

# NSSF CUSTOMER SURVEY RESPONSES ANALYSIS

MARGARET TRACY

## SPSS PROJECT1

### Single Response questions:

- Gender of the respondent

**Gender of the respondent**

	Frequency	Percent	Valid Percent	Cumulative Percent
Male	5	50.0	50.0	50.0
Valid Female	5	50.0	50.0	100.0
Total	10	100.0	100.0	

- Out of the total number of 10 respondents, 50% were male and 50% were female.

- Age of the respondent (Years)

**Age of the respondent (Years)**

	Frequency	Percent	Valid Percent	Cumulative Percent
18-24	2	20.0	20.0	20.0
26-34	2	20.0	20.0	40.0
35-44	2	20.0	20.0	60.0
Valid 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	

- The respondents age-groups were equally distributed, with each age-group having two respondents (20%).

- Occupation of the respondent

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### Occupation of the respondent

	Frequency	Percent	Valid Percent	Cumulative Percent
Employed	1	10.0	10.0	10.0
Self employed	5	50.0	50.0	60.0
Claimant	4	40.0	40.0	100.0
Total	10	100.0	100.0	

- Out of the total 10 respondents, most of them were self-employed, being at 50%, followed by the claimant at 40% and the employed at 10%.

### • Relationship of the respondents to the contributor/claimant

#### Relationship of the respondent to the contributor/claimant

	Frequency	Percent	Valid Percent	Cumulative Percent
Self	3	30.0	30.0	30.0
Family Member	4	40.0	40.0	70.0
Friend	3	30.0	30.0	100.0
Total	10	100.0	100.0	

- Out of the total respondents, majority of the respondents (40%) have a family member relationship to the claimant, followed by self and friend at 30%.

### • Region (Customer location)

#### Region(Customer location)

	Frequency	Percent	Valid Percent	Cumulative Percent
Nairobi	3	30.0	30.0	30.0
Rift Valley	2	20.0	20.0	50.0
Central/Eastern	2	20.0	20.0	70.0
Nyanza/Western	2	20.0	20.0	90.0

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Coast/North Eastern	1	10.0	10.0	100.0
Total	10	100.0	100.0	

- Out of the total respondents, majority are from Nairobi (30%), followed by those from Rift Valley, Central/Eastern, Nyanza/Western at 20% each.
- Minority of the respondents are from Coast/North Eastern (10%).

### Multiple Response Questions:

#### • Sources of awareness about NSSF

#### \$NSSF\_Awareness Frequencies

		Responses		Percent of Cases
		N	Percent	
Source of awareness about NSSF <sup>a</sup>	Source of awareness about NSSF is radio	5	12.5%	55.6%
	Source of awareness about NSSF is TV	6	15.0%	66.7%
	Source of awareness about NSSF is newspaper	6	15.0%	66.7%
	Source of awareness about NSSF is friends/colleagues/friends	5	12.5%	55.6%
	Source of awareness about NSSF is publicity boards	6	15.0%	66.7%
	Source of awareness about NSSF is employer	6	15.0%	66.7%
	Source of awareness about NSSF is by visiting NSSF premises	6	15.0%	66.7%
	Total	40	100.0%	444.4%

## NSSF CUSTOMER SURVEY RESPONSES ANALYSIS

- According to the respondents, most of them heard about NSSF through the TV, newspaper, publicity boards, from the employer and by visiting the NSSF premises, each at 20% out of the total respondents.
- The second most common source of NSSF awareness is radio and friends/colleagues/friends each at 12.5% of the total respondents.

### • NSSF benefits the respondent is aware of

**\$NSSF\_Benefits Frequencies**

		Responses		Percent of Cases
		N	Percent	
NSSF benefits the respondent is aware of <sup>a</sup>	NSSF benefits the respondent is aware of, Age	6	17.1%	66.7%
	NSSF benefits the respondent is aware of, Survival	5	14.3%	55.6%
	NSSF benefits the respondent is aware of, Invalidity	6	17.1%	66.7%
	NSSF benefits the respondent is aware of, funeral grant	6	17.1%	66.7%
	NSSF benefits the respondent is aware of, emmigration	7	20.0%	77.8%
	NSSF benefits the respondent is aware of, withdrawal	5	14.3%	55.6%
	Total	35	100.0%	388.9%

- Of all the NSSF benefits, the most known is the emigration benefit (20%) while the least known are survival and withdrawal benefits at 14.3% of the total respondents each.
- The second most known NSSF benefits are age/retirement benefit, invalidity benefit and funeral grant benefit each at 14.3% of the total respondents.

