|  |  |  |
| --- | --- | --- |
| **Statistics** | | |
| The gender of the respondent | | |
| N | Valid | 10 |
| Missing | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **The gender of the respondent** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Male | 5 | 50.0 | 50.0 | 50.0 |
| Female | 5 | 50.0 | 50.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

The number of male respondents is equal to the number of the female respondents.50% each.

|  |  |  |
| --- | --- | --- |
| **Statistics** | | |
| The age of the respondent | | |
| N | Valid | 10 |
| Missing | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **The age of the respondent** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 18-24 | 2 | 20.0 | 20.0 | 20.0 |
| 25-34 | 2 | 20.0 | 20.0 | 40.0 |
| 35-44 | 2 | 20.0 | 20.0 | 60.0 |
| 45-54 | 2 | 20.0 | 20.0 | 80.0 |
| 55+(and over) | 2 | 20.0 | 20.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

There are respondents from all age gaps.20% of the respondents from each age gap

|  |  |  |
| --- | --- | --- |
| **Statistics** | | |
| The occupation of the respondent | | |
| N | Valid | 10 |
| Missing | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **The occupation of the respondent** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Self Employed | 3 | 30.0 | 30.0 | 30.0 |
| Employed | 4 | 40.0 | 40.0 | 70.0 |
| Claimant | 3 | 30.0 | 30.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

There are 3 self-employed, 4 employed and 3 claimants who responded to the questionnaire.30%, 40%, 30% respectively.

|  |  |  |
| --- | --- | --- |
| **Statistics** | | |
| Respondent relationship to contributor | | |
| N | Valid | 10 |
| Missing | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Respondent relationship to contributor** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Self | 3 | 30.0 | 30.0 | 30.0 |
| Family Member | 5 | 50.0 | 50.0 | 80.0 |
| Friend | 2 | 20.0 | 20.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

There are 3 contributors, 5 family members and 2 friends that responded to the questionnaire. That is 30%, 50%, 20% respectively.

|  |  |  |
| --- | --- | --- |
| **Statistics** | | |
| The region of the respondent | | |
| N | Valid | 10 |
| Missing | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **The region of the respondent** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Nairobi | 2 | 20.0 | 20.0 | 20.0 |
| Rift valley | 2 | 20.0 | 20.0 | 40.0 |
| Central/Eastern | 2 | 20.0 | 20.0 | 60.0 |
| Nyanza/Western | 2 | 20.0 | 20.0 | 80.0 |
| Coast/North Eastern | 2 | 20.0 | 20.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

There are 2 respondents from each region. That is 20%.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Case Summary** | | | | | | |
|  | Cases | | | | | |
| Valid | | Missing | | Total | |
| N | Percent | N | Percent | N | Percent |
| $Awareness\_on\_NSSFa | 10 | 100.0% | 0 | 0.0% | 10 | 100.0% |
| $Awareness\_on\_benefita | 10 | 100.0% | 0 | 0.0% | 10 | 100.0% |

|  |
| --- |
| a. Dichotomy group tabulated at value 0. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **$Awareness\_on\_NSSF Frequencies** | | | | |
|  | | Responses | | Percent of Cases |
| N | Percent |
| Awareness on NSSFa | Respondents who heard about the national social security fund through radio | 5 | 12.5% | 50.0% |
| Respondents who heard about the national social security fund through TV | 5 | 12.5% | 50.0% |
| Respondents who heard about the national social security fund through newspaper | 5 | 12.5% | 50.0% |
| Respondents who heard about the national social security fund through friends/relatives/colleagues | 5 | 12.5% | 50.0% |
| Respondents who heard about the national social security fund through publicity boards | 5 | 12.5% | 50.0% |
| Respondents who heard about the national social security fund through an employer | 5 | 12.5% | 50.0% |
| Respondents who heard about the national social security fund through visiting their premises | 5 | 12.5% | 50.0% |
| Respondents who heard about the national social security fund through other sources | 5 | 12.5% | 50.0% |
| Total | | 40 | 100.0% | 400.0% |

|  |
| --- |
| a. Dichotomy group tabulated at value 0. |

There are 5 respondents who filled the questionnaire for each entry. That is 12.5% for each entry

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **$Awareness\_on\_benefit Frequencies** | | | | |
|  | | Responses | | Percent of Cases |
| N | Percent |
| Awareness on benefit | Respondents who are aware of the retirement benefit | 5 | 16.7% | 50.0% |
| Respondents who are aware of the survival benefit | 5 | 16.7% | 50.0% |
| Respondents who are aware of the invalidity benefit | 5 | 16.7% | 50.0% |
| Respondents who are aware of the funeral grant | 5 | 16.7% | 50.0% |
| Respondents who are aware of the emigration benefit | 5 | 16.7% | 50.0% |
| Respondents who are aware of the withdrawal benefit | 5 | 16.7% | 50.0% |
| Total | | 30 | 100.0% | 300.0% |

|  |
| --- |
| a. Dichotomy group tabulated at value 0. |

There are 5 respondents for each entry. That is 16.7% for each entry.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | | |
|  | | Level of satisfaction of the respondent on the distribution of the NSSF offices in the country | Level of satisfaction of the respondent on the registration process | Level of satisfaction of the respondent on the modes of contribution to NSSF | Level of satisfaction of the respondent on the affordability of contribution to NSSF | Level of satisfaction of the respondent on the contribution made shall enable sufficient income in the end |
| N | Valid | 10 | 10 | 10 | 10 | 10 |
| Missing | 0 | 0 | 0 | 0 | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | |
|  | | Level of satisfaction of the respondent on the safety of contributions made to NSSF | Level of satisfaction of the respondent on the investments made by NSSF using our contribution | Level of satisfaction of the respondent on the NSSF's benefits compared to competitors' benefits | Level of satisfaction of the respondent on the decisions and rules exercised by NSSF staff |
| N | Valid | 10 | 10 | 10 | 10 |
| Missing | 0 | 0 | 0 | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Level of satisfaction of the respondent on the distribution of the NSSF offices in the country** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very satisfied | 2 | 20.0 | 20.0 | 20.0 |
| Satisfied | 2 | 20.0 | 20.0 | 40.0 |
| Neutral | 2 | 20.0 | 20.0 | 60.0 |
| Dissatisfied | 2 | 20.0 | 20.0 | 80.0 |
| Very dissatisfied | 1 | 10.0 | 10.0 | 90.0 |
| Don’t know/Not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Of the 10 respondents 2 were very satisfied, satisfied, neutral, dissatisfied while 1 was very dissatisfied and 1 didn’t know.20% and 10% respectively.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Level of satisfaction of the respondent on the registration process** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very satisfied | 2 | 20.0 | 20.0 | 20.0 |
| Satisfied | 2 | 20.0 | 20.0 | 40.0 |
| Neutral | 2 | 20.0 | 20.0 | 60.0 |
| Dissatisfied | 2 | 20.0 | 20.0 | 80.0 |
| Very dissatisfied | 1 | 10.0 | 10.0 | 90.0 |
| Don’t know/Not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Of the 10 respondents 2 were very satisfied, satisfied, neutral, dissatisfied while 1 was very dissatisfied and 1 didn’t know.20% and 10% respectively.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Level of satisfaction of the respondent on the modes of contribution to NSSF** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very satisfied | 2 | 20.0 | 20.0 | 20.0 |
| Satisfied | 2 | 20.0 | 20.0 | 40.0 |
| Neutral | 2 | 20.0 | 20.0 | 60.0 |
| Dissatisfied | 2 | 20.0 | 20.0 | 80.0 |
| Very dissatisfied | 1 | 10.0 | 10.0 | 90.0 |
| Don’t know/Not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Of the 10 respondents 2 were very satisfied, satisfied, neutral, dissatisfied while 1 was very dissatisfied and 1 didn’t know.20% and 10% respectively.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Level of satisfaction of the respondent on the affordability of contribution to NSSF** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very satisfied | 2 | 20.0 | 20.0 | 20.0 |
| Satisfied | 2 | 20.0 | 20.0 | 40.0 |
| Neutral | 2 | 20.0 | 20.0 | 60.0 |
| Dissatisfied | 2 | 20.0 | 20.0 | 80.0 |
| Very dissatisfied | 1 | 10.0 | 10.0 | 90.0 |
| Don’t know/Not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Of the 10 respondents 2 were very satisfied, satisfied, neutral, dissatisfied while 1 was very dissatisfied and 1 didn’t know.20% and 10% respectively.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Level of satisfaction of the respondent on the contribution made shall enable sufficient income in the end** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very satisfied | 2 | 20.0 | 20.0 | 20.0 |
| Satisfied | 2 | 20.0 | 20.0 | 40.0 |
| Neutral | 2 | 20.0 | 20.0 | 60.0 |
| Dissatisfied | 2 | 20.0 | 20.0 | 80.0 |
| Very dissatisfied | 1 | 10.0 | 10.0 | 90.0 |
| Don’t know/Not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Of the 10 respondents 2 were very satisfied, satisfied, neutral, dissatisfied while 1 was very dissatisfied and 1 didn’t know.20% and 10% respectively.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Level of satisfaction of the respondent on the safety of contributions made to NSSF** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very satisfied | 2 | 20.0 | 20.0 | 20.0 |
| Satisfied | 2 | 20.0 | 20.0 | 40.0 |
| Neutral | 2 | 20.0 | 20.0 | 60.0 |
| Dissatisfied | 2 | 20.0 | 20.0 | 80.0 |
| Very dissatisfied | 1 | 10.0 | 10.0 | 90.0 |
| Don’t know/Not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Of the 10 respondents 2 were very satisfied, satisfied, neutral, dissatisfied while 1 was very dissatisfied and 1 didn’t know.20% and 10% respectively.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Level of satisfaction of the respondent on the investments made by NSSF using our contribution** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very satisfied | 2 | 20.0 | 20.0 | 20.0 |
| Satisfied | 2 | 20.0 | 20.0 | 40.0 |
| Neutral | 2 | 20.0 | 20.0 | 60.0 |
| Dissatisfied | 2 | 20.0 | 20.0 | 80.0 |
| Very dissatisfied | 1 | 10.0 | 10.0 | 90.0 |
| Don’t know/Not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Of the 10 respondents 2 were very satisfied, satisfied, neutral, dissatisfied while 1 was very dissatisfied and 1 didn’t know.20% and 10% respectively.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Level of satisfaction of the respondent on the NSSF's benefits compared to competitors' benefits** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very satisfied | 2 | 20.0 | 20.0 | 20.0 |
| Satisfied | 2 | 20.0 | 20.0 | 40.0 |
| Neutral | 2 | 20.0 | 20.0 | 60.0 |
| Dissatisfied | 2 | 20.0 | 20.0 | 80.0 |
| Very dissatisfied | 1 | 10.0 | 10.0 | 90.0 |
| Don’t know/Not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Of the 10 respondents 2 were very satisfied, satisfied, neutral, dissatisfied while 1 was very dissatisfied and 1 didn’t know.20% and 10% respectively.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Level of satisfaction of the respondent on the decisions and rules exercised by NSSFstaff** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very satisfied | 3 | 30.0 | 30.0 | 30.0 |
| Satisfied | 1 | 10.0 | 10.0 | 40.0 |
| Neutral | 2 | 20.0 | 20.0 | 60.0 |
| Dissatisfied | 2 | 20.0 | 20.0 | 80.0 |
| Very dissatisfied | 1 | 10.0 | 10.0 | 90.0 |
| Don’t know/Not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Of the 10 respondents 3 were very satisfied, 1 was satisfied, very satisfied and 1 didn’t know,2 were neutral and dissatisfied.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | |
|  | | The extent in which the respondent agrees with the NSSF staff on no tolerance to corrupt activities | The extent in which the respondent agree with NSSF staff on coming up with better ways of delivering services | The extent in which the respondent agrees with NSSF staff on acting responsibly and openly in their day to day work | The extent in which the respondent agrees with NSSF staff on working together when necessary to meet the needs |
| N | Valid | 10 | 10 | 10 | 10 |
| Missing | 0 | 0 | 0 | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **The extent in which the respondent agrees with the NSSF staff on no tolerance to corrupt activities** | | | | | |
|  | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Strongly agree | 2 | 20.0 | 20.0 | 20.0 |
| Agree | 2 | 20.0 | 20.0 | 40.0 |
| Neither agree nor disagree | 2 | 20.0 | 20.0 | 60.0 |
| Disagree | 2 | 20.0 | 20.0 | 80.0 |
| Strongly disagree | 1 | 10.0 | 10.0 | 90.0 |
| Don’t know/ Not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

