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ANALYZING THE FACTORS AFFECTING THE NON-REPAYMENT OF LOANS AND CREDITS RECEIVED BY CUSTOMERS (CASE STUDY OF MASKAN BANK IN KOHKILOYEH-BOYER AHMAD)

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ABSTRACT
Among the most important issues regarding the credit is non-repayment of facilities. Various factors affect the non-repayment of bank loans which identifying these fields can be provided to reduce the credit risk of banks. The purpose of this study was to investigate the factors influencing non-repayment of bank loans in Maskan Bank in 2014 is Kohkiloyeh -Boyer Ahmad. This study is a descriptive survey. Statistical population consists of all staff of Maskan Bank in Kohkiloyeh -Boyer Ahmad and sampling is not done due to the small sample size and a 23-item questionnaire has been distributed among bank staffs which were 70 members. The reliability with Cronbach alpha was calculated equal to 0.83. Data collected by descriptive and inferential statistics as univariate and were analyzed using spss software and Friedman test. The findings showed that in the audience perspective, factors such as socio-demographic characteristics of the borrower, loan financial characteristics, and environmental conditions has had a significant effect of non-repayment of loans (Maskan Bank in Kohkiloyeh -Boyer Ahmad).

Keywords: *Financial and Economic Situation, Social and Personal Characteristics, Environmental Conditions and Refund Claims*

INTRODUCTION
Bank credit is the appropriate tool to promote economic growth, particularly in the early stages of development. This has fundamental importance in funding allocations for economic projects in developing countries. The credits has impact on employment, exports and imports, and thereby affects the growth and helps development of various aspects of industrial, agricultural and service in countries (Khatayee *et al.,* 2009).
Bank credit creates the development of employment opportunities for job seekers by providing investment opportunities for producers (Bakhtiari and Pasban, 2004). Credit from the banking system of each country is also a way of financing businesses in the economic sector, so that the correct principles of the credit and efficient use could have a significant role in economic development. Credits are allocated to different activities based on the priorities for economic development purposes (Mier, 1990). Bank facilities are provided mainly through collected accounts. Resource mobilization and allocation of work in both the fields of banking are based on the condition which in addition to the loan, the added amount is considered as found by banks and borrowers must pay to the bank. The difference between these two rates is spent in operational and non-operational tasks and building revenues and profits for the bank (Taghavi and Lotfi, 2006). Lending is an important part of the Bank's operations. In fact, economic growth requires investment and investment requires financial resources. In addition, payments and receipts of economic units are not always consistent with each other in terms of time and people are forced to refer to financial institutions and credit which the most important is bank to use the facilities and necessary resources. Thus banks provide favorable conditions for investments through credit and financing operations for various sectors of the economy and increase capital growth and eventually become the national production (Khatayee and Abedifar, 2000). If the capture and allocating resources is done efficiently, it will stimulate the necessary conditions to achieve economic growth and development. But if the absorption method and use the savings are undesirable, it does not provides economic growth and development and will cause of disaster (Haghighat and Nasiri, 2004). Non-repayment of bank loans is not a new topic, but the issue that

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recently have become as one of the main concerns of the bank. Therefore, due to the lack of attention to this issue in the country, not many studies have been conducted on this issue, but outside the country, many studies have been done on this topic.

Research Literature

Customer classification regarding the fulfillment of obligations

- Those companies that have been liquidated credit facilities (including principal and interest facilities) in the deadline (liquidated facilities).

- Customers who have received credit facilities from banks and although the time of the receipt of incoming facility is arrived, they do not repay their loans up to two months after the date (Current receivables).

- Customers who do not repay their loans after 6 months of their date (past date receivables)

- Customers who do not repay their loans after 18 months of their date (Doubtful receivables)

Banks try to allocate their resources to those who repay the loans on their date (first group). But there is always the possibility that some customers settle their obligations with the delay. But it does not defaulted in repayment and defaults. So after getting the mortgage of loan maturities, banks consider a while appeasing the client to settle the obligation and after 2 months transfer the amount of facilities to previous headlines and after a period of time from the date of settlement if the commitments are not deferred, it will transport to the headlines and then doubtful. The criterion for customers who fail to repay their obligations has particular importance (Shirinbakhsh *et al.,* 2011).

Non-Current Receivables

Non-current receivables are those demands that cannot be repaid on time. This lack of timely repayments threatens the profitability of banks (Tajalli, 2013).

Negative Effects of Non-Current Receivables

- Anticipated outcomes have not been achieved on time and banks are faced with the problem of revenue.

- Cash Management of Bank faced with the disorder and circumstances may force banks to finance in the high rates or cause negative current account in the Central Bank and the Bank will be forced to pay fines. In this perspective, the Bank's profitability is affected.

- In accordance with accounting standards, the bank is obliged to provide Non-Current receivables in the accounts and this is deprived the shareholder access to bank profits.

- The higher the volume of Non-Current demand, the greater the volume of bad debt.

- Bad debts are bank losses and if the volume is too high it can lead to bankruptcy of banks.

But from an economic perspective, credits are economy stimulators and banks are the heart flow the funds into the economy in the economy arteries. Non-current receivables show inadequate allocation of bank resources and the existence of high non-current receivables demonstrate the problems in suitable resource allocation and the allocation of financial resources in the unprofitable economy goals. Obviously the economy will be under threat when volume of such demands in a society is high. On the other hand increasing non-Current demands of the banks threatens banking system, which in turn threatens the economic life. So monetary observers, economic authorities and shareholders of Non-Current receivables will monitor the bank and will respond if it increases.

Etiologies of Non-Current Receivables of Bank

Recession and international sanctions: economic recession and sanctions imposed in some industries are among the reasons that put the mentioned industries in trouble for supplying raw materials and equipment or to sell the product and the industry is not able to repay the receivables.

Entering non-specialist people in production: those who do not possess the necessary expertise in the operation of an industry benefited from legal and governmental support for the industry and benefit from the cheaper loan price. But will not be able to reach the investment and are wasted the banking system's capital and resources.

The lack of a detailed study of feasibility designs: a feasibility study hasn't been prepared by the relevant experts for investment or is not presented carefully and is presented only for the purpose of preparing the facilities. Therefore all aspects of the terms will not invest in and this makes it difficult to

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plan the operation or the whole project won't be profitable. In these circumstances, the client will not be able to reimburse facilities.

Lack of proper validation and technical capacity of the customer: validation is very important in providing facilities, whether the client is in a good credit history, whether the requested facility complies with the requirements and whether the customer will be reimbursed to pay back are among the issues that must be carefully evaluated by the banks. No detailed assessment of these cases increases the default risk and increased demands of the Non-Current.

Corruption: those who do not have qualified for loans are attempting to obtain from the unhealthy relationships. These people do shortages in repayment.

Interest rates below the equilibrium rate: while the rate of inflation in the economy is higher that interest rates, this means that with facilities are along with subsidized. People, who are successful in obtaining the facilities, not only do not pay a fee subsidy, but are granted to them. In such circumstances there is no defined mechanism of severe punishment. People effort to repay their loans because even the payment of interest and delay penalty is less than the inflation rate and therefore keeping facility is effective. If punitive measures contained in deferred debt collection regulations are done, these people will have to pay.

Lack of facilities in their place: the facility received from the banking system is for defined purposes and recipient is required to use the facilities at the local for which the facility has received. However, in some cases, the customer for more profitability, using received facility consumption at other sites which leads to the higher risk of loss and is not able to repay bank loans. The bank indicates facilities to the development stage and thoughtful contribution and other facilities for the documents that are used correctly. But in cases where the customer uses resources allocated to other usages.

Lack of adequate records and guarantees: for various reasons, including political pressure or corruption, records and facilities without obtaining the necessary guarantees payment is received that its repay is difficult.

Collection problems: there are many legal problems with the banks in Non-Current collection process which makes repayment too long. On the one hand this leads to accumulation of Non-Current receivables and on the other bad clients are encouraged to not have payment (Tajjali, 2013).

Types of Debt

Debts are divided into two categories: non- headlines and headlines.

