|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | | |
|  | | gender of the respondent | age of the respondent | occupation of the respondent | relationshpto the claimant | location of the customer |
| N | Valid | 10 | 10 | 10 | 10 | 10 |
| Missing | 0 | 0 | 0 | 0 | 0 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | | |
|  | | level of satisfaction with distribution of NSSF offices | level of satisfaction with the registration process | level of satisfaction with the modes of contribution of NSSF | level of satisfaction with the affordability ofcontribution to NSSF | level of satisfaction with the income |
| N | Valid | 10 | 10 | 10 | 10 | 10 |
| Missing | 0 | 0 | 0 | 0 | 0 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | | |
|  | | level of satisfaction with safety | level of satisfaction with investments made by NSSF | level of satisfaction with the benefits of NSSF | level of satisfaction with the decisions and rules exercised | to what extent do you agree with this |
| N | Valid | 10 | 10 | 10 | 10 | 10 |
| Missing | 0 | 0 | 0 | 0 | 0 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Statistics** | | | | |
|  | | to what extent do you agree with this | to what extent do you agree with this | to what extent do you agree with this |
| N | Valid | 10 | 10 | 10 |
| Missing | 0 | 0 | 0 |

**Frequency Table**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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 |  |

Out of 10 respondents, 50% were male and 50% were female

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **age of the respondent** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 18-24 | 5 | 50.0 | 50.0 | 50.0 |
| 25-34 | 5 | 50.0 | 50.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of 10 respondents, 50% were of aged 18-24 and the remaining 50% were aged 25-34

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **occupation of the respondent** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | employed | 5 | 50.0 | 50.0 | 50.0 |
| self-employed | 5 | 50.0 | 50.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of 10 respondents 50% were employed and the remaining 50% were self employed

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **relationshpto the claimant** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | self | 5 | 50.0 | 50.0 | 50.0 |
| family member | 5 | 50.0 | 50.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of the 10 respondents, 50% were family members

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **location of the customer** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | nairobi | 5 | 50.0 | 50.0 | 50.0 |
| rift valley | 5 | 50.0 | 50.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of the 10 respondents, 50% were from Nairobi while the remaining 50% were from riftvalley