## NSSF CUSTOMER SURVEY RESPONSES ANALYSIS

### • Sources of awareness about NSSF benefits

**\$Sources\_Benefits\_Awareness Frequencies**

		Responses		Percent of Cases
		N	Percent	
Sources of awareness about NSSF benefits <sup>a</sup>	Source of awareness about NSSF products,Radio	6	15.8%	60.0%
	Source of awareness about NSSF products,TV	5	13.2%	50.0%
	Source of awareness about NSSF products,Newspaper	4	10.5%	40.0%
	Source of awareness about NSSF products,friends	6	15.8%	60.0%
	Source of awareness about NSSF products,publicity boards	6	15.8%	60.0%
	Source of awareness about NSSF products,employer	5	13.2%	50.0%
	Source of awareness about NSSF products,NSSF premises	6	15.8%	60.0%
	Total	38	100.0%	380.0%

- The most common sources of awareness about NSSF benefits is radio, friends, publicity boards and NSSF premises each at 15.8% of the total respondents.
- The second most common sources of awareness about NSSF benefits are TV and from the employer each at 13.2% of the total respondents.
- The least common source of awareness about NSSF is from the newspaper(10.5%) of the total respondents.

## NSSF CUSTOMER SURVEY RESPONSES ANALYSIS

### • Satisfaction levels \_ Single Response \_ NSSF services

#### a) Distribution of NSSF offices in the country

How satisfied were you with the distribution of NSSF offices in the country?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Very Dissatisfied	2	20.0	20.0	20.0
Dissatisfied	2	20.0	20.0	40.0
Neutral	2	20.0	20.0	60.0
Valid Satisfied	1	10.0	10.0	70.0
Very Satisfied	2	20.0	20.0	90.0
Don't know/Not Applicable	1	10.0	10.0	100.0
Total	10	100.0	100.0	

- Out of the total 10 respondents, 20% were either very dissatisfied, dissatisfied, neutral or very dissatisfied with distribution of NSSF offices in the country in each category.
- 10% of the respondents were satisfied with the distribution of NSSF offices in the country.
- 10% of the respondents did not know of the distribution of NSSF offices in the country.

#### b) Registration process

How satisfied were you with the registration process?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Very Dissatisfied	2	20.0	20.0	20.0
Dissatisfied	3	30.0	30.0	50.0
Neutral	2	20.0	20.0	70.0
Valid Satisfied	1	10.0	10.0	80.0
Very Satisfied	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	

- Out of the total 10 respondents, 30% were dissatisfied with the NSSF registration process.
- Out of the total respondents, 20% were either very dissatisfied or neutral about the NSSF registration process in each category.

## NSSF CUSTOMER SURVEY RESPONSES ANALYSIS

- At 10%, the respondents were either satisfied, very satisfied, or did not know of the NSSF registration process in each category.

### c) Modes of contribution to NSSF

How satisfied were you with the modes of contribution to NSSF				
	Frequency	Percent	Valid Percent	Cumulative Percent
Very Dissatisfied	1	10.0	10.0	10.0
Dissatisfied	2	20.0	20.0	30.0
Neutral	3	30.0	30.0	60.0
Valid Satisfied	2	20.0	20.0	80.0
Very Satisfied	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	

- Out of the total respondents, the majority 30% were neutral about the modes of contribution to NSSF.

- 20% of the respondents were dissatisfied with the modes of contribution to NSSF.

- 20% of the respondents were satisfied with the modes of contribution to NSSF.

-10% of the respondents were very dissatisfied with the modes of contribution to NSSF.

- 10% of the respondents were very satisfied with the modes of contribution to NSSF.

-10% of the respondents did not know of the modes of contribution to NSSF.

### d) Affordability of contribution o NSSF

How satisfied were you with the affordability of contribution to NSSF(within your budget)				
	Frequency	Percent	Valid Percent	Cumulative Percent
Very Dissatisfied	2	20.0	20.0	20.0
Dissatisfied	2	20.0	20.0	40.0
Neutral	2	20.0	20.0	60.0
Valid Satisfied	1	10.0	10.0	70.0
Very Satisfied	1	10.0	10.0	80.0
Don't know/Not Applicable	2	20.0	20.0	100.0
Total	10	100.0	100.0	

- 20% of the total respondents were very dissatisfied with the affordability of contribution to NSSF.

## NSSF CUSTOMER SURVEY RESPONSES ANALYSIS

- 20% of the total respondents were dissatisfied with the affordability of contribution to NSSF.
- 20% of the total respondents were neutral with the affordability of contribution to NSSF.
- 10% of the total respondents satisfied with the affordability of contribution to NSSF.
- 10% of the total respondents were very satisfied with the affordability of contribution to NSSF.
- 20% of the total respondents did not know about the affordability of contribution to NSSF.

### e) Contributions made enabling sufficient income in the end

How satisfied were you with the contributions you make enabling sufficient income in the end				
	Frequency	Percent	Valid Percent	Cumulative Percent
Very Dissatisfied	1	10.0	10.0	10.0
Dissatisfied	2	20.0	20.0	30.0
Neutral	2	20.0	20.0	50.0
Valid Satisfied	2	20.0	20.0	70.0
Very Satisfied	1	10.0	10.0	80.0
Don't know/Not Applicable	2	20.0	20.0	100.0
Total	10	100.0	100.0	

- Of the total respondents, 10% were very dissatisfied with the contributions made to NSSF to enable sufficient income in the end.
- Of the total respondents, 20% were dissatisfied with the contributions made to NSSF to enable sufficient income in the end.
- Of the total respondents, 20% were neutral with the contributions made to NSSF to enable sufficient income in the end.
- Of the total respondents, 20% were satisfied with the contributions made to NSSF to enable sufficient income in the end.
- Of the total respondents, 10% were very satisfied with the contributions made to NSSF to enable sufficient income in the end.
- Of the total respondents, 20% did not know of the contributions made to NSSF to enable sufficient income in the end.

### f) Safety contributions made to NSSF

How satisfied were you with the safety contributions made to NSSF				
	Frequency	Percent	Valid Percent	Cumulative Percent



## NSSF CUSTOMER SURVEY RESPONSES ANALYSIS

	Very Dissatisfied	2	20.0	20.0	20.0
	Dissatisfied	4	40.0	40.0	60.0
	Neutral	1	10.0	10.0	70.0
Valid	Satisfied	1	10.0	10.0	80.0
	Very Satisfied	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	

- Out of the total respondents, the majority 40% were dissatisfied with the safety contributions made to NSSF.
- At 10% in each category, the respondents in the categories were either neutral, satisfied, very satisfied or knew not of the safety contributions made to NSSF.
- At 10% the respondents were very dissatisfied with the safety contributions made to NSSF.

### **g) Investments by NSSF using their contributions**

#### How satisfied were you with the investments made by NSSF using our contributions

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very Dissatisfied	2	20.0	20.0	20.0
	Dissatisfied	2	20.0	20.0	40.0
	Neutral	3	30.0	30.0	70.0
Valid	Satisfied	1	10.0	10.0	80.0
	Very Satisfied	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	

- Out of the total respondents, the majority 30% were neutral about the investments made by NSSF using their contributions.
- At 20% in each named category, the respondents were either very dissatisfied or dissatisfied with the investments made by NSSF using their contributions.
- At 10% in each named category, the respondents were either satisfied, very satisfied or did not know of with the investments made by NSSF using their contributions.

### **h) NSSF's benefits compared to competitors benefits**

#### How satisfied were you with the NSSF's benefits compared to competitor's benefits

## NSSF CUSTOMER SURVEY RESPONSES ANALYSIS

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Dissatisfied	1	10.0	10.0	10.0
Dissatisfied	2	20.0	20.0	30.0
Neutral	2	20.0	20.0	50.0
Valid Satisfied	2	20.0	20.0	70.0
Very Satisfied	1	10.0	10.0	80.0
Don't know/Not Applicable	2	20.0	20.0	100.0
Total	10	100.0	100.0	

- Out of the total respondents, at 10% in each category, the respondents were either very dissatisfied or very satisfied with the NSSF's benefits compared to the competitor's benefits.
- Out of the total respondents, at 20% in each category, the respondents were either dissatisfied, neutral, satisfied or did not know of the NSSF's benefits compared to the competitor's benefits.

