of both consumers and managers of financial institutions. However, we argue that the authorities responsible for the proper functioning of the financial services market can protect consumers more effectively by referring to social norms and promoting those that are conducive to restoring trust between both parties. On the one hand, it is desirable to promote the responsibility of consumers for the consequences of their own decisions and, on the other, to implement regulatory mechanisms that strengthen the social responsibility of financial services providers.

We believe that the importance of mutual trust in consumer protection deserves a more in-depth study involving both consumers and employees (and especially managers) of financial institutions. The aim of such a survey would be to identify which characteristics and actions increase trust in the other party and which have the effect of undermining this trust. It is also necessary to enlarge the survey sample and ensure its representativeness as well as to introduce more socio-demographic variables such as place of residence (village, small town, big city), family status, income level, expenditure structure.

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Socio-professional Reintegration Services in the Era of the Covid-19 Pandemic in the Małopolska Region

Anna Rychły-Mierzwa

Abstract: **Background:** The research issues concern the most important aspects of socio-vocational reintegration and rehabilitation services (e.g. instruments of support, barriers of service delivery, effects of activities), cooperation in local communities and the scope of institutional support.

Research objectives: The aim of this article is to present the most important implications of the coronavirus pandemic for socio-vocational reintegration services in reintegration units operating in the Małopolska Region.

Research design and methods: The material constituting the basis for analysis is mainly the results of a survey conducted by the Regional Centre for Social Policy in Kraków in the framework of cyclical monitoring of the social economy sector in the Małopolska Region. 73 Reintegration Units participated in this part of the study out of 122 active ones in the Małopolska voivodeship in 2020.

Results: The analysis makes it possible to conclude that the Covid-19 pandemic and related phenomena in the socio-economic sphere had a strong impact on the current functioning of reintegration units, reduced the scope of possible instruments for socio-occupational activation, which in turn had a negative impact on the results of support. The activities of the reintegration units, hampered by the pandemic, did not receive effective support from the public administration or local partners. The pandemic also limited the possibilities of cooperation between reintegration units in local communities.

Conclusions: The long-term effects of which will probably be felt for an unspecified period of time, in order to improve the quality and effectiveness of socio-occupational reintegration services provided by reintegration units.

Keywords: social reintegration, vocational reintegration, social economy, reintegration units, pandemic, Covid-19

JEL Codes: A130, Z130, Z180, I380

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1. Introduction

Reintegration Units, i.e. social integration centers (CIS), social integration clubs (KIS), occupational therapy workshops (WTZ) and occupational activity establishments (ZAZ) in the light of the Polish National Programme for the Development of the Social Economy, in force at the time of preparing this article, are one of the four groups of entities belonging to the sphere of social economy and solidarity (Krajowy Program Rozwoju Ekonomii Społecznej, 2019). Due to the fact that the activity of RU focuses on professional reintegration and social integration the are included in the group of solidarity economy entities. The beneficiaries of the CU support

are people at risk of social exclusion, who find it difficult to meet the expectations of the labour market: people with disabilities, who are the only group of support in the case of the WTZ and ZAZ, the long-term unemployed, people affected by mental crises or experiencing homelessness – the main group of beneficiaries of the KIS and CIS (see: Article 1, paragraph 2 of the Act of 13 June 2003 on Social Employment (*ustawa o zatrudnieniu socjalnym*) (Dz. U. z 2020 nr 176 ze zm.). Referring to Lipowicz and Małecka-Łyszczek (2020, p. 8), it can be said that the category of „social exclusion” is a criterion that allows to distinguish a subset of actors of solidarity economy in the ongoing evolution within the social economy and the resulting redefinition of its functions. Sadowska (2018, p. 170), on the other hand, in the context of her reflections on the category of social exclusion, draws attention to the comprehensive nature of the intervention, the duration and localisation of the reintegration process, as well as the parallel actions necessary in this context to develop social capital, which are also inherent in the activities of CIS, KIS, WTZ and ZAZ. According to this author, the main goal of reintegration is to return to the labor market, because it is work that is the reference point for determining the degree of usefulness of the individual for society as a whole. Danecka sees reintegration units as institutions „mediating” between traditional forms of social assistance, labour market institutions, non-governmental organizations (including church organizations) and manifestations of self-organization and self-help of people affected by exclusion, and assesses the reintegration process itself as requiring effort and commitment on the part of support recipients (Danewska, 2010, p. 92). Taking Gosk’s classification as a point of departure, the RU can be included in the category of the reintegration process. Gosk, reintegration units can be included in the area of the labour market, as they fulfil the functions of either employers (ZAZ, to some extent also CIS) or employment support institutions (WTZ, KIS) (Gosk, 2006). Therefore, reintegration units are an extremely important link of active social policy, based on the ideas of „empowerment”, decentralization, local management, activation based on the activity of NGOs (Rymsza & Karwacki, 2017, p. 32).

Reintegration Units are counted among the so-called new institutions of social economy. In the model of social and professional integration based on social economy instruments, RUs are the first element of the support path for people at risk of social exclusion. Their task is to prepare beneficiaries to take up employment in the first place in social enterprises or, in the case of persons with disabilities, in the sheltered labour market, and ultimately to employment in the open market. Reintegration units, unlike social cooperatives, non-profit companies or other forms of social enterprises, have limited economic activity, which in their case plays a secondary role in relation to integration functions (Frączak & Wygnański, 2008, pp. 20–21).

2. Literature Review

For the purposes of this article, a definition of social reintegration and professional reintegration has been adopted in accordance with the Guidelines for the implementation of projects in the area of social inclusion and combating poverty using the resources of the European Social Fund and the European Regional Development Fund for 2014–2020, according to which social reintegration is „rebuilding and sustaining the ability to participate in the life of the local community and perform social roles in the place of work, residence or stay”, while professional reintegration is „rebuilding and sustaining the ability to provide independent work on the labour market”.

While we can point to numerous analyses concerning the functioning of social entrepreneurship, both in the broader context of the activity of economic entities in Poland in the era of the pandemic and in the light of the activity of the SE sector, the issue of the functioning of reintegration units and socio-occupational reintegration services based on SE instruments has so far been on the margins of the research interests of analysts dealing with either the SE sector or more broadly with the sector of social services in the period of the pandemic. An exception in this regard are works of Prorok (2021), Glac and Zdebska (2021), Ćwiklicki and Sienkiewicz-Małyjurek (2020), Gardziński (2020), and Marzec (2020). To the issue of SE sector support mechanisms in the era of the pandemic refer, *inter alia*, considerations of Krenz (2021) and Mazik-Gorzelańczyk (2020) are also relevant.

As far as the international literature context is concerned, which may form the background for deliberations on the situation of Polish social economy (but is of little use in the case of Reintegration Units), it is worth mentioning the studies published by the Canadian Association for Nonprofit and Social Economy Research (ANSER, 2020, 2021), or the comparative material on local and global conditions of PES functioning in the era of pandemic on the example of Slovak, Belarusian, Irish and Swedish organizations (Stukalo, Simakhova, Baltgailis, 2021).

3. Material and Methods

The aim of this article is to answer the question, on the example of the SHU operating in the Małopolska Region, whether and, if so, how the restrictions in social and economic life resulting from the SARS-CoV-2 virus pandemic in 2020 affected the activities of CIS, KIS, WTZ and ZAZ. We will cite the findings of a study on the condition of the RU carried out by the Regional Centre for Social Policy in Kraków (ROPS) as part of the cyclical monitoring of the social economy sector in Małopolska (Rychły-Mierzwa, 2020, 2021a). The aim of this study in the part concerning Reintegration Units is to provide empirical data for the diagnosis of the situation of this group of entities, in particular in the area of: instruments and effects of reintegration activities, development barriers and needs in the area of statutory activities and in the area of cooperation with local partners. The 2020 study additionally took into account the context of the socio-economic situation related to the coronavirus pandemic. It consisted of two components. First is an analysis of the founding documents, which covered all the Reintegration Units in the Małopolska Region, present in the databases and registers of the relevant public institutions (as of December 31, 2020). The scope of the study included data provided to ROPS by the Ministry of Family and Social Policy (MRiPS), the State Fund for Rehabilitation of People with Disabilities (PFRON), the Małopolska Voivodship Office in Kraków (MUW) and the Marshal's Office of the Małopolska Region (UMWM).

The research questions within the framework of the analysis of the found data concerned in particular:

- number of Reintegration Units in the Małopolska voivodeship,
- number of beneficiaries of support provided by Reintegration Units,
- structure and size of particular groups of persons at risk of social exclusion among persons benefiting from support of CIS and KIS in 2020,
- number and structure of staff of Reintegration Units in the Małopolska voivodeship,
- employment effectiveness of Reintegration Units,
- available forms of support in the field of social and professional reintegration,
- sources of financing activities and costs of social and professional reintegration.

Second is a survey study conducted between April 26 and May 10, 2021 using the CAWI methodology, i.e. computer-assisted interviewing using an online survey questionnaire developed for this purpose. The scope of the research questions in the questionnaire was based on the results of the analysis of the found data. The research questions included in the survey questionnaire focused on:

- Statutory forms of socio-occupational reintegration activities under sanitary constraints;
- Problem areas in the implementation of socio-occupational reintegration services related to the pandemic;
- The scope of use and availability of instruments to support socio-occupational reintegration in a pandemic situation;
- Actions for the local community;
- Cooperation partners in the local environment,
- Needs for support of socio-occupational reintegration services and staff development Reintegration Units.

73 reintegration units participated in this part of the study out of 122 active ones in the Małopolska voivodeship in 2020: 8 of 13 CIS, 17 of 29 KIS, 41 of 69 WTZ and 7 of 11 ZAZ. The scope of analysis covered only the Reintegration Units, in the case of which, based on the analysis of found data, reintegration support was identified in 2020 for min. 1 beneficiary.

For the purpose of this article, it was assumed that in a pandemic situation, Reintegration Units:

- were limited in their ability to deliver socio-occupational reintegration services in their current format, as reflected in a smaller employment effect;
- were less active in their local communities than in the years preceding the pandemic, which limited the spaces for socio-vocational activation of their beneficiaries;
- did not receive support from the public administration and local partners adequate to the problems they experienced in 2020.

4. Results and discussion

4.1. *Constraints on the delivery of socio-occupational reintegration services*

The first, direct and – as the results of the survey showed – the most acute consequence of the spread of the epidemic threat to the delivery of reintegration services was the limitation of the possibility to run classes in the current formula, on the premises of the institutions. The basis for the temporary suspension of full-time classes in order to prevent the spread of the Covid-19 infectious disease in the WTZ, CIS and KIS was Article 11.1 of the Act of 2 March 2020 on specific solutions related to preventing, counteracting and combating Covid-19, other infectious diseases and crisis situations caused by them (Journal of Laws of 2020, item 374, as amended).

Suspension of residential classes occurred in stages, by successive decisions of the Małopolska Governor (MUW, 2020) and in the first period of the pandemic development lasted from 12 March to 24 May. The restoration of residential classes in Reintegration Units occurred gradually, under sanitary restrictions. In the period from May to October 2020, the activities of Reintegration Units were suspended again several times due to the increased number of coronavirus infections in particular districts of the Małopolska region. In the case of the WTZ, the possibility of providing reintegration services in the full-time formula in its entirety was suspended again on October 16, 2020 (MUW, 2020c). The decision to increase the number of

participants in residential classes to 50% of the total number of participants was not officially made until the following year (MUW, 2021).