Headings or pending claims can be divided into three categories:

Past Receivables which are calculated until six months after maturity and if are not paid back, they will enter the second stage it means suspended which is between six and 18 months pasted from their initial maturity. Third stage relates to the Bad debts which 18 months past from their initial maturity and are the worst from of debts.

Customers may also are divided to two groups of goodwill and malocclusion customers.

It is obvious those goodwill costumers attempt to pay their debts back to the banks, but they face social, economical and self problems which make delay in the repayment. Malocclusion customers provide false records or under specific conditions to receive the facilities and used their facilities in other places than their goal. As Aziz Nejad, council expert in Research Center has noted, some recipients received facilities with the aim of using the bank loan facility in holy places, but had taken them in other sectors, such as business.

In general, receivables are incorporated into 3 groups:

- Current receivables

Demands that repayment of principal and interest at determined maturity or 3 months passed

- Past Receivables

Principal with 2 months past of their origin and interest of payments or the date of cessation and still not exceed 6 months.

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Pending Receivables

Receivables more than 6 months and less than 18 months from the date of maturity or payment cut-off date has been spent (Heydari *et al.,* 2010).

pending demands claims more than 6 months and less than 18 months from the date of maturity or payment cut-off date has been spent (Heydari *et al.,* 2010).

The impacts of non-repayment of debt on the financial condition of banks and credit institutions

- Based on the analysis, outstanding receivables by the Bank and credit institutions will have following consequences over financial reporting (Central Bank of the Islamic Republic of Iran, 2010).

- Blocking of financial funds of banks: First of all, preventing the flow of money in system and cutout connection and vital artery of banks and also preventing the creation of money by banks through accurate and timely flow.

- Payment of guarantees and certain dividends to depositors and failing to ensure all anticipated profit from transactions and creating outstanding receivables (according to increased profit and less facilities), causing losses to banks and financial and credit institutions.

- Lack of good customer service and resources to attract creditworthy customers and attracting resources and new customers through lending (given that creditworthy clients inevitably must ensure borrowers) (Habibi and Pejoyan, 2002).

- Preventing the expansion and development of investment in various sectors of the economy through the banking resources (at least outstanding claims) that could be used in other sectors.

- The psychological impact on bank employees due to failing to have feedback and outwearing management power of branches' officials.

- Break clients that guarantee some borrowers that have a bank account an in fact, reduce the bank sources and has negative impact on the interests of new bank sources (Amiri, 2004).

- Reducing the financial ability of banks to inject new loans to finance the production units, industrial, service. This means that banks do not have assist facility to complete the roof. The vast resources form of the facility are pending claims which withdrawn part of the funding from circulation and economic production.

- Pending receivables decreased revenue per unused bank financing unit and other units are not using it. Obviously, these units do not use bank resourced and will continue production in the lower capacity which will decrease in gross national income and finally reduce national financial (Taghinataj and Najafpour, 2008).

- Outstanding Receivables deceive accurate and effective planning and credit policy of the directors and officers of banks and financial and credit institutions and cause delay in the decision and chaos in the credit planning of banks and financial and credit institutions.

- Outstanding Receivables and lack of timely receipt of bank facilities has a great damage and injuries on the body of the economy and society, causing a waste of time and concerned financial resources of the bank follow with time waste of judicial and administrative authorities as well.

- Having heavy deferred demands directly can have a large influence on the loss of the bank, lack of inexpensive resources absorbing, particularly in the current accounts. Since those customers who use their bank facilities primarily are relatively good customers of the Bank, but because of their lack of repayment concern the blocking of account and depress it and ensconced other financial and credit for monetary transactions. The guarantors are also well-known customers of the Bank stop its activities due to fear of withdrawal from their account by the bank will be absorbed by other banks and financial institutions and credit.

- Outstanding Receivables are excluded banks and financial and credit institutions to achieve at least three types of income (loans, deposits delay penalty and doubtful debts) (ibid.).

Fundamental Factors of Bank Deferred

Studies and field studies have shown that the most important causes of deferred are as follow:
- Reduced rate of economic growth
- Inflation volatility

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 - decreasing the quality of information
- weakening of the assets and liabilities management (Ministry of Economy and Finance, 2004).