2 of the respondents strongly agree, agree, neither agree nor disagree and disagree while 1didnt know and strongly disagree.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **The extent in which the respondent agree with NSSF staff on coming up with better ways of delivering services** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Strongly agree | 2 | 20.0 | 20.0 | 20.0 |
| Agree | 2 | 20.0 | 20.0 | 40.0 |
| Neither agree nor disagree | 2 | 20.0 | 20.0 | 60.0 |
| Disagree | 2 | 20.0 | 20.0 | 80.0 |
| Strongly disagree | 1 | 10.0 | 10.0 | 90.0 |
| Don’t know/ Not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

2 of the respondents strongly agree, agree, neither agree nor disagree and disagree while 1didnt know and strongly disagree.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **The extent in which the respondent agrees with NSSF staff on acting responsibly and openly in their day to day work** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Strongly agree | 2 | 20.0 | 20.0 | 20.0 |
| Agree | 2 | 20.0 | 20.0 | 40.0 |
| Neither agree nor disagree | 3 | 30.0 | 30.0 | 70.0 |
| Disagree | 1 | 10.0 | 10.0 | 80.0 |
| Strongly disagree | 1 | 10.0 | 10.0 | 90.0 |
| Don’t know/ Not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

2 of the respondents strongly agree, agree, neither agree nor disagree and disagree while 1didnt know and strongly disagree.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **The extent in which the respondent agrees with NSSF staff on working together when necessary to meet the needs** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Strongly agree | 2 | 20.0 | 20.0 | 20.0 |
| Agree | 2 | 20.0 | 20.0 | 40.0 |
| Neither agree nor disagree | 2 | 20.0 | 20.0 | 60.0 |
| Disagree | 2 | 20.0 | 20.0 | 80.0 |
| Strongly disagree | 1 | 10.0 | 10.0 | 90.0 |
| Don’t know/ Not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

2 of the respondents strongly agree, agree, neither agree nor disagree and disagree while 1didnt know and strongly disagree.