Despite the significant reduction in the possibility of providing reintegration services in the current formula, in the ROPS survey, reintegration units responded positively in only a few cases to the question about implementing alternative activities in the area of social and professional reintegration and activation other than in the remote formula (5 out of 41 of the WTZ, 1 out of 7 of the ZAZ, 1 out of 17 KIS, 1 out of 8 CIS).

Table 1. Implementation of remote support in Reintegration Units in 2020 in the Małopolska Region by entity type

Type	<i>N</i>	Not remotely conducted	Fewer activities conducted remotely	Remote and onsite activities equally	Most of the activities in remote form
WTZ	41	17	20	4	0
ZAZ	7	0	1	1	5
KIS	17	4	5	2	6
CIS	8	0	3	2	3

Source: Own elaboration.

In total, 82.19% of the Reintegration Units that participated in the study implemented remote instruments for the delivery of socio-occupational reintegration services in 2020, but to a very diverse degree (Table 1). In the light of the results of the ROPS survey, the greatest extent of remote delivery of reintegration services occurred in occupational therapy workshops: available in all 41 surveyed WTZ, but only in the case of four entities treated as a complement to residential activities. In the case of 20 of the 41 surveyed SHTs, it applied to all support participants. In the case of 21 entities it was implemented within 2 weeks of the introduction of pandemic-related restrictions. 3 WTZ declared that they would not launch the remote formula for delivering reintegration services until the fall of 2020. In the case of the Social Integration Centres, remote activities were not carried out at all in 10 of the 17 entities studied; 5 of them provided remote support to the majority of participants. Only 3 KIS launched remote support within 2 weeks of the suspension of inpatient classes. In the CIS, the provision of reintegration services remotely was to an even greater extent supplementary – not a single entity treated this form of work as the main one, 2 out of 8 CIS did not start reintegration services remotely at all, and in the case of 4 out of 6 CIS that did, it covered a minority of participants. The remote formula for the delivery of reintegration services concerned the ZAZ to the least extent – although it was implemented in the initial period of pandemic restrictions, it was available only in 2 of the 7 surveyed entities. The remote form of support was implemented at most to the same extent as the support provided on-site.

The survey indicates that the pandemic conditions and the introduction of the formula of remote work with participants in 2020 has had a quite visible impact on the offer of socio-occupational reintegration services provided by the Vocational Training Centres, the Social Integration Clubs and the CIS, and to a lesser extent by the ZAZ. In the case of the WTZ, previous research indicated that the most common form of social reintegration support was the organization of visits to cultural institutions – in 2019 declared by all WTZs participating in the survey that responded to the question regarding this (37), and in 2020 available in the offer of only 14 of the 41 surveyed entities. A similar marginalization was observed in the organization

of integration meetings (33 indications out of 37 surveyed in 2019, in 2020 a form of support present in only 15 WTZ), to a slightly lesser extent in the offer of WTZ was also available learning to perform social roles (23 indications, i.e. 53.49% of surveyed in 2020. The availability of this form of support was declared by 86.49% of respondents in 2019). It is worth noting that despite the difficult conditions of providing services, 25 of the 41 surveyed WTZs had more than 5 forms of social reintegration support in their offer.

Also in the case of social employment entities, i.e. KIS and CIS, we observe a small scale of use of social integration instruments that required group work. 4 out of 17 surveyed KIS declared the use of integration meetings in their activities as an instrument of integration (8 out of 22 in 2019). Implementation of self-help groups into the offer was declared by 4 surveyed KIS (in 2019 in 5 out of 22). The group forms of support implemented in the form of educational groups and support or self-help groups in the CIS in 2020 were attended by a total of 132 beneficiaries, which is less than in the previous year (173). The most accessible form of social reintegration support in the KIS and CIS in 2020 was social skills training, available in 7 of 8 CIS (in 2019 in 6 of 8) and in 8 of 17 KIS (in 2019 in 16 of 22). The spectrum of social integration instruments in ZAZ in Maopolska, on the other hand, did not change much in relation to the results of the previous ROPS survey and included to the greatest extent such activities as: organization of integration meetings, self-help activities, general education, social skills training – forms of support declared by 4 out of 7 surveyed entities.

The basic form of vocational reintegration in the WTZ is occupational therapy carried out in occupational workshops. However, the results of a survey conducted by ROPS show that in 2020 only 15 of the 41 centres participating in the survey declared the availability of support in the form of practical vocational training provided in the form of workshops/workshops/working groups. Also other forms of vocational reintegration support were available in only a few WTZ, e.g. practical vocational training in the form of apprenticeship with local employers concerned only 6 WTZ, similarly to the availability of external training or vocational courses for participants. Traineeships were available to participants of only 2 WTZ.

Services addressed to KIS participants within the framework of professional reintegration are, as in previous years, advisory and training activities, but a reduction in the number of support beneficiaries is noticeable: vocational training was implemented for 147 participants in 16 KIS (in 2019, this form of support covered 323 beneficiaries), advice and training on running your own business covered 26 support participants in 4 entities (in 2019 – 32 beneficiaries), advice and training on social cooperatives was implemented, as in 2019, in 3 KIS, for 17 people. It should be noted that 11 out of 29 KIS did not declare a single beneficiary of support within the framework of professional reintegration.

In the case of vocational reintegration support in the CIS in 2020, preparation for functioning in the work environment within the framework of vocational workshops was of primary importance. The number of persons activated within the manufacturing or service activities of the CIS in 2020 (162 persons – beneficiaries of only 5 out of 13 CIS) was nevertheless lower than in 2019 (199). Career counselling and job offers provided by the center in 2019 the dominant form of support in CIS within the framework of professional reintegration, which concerned 243 people – was used by 156 beneficiaries in 9 out of 13 CIS in the year under study. Also, a smaller number of CIS participants than in 2019 (in 2020 – 57 people, in 2019 – 85 people) benefited from vocational training organized by external entities. Both the offer of vocational training and training on running a business, including a social cooperative, were available in few entities, respectively in 3 and 2 CIS.

In the light of the analysis of the data found in the ROPS survey, the effects of the reintegration activities of the reintegration units of Małopolska in 2020 are as follows:

- The number of people benefiting from the support of WTZ in the Małopolska Voivodeship in 2020 (69) is 2726 (in 2019 – 2685 in 68 entities). Only 14 people out of 122 who left the WTZs in Małopolska in 2020 (11.48%) took up employment, so the number of beneficiaries of WTZ support taking up a job in 2020 visibly deviates in a negative way from the indicators of previous years (in 2019 – 19.51%, in 2018 – 26.63%) [PFRON, 2018, 2019, 2020];
- In 2020, 806 people started classes in KIS (29) (the corresponding value for 2019 is 1050 participants in 31 KIS). Data from 2020 show a further decrease in the number of KIS participants. In the year under study, nearly 50% fewer people started participating in KIS support than in 2017, with a similar number of subjects. Economic independence in 2020 concerned 139 KIS beneficiaries, i.e. 26.73% of those who completed participation in KIS (in 2019 – 19.53%), this group includes 64 former KIS participants who took up employment in the open labour market in 2020 (in 2019 – 139 people) (MRIPS, CAS-KIS, 2019, 2020);
- A total of 484 people benefited from the offer of 13 CIS in 2020, which is 46 more than in the previous year (438 in 14 entities). This number includes 201 people continuing to participate in support from 2019. Participation in CIS support in 2020 was completed by 235 people, of which we can speak of economic independence in the case of 66 people, i.e. 28% (in 2019 this percentage was 37%) (MRIPS, CAS-CIS, 2019, 2020).

Due to the specificity of instruments in the area of professional activation, a separate analysis is needed of the state of implementation of reintegration services by ZAZ. The goal of vocational activity enterprises is to activate people with disabilities through employment. The support of ZAZ in this area covered 464 people in 2020, which is more than in the previous year (402) (MRIPS, 2020a, MRPiPS, 2019). The survey made it possible to identify additional, apart from the basic one, vocational activation instruments in ZAZ, implemented in 2020, among which the most important was increasing the professional qualifications of employees with disabilities, declared by 4 out of 7 surveyed entities. The pandemic has not changed the nature of the economic activity of the ZAZ in any way in Małopolska, the dominant group are manufacturing-service establishments (9 out of 11), 2 ZAZ in the region are service establishments only (catering and accommodation services) (UMWM, 2020). It should be stressed here that the nature of the problems concerning ZAZ, which are related to the epidemic condition and the resulting limitations, is more similar to the challenges faced by social enterprises in 2020 than to the barriers of reintegration units at that time. ZAZ, as entities for which economic activity is the basic instrument of professional activation and at the same time an important source of financing for day-to-day operations, were particularly affected by the general situation related to the development of the pandemic and restrictions in socio-economic life. This was manifested in the loss or reduction of the market for goods or services provided, which had an impact on opportunities for reintegration support for employees with disabilities (Rychły-Mierzwa, 2021b).

4.2. Reducing the scale of collaboration in the local environment

In the case of 42 of the 73 reintegration units (57.53%) which participated in the survey conducted by ROPS in Kraków, a lack of cooperation with partners in the local environment in 2020 was declared. Most of them (25, including 19 WTZ, 4 KIS and 2 ZAZ) associated this state of affairs with a pandemic situation. A further 17 entities (11 WTZ, 2 ZAZ, 3 KIS and 1 CIS) stated that the current scale of local cooperation had been reduced in 2020. Local cooperation on

a scale comparable to that realised before the pandemic was declared by 17.81% (13 out of 73) entities, only one entity (WTZ) confirmed a greater scale of local cooperation in 2020 compared to the previous period.

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Table 2. Reintegration Unit partners in the local community in 2019 and 2020

Type of partner organisation	2019 N = 62	2020 N = 31
Municipality/city	38	21
Social assistance center	26	22
Cultural/sports center	25	5
Powiat/county	20	6
Powiat family help center	24	8
Powiat labour office (pup)	8	10
Local media	15	4
Local employers	36	14
Association/foundation	45	14
WTZ	39	11
ZAZ	19	7
KIS	6	2
CIS	7	0
Number of Reintegration Units with local partners	62	31

The number of responses does not sum to N because more than one response was possible.

Source: Own elaboration.

The results of the survey (Table 2) indicate that most of the Reintegration Units cooperated with local government institutions, such as the social welfare center (22 indications out of 31 entities) and the city/municipal office (21 indications). To a lesser extent, the partner for the Reintegrating Unit was the local government at the county level, although it should be noted that in light of the fact that 10 out of 31 entities stated that they started cooperation with county employment offices – the scale of cooperation of the Reintegrating Unit with the PUP is slightly larger than in the previous year (8 out of 69).