An overview on the economical situation in last yeas shows that the majority of the manufacturers and activists in production and industry have faced lots of problems. Sanctions and the global economic crisis caused the downturn in difficult situation of the country, sometimes cumbersome regulations, inflation, exchange rates, etc. A number of production units have been closed or are in bankruptcy. Interviews and questionnaires obtained from the vast majority of bank debtors show that the economic situation is considered as the most important factor and in this regard they need government support.

On the other hand, some estimates and resources show that more than a trillion dollars of debt outstanding are for industrial debtors, including Iran Khodro and Saipa. Money and Credit Council, at its twenty-eighth session of the Chamber of Commerce delegation noted that most of debtors to the banking system are the creditors of the public companies. Therefore, the classification of debtors and their separation in terms of location and type of activity can separate debaters wanting to settle their debts but are not able to do that for reasons of abuse taking facilitates formal and unrealistic and use it in other cases and has special arrangements sense for the collection of groups (Shirinbakhsh *et al.,* 2011).
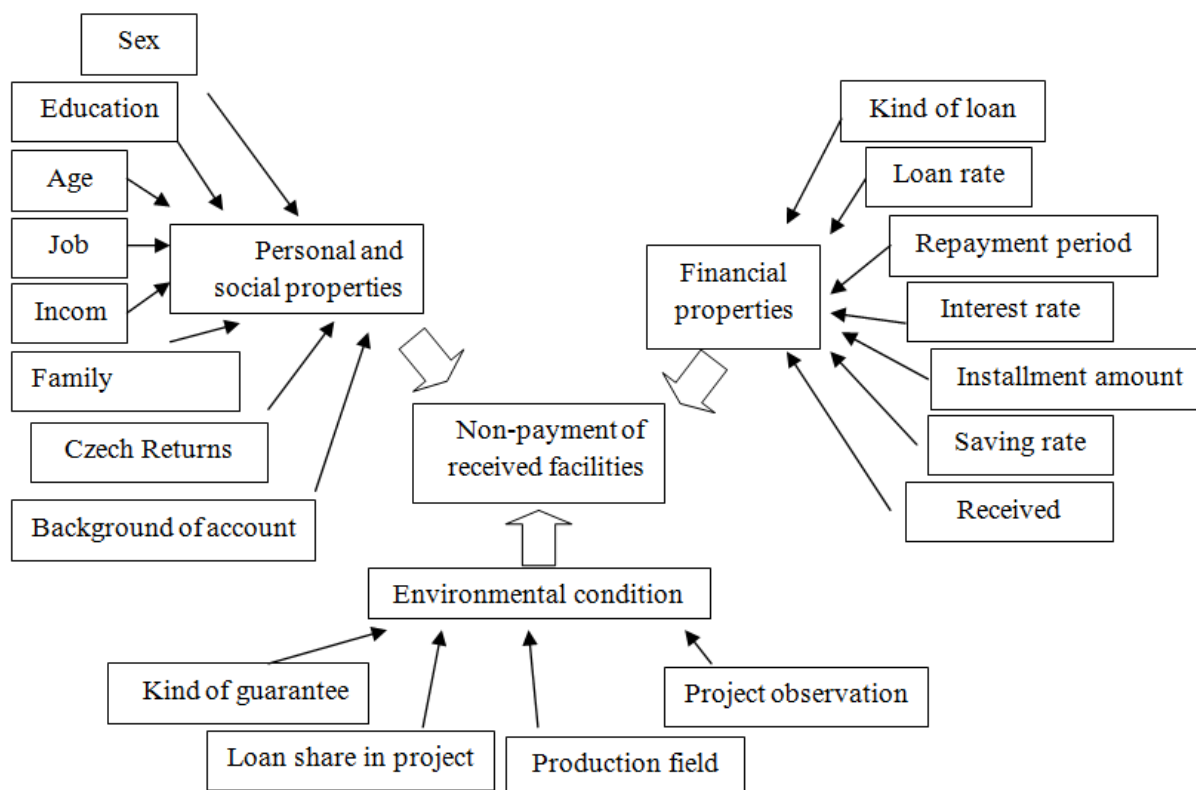

