Table 8

**Indicators for efficient and least efficient banks**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Efficient** | **Total Sample**  | **Least Efficient** |
| **Services Revenue / Total Revenue** | 3.43% | 5.25% | 2.59% |
| **Fees Revenue / Total Revenue** | 2.17% | 2.17% | 1.83% |
| **Net Profit / Total Revenue** | 2.88% | -0.01% | -4.36% |
| **Financial Interm. Revenue / Total Revenue** | 34.80% | 42.33% | 48.44% |
| **Loans / Total Assets** | 37.19% | 41.11% | 45.76% |
| **Complaints / Number of Clients** | 91.8 | 1837.8 | 5666.7 |

Source: Designed by the authors