Among the partners from the social economy sector, the most frequently indicated partner of Reintegration Units, as in previous years, was a non-governmental organization (14 indications). Nearly half of the surveyed Reintegration Units declared cooperation in 2020 with local employers, so this does not represent a change compared to the results of analogous ROPS

surveys conducted in previous years (36 out of 69 respondents in 2019). As in previous years, however, among the reintegration units themselves, the most frequently indicated partner was the WTZ (11 indications), while to the least extent the social employment entities (CIS and KIS). 16 out of 31 Reintegration Units indicated cooperation with private individuals or informal groups of inhabitants.

In light of the survey, the scale of involvement of reintegration units in local undertakings to counteract the effects of the pandemic should be assessed as relatively small. Such activities were declared by 9 entities (6 WTZ, 2 ZAZ and 1 KIS). These included the production and distribution of personal protective equipment, providing meals to people in need in the local environment, assistance with shopping, psychological support and information activities for carers of dependent persons.

4.3. Scope of support for socio-occupational reintegration services during the pandemic as a response to barriers to activity Reintegration Units

In assessing the impact of the negative effects of the pandemic on the delivery of reintegration services in 2020 (Table 3), respondents paid particular attention to such phenomena as the threat to the existing effects of reintegration services, limited opportunities for cooperation with partners in the local environment, changes in the legal environment, increased absenteeism of support participants and the need to work remotely. The following were assessed as having the least severe impact on the delivery of reintegration services in 2020: a shortage of personal protective equipment, financial difficulties of the organization running the unit, staff shortages related to the personal or health situation of the staff of the Reintegration Unit, and difficulties in managing the entity. It is worth noting that the limited possibilities of selling products or services of reintegration units, even though economic activity is not the primary source of livelihood of their activities, was rated in the category "not a problem" by only 17 of 73 respondents (23.29%).

Table 3. Assessing the impact of negative pandemic effects on reintegration service delivery in 2020

Factor	Scale				
	To a very large extent	Rather to a large extent	Neither to a large extent nor to a small extent	Rather to a small extent	It was not a problem at all
Threat to the existing effects of reintegration services	30	24	12	7	0
Limited possibilities of cooperation with partners in the local environment	27	25	10	8	3
Changes in the legal environment	17	32	10	8	6
Increased absenteeism of support participants	21	27	12	11	2
Need to work remotely	23	22	16	9	3
Limited possibilities of selling products/services	18	21	13	4	17
Difficulties in managing the organisation/entity	7	15	21	12	18

Factor	Scale				
	To a very large extent	Rather to a large extent	Neither to a large extent nor to a small extent	Rather to a small extent	It was not a problem at all
Staff shortages due to health or other personal situation of employees	6	14	13	20	20
Financial difficulties of the leading organisation	6	11	11	15	30
A shortage of personal protective equipment	4	7	16	12	34

N = 73.

Source: own elaboration.

From the perspective of the managers of the reintegration unit, the factors which had the greatest negative impact on the delivery of reintegration services were: limited opportunities for direct contact with the beneficiaries of support, subjective feeling of threat, lack of technical infrastructure for remote working and deficit of external support. On the other hand, the deficit of personal protective equipment, the flow of information within the team or the maintenance of information security in the context of work carried out remotely were not difficulties (Table 4).

Table 4. Factors most hindering the delivery of reintegration services faced by Reintegration Units staff in 2020 pandemic situation (manager's perspective)

Factor evaluated – rating of „to a very large extent” and „to a great extent”	WTZ	ZAZ	KIS	CIS	Total
Difficulties related to the limited possibility of direct contact with the beneficiary	37	5	13	5	60
Subjective feeling of threat	35	5	8	5	53
Lack of technical infrastructure for remote working	33	2	6	3	44
Deficit of support	30	2	5	3	40
Difficult contact with public administration	21	3	6	5	35
Deficit of IT competences	18	2	4	3	27
Reduced efficiency of work	12	2	5	2	21
Limited information flow within the team	7	0	5	2	14
Information security	9	0	4	1	14
Deficiency of personal protective equipment	3	2	3	1	9

N = 73.

Source: Own elaboration.

A more in-depth picture of the difficulties of Reintegration Units in implementing socio-occupational reintegration services during the pandemic condition was provided by the answers to the open-ended question regarding the most important barriers to the implementation of reintegration services at the time of the survey, i.e., in the period April–May 2021. These inevitably referred mainly to the prolonged pandemic situation (Table 5).

Table 5. Classification of the difficulties of Reintegration Units in the Małopolska Region in the implementation of socio-occupational reintegration services during the 2020 pandemic

Problems concerning the instruments of socio-occupational integration
<ul style="list-style-type: none"> – Limitations resulting from the general situation, causing the necessity of working with a limited number of participants, – Continuation of partial work with the use of methods and techniques of remote communication, causing limitations in inter-personal contacts negatively influencing the previously worked out effects of socio-vocational activation, – Limited accommodation conditions not conducive to returning to work in the office, – Limited possibility of organising outings outside the institution, negatively influencing the spectrum of social integration instruments, – Limited possibilities of taking up employment, internships or apprenticeships, especially by persons with disabilities, having a negative impact on the possibilities of professional activation (particularly acute in the case of WTZ operating in rural areas), – Problems in cooperation with the families of beneficiaries in the WTZ with regard to remote classes – Difficulties in organizing practical training and vocational workshops for employees of the ZAZ.
Psychosocial problems
<ul style="list-style-type: none"> – High levels of anxiety among support participants and their families, associated fear of participating in inpatient activities, – Misunderstanding of the pandemic situation, psychological problems (anxiety, depression, obsessions), – Deficit of skills among the participants of the support regarding the sanitary regime in the broad sense of the term (e.g. lack of distance, unwillingness to disinfect, putting on masks), – Lack of will and motivation among participants to resume activity within the WTZ, deepening of the phenomenon of deficit of interest in professional activation, – Decrease of the level of motivation to change their life situation and to take up employment among participants of the KIS and CIS.
Problems arising from systemic conditions
<ul style="list-style-type: none"> – Digital exclusion of beneficiaries and their relatives (low level of digital competence and deficit of necessary ICT equipment), – Extraneous procedure of assessing disability, resulting in aggravation of the problem of inadequate assessment (indications for therapy in the WTZ were given to persons disabled to an extent preventing effective vocational rehabilitation), – No offer of group vaccination against Covid-19 for the participants and staff of WTZ, – Sudden changes in the legal environment, destabilizing the current work and the developed model of activity during the pandemic, – Inconsistency in the activities of institutions supervising the functioning of Reintegration Units, – Reduced level of income from economic activity.

Source: Own elaboration

The catalogue of support instruments addressed generally to ES entities in connection with the coronavirus outbreak was relatively broad, and included, among others, exemptions from the payment of social insurance contributions, wage subsidies from the funds of the Guaranteed Employment Benefits Fund during the period of economic downtime or reduction in the working time introduced by the employer, reimbursable financial support, the possibility of amending the terms of the agreement on support for the implementation of a public task or on entrusting the implementation of a public task, the possibility of extending the deadlines for reporting by ES entities. From the perspective of the Reintegration Unit, the most important systemic solutions were such as:

- preserving the current level of co-financing social employment entities from public funds,
- the possibility for CIS run in the form of a local government budgetary establishment, performing tasks related to counteracting Covid-19 to receive a grant from the budget of the local government that exceeds 50% of their activity costs,
- preservation of the current level of co-financing from PFRON funds of the costs of participation in an occupational therapy workshop, regardless of the suspension of classes at a WTZ

- co-financing of the costs of ZAZ operations at an unchanged level,
- the possibility for ZAZ to seek compensation for the salaries paid (in the part financed from manufacturing or service activities) in the event of a drop in turnover or downtime (MRPiPS, 2020).

Table 6. Support for socio-occupational reintegration services with public funds

Type of support	WTZ N = 41	ZAZ N = 7	KIS N = 17	CIS N = 8
Compensation on the basis of the act of 02.03.2020. On special solutions related to preventing, counteracting and combating Covid-19	0	1	0	0
Changes in the terms of repayment of loans to ses/ bank loans),	0	1	0	1
Repayable financial instruments	0	1	0	1
Protective measures (masks, disinfectant fluids)	1	0	1	0
Co-financing of salaries and contributions from fp/ fgsp	2	0	0	1
Changes in the scope of implementation or settlement of commissioned public tasks	3	1	0	1
Solutions for beneficiaries of projects co-financed from esf	3	0	4	0
Implementation of a public task to combat Covid-19, without an open tender	5	2	0	0
Remission / deferment of payment of social security contributions	3	1	2	2
Program of ad hoc support for ngos to counteract the effects of Covid-19	18	1	0	2
The entity did not benefit from support from public funds other than system funding (pfron/fp)	8	2	10	2

The number of responses does not sum to N because more than one response was possible.

Source: Own elaboration.

Table 6 shows the scale and scope of capitalization the support from public funds other than the “systemic” support indicated above by the Reintegration Units participating in the ROPS survey. The survey results show that the instruments of the so-called “anti-crisis shield” intended for the ES entities were largely unavailable to the WTZ, ZAZ, KIS and CIS and the organizations that run them (cf. March, 2020, 108-109), primarily due to the limited scope of the economic activity of the Reintegration Units, conducted mainly in the form of unpaid public benefit activity. The survey shows that out of 73 entities participating in the study:

- 22 (30.14%) did not benefit from any support from public funds other than maintaining the current level of funding for reintegration services regardless of the suspension of the stationary form of work;
- most, i.e. 55 Reintegration Units (75.34%), made use of the instruments available under the Covid-19 NGO ad hoc support programme;
- only 2 entities benefited from repayable financial instruments, and the same was the case with facilities for repayment of loans/loans to SEs.

The solutions in the field of facilitating the repayment of liabilities to the Social Insurance Institution, facilitating the implementation of projects co-financed from EU funds, or changes in the implementation of commissioned public tasks had also relatively small impact in relation to the Reintegration Units.

In the light of the survey results, the scale of support for Reintegration Units in Małopolska from the local environment, both from individuals, the business sector (Table 6), and local government (Table 7), was also not significant: 69.86% of the surveyed Reintegration Units declared no support from business entities, 54.79% did not use support from individual members of the local community, 49.32% of the surveyed Reintegration Units declared no support from local government. In the case of support from companies and individuals the survey showed that the most common was financial support in the form of donations, in-kind support was provided only by individuals, similarly volunteering as a form of support Reintegration Units had a greater scope in the case of assistance provided by individuals than employee volunteering. The greatest extent of support from companies and individuals was provided by the WTZ and the smallest – by the Individuals' KIS.

Table 7. Support for socio-occupational reintegration services from business and individuals

Type of suport	Supporter	Type of organization			
		WTZ	ZAZ	KIS	CIS
Donation (support in kind)	business entities	0	0	0	0
	individuals	15	0	0	0
Image support (promotion of the organization)	business entities	0	0	0	0
	individuals	0	0	0	0
Volunteering	business entities	3	0	0	0
	individuals	5	2	1	3
Purchase of products or services	business entities	6	2	0	0
	individuals	10	1	0	1
Donation (financial support)	business entities	20	0	0	0
	individuals	14	2	0	1
Lack of support	business entities	21	5	17	8
	individuals	16	3	16	5
<i>N</i> = 73		<i>N</i> = 41	<i>N</i> = 7	<i>N</i> = 17	<i>N</i> = 8

The number of responses does not sum to *N* because more than one response was possible.

Source: Own elaboration.

Only 35.62% of respondents explicitly declared themselves as beneficiaries of local government support. Unlike in 2019, in which the most frequently declared form of support was grants for the implementation of a public task (23 indications out of 77 respondents, i.e. 29.87%), in 2020 the first place is occupied by support implemented mainly in non-financial formula, with only 6 entities (8.22%) declaring the receipt of grants. The smaller scope of cooperation in 2020 than in the previous year is well illustrated by the fact that not a single of the surveyed entities stated support of the local government units in the implementation of joint ventures (while in 2019 it was experienced by 17 Reintegration Units and was the third most frequently declared form of support after grant and in-kind support).

Table 8. Forms of local government (municipality or county) support for *Reintegration Units* activities during a pandemic

Type of support	Organizational type			
	WTZ	ZAZ	KIS	CIS
Subsidy in the framework of supporting or entrusting the implementation of a public task from the public benefit area	5	0	0	1
Provision by the local government of real estate/ premises for activity	0	0	4	0
Consulting	1	1	0	0
Image support/promotion of the entity	1	0	0	1
Support in the implementation of joint projects	0	0	0	0
In-kind support (e.G. Sharing a room, office equipment etc.)	5	0	5	0
Other	2	0	1	0
Lack of support from territorial self-government units	21	6	6	3
Lack of knowledge/awareness of support from local government	6	0	2	3
	<i>N</i> = 73	<i>N</i> = 41	<i>N</i> = 7	<i>N</i> = 17
			<i>N</i> = 17	<i>N</i> = 8

Source: Own elaboration.

5. Conclusions

The most important consequences for socio-occupational reintegration services in 2020 resulted from the limitation of opportunities for their implementation in the full-time residential formula, which visibly affected the scope of instruments of reintegration units and the effects of support. The factors most negatively affecting the delivery of reintegration services were: in the group of problems related to the instruments of reintegration – limited opportunities for direct contact with the beneficiaries of support and a reduction in the scope of cooperation in local communities; among the problems of psychosocial nature – the subjective feeling of threat, and among the systemic conditions – the lack of technical infrastructure for remote working, and the deficit of external support.

Compared to previous years, in 2020 there was a reduction in the scale of such instruments of social integration as visits to cultural institutions, integration meetings, activities in the form of self-help or therapeutic groups, but also the availability of support within the framework of vocational activation in the formula of occupational workshops. A smaller number of Reintegration Units participants than in 2019 benefited from vocational training organized by external entities and internships and apprenticeships with employers. Most of the surveyed Reintegration Units in 2020 implemented remote instruments for the implementation of socio-occupational reintegration services, albeit to a very varying degree. As a result of the impact of the above-mentioned factors, we observe a threat to the already existing effects of reintegration services, resulting in a decrease in the employment effectiveness of the Reintegration Units, which is particularly visible in the case of the WTZ.

However, the pandemic conditions did not disturb the trend observed in recent years in Małopolska in the systematic increase in the number of participants of WTZ, ZAZ, and CIS. However, the number of people taking up classes in KIS has decreased. It should be stressed here, however, that in view of the trend visible for several years in the lower number of KIS beneficiaries, the pandemic should be regarded in this case as a neutral factor.

The instruments of the so-called “anti-crisis shield” intended for social enterprises were to a large extent unavailable to the WTZ, ZAZ, KIS and CIS and organizations running them. The scale and formula of support for Reintegration Units in Małopolska from the local environment – both from individuals, the business sector and local government – also failed to respond to the problems articulated by the Reintegration Units, in particular the issue of underfunding of socio-occupational reintegration services, highlighted by the pandemic, which made it impossible to invest in equipment necessary for remote work or to improve staff qualifications in innovative methods of working with beneficiaries using remote forms of communication.

In view of the protracted epidemic situation, the long-term effects of which will probably be felt for an unspecified period of time, in order to improve the quality and effectiveness of socio-occupational reintegration services provided by Reintegration Units, a recommended solution should be, in the first place, systemic definition and stabilization of WTZ, ZAZ, KIS and CIS. The current state of “suspension” of Reintegration Units – between organizations conducting economic activity (within the system of the SE sector) and support institutions whose basis of operation is the Act on Social Assistance and, indirectly, the framework of the labour market institutions – generates a deficit of support instruments appropriate to the specificity and problems of this group of entities. The problem in terms of not fully defined role and systemic location of Reintegration Units was significantly highlighted by the Covid-19 pandemic, the changes in social functioning forced by it and the effects it caused in socio-economic life.

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The Crisis and the Social Ethics of Finance. Selected Issues

Adam Kucharski

Abstract: **Background:** The crisis of modern finances is part of a longer process of lack of correspondence between economic life and the common social good. It fits in with the diagnosis of an anthropological error underlying contemporary economic activities.

Research objectives: The aim of this article is to highlight selected moments related to the failure of the financial system in the context of ethical requirements that should be included in the functioning of this system. Their omission ultimately leads to serious individual and social damage, including the undermining of the freedom foundations of all economic decisions, including in the field of finance.

Research design and methods: The adopted analytical-synthetic method is calculated to signal specific areas raising ethical doubts. Their exemplification leads to an attempt to define the key problem of modern finance, which is breaking away from the foundation of ethical values and, consequently, abandoning the common good as the social goal of all human activity.

Results: The literature cited in the study, mainly in the area of the broadly understood ethics of economic life, supports its basic thesis about the key importance of ethical values in the process of avoiding economic crises.

Conclusions: The present text is therefore intended to recall the meanings of spiritual goods in the context of the financial crises, and the truth that, in fact, on the spiritual level does a real human encounter and a real multiplication of goods take place.

Keywords: crisis, social economic ethics, personalism

JEL Codes: A12, Z1

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1. Introduction

The etymology of the term “crisis” – which in Greek (κρίση) means, among others. choice, decision, struggle – indicates a certain traumaticness, uncertainty, increased effort (*Słownik grecko-polski*, 2001). In the social system, it is usually about the disturbance of a certain balance in relations and social moods associated with activities exposed to particular risk. This state of affairs is most often associated with serious losses in various spheres of life and requires extraordinary efforts to maintain a safe status quo. The crisis cannot be completely predicted or completely eliminated, but nevertheless one should always try to minimize its scope and draw the most useful conclusions from it for the future. It is worth distinguishing when a crisis is caused by a specific natural circumstance (natural disaster, crop failure, epidemic) and a situation where the main perpetrator is a man’s activity. The latter can often be avoided. The aim of this article is a synthetic recall of selected moments proving the importance of ethical

values in the context of financial crises of the end of the 20th century and the beginning of the 21st century (Dylus, 2016; Jones, 2014; Klich, 2017). The promotion of these principles does not compete with the achievements of individual economic sciences, and their role resembles the foundations without which the entire structure of man's free economic decision is suspended in an axiological vacuum (Zięba, 2003).

2. Methodology

The method of reflection adopted in this study refers, in the first place, to a synthetic reminder of some aspects of the operation of the modern financial system in an apparent detachment from business ethics, with simultaneous emphasis on the undesirable effects of this type of situation. Its task is to emphasize the importance of the right ethical choices for the achievement of the ultimate goal of all human activity, including economic activity, that is, for the deeper development of individuals within their humanity and the achievement of the lasting common good of human communities. It is, therefore, a reference to the broader methodology of social sciences, which is a kind of intellectual analysis referring to the synthesis of perspectives: holistic (including looking for the genesis of a given phenomenon, taking into account all its elements) and purposeful (oriented to the final effects of given solutions), going beyond the narrowly understood argumentation mathematics and accounting (Skarbek, 2013). Hence, the arguments raised, based on the descriptive and comparative methods, will be rooted in the axiological argumentation, and the socio-economic problems cited as examples will serve as examples of the basic thesis on the importance of ethical values in the process of avoiding economic crises (Zadroga, 2009). The literature referred to in this study was selected in accordance with the objectives presented above, and the selection of detailed publications was determined by the interdisciplinary nature of the following considerations

3. Literature review

3.1. *The crisis of finance*

One of the key areas determining the sense of social security is the state of the economy (both global and domestic). The use of appropriate economic and social solutions has a direct impact on securing temporal needs and the development opportunities of the economy. Hence, the choice of individual economic solutions should take into account not only the mathematical and economic aspects of the expected results, but also their social significance. Such an approach allows us to distinguish chrematistics from the economics of sustainable development (Piskorz, 2019), oriented towards a real *bonum commune*, including an economic one (Klimczuk, 2007, 2008; Zamagni, 2008).

In view of the key role of modern financial instruments in the era of globalism, the imbalance in this area is particularly acute (Malinvaud, 2007). A financial crisis is a situation in which serious disturbances appear on the financial market, which is associated with a fall in asset prices and a series of bankruptcies. In other words, it is a sudden collapse in the market, usually associated with a lack of liquidity and insolvency of the entities participating in that market, forcing public authorities to intervene (Miklaszewski, 2003). In classical terms, the root cause of this type of crisis is the imbalance between supply and demand (Jóźwiakowski, 2015).

In economics, a certain attempt at a systemic explanation in terms of natural economic phenomena are the theories of the so-called speculative bubbles or business cycles. According

to Kindleberg, a typical cycle is a process that leads from the emergence of new propositions (innovations), through the expansion of credit and the emergence of speculation, to a market crash and collapse (Kindleberger, 1999). According to Juglar, the full business cycle lasts 10–12 years and is associated with changes in investment expenditure, as well as inflation and unemployment (Morawski, 2001). According to Kitchin, the business cycle lasts 2–3 years and is influenced by changes in inventories, wholesale prices and interbank settlements. For representatives of the Austrian school, the main reason for the economic cycles is the existence and policies of modern central banks and excessive credit expansion (Matysek, 2012). Even from these few examples, it can be seen that within some views the phenomenon of legal economic crises seems inevitable (humanity is doomed to them), while in others it is presented as dependent mainly on the choice of a specific socio-economic policy, which is part of a wider culture based on inter alia, on the basis of human pro or anti-social decisions (Majka, 1958).

Regardless of the adoption of any of the above theories, it is hard not to notice that the crisis of the first decade of the 21st century was caused by blind faith in the theory of market self-regulation promoted by the neoliberal school and supporters of the so-called Washington Consensus (Szydło, 2013). The economists of this trend base their understanding of the economy on the assumption that the egoistic homo economicus is so rational that its individual rationality brings wealth and automatically improves the quality of life of the whole society (Michałowska, 2013; Potulicka, 2011; Przesławska, 2011). Apart from the purely theoretical nature of this assumption, its practical effectiveness is contradicted by the experience of socio-economic reform in Chile, South America (Jones, 2014). The literature on the subject mentions the negative effects of the neo-liberal theory, which has prevailed in science since the 1970s, based on a laissez-faire free financial market and the central bank as an administrator of public funds dependent on private entities (lender of last resort). These include, for example: globally growing economic inequalities and imbalances, falling income levels from work, excessive financialisation and monopolisation, with a simultaneous weakening of control over financial institutions (Szydło, 2013). The answer to the policy of individualism and liberalism is the ethics of entrepreneurship, understood as one of the forms of creating the common good, where at the centre of social life, in addition to economic elements, there should be interpersonal solidarity and the logic of mercy, leading through justice to equating people in dignity not only in theory, but also in the practice of economic life (Majka, 1987). Convincing to its solutions requires prior recalling of the importance of morality in avoiding the emergence or mitigating the effects of financial crises. The selected points of argumentation in this regard will be the subject of further considerations.

3.2. Ethical aspects of selected crisis moments

A general analysis of the economic crises of the late twentieth century and the first two decades of the twenty-first century reveals at least a few key moments of a socio-economic-philosophical nature (Adamczyk, 2012; Firlej, 2011; Jones, 2014; Morawski, 2003).

The first is the problem of economics detached from proper anthropology, which is associated with ignoring – both in the individual and social space – the effects of the handicaps of human nature. This over-optimism leads to a disregard for the consequences of a profit-at-all-cost attitude, including at the cost of unbelievable risk. Meanwhile, the right approach should be realism taking into account the real moral condition (including in the area of economic activities) of a person, where the realization of the greatest desires, i.e. living in truth, freedom and love, does not come either easily or quickly (Dziewiecki, 2018). The awareness of this state

of affairs requires understanding the logic of sacrifice and sacrifice for the benefit of another human being, as an element inherent in being fully human (Majka, 1987).

The second is the moment of unrestrained consumption, living on credit and separating the financial sphere from the real economy. In this way, the roots of the new wave of wealth, unreasonably in the real economy, arise mainly in the area of financial products (Rybiński, 2008). In such an economic reality, the excess of financial instruments and their degree of complexity favor the emergence and growth of a spiral of speculation. After a certain period of social consent to such a situation, the owners of the purchased assets begin to perceive the disproportionate increase in the value of their investments as a natural and long-term process (Józwiakowski, 2015). This is how a slow acceptance is born for the situation of obtaining unnaturally high income while taking more and more risk. In practice, this is often associated with the liberalization of regulations on the movement of capital and stimulation of excessive lending. This in turn is associated with an artificial increase in the price of some type of asset (real estate, stock, etc.). There is a temporary economic growth and higher interest rates attract new speculative capital. After some time, the increase in the value of the domestic currency causes a significant imbalance in the balance of trade and payments. The inability to translate the suddenly appearing scale of financial turnover into the achievements of the real economy creates the impression of a good economic situation, without being backed by real assets. These achievements are only on paper, because the real world takes time and patience (Szydło, 2013).

Historical experience shows that the emergence of money that does not reflect real national wealth is usually a problem that often leads to a crisis (Hülsmann, 2008). This was the case with the gold flowing to Spain in the 16th century, as well as the gigantic compensations paid to the Germans by the French after 1871 (Jones, 2014). In both cases, strong consumption and speculative tendencies were visible, without translating into an increase in the real wealth of the citizens of the beneficiary countries. Financial transactions, often highly "leveraged" with borrowed capital, do not by themselves change the real national economy, but generate commissions for the brokers serving them on the occasion of each contract. With a large number of operations, even without any beneficial effects on the economy, the profits of financiers grow impressively. Intensively credited stock exchange traffic creates the impression of an economic boom, although in fact it comes down to a permanent increase in prices of individual assets. In such circumstances, entrepreneurs are no longer interested in laborious investments in the real economy, if the mere purchase of financial assets increases their balance sheet result disproportionately quickly. The lack of competence ceases to matter then, because everything is earned, and the secret of greed is at best to obtain another loan.

In the situation described above, it is not surprising that the importance of speculative capital has increased. The term "global casino" (ie a strategy based on a minimum own contribution) is often referred to here, and the expansion and domination of financial markets in the modern economy are regarded as the most important feature of globalization (Toffler, 1991). The latter exacerbates the scale of the financial shocks, magnifying the inherent propensity of markets to fall into speculative crises.

Another element of the crisis situation outlined in this way is the computerization of the system related to trading in financial assets. It is estimated that computer programs currently account for 40–70% of the stock exchange turnover. Contrary to traditional investors, robots of this type do not analyse the company's value based on its expected future results, fundamental valuation of the company, plans to expand into new markets or the competences of managers during a stock exchange session, they contain hundreds or even thousands of transactions

that are geared towards minimal rate movement and quick profit (Matysek, 2012). In this way, the human decision-making factor is excluded from the investment process, at least at the stage of detailed transactions.

Another problem is that states deprive themselves of any influence on shaping financial policy for the benefit of international finance. It is surprising that a significant part of the proceeds on the fate of finances, including the savings of citizens, are entrusted to corporations remaining beyond the control of the state. This confirms the disastrous effects of adhering to unrealistic philosophical and social assumptions and proves, next to a false image of human ethical behavior, either of far-reaching naivety or of deliberate action against ordinary citizens. The situation is exacerbated by the negative effects of globalization. The related principle of connected vessels without proper security keystones may turn out to be a systemic curse (Brzozowski, 2011). An example is the money invested by pension funds in worthless debt securities. The irresponsible behavior of international brokers, calculated for high commission profits, and the lack of state supervision can lead to the collapse of the national pension system. Banks treated as institutions of public trust have failed to trust, and the recent crisis has highlighted the poor knowledge of banking supervision about borrowers and bank partners (Jóźwiakowski, 2015). Appropriate regulations, not simple monetary measures, are the best response to the crisis. It is an appropriate response to the pressure of financial markets on individual governments.

Rhetoric, as an art of effective influence on the recipient of the message, is not without significance for shaping and fighting the crisis. Living in an atmosphere of permanent uncertainty has serious economic consequences. The real economy cannot develop without the support of a sense of sufficient security of the conducted transactions. Abandoning ethics results in a crisis of trust. Doing business in circumstances where human dignity and the elementary principle of keeping honest contracts are not respected is very difficult, if at all possible. Linguistic and information issues are of regulatory importance. The participation of credit rating agencies in the emergence of speculative bubbles clearly proves the market's non-transparency and asymmetry of information. Such a state of affairs, with naive trust in these institutions, allowed them to mislead investors with impunity and to profit from transactions thus "arranged".

The consequences of wrong decisions of financial entities should generally be associated with their liability (Pontifical Commission "Iustitia et Pax", 1986). As the crisis of 2007-2009 shows, the situation is quite different. The worthless financial instruments based on unpaid debts created at that time were largely "bought" by state budget (Jones, 2014). In practice, this meant financing the effects of incompetence or fraud in finance and its commissions with taxpayers' money. Covering the debts of failing financial intermediaries is a transfer of wealth from the so-called ordinary taxpayers to shareholders and top managers of institutions who led their own institutions to the brink of bankruptcy, which dramatically increased the risk of the entire financial system (Jóźwiakowski, 2015). In this way, bailing out institutions that are labeled: "to-big-to-fail" fits in perfectly with the present system of corporate capitalism that has replaced cooperative capitalism (Prokopowicz, 2019). This strengthens the financial giants and allows the further concentration of the financial sector and its monopolistic tendencies. In such an economic reality, the rich get richer and the poor lose what they have. The scale of bonuses paid to the management of financial institutions is particularly outrageous. The sky-high appanage of the management boards of companies that previously received public aid is completely different from the sense of common decency. Draconian reforms are being introduced in the economy, and the state-subsidized multinationals are operating as if the cri-

sis did not affect them at all. This type of policy is associated with increasing overall tax pressure, while at the same time taxing funds, virtually accumulated in tax havens, would bring billions of dollars in revenues not only to developed countries, but also (taking into account the dynamic growth of millionaires and billionaires) emerging markets. Unfortunately, during the crisis, this topic is not present in the public debate. It can be assumed that even less it will not be discussed in times of better economic conditions (Józwiakowski, 2015).

Recalled serious defects of the contemporary economic situation, in the form of the above-mentioned phenomena: improper assessment of the goals (including final goals) of human existence and the real possibilities of their implementation, unrestrained consumption, detachment of finance from the real economy, the destructive role of speculative capital, crisis-generating effects of excluding human decision-making from processes investments through their excessive computerization, the exclusion of international corporations from social control, the lack of sufficient social disapproval for the extreme instrumentalization of social communication, the lack of responsibility of persons and economic entities for crises-generating behavior, proportionate to the damage caused. They are all important elements shaping contemporary socio-financial crises. They are of a different legal and economic nature, but their common denominator is the lack of subjecting them to a wider socio-economic assessment referring to the *bonum commune* of all participants in social life. It is therefore about a deeper search for holistic assessments of these behaviours. In this context, the perspective referring to: supporting (or disregarding) a conflict of economic interests, taking advantage of a dominant position over other market participants, or ruthless use of human weaknesses, where the optics of Gordon Gekko, a character from Olivier Stone's movie "Wall Street", who was unable to say when he would be fed up with earning money, but argued that greed is good and appropriate (Kowalik, 2005).

In the further part of this study, an attempt will be made to recall – in the context of the financial crisis – the importance of the evaluation system underlying the economy of entrepreneurship (John Paul II, 1991) as a solution rooted in the foundation of the inalienable dignity of the human person.

3.3. Ethical values as the foundation of healthy finances

An important antidote to the above-described problems of modern finance is the basis of behaviours undertaken within their framework on values that lead to the holistic (including cognitive, spiritual, economic and social) development of the human person and promote the common good of all people, not just a select few (United States Conference of Catholic Bishops, 1996; Wishloff, 2018). *Bonum commune* understood in this way is the formal reason of every community and an element of man's improvement in his humanity, including a sincere relationship with others (Majka, 1982). For people are close to each other, in some common good, and that which they are able to comprehend in a spiritual way. Isolated from the moral context, material goods divide people, and only spiritual goods, or those understood in a spiritual way, can connect them and bring them closer together. Everyone can use these goods without diminishing one another or diminishing their share in them (Majka, 1987). In this sense, the common good, also of an economic nature, always has a spiritual character, because the essence (core) of social phenomena (i.e. mainly our relations with another human being) consists precisely in allowing others to participate in our internal life (Majka, 1983). Taking a specific external attitude towards another person, including economic, is only the result of a prior spiritual decision (friendship, trust, sacrifice, or, on the contrary, hatred, exploitation, indifference)

to open or close a specific sphere (including property) of our life. The properly understood nature of the common good is always aimed at improving the social order, where perfection is a state of participation in the good rooted in the basic principle of equal personal dignity of all people (Majka, 1982). This is what distinguishes group existence from fully human social life.

