

What Are the Most Effective Staff Incentive Schemes?

MFN and CGAP conducted two global surveys among MFI managers in 2004 and 2007. The objective of the surveys was to explore these questions and map the usage, design and perceived effectiveness of staff incentive schemes. The findings are primarily based on responses from the 238 MFI survey participants (147 respondents in 2004; 91 respondents in 2007). The surveys shed light on frequently asked questions about staff incentive schemes:

- Who uses staff incentive schemes?
- What are the perceived effects of staff incentive schemes on loan officers?
- What types of staff incentive schemes are employed?
- What are the best types of incentives for loan officers?
- Can staff incentive schemes balance social and financial goals?
- When are staff incentives not the right management tool?

Find out the survey results in the latest Highlight at the Microfinance Gateway.