### i) Rules and decisions exercised by NSSF staff

How satisfied were you with the decisions and rules exercised by NSSF staff				
	Frequency	Percent	Valid Percent	Cumulative Percent
Very Dissatisfied	2	20.0	20.0	20.0
Dissatisfied	2	20.0	20.0	40.0
Neutral	2	20.0	20.0	60.0
Valid Satisfied	1	10.0	10.0	70.0
Very Satisfied	2	20.0	20.0	90.0
Don't know/Not Applicable	1	10.0	10.0	100.0
Total	10	100.0	100.0	

- Out of the total respondents, at 20% in each category, the respondents were either very dissatisfied, dissatisfied, neutral or very satisfied with the NSSF's staff rules and decisions.
- Out of the total respondents, at 10% in each category, the respondents were either satisfied or did not know of the NSSF's staff rules and decisions.

### • Agree levels \_ Single Response \_ NSSF's core values implementation

#### a) NSSF does not tolerate corrupt activities

**NSSF does not tolerate corrupt activities**

## NSSF CUSTOMER SURVEY RESPONSES ANALYSIS

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Dissatisfied	2	20.0	20.0	20.0
Dissatisfied	2	20.0	20.0	40.0
Neutral	1	10.0	10.0	50.0
Valid Satisfied	1	10.0	10.0	60.0
Very Satisfied	2	20.0	20.0	80.0
Don't know/Not Applicable	2	20.0	20.0	100.0
Total	10	100.0	100.0	

- Out of the total respondents, at 20% in each named category the respondents were either very dissatisfied, dissatisfied, very satisfied, or did not know of NSSF's non-tolerance to corrupt activities.
- Out of the total respondents, at 10% in each named category the respondents were either neutral or satisfied with NSSF's non-tolerance to corrupt activities.

### b) NSSF staff coming up with new or better ways of delivering service

**NSSF staff come up with new or better ways of delivering service**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Dissatisfied	2	20.0	20.0	20.0
Dissatisfied	2	20.0	20.0	40.0
Neutral	3	30.0	30.0	70.0
Valid Satisfied	1	10.0	10.0	80.0
Very Satisfied	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	

- Out of the total respondents, the majority 30% were neutral about with NSSF staff coming up with new or better ways of delivering service.
- Out of the total respondents, at 20% in each named category, the respondents were either very dissatisfied or dissatisfied with NSSF staff coming up with new or better ways of delivering service.

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- Out of the total respondents, at 10% in each named category, the respondents were either very satisfied or satisfied with NSSF staff coming up with new or better ways of delivering service.

### c) NSSF staff act responsibly and openly in their day-to-day work

**NSSF staff act responsibly and openly in their day-to-day work**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Dissatisfied	2	20.0	20.0	20.0
Dissatisfied	1	10.0	10.0	30.0
Neutral	2	20.0	20.0	50.0
Valid Satisfied	2	20.0	20.0	70.0
Very Satisfied	2	20.0	20.0	90.0
Don't know/Not Applicable	1	10.0	10.0	100.0
Total	10	100.0	100.0	

- Out of the total respondents, at 20% in each named category, the respondents were either very dissatisfied, neutral, satisfied or very satisfied with NSSF staff act of responsibility and openness in their day to day work.

- Out of the total respondents, at 20% in each named category, the respondents were either dissatisfied or did not know of NSSF's staff act of responsibility and openness in their day-to-day work.

### d) NSSF working together when necessary to meet respondents needs

**NSSF staff work together when necessary to meet my needs**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Dissatisfied	1	10.0	10.0	10.0
Dissatisfied	3	30.0	30.0	40.0
Neutral	2	20.0	20.0	60.0
Valid Satisfied	2	20.0	20.0	80.0
Very Satisfied	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	

## NSSF CUSTOMER SURVEY RESPONSES ANALYSIS

- Out of the total respondents, the majority 30% are dissatisfied with the NSSF working together when necessary to meet the respondents needs.
- Out of the total respondents, at 20% in each named category, the respondents are either neutral or satisfied with the NSSF working together when necessary to meet the respondents needs.
- Out of the total respondents, at 10% in each named category, the respondents are either very dissatisfied, very satisfied or do not know of the NSSF working together when necessary to meet the respondents needs.