An example of referring to personal oriented values may be the analysis conducted by the Congregation for the Doctrine of the Faith and the Dicastery for Integral Human Development in the document entitled: *"Oeconomicae et pecuniariae quaestiones. Considerations for an ethical discernment regarding some aspects of the present economic-financial system"*, where a critical opinion was expressed about the moral state of modern financial markets, recalling that all human activity makes sense when it respects the integrity of the human person and does not prioritize the pursuit of profit (Congregation for the Doctrine of the Faith and Department for Integral Human Development, 2018). At the same time, eight economic areas were identified which currently raise particular ethical doubts, i.e., asymmetry in contacts between the client and financial institutions; the domination of capital over labour; credit speculation; capital market manipulations; the need for stricter regulation of financial markets; dishonesty of financial advisers; destructive corporate culture and the practice of non-payment of taxes, especially in "tax havens". The authors of the document emphasize that building a civilization of love related to truth is the key to genuine development based on solid moral foundations. The final horizon of the common good cannot be implemented against some social groups, in particular the most vulnerable. Hence, care for the creation and diffusion of wealth must go hand in hand with responsibility. Human effort – including economic one – is as much positive as it fits into the horizon of adequate ethics (Congregation for the Doctrine of the Faith and Department for Integral Human Development, 2018). This in turn, in the social aspect, must lead to the common good, which is first of all a moral category and should be assessed also in terms of the personal dignity of everyone acting (Majka, 1993). Otherwise, society will seek the physical or spiritual enslavement of its citizens. Therefore, if we do not find moral justifications for social behavior, in particular we will not find in it a source of complement and our own improvement, which is the actual way of exercising freedom, we will become a society of slaves, doomed to mutual destruction or enslavement brought to the limits of oppression (Majka, 1987).

Contemporary financial crises, supported by a modern form of monetary usury, are often associated with the acceptance of the attitude of ethical utilitarianism, individualism, materialism and technocratism (Jones, 2014). Meanwhile, all truly human actions are subject to moral evaluation, because the human person is characterized by freedom and rationality. Hence, the choices she makes should be purposeful (rational) and responsible. Thus, the assessment of conduct is the determination of the relationship of human action to certain social goals (legal, conventional) or to the ultimate goal of man (moral evaluation) (Majka, 1958). Economic life does not run beyond moral good and evil (hence, lying and stealing are not socially indifferent), but requires responsible behaviour (Dylus, 2016). The ethical attitude of man corresponds to their inalienable dignity, within which freedom is a function of reason, the way of action of rational beings and the property of their pursuit of goals and understanding reality as truth (Majka, 1958). Thus, undermining – in the name of impersonal market laws – the responsibility of people for the decisions they make that contribute to the emergence or duration of financial crises, is an attempt to deny the dignity of these people. At the same time, it is an attack against the principle of personalism, which advocates concern for the well-being and development

of every human being, which under no circumstances – including the financial crisis – can be treated as a means to an end.

As part of economic issues, which, after all, take the form of interpersonal relations (Łętocha, 2016), moral experience – also as an element of co-responsibility for creating and sustaining financial crises – lies at the foundations of human uniqueness and irreducibility, closely related to and confronting with experiencing his personal transcendence (Mrzygłód, 2009). In times of crisis, the traditional principles of social ethics, such as transparency and honesty, are even more important (Adamiec, 2009). In this context, it is not surprising that ignoring the importance of ethical issues is one of the causes of contemporary financial crises (Kamińska, 2010). The financial market without moral foundations should not or even cannot function properly (Kobierzyńska-Orlińska, 2019).

Society is undoubtedly a complex reality and does not succumb to simple rationalization processes (Lisowska, 2010). Complication deepens the complex process of globalization of financial markets (Nieborak, 2010). Hence, when assessing the phenomena occurring in it, an attempt to refer only to the methods adopted in the natural sciences leads to misunderstandings and false conclusions (Bokajło, 2013). This misunderstanding comes from a misunderstanding of the subject of broadly understood humanities (that is, examining the regularities occurring in human societies in the context of choices made by people, including economic ones). This subject is the products of culture, and scientism understands them as multiplication systems, which is a property of the natural world, while human products have a comprehensive character (Majka, 1958). At the root of a false simplified understanding of economics is essentially a materialistic concept of man, which diminishes the importance of the effects of human choices in the process of shaping his social situation (Kowalski, 1999). When it is adopted, the role of man in social life and, consequently, the ultimate goal of his existence is omitted. Meanwhile, activity on financial markets is a social cultural process in which the participation of people who make free and rational decisions that are important not only from the point of view of economic but also moral rationality. They are all subjects of moral duty, agency and therefore of responsibility. Regardless of their intentions, the result of their collective action in the form of a crisis in financial markets is not something morally indifferent (Dylus, 2016). Thus, both the greed of financial market participants (the desire for profit by creditors and the carelessness of borrowers) and the failure to exercise due state control are important. Social acceptance of the moral hazard is also not indifferent (Pilewicz, 2014). The moral criterion should also be applied to the assessment of the currently created structures, e.g. in the form of the so-called casino capitalism (Dylus, 2016). The negative economic effects associated with financial crises, at least partially, affect the whole of social life, constituting an obstacle in the process of sustainable development of both individuals and entire communities. In this sense, Kołodko is undoubtedly right when he writes about the structural and institutional crisis of contemporary capitalism, which has been seduced by the delusion of neoliberalism and speculative capitalism (Kołodko, 2011). Hence, it cannot be denied that in the conformist history of contemporary capitalism, the crisis seems to be not the exception, but the rule (Roubini & Mihm, 2010).

Understanding the importance of applications in the financial world of personal oriented ethics requires abandoning the vision of an economy where everything is subject to competition and financial valuation (Laubier, 1990; Villain, 1954). The latter viewpoint contributes to the deepening of social inequalities and the recognition of man as an object of economic turnover (Majka, 1987). The culture of morally disordered prosperity shaped in this way, apart from fostering recurring economic crises, deprives sensitivity and inner peace, leading to a state of

constant insatiability. The primacy of pseudo-freedom over truth and profit over ethics makes it impossible to properly shape interpersonal relations as the basis of social life (Kowalczyk, 2007). With time, such a state of affairs may take the face of turbocapitalism (Szulczewski, 2009; Szulczewski, 2010), where in a world dominated by high technologies, life is concentrated in overcrowded cities, people are hybrids with machines and the conditions are dictated by large corporations. In such a reality, the place of nation states is taken by cybernetic mega-corporations, and relations are again being ruled by social Darwinism (Relich, 2020). This must not be allowed to happen.

4. Conclusions

The true common good does not cause social tensions and hostile antagonisms. Actual personal improvement is not done at anyone's expense, but serves everyone, having its roots on the spiritual level. Hence, the real bonum commune develops thanks to the participation of all members of the community, and it can only be realized by moral means, which excludes the participation of falsehood or manipulation.

Sound financial activity manifests its primary purpose in creating value by morally accepted means and favoring the appropriate dispersion of capital to create the essential cycle of wealth. The basic good of mankind is man himself in his existence in truth. Hence, both entrepreneurship and consumption should be oriented towards human development and its promotion. The perfection of a person is the ability to choose good. In this spirit, any economic decision is also a moral and cultural choice.

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Money Attitudes and Personal Finances During the COVID-19

Magdalena Sadowska

Abstract: **Background:** Most of the research relates to previous major financial crises. The current coronavirus crisis is still ongoing, so the current analysis focuses primarily on people's current preferences based on surveys.

Research objectives: This work focuses on the analysis of the financial preferences of the group of people living and working in the Małopolskie Voivodeship in the last year. The choice of the form of making purchases, payments as well as savings and investments in the face of limitations caused by COVID-19 were analysed.

Research design and methods: The adopted analytical-synthetic method is calculated to signal specific areas raising ethical doubts. Their exemplification leads to an attempt to define the key problem of modern finance, which is breaking away from the foundation of ethical values and, consequently, abandoning the common good as the social goal of all human activity.

Results: The obtained results do not allow for the conclusion that in the analysed group, money attitudes significantly differentiate the financial choices of respondents during the restrictions related to COVID-19. The analysis of other factors related to the preferences of financial management allows for partial confirmation of hypothesis regarding the interest in online shopping and non-cash forms of payment has increased.

Conclusions: The papers proved that the restrictions related to the coronavirus resulted in a significant increase in interest in new technologies, online shopping and modern payment methods.

Keywords: money attitudes, personal finance, COVID-19, Money Attitudes Questionnaire

JEL Codes: D14, G41, G51

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1. Introduction

Coronavirus has become a universal subject for discussion in the last year because it affects many areas of life. This work focuses on the analysis of the financial preferences of the group of people living and working in the Małopolskie Voivodeship in the last year. The money attitudes and the preferences of respondents regarding the choice of the form of making purchases, payments as well as savings and investments in the face of limitations caused by COVID-19 were analysed. The conducted analyzes proved that the studied group does not show any correlation between money attitudes and financial preferences towards the crisis caused by the coronavirus. On the other hand, the epidemic situation changed people's preferences, regardless of their money attitudes. Many more people use online services and modern payment methods. Moreover, contrary to the general opinion, in the analyzed group of people there

was no feeling of a significant deterioration of the financial situation as a result of the restrictions related to the COVID-19 pandemic.

2. Literature review

The subject of this paper is the measurement tool developed by A. Gąsiorowska (2013a): Money Attitudes Questionnaire in a short version (SPP-25). The main assumption accompanying the construction of the initial version of the Money Attitudes Questionnaire was to define money attitudes as the total disposition to evaluate money and to react emotionally to it, as well as beliefs about the nature of money, which features are relatively permanent (*ibidem*). The questions included in the SPP were grouped into seven dimensions, but as a result of the research by the author of SPP on the abbreviated version of the scale, the “preference for cash” dimension was omitted as the least important (Gąsiorowska, 2013b). Therefore, SPP-25 focuses on the following six dimensions (Gąsiorowska, 2010):

- control and planning (KF): high results in this dimension are characteristic for people prudent in financial matters, budget planners and savers; low scores indicate a preference for spending money instead of saving,
- power (WP): high scores mean that money is a tool for influencing others as well as a measure of success,
- anxiety (NF): high results mean fear for their own financial situation, both now and in the future, people achieving high results in this dimension are afraid that they may not have enough money,
- debt aversion (AZ): it concerns the reluctance to incur financial liabilities, people with high results in this area avoid loans, and if they take them, they strive to repay them as soon as possible,
- occasion seeking (ŁO): high scores are characteristic for people who perceive and take advantage of opportunities related to the possibility of earning money,
- root of the evil (ZZ): high scores are a sign of aversion to money, such a person believes that money is unnecessary and is the source of evil in everyday life.

The SARS-CoV-2 virus pandemic is currently under discussion around the world. The limitations resulting from the epidemiological situation made it necessary not only to organize work and learning remotely, but also significantly influenced other aspects of life: social, economic and psychological. Studies regarding peoples’ assessment of financial situation in the United Kingdom and Sweden at the beginning of pandemic showed that most of surveyed people believed that their private financial situation will be better than average situation of national economy (Barrafrem, Västfjäll, Tinghögad, 2020). Changes in Poles’ financial management are also subject to analyzes. Many surveyed people claim that COVID-19 has not significantly contributed to changes in saving habits or incurring new financial liabilities (Consumer Federation, Fundacja Rozwoju Finansowego, 2020). On the other hand, other analyzes show that some Poles are concerned about their financial situation due to the pandemic, and the main factor influencing this is rising inflation and decreasing level of savings (aleBank, 2020).

