



The Effectiveness of Pension Payment Management in Tanzania: A Case of NSSF in Iringa Municipality

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Abstract

This study assessed the effectiveness of pension payment management in Tanzania particularly in Iringa Municipality. Specifically, the influence of ICT use, quality of staff and management style on the effectiveness of pension payment management examined. The study attempted to respond to the following research questions: - how do ICT use, quality of staff, and management style adopted contribute to the effectiveness of pension payment management? Study findings derived are imperative to the government of Tanzania, Social Security Regulatory Authority as policy makers, NSSF management, other scholars and academicians intending to venture into similar studies.

The study was conducted at NSSF in Iringa Municipality and was informed by 32 staff who responded to closed-ended questionnaires. The research was a census study implying that it was unnecessary to obtain a specific sample size owing to the fact that the NSSF, which was the focus of the study currently, accommodates only 32 staffs. A descriptive survey design was employed where frequencies and percentages were used to present participant characteristics on tables, figures and charts. The relationships between study variables were determined through the inferential analysis tool that analyzes point to the approach of SPSS version 20. Multiple Linear Regression was used to test hypotheses: the relationship between independent variables and dependent variables. Finally, the researcher tested the validity and reliability of the study using the KMO index which was 0.798 and $p < 0.0005$ and Coefficient Alpha (Cronbach's Alpha) which was 0.884 respectively.

Findings revealed a statistically significant weakly relationship between use of ICT and management style on the effectiveness of pension payment management also the findings revealed a moderate relationship between quality of staff and effectiveness of pension payment management.

Keywords: Pension, Payment Management, Tanzania.