

# **Financial Inclusion and its Impact on Banking Performance: A Study with Special Reference to Ranchi City**

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**Abstract:** *This study investigates the dynamics of financial inclusion and banking performance in Ranchi City through a comprehensive survey and data analysis. Utilizing factor analysis, four key components have been identified: "Financial Inclusion and Satisfaction with Services," highlighting the importance of accessible, efficient, and affordable banking services; "Accessibility and Technology Usage," emphasizing the role of mobile banking apps, fees, and geographical access; "Documentation and Literacy," revealing challenges related to documentation requirements and limited financial literacy; and "Savings and Consultation," underscoring the significance of saving behavior, financial advice-seeking, and prompt customer service. These results provide policymakers and financial institutions with significant insights that can be used to build targeted policies that increase financial inclusion and banking services in Ranchi City, which would eventually encourage economic empowerment and well-being in the area.*

**Keywords:** Financial Inclusion; Banking Performance; Ranchi City; Factor Analysis; Accessibility

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