According to the President of UOKiK, the pandemic situation also caused Poles to make financial decisions in a more rational manner. This is reflected in the fact that they do not take out as many loans as before, so as not to risk a possible loss of liquidity. More often, Poles limit their consumption to compensate for the negative effects that the restrictions caused by the

coronavirus have had on their household budgets. This theory was also confirmed by the president of the Financial Market Development Foundation (Rzeczpospolita, 2020).

Crises affect people's financial behavior, as proven by many scientific studies. Here can be cited analyzes proving that people experiencing the financial crisis of 1929–1933 showed then much higher financial risk aversion (Cogley & Sargent, 2008). During the 2014–2015 crisis in Russia, people accumulated more savings in cash and their consumer activity decreased significantly (Belekhova & Basova, 2019). In addition, the macroeconomic conditions in which people grow up also influence their risk-taking and financial management preferences. The experience of the financial crisis in adolescence evince in a greater aversion to risky financial decisions in later life (Janecki, 2020). The emotions that determine financial behavior are: fear and greed. They influence whether a person making investment decisions at a given moment will have greater or lesser risk aversion (Szyszka, 2009).

Most of the scientific research available in the literature relates to previous major financial crises. The current coronavirus crisis is still ongoing, so the current analysis focuses primarily on people's current preferences based on surveys. The aim of this study is therefore to examine preferences in the field of current finance and savings management in the COVID-19 era. The analysis also covers feelings related to their own financial situation and their relationship with the belonging of the respondents to their respective types of money attitudes.

Satisfaction with the income obtained depends on the one hand on what a given person has, and on the other hand on what they would like to have, because this difference determines how satisfied we are with our current material situation (Solberg et al., 2002). It is often the case that people who have a small but sufficient income for a long time are more satisfied than those who have large wealth and want to keep increasing it (see also CNN, 2018)

The dimensions analyzed through the Money Attitudes Questionnaire are related to financial anxiety, control or approach to financial liabilities. Different attitudes towards money should therefore influence decisions regarding the selected payment methods or forms of cash storage. Such a statement allows for the formulation of the first hypothesis: H1. Representing a certain money attitude significantly influences financial management choices during the limitations resulting from the coronavirus pandemic.

The current situation caused by the coronavirus and the resulting restrictions, in public discussion was a negative experience for those affected by the restrictions. This article also aims to illustrate how the crisis caused by the pandemic has affected our preferences regarding payment methods, shopping, saving and our perception of our financial situation. For this purpose, a second hypothesis was formulated: H2. The epidemiological situation has changed people's preferences regarding the preferred forms of purchasing, paying, keeping savings or investing.

Consequently, it is expected that restrictions on brick-and-mortar purchases will result in more interest in online purchases, which in turn will increase the percentage of non-cash payments. Moreover, some people in our country withdrew their savings from banks because of the fear of difficulties in accessing them later. In addition, the pandemic crisis caused a deterioration of satisfaction with Poles' financial situation. The questionnaire study was aimed at obtaining information whether such behaviors took place in the analyzed group of people and what was their scale.

3. Research Method and Material

The research tool was a questionnaire consisting of two parts. The first was about money attitudes. The second part focused on various questions in the field of purchasing, saving and investment preferences, i.e., broadly understood personal finance management. Efforts were made to obtain information on the growing role of the Internet in finance and commerce. Information was also obtained on the satisfaction of the respondents with their own financial situation, in the context of the realities caused by the restrictions resulting from the coronavirus pandemic in 2020.

Money attitudes were measured using the short version of Money Attitudes Questionnaire (Gąsiorowska, 2013a), consisting of 25 questions assigned to the six dimensions described previously. Information on purchasing habits, selected payment methods or assessment of one's own financial situation was obtained through questionnaire questions of various scales addressed to a diverse group of people. Each dimensions was rated by respondents on a 5-point Likert scale (5 – I strongly agree, 4 – I tend to agree, 3 – it is difficult to say, 2 – I tend to disagree, 1 – I strongly disagree).

The assessment of personal finances in the COVID-19 era was measured on the basis of questions about their own feelings about changes in preferences in relation to the form of shopping (stationary, online), preferred forms of payment (cash, payment cards, BLIK, bank transfer). In addition, the respondents determined the impact of the COVID-19 crisis on their material standing and approach to risk.

The survey was conducted on a group of $N = 130$ people living and working in the Małopolskie Voivodeship. The data from $N = 124$ people who completed the questionnaire completely were used for the analysis. The gender structure shows a slight predominance of males (52.4%). Age was measured using 6 ranges 1) under 25 years old, 2) 26–35 years old, 3) 36–45 years old, 4) 46–55 years old, 5) 56–65 years old and 6) over 66 years old. The most numerous group of respondents represents the age group of 26–35 (36.3%), then 36–45 (25%), and 46–55 (21%). The remaining people represent the youngest group and the age category over 56. Moreover, it was found that 75% of the respondents do not have an economic education, and 58% of people do not work in the financial sector.

4. Results

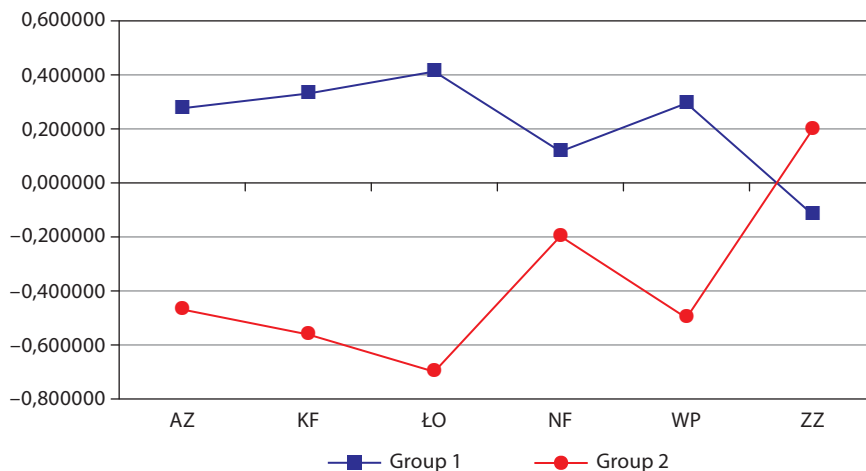
The first step was to perform a k-means cluster analysis on the averaged scores of each segment of the Money Attitude Questionnaire. Due to the small size of the group, in order to make further analyzes possible, two groups were distinguished in the study population, due to individual money attitudes. The first group includes $N = 78$ people (63.0% of cases), the second group consists of $N = 46$ people (37.0% of cases). This division allows to conclude that the respondents included in the study represent a symbolic approach to money (see Gąsiorowska 2012) and their behavior can be classified into one of two groups: anxious admirers (group 1) and money repellers (group 2).

In connection with the obtained classification results, the following characteristic features can be distinguished for the analyzed group of respondents:

- Group 1 (anxious admirers) – They avoid incurring financial liabilities to the greatest extent, and they also have good control of their finances. In addition, they tend to take advantage of opportunities to earn extra money, which makes them more resourceful in managing

personal finances. They do not see money as a source of evil, but they find it a basis for gaining power and socializing.

- Group 2 (money repellers) – These people are characterized by a lack of excessive aversion to incurring financial liabilities and behaviour aimed at saving as much money as possible. These people do not worry excessively about their financial situation, they do not believe that money is a necessity to gain respect in the eyes of other people. Moreover, they are characterized by the belief that money is the source of evil.



Where: AZ – debt aversion, KF – control and planning, ŁO – occasion seeking, NF – anxiety, WP – power, ZZ – root of the evil.

Figure 1. Groups of money attitudes

Source: Own study based on survey data.

In the first group, there is a slightly higher percentage of people working in the financial sector and with a specialized education than in the second group (Figure 2), which may result in their more cautious approach to issues related to financial control or aversion to liabilities.

The second stage of the analyses was to examine whether the resulting affiliation to a given group of money attitudes influences the financial decisions of respondents during the coronavirus pandemic. The following issues were analysed:

- the impact of pandemic restrictions on the frequency of online ordering,
- the impact of COVID-19 on payment habits,
- the impact of the pandemic on savings storage preferences,
- withdrawal of cash from the bank during a pandemic,
- the impact of the crisis on the proclivity to take risks,
- assessment of own financial situation.

For this purpose, the chi-square test was performed to establish the relationship between the variables and the resulting classification into one of two groups of money attitudes. Due to the small size of the group, the chi-square test was not applicable to all variables (the assumption of minimal observation in the group was not met). Therefore, for some variables that do not meet this assumption, a continuity correction was applied – the Fisher, Yates, McNemar exact test.

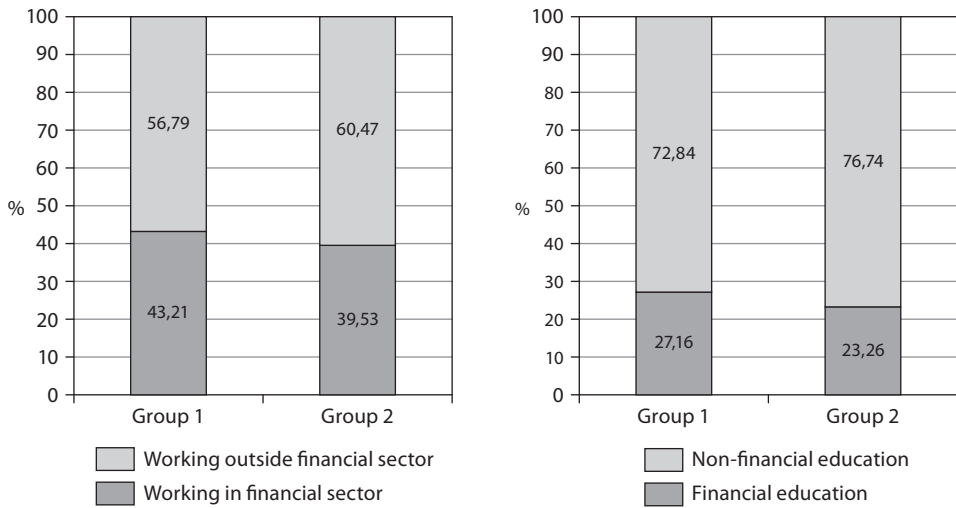


Figure 2. Structure of the professional work and education sector

Source: own study based on survey data.

The results of the analyzes in none of the cases showed a statistically significant correlation between the classification of money attitudes into a given type and the analyzed variables ($p > .05$), which means that the money attitudes represented by the respondents do not affect their financial and purchasing choices in the face of the epidemiological situation. Thus, for the analyzed group of people, hypothesis 1 was not confirmed.

The next step to illustrate the situation regarding financial behavior during the coronavirus pandemic was to analyze the structure of responses to individual issues. For this purpose, an analysis of the number of people was performed, which allowed to visualize the results for each of the analyzed areas. These results do not show significant differences in the preferences of the representatives of group 1 and group 2.

The first analyzed aspect was to examine whether there was an increase in interest in online shopping. According to the survey data, as a result of the restrictions related to the pandemic, and hence the closure of some trade, the vast majority of people shop online more often. 90% of people in group 1 and 93% in group 2 declare a greater frequency of using online stores. This result is consistent with the commonly available analyzes of this phenomenon (KPMG, 2020; Dziennik Gazeta Prawna, 2020; DSSmith, 2020). The most-bought items include: clothing, footwear and haberdashery, electronic equipment, cosmetics and jewelry (Figure 3). There were also statements that the respondents now order online everything they can buy in this form.