Figure 1: The conceptual model

On the other hand, it seems the collections of public sector companies and producers need help and support from the government. Government can create favorable conditions for producers, including the monitoring of imports of goods and prevent smuggling, protect domestic producers, lowering the cost of production in Iran and ..... Numbers of branches' chiefs believe that the civil records are the safest and best debt obtained from clients and applicants. Other guarantees are checks, records, notes, deposits, bonds and more recently bills card have been used. But the truth is that in most cases, when the maturity are outstanding, first Bank use peaceful ways of negotiation and dialogue and then notices and etc to return the demands and note the protest promissory or other claims when outstanding and the records concentrates on creating has long past and if there is no hope for the receipt of the referred cases they use

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legal circles, send the notification to the guarantors and then following steps are taken for the collections (Sheri and Naderi, 2012). Several issues should be considered in this study. Majority of banks debtors have pending demands of quick and duty enterprises, but when referring to the legal department, most of the records referred to debtors in productive and services sectors. This suggests that while the obligation of individuals and firms and debtors are the highest demands in the country, because individuals and sectors are government debt, in fact these cases are not referred to law enforcement agencies. Or referral process is stopped and the track itself is one of the major obstacles in the way of reaching these demands. In most cases, the facilities were deferred into the claims in which no sufficient knowledge and careful validation is done, and the records of customers are not getting enough. Or accommodations to individuals or government order have been paid to special ones. This resulted in the deferral or deferred or recommends this facility through the same person or organization again is created barrier for collection and put banks in excuse. Beneficiary unit is another type of clients that may be interested in creating a single point of outstanding receivables. In many cases the establishment of several private companies and institutions with different titles (as the different companies) they can obtain loans from the banks. While the person is the recipient of facility and in case of inability to pay debts, has changed one of several established companies as a distinct debtor claim (Shabani and Jalali, 2012).

Research Hypotheses

The Main Hypothesis
There is a significant relationship between the most important factors affecting non-repayment of credit of Maskan Bank in Kohkiloyeh -Boyer Ahmad.

Secondary Hypothesis
- There is a significant relationship between personal and social properties of loaner and non-repayment of credits of Maskan Bank in Kohkiloyeh -Boyer Ahmad.
- There is a significant relationship between financial properties of the loan and non-repayment of credits of Maskan Bank in Kohkiloyeh -Boyer Ahmad.
- There is a significant relationship between environmental situation and non-repayment of credits of Maskan Bank in Kohkiloyeh -Boyer Ahmad.

MATERIALS AND METHODS

This study is applied based on the classification of purpose of research. The results can be used to improve management performance and change management methods and motivational management practices. This study is descriptive based on classification of data collection and research.

Statistical population consists of all staff of Maskan Bank in Kohkiloyeh -Boyer Ahmad and sampling is not done due to the small sample size and 70 staffs at the facility and collection have been selected as the sample size and the questionnaires have been distributed among them. In this study, the primary a questionnaire containing 23 questions is used as the tool of collecting basic information. And Cronbach alpha was used to evaluate the reliability of the questionnaire.

Table 1: Cronbach alpha coefficient of items and the questionnaire

Cronbach alpha coefficient	Items
0.79	Socio-demographic characteristics
0.82	financing Characteristics of loan
0.89	Environmental conditions

As the reliability of study is more than 70 percent it means 83%, it could be said that this test has reliability.

To analyze the data, one sample t-test, independent two sample t-test and ANOVA is used to analyze the amount of influence variables on the dependent variable.

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Data Analysis
First Hypothesis
H0: individual and social characteristics of the borrower do not have a significant effect on facilities' payment.
H1: individual and social characteristics of the borrower have a significant effect on facilities' payment.

Table 2: Results of t-test

The confirmed assumption	sig	df	t	Obtained Average	Assumed average	Variable
Hypothesis H0 is rejected and H1 hypothesis will be accepted.	0.000	79	18.47	3.56	3	Personal and social characteristics impact on payment

Table 3: Frequency of questions of the impact personal and social attributes on facility receiver

Completely agree	Agree	No comment	Disagree	Completely disagree	Questions
36	24	4	6	0	Economic activity of facility receiver
5	21	17	26	1	Short-Term bank account of loan recipient's
5	16	8	39	2	Low educational statue of facilities receiver
2	19	12	36	1	lower age of the facility recipient
22	35	7	5	1	Little experience of facility recipient in the profession or activity
43	14	6	7	0	Disproportion between the income of the recipient with the amount of the installment facility
8	32	18	12	0	Lack of side revenue and outside the project

According to the spss output of this hypothesis in table (2), the significance level for the test result is less than or equal to 0.05, so null hypothesis is rejected and there is a significant relationship between individual and social characteristics of the recipient and the bank facility. The obtained mean value is equal to 3.56, considering the significant level, is supposed to have significant differences with mean of 3. This difference reflects the impact of personal and social characteristics of the recipient and the bank facility. According to this hypothesis and the results can be deduced that the factors such as the type of economic activity, duration of the facilities recipient's bank account, low education, low age, lack of experience, lack of proportionality between the amount of the installment of facility recipient and income, lack of side revenue and out of the project in time to repay have a significant impact on the loan facility of banks.

Second Hypothesis
H0: financial characteristics of the loan do not have a significant effect on facilities' payment.
H1: financial characteristics of the loan have a significant effect on facilities' payment.

Table 4: Results of t-test

The confirmed assumption	sig	df	t	Obtained Average	Assumed average	Variable
Hypothesis H0 is rejected and H1 hypothesis will be accepted.	0.000	79	37.81	3.78	3	Impact of the financial characteristics on the loan payment

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Table 5: Frequency of questions of the impact financial characteristics of loan

Completely agree	Agree	No comment	Disagree	Completely disagree	Questions
12	46	4	7	1	Inadequate financial required resources of facilities receiver
7	14	18	31	0	Lack of access of facility receiver to other sources of credit
37	19	9	3	1	Duration of the repayment period
42	14	9	5	0	Interest rates
9	16	14	29	2	Forgiveness of late offenses
42	18	3	7	0	The received loan
15	36	6	11	2	Payment to those with outstanding debts to the banking system

According to the spss output of this hypothesis in table (4), the significance level for the test result is less than or equal to 0.05, so null hypothesis is rejected and there is a significant relationship between financial characteristics of the recipient and the bank facility. The obtained mean value is equal to 3.78, considering the significant level, is supposed to have significant differences with mean of 3. This difference reflects the impact of financial characteristics of the recipient and the bank facility. According to this hypothesis and the results can be deduced that the factors such as Inadequate financial required resources of facilities receiver, lack of access of facility receiver to other sources of credit, duration of the repayment period, interest rates, forgiveness of late offenses, the received loan and payment to those with outstanding debts to the banking system have a significant impact on the loan facility of banks.

Third Hypothesis
H0: environmental conditions do not have a significant effect on facilities' payment.
H1: environmental conditions have a significant effect on facilities' payment.

Table 6: Results of t-test

The confirmed assumption	sig	df	t	Obtained Average	Assumed average	Variable
Hypothesis H0 is rejected and H1 hypothesis will be accepted.	0.000	79	20.44	3.90	3	The impact of environmental conditions on payment

Table 7: Frequency of questions relating to the environmental conditions of payment

Completely agree	Agree	No comment	Disagree	Completely disagree	Questions
20	33	5	11	1	Inattention to authenticate clients
17	39	10	3	1	The lack of intelligent tracking system of demands
33	21	10	5	1	not accurate technical drawings of experts
13	16	15	25	1	Assigning bank for lending on behalf of the government
21	33	5	10	1	Prolongation of judicial cases
9	36	19	5	1	Current status of the project at the time of borrowing
40	21	4	4	1	Malpractice and negligence in obtaining the necessary records
31	28	6	4	1	Downturn in economic activity and the financial crisis
11	43	5	11	1	Natural losses

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To test this hypothesis, a significant amount of t is less than or equal to 0.05. We conclude that the null hypothesis is rejected. There is a significant relationship between environmental conditions and payment and the mean value is 3.90 which its difference is significant. This difference reflects the impact of environmental conditions on the payment. Table 6 shows the impact. According to this hypothesis, and the results it can be concluded that the validation of clients, lack of intelligent tracking system , lack of intentions of experts in the technical review of projects, forcing bank lending by the government, the long length of judicial proceedings in the case, the current status of the project at the time of borrowing, malpractice and negligence in obtaining and the necessary records, the financial crisis and the slowdown in economic activity and natural losses have a significant impact on the bank payments.

RESULTS AND DISCUSSION
First Hypothesis
Based on table 2, the mean value is 3.56 which have significant difference with default value of 3. So according to the respondents, personal and social circumstances of the borrower has a significant impact on loans repay. In previous researches by Arns-Aolagvnjo *et al.,* was reached these results. Arns (1992) concluded that the size of the loan, money, experience, age, level of education has a positive effect on the repayment Oladibul and Oladibu (2008) found that such factors (age, education, experience, size and type of activity) can be considered as a contributing factor in the repayment of loans. Aolagvnjo and Adimv (2007) in their paper suggest that the experience, the region, the cost of getting a loan, the number of referrals for loans and education are the most important factors in repayment. Results of this study are consistent with research.

Second Hypothesis
Based on table4, the mean value is 3.78 which have significant difference with default value of 3. So according to the respondents, financial characteristics of loan have a significant impact on loans repay. In previous researches by Mazar and Roeintan result that factors such as the kind of activity, history of cooperation with banks and non-repayment of loans to bank credit corporate clients significantly affect the repayments. Arab Mazar and Roeintan stated these factors as significant in their research. Also research the Arns (1992) was performed on the results achieved; Arns (1992) concluded that the size of the loan, money, experience, age and level of education has a positive effect on the repayment of their shares, which is consistent with our results.

Third Hypothesis
Based on table6, the mean value is 3.90 which have significant difference with default value of 3. So according to the respondents, environmental conditions have a significant impact on loans repay. The difference shows a significant impact of environmental conditions on loans repayment of banks. Previous studies by Taghi and Najafpoor (2013), Shabani (2012) and Tabatabayefar (2010) show that many of the issues that cause them to be deferred within the organization. The need for long-term planning for training and the use of modern methods of validation is needed more than ever. The results of this study are consistent with research. Shabani (2012) concluded that the role of the inter organization factors are higher than outside organization factors in the Iranian banking system. In the end, more than thirty strategies have been claimed to deal with pending in the country.

Practical Suggestions
The first hypothesis is based on the type of economic activity, duration of the recipient's bank account facilities, low education, low age, low experience, disproportion between the amount of the installment facility recipient of income, lack of side revenue and out of the project at the time the loan which is effective on deferred receivables rate. Therefore, it is suggested that bank officials do expertise research about facilities and notify the recipient of the individual circumstances and apply these conditions to payment.

According to the second hypothesis, insufficient financial resources required for facilities receiver, lack of the receivers' access to other funds facilities, repayment period, interest rates, forgiveness of offenses delay, loan rate, the payment to people with outstanding debts effect banking system pending claims rate.

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Therefore it is recommended that bank officials with expertise research facilities recipient economy and customer credit and ability to repay loans and to take action according to the type and amount of payment facilities.

According to the third hypothesis, lack of customer's validation, lack of intelligent system tracking demands, not enough attention of experts in the technical evaluation of projects, assigning bank lending by the government, the length of judicial proceedings in the case, current status of the project of borrowing, malpractice and negligence in obtaining the necessary records, financial crisis and the slowdown of economic activity and the rate of natural losses effect receivables outstanding. Therefore, the credit rating system based on credit risk models is an undeniable need of financial markets and institutions, particularly banks. Due to increasing credit activities in the country, the lack of such systems in banks has been felt more than ever. It is therefore proposed that the banks take the necessary measures in this field.

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