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **level of satisfaction with distribution of NSSF offices** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | disatisfied | 2 | 20.0 | 20.0 | 20.0 |
| neither satisfied nor disatisfied | 2 | 20.0 | 20.0 | 40.0 |
| satisfied | 2 | 20.0 | 20.0 | 60.0 |
| very satisfied | 3 | 30.0 | 30.0 | 90.0 |
| Not applicableI | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of 10 respondents, 20% were disatisfied with the distribution of the NSSF offices, 20% were neither satisfied nor dissatisfied, 20% were satisfied, 30% were very satisfied and the remaining 10% did not find the question applicable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **level of satisfaction with the registration process** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | disatisfied | 2 | 20.0 | 20.0 | 20.0 |
| neither satisfied nor disatisfied | 2 | 20.0 | 20.0 | 40.0 |
| satisfied | 2 | 20.0 | 20.0 | 60.0 |
| very satisfied | 3 | 30.0 | 30.0 | 90.0 |
| not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of 10 respondents, 29% were dissatisfied with the registration process, 20% were neither satisfied nor dissatisfied, 20% were satisfied, 30% were very satisfied and the remaining 10% did not find the variable applicable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **level of satisfaction with the modes of contribution of NSSF** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | disatisfied | 2 | 20.0 | 20.0 | 20.0 |
| neither satisfied nor disatisfied | 2 | 20.0 | 20.0 | 40.0 |
| satisfied | 2 | 20.0 | 20.0 | 60.0 |
| very satisfied | 3 | 30.0 | 30.0 | 90.0 |
| not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of 10 respondents, 20% were dissatisfied, 20% were neither dissatisfied nor satisfied, 20% were satisfied ,30% were very satisfied and the remaining 10% did not find the variable applicable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **level of satisfaction with the affordability ofcontribution to NSSF** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | disatisfiedd | 2 | 20.0 | 20.0 | 20.0 |
| neither satisfied nor disatisfied | 2 | 20.0 | 20.0 | 40.0 |
| satisfied | 2 | 20.0 | 20.0 | 60.0 |
| very satisfied | 3 | 30.0 | 30.0 | 90.0 |
| not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of 10 respondents, 20% were dissatisfied with the affordability of contribution to NSSF, 20% were neither satisfied nor dissatisfied, 20% were satisfied, 30% were very satisfied and the remaining 10% did not find the variable applicable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **level of satisfaction with the income** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | disatisfied | 2 | 20.0 | 20.0 | 20.0 |
| neither satisfied nor disatisfied | 2 | 20.0 | 20.0 | 40.0 |
| satisfied | 2 | 20.0 | 20.0 | 60.0 |
| very satisfied | 3 | 30.0 | 30.0 | 90.0 |
| not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of 10 respondents, 20% were dissatisfied with the income, 20% were neither satisfied nor dissatisfied, 20% were satisfied ,30% were very satisfied and the remaining 10% did not find the variable applicable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **level of satisfaction with safety** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | disatisfied | 2 | 20.0 | 20.0 | 20.0 |
| neither satisfied nor disatisfied | 2 | 20.0 | 20.0 | 40.0 |
| satisfied | 2 | 20.0 | 20.0 | 60.0 |
| very satisfied | 3 | 30.0 | 30.0 | 90.0 |
| not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of 10 respondents, 20% were dissatisfied with the safety, 20% were neither satisfied nor dissatisfied, 20% were satisfied ,30% were very satisfied and the remaining 10% did not find the variable applicable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **level of satisfaction with investments made by NSSF** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | disatisfied | 2 | 20.0 | 20.0 | 20.0 |
| neither satisfied nor disatisfied | 2 | 20.0 | 20.0 | 40.0 |
| satisfied | 2 | 20.0 | 20.0 | 60.0 |
| very satisfied | 3 | 30.0 | 30.0 | 90.0 |
| not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of 10 respondents, 20% were dissatisfied with the investments made by the NSSF, 20% were neither satisfied nor dissatisfied, 20% were satisfied, 30% were very satisfied and the remaining 10% did not find the variable applicable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **level of satisfaction with the benefits of NSSF** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | disatisfied | 2 | 20.0 | 20.0 | 20.0 |
| neither satisfied nor disatisfid | 2 | 20.0 | 20.0 | 40.0 |
| satisfied | 2 | 20.0 | 20.0 | 60.0 |
| very satisfied | 3 | 30.0 | 30.0 | 90.0 |
| not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of 10 respondents, 20% were dissatisfied with the benefits of NSSF, 20% were neither satisfied nor dissatisfied, 20% were satisfied,30% were very satisfied and the remaing 10% did not find the variable applicable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **level of satisfaction with the decisions and rules exercised** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | disatisfied | 2 | 20.0 | 20.0 | 20.0 |
| neither satisfied nor disatisfied | 2 | 20.0 | 20.0 | 40.0 |
| satisfied | 2 | 20.0 | 20.0 | 60.0 |
| very satisfied | 3 | 30.0 | 30.0 | 90.0 |
| not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of 10 respondents, 20% were dissatisfied with the decisions and rules exerecised, 20% were neither satisfied nor dissatisfied, 20% were satisfied, 30% were very satisfied and the remaining 10% did not find the variable applicable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **to what extent do you agree with this** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | disagree | 2 | 20.0 | 20.0 | 20.0 |
| neither agree nor disagree | 2 | 20.0 | 20.0 | 40.0 |
| agree | 2 | 20.0 | 20.0 | 60.0 |
| strongly agree | 3 | 30.0 | 30.0 | 90.0 |
| Not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of 10 respondents, 20% disagreed, 20% neither disagreed nor agreed, 20% agreed, 30% strongly agreed and the remaining 10% did not find the variable applicable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **to what extent do you agree with this** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | disagree | 2 | 20.0 | 20.0 | 20.0 |
| neither agree/disagree | 2 | 20.0 | 20.0 | 40.0 |
| agree | 2 | 20.0 | 20.0 | 60.0 |
| strongly agree | 3 | 30.0 | 30.0 | 90.0 |
| not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **to what extent do you agree with this** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | disagree | 2 | 20.0 | 20.0 | 20.0 |
| neither agree/disagree | 2 | 20.0 | 20.0 | 40.0 |
| agree | 2 | 20.0 | 20.0 | 60.0 |
| strongly agree | 3 | 30.0 | 30.0 | 90.0 |
| not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of 10 respondents, 20% disagreed, 20% neither disagreed nor agreed, 20% agreed, 30% strongly agreed and the remaining 10% did not find the variable applicable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **to what extent do you agree with this** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | disagree | 2 | 20.0 | 20.0 | 20.0 |
| neither agree/disagree | 2 | 20.0 | 20.0 | 40.0 |
| agree | 2 | 20.0 | 20.0 | 60.0 |
| strongly agree | 3 | 30.0 | 30.0 | 90.0 |
| not applicable | 1 | 10.0 | 10.0 | 100.0 |
| Total | 10 | 100.0 | 100.0 |  |

Out of 10 respondents, 20% disagreed, 20% neither disagreed nor agreed, 20% agreed, 30% strongly agreed and the remaining 10% did not find the variable applicable

**Bar Chart**



