The choice of payment methods is directly related to purchases. The vast majority of people prefer cashless payments. A significant number of people opted for this type of payment before the pandemic, and it can be noticed that slightly more people with traditional payments come from group 1 (Figure 4). This is related to the approach to security, because among the first group as many as 40% believe that modern payment methods are less secure than cash. In the second group, 25% share this belief. The relationship between considering electronic money as less secure and the choice of payment methods when shopping online is statistically significant (Chi-square 11.34522, $df = 2$, $p = .00344$), while the relationship between belonging

to group 1 or 2 and the opinion about the risk resulting from modern payment methods is at the limit of statistical significance. Therefore, there is a clear difference in the structure of the responses of both groups representing money attitudes.

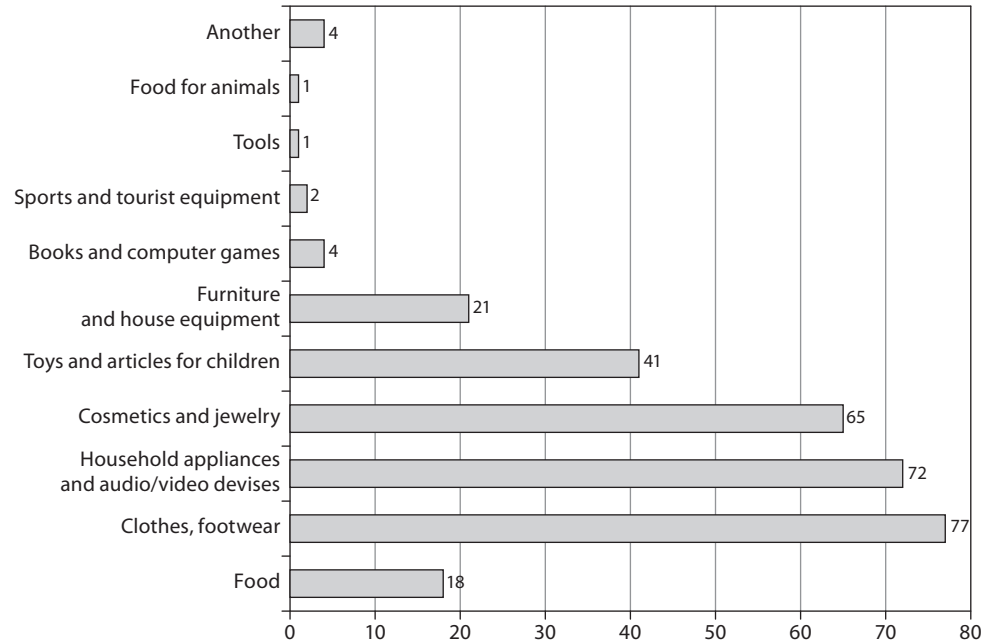


Figure 3. Online shopping

Source: Own study based on survey data.

With regard to keeping savings and withdrawing them from the bank as a result of the mass panic caused by the initial phase of the epidemic in Poland, no differences can be distinguished between the first and second groups of money attitudes. The vast majority of people in the analyzed group believe that the coronavirus has not changed their saving habits (group 1: 90%, group 2: 86%), and also declare that they have not withdrawn funds from their bank account in order to keep them in cash (group 1: 94%, group 2: 95%). A similar situation occurs for the analysis of the proclivity to undertake risky investments. Both in the first and the second group, the epidemic situation did not change these habits for the majority of people (73%). About 27% of people believe that they are now avoiding risky investments more than before.

About half of the respondents believe that their financial situation is good or very good. Most declare that their financial situation has not changed in the last year. Moreover, group 1 is slightly more satisfied with their financial situation than group 2. However, it is the representatives of the first group that more often believe that their situation has worsened as a result of the coronavirus crisis (Figure 5). This is probably due to the fact that these people have better control of their personal finances, and therefore it is easier for them to see the difference in the financial situation between previous years and 2020, when the coronavirus was already present.

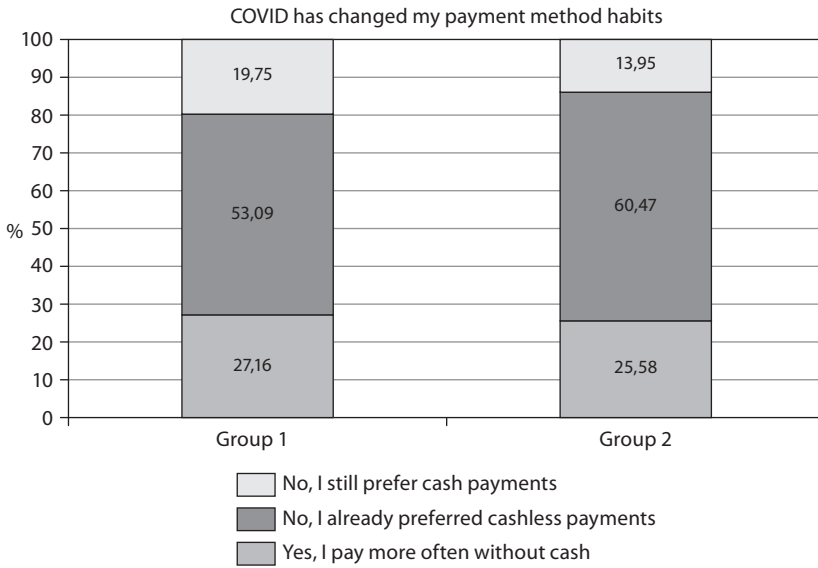


Figure 4. The impact of COVID-19 on the choice of payment methods

Source: Own study based on survey data.

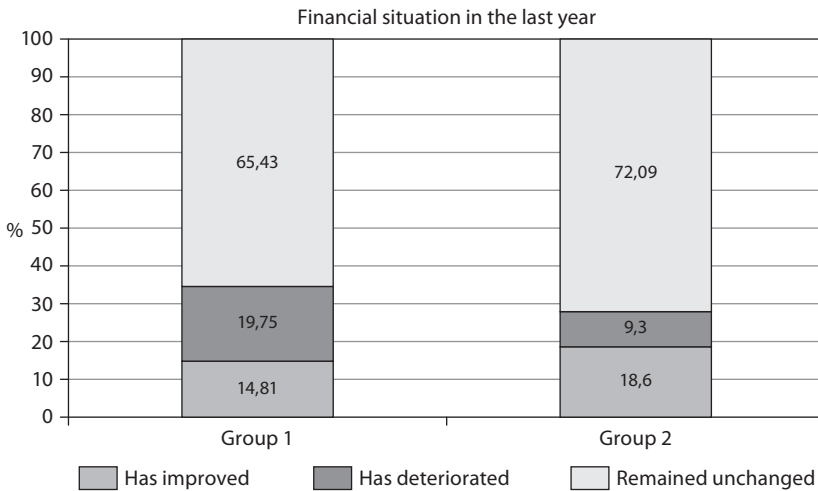


Figure 5. Assessment of the financial situation in the last year

Source: Own study based on survey data.

It is worth adding that the structure of responses to change the financial situation may be influenced by the type of employment that the respondents have (Figure 6). The vast majority of people work full-time on the basis of an employment contract, contract of mandate or contract for specific work. A small part of the analyzed group of people run their own business, who, according to general analyzes, were most affected by the crisis (see Kalemli-Ozcan, Gourinchas, Penciakova, Sander, 2020).

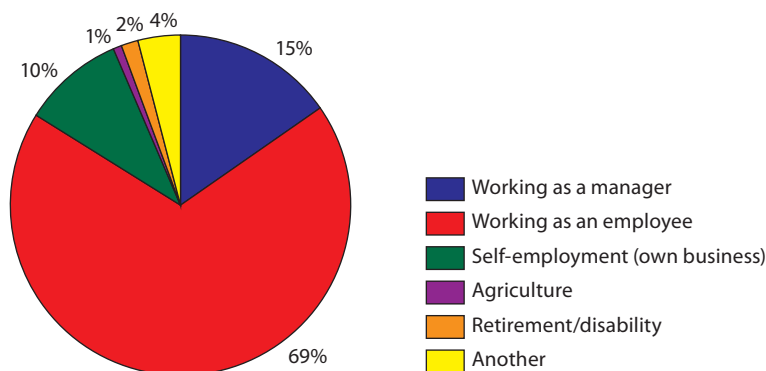


Figure 6. Structure of employment forms

Source: Own study based on survey data.

5. Conclusions

The first goal of this study was to analyze preferences regarding current finance and savings management in the COVID-19 era, as well as feelings related to Poles' own financial situation and their relationship with the affiliation of the respondents to one of the two types of money attitudes. The obtained results do not allow for the conclusion that in the analyzed group, money attitudes significantly differentiate the financial choices of respondents during the restrictions related to COVID-19. Therefore, the first hypothesis posed: *Representing a certain money attitude significantly influences financial management choices during the limitations resulting from the coronavirus pandemic* should be rejected. The analysis of other factors related to the preferences of financial management allows for partial confirmation of hypothesis 2, as the interest in online shopping and non-cash forms of payment has increased.

Moreover, the crisis triggered by the pandemic left half of those polled unhappy with their economic situation. The general analysis of the survey allows for the following conclusions:

- Due to the pandemic, the majority of people (over 90%) buy online more often than before.
- More than 80% of people choose non-cash payments, including 26.6% choose them more often than before the pandemic, and 55.6% of people also used cashless payments earlier.
- The epidemiological situation did not change preferences regarding the storage of savings, and did not cause a massive withdrawal of cash from banks (only 5.7% of respondents did it).
- In the analysed group of people, the preferences regarding the proclivity to take investment risk did not change either. 75% of respondents declare that their habits have not changed, while 25% claim that they avoid risk more than before.
- When it comes to satisfaction with one's own material situation, the answers are even. 49% believe that it is worse than average, while 51% consider it to be good or very good.
- Most people (68%) declare that the pandemic has not changed their financial situation. 16% of people believe that it has worsened, while another 16% declare an improvement in their financial situation.

In connection with the presented regularities, the second hypothesis: *The epidemiological situation has changed people's preferences regarding the preferred forms of purchasing, paying, keeping savings or investing* has been partially confirmed. More people are using the internet

to make purchases and pay for them. In terms of saving as well as investing and approaching risk, it was not noticed that the coronavirus significantly changed these habits in the analyzed group of people.

The conducted analyzes proved that the restrictions related to the coronavirus resulted in a significant increase in interest in new technologies, online shopping and modern payment methods. Moreover, as presented earlier, the majority of people in the analyzed group did not succumb to the mass panic of withdrawing cash from bank accounts. This may be influenced by the fact that about 40% of people work in the financial sector, and 25% have a specialized education, so they are aware of the current situation and do not succumb to mass panics related to finances. In addition, in the surveyed group COVID-19 did not significantly affect the satisfaction with their own financial situation, which may also be reflected in the type of employment that the respondents have, as the vast majority of them have stable employment in the company under an employment contract.

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