

Unified Framework for Public Sector Microfinance Service Delivery

Parsad Jayaweera¹, Lalan Samarasinghe² and Buddika Ratnapala²

¹Faculty of Management Studies and Commerce, University of Sri

Jayewardenepura; ²Senova Group of Companies

pja@sjp.ac.lk

When a country is driving towards achieving her social and economic development goals, a very important and necessary factor is the contribution from Entrepreneurs and Small and Medium Scale Enterprises (SMEs). In this context, it is very clear that National Micro-Finance Institutes (MFIs), mainly in the Sri Lankan Cooperative Sector and other public organizations engaged in micro-financing have a greater responsibility and also have to play a key role to bring-up citizens at lower layers of as per se El Salvador Enterprise Pyramid. When studying success cases in the sector, MFIs have to deliver not only pure micro-finance services, but also a variety of other social services such as capacity building, awareness and soft-skill development, etc.

However, our investigations show that majority of deficiencies that are currently faced by the micro-financing service sector, in particular public MFIs could readily be overcome with promising productivity and efficiency results by introducing advancements in *ICT*.

With the experience authors have collected with the engagement in a leading microfinance solution provider in Sri Lanka and with the involvement in global business standards, in this work, a unified framework for microfinance service delivery and integration has been proposed. The adopted methodology to build the said solution could be considered as a hybrid approach between design science and action research. That is because, adopted cyclic approach starts with having awareness of the pertaining problems in the sector, then deployment of IT solutions to mitigate them and finally evaluation that resulted conclusions with important feedback to the development and deployment. Further, the awareness and the knowledge about the sector have been collected from active participation of authors in the “community of practice”.

The developed working model provides a solution to a long standing need for a Unified Framework Micro-Finance service delivery in compliance with global standards. The framework capable of provide systematic support for Micro-Finance solution development. Further the developed framework could facilitate interoperability and integration with new and legacy peripheral business application around micro-financing sector. We are expecting involvement and contribution from relevant authorities take forward these benefits for the community in need for betterment of the citizens.

Key words: *Micro-Finance service Integration, Interoperability, Service modeling, Global standards*