

# **FINANCIAL INCLUSION IN COLOMBIA: EVOLUTION AND RELATIVE EFFICIENCY**

**Gloria Rodríguez-Lozano**

School of Administration and Accounting  
Universidad Nacional de Colombia  
Bogotá, Colombia  
[girodriguezl@unal.edu.co](mailto:girodriguezl@unal.edu.co)

## **Abstract**

Financial inclusion is related to the level of access a given population has to the different regulated financial products and their effective use by the same. Essentially, access to financial services is a necessary but not sufficient to achieve financial inclusion, it is required so ensure effective use thereof. However, insufficient financial inclusion by groups of a society can delay development and economic growth and contribute to social inequality. That is why the study of financial inclusion is important for a country like Colombia, which seeks to accelerate processes of equal opportunities within their society. This research analyzes the situation and development of financial inclusion of this country from the point of view of relative efficiency, taking into account the main points of access to the regulated financial system such as offices, banking correspondents, data phones and ATMs. This is taken as a starting point using the results of relative efficiency of financial inclusion of 2013 and examining its evolution to the results of 2014. This is done by using the Data Envelopment Analysis (DEA), and advanced linear programming methodology.

## **Keywords**

Financial Inclusion, Colombia, DEA

## **Biography**

**Gloria Rodríguez-Lozano** is an Associate Professor at the Universidad Nacional de Colombia in the Faculty of Economic Sciences. Her research interests are in empirical business studies, efficiency and productivity.