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| **SERIAL NO** | | |
| D D M M Y Y Y Y  Date of interview...................................... /......... /..................... | | |
| **Introduction**  **National Social Security Fund (NSSF)** has requested **ASSOCIATE CONSULTING AFRICA LTD** to carry out a Customer Satisfaction Survey. The management will use the results of this study to effect changes that will help **NSSF** play her significant role in attaining her vision. Please note that your views in form of responses to these questions will be treated confidentially and will go a long way in assisting **NSSF** realize her vision ***“To provide social security to members through enhanced coverage, efficient registration and collections, prudent fund management, competitive benefits and exemplary governance.”*** | | |
| **Name of the interviewer:** ………………………………………… | | |
| **SECTION A: GENERAL DETAILS** | | |
| **P1. Gender (Observe)**  Male  Female | **P2: Age in Years**  18 – 24  25 – 34  35 – 44  45 - 54  55+ (and over) | |
| **P3. Occupation:**  Employed  Self Employed  Claimant | | **P4. Relationship to contributor/claimant:**  Self  Family Member  Friend |
| **P5. Region (Customer location):**  Nairobi  Rift Valley  Central/Eastern  Nyanza/Western  Coast/North Eastern | | |
| **P6. Station (NSSF Branch/Sub Branch – Observe and record):** | | |
| **Q1: SECTION B: AWARENESS** | | |
| **Q1a.** Which were your sources of awareness about National Social Security Fund? (Do not read out, multiple mentions)  Radio  TV  Newspaper  Friends/relatives/colleagues  Publicity boards  employer  Visiting their premises  Other (Specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| **Q2a.** Which NSSF’s benefits are you aware of? (Tick all that apply)  Age/Retirement Benefit  Survival Benefit  Invalidity Benefit  Funeral Grant  Emigration Benefit  Withdrawal Benefit | | |
| **Q2b.** Which were your sources of awareness about NSSF benefits/products? (Do not read out, multiple mentions)  Radio  TV  Newspaper  Friends/relatives/colleagues  Publicity boards  employer  Visiting their premises/ NSSF staff  Other (Specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| **Q3. MISSION AND CORE VALUES** | | |
| Q3a: How satisfied are you with the following items on MISSION as implemented or practiced by NSSF staff?  **Very Satisfied**  **Satisfied**  **Neutral**  **Very**  **Dissatisfied**  **Dissatisfied**  **Don't**  **Know/Not Applicable**  5  4  3  2  1  11     1. Distribution of NSSF offices in the country……………………………………   5  4  3  2  1  11   1. The registration process………………………………………………………. 2. The modes of contribution to NSSF ………………………………………….   5  4  3  2  1  11  5  4  3  2  1  11   1. The affordability of contribution to NSSF (within your budget) …………………….   5  4  3  2  1  11   1. The contributions I make shall enable sufficient income in the end………………   5  4  3  2  1  11   1. The safety of contributions made to NSSF………………………………………   5  4  3  2  1  11   1. The investments made by NSSF using our contributions…………………………   5  4  3  2  1  11   1. NSSF’s benefits compared to competitors’ benefits ……………………………….   5  4  3  2  1  11   1. The decisions and rules exercised by NSSF staff…………………………….   5  4  3  2  1  11 | | |
| Q3b: To what extent do you **agree** with the following items on Core Values as implemented or practiced by NSSF staff?  **Strongly Agree**  **Agree**  **Neither agree nor disagree**  **Strongly Disagree**  **Disagree**  **Don't**  **Know/Not Applicable**  5  4  3  2  1  11   1. NSSF does not tolerate corrupt activities……………………………………….. 2. NSSF staff come up with new or better ways of delivering service…………….   5  4  3  2  1  11   1. NSSF staff act responsibly and openly in their day to-day work……………………   5  4  3  2  1  11   1. NSSF staff work together when necessary to meet my needs……………….   5  4  3  2  1  11 | | |
| **Q4a** Have you ever visited or Interacted with NSSF officers in any means including internet?  Yes.................... **> Continue**   No....................... **>GO TO Q5h**  **b.** When did you last interact with NSSF  Last One month Between 2 to 6 months  6 months to one Year  1 to 2 years  over two years ago  **c.** What was the Nature of the Most Recent Contact  …Enquiring about a particular service  …Seeking general information  …Seeking a Claim  …Making payment  …Lodging a complaint  …Attended a forum  …Querying the meaning/accuracy in documentation received  ………Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| **Q4d**: Thinking about this most recent contact, how did you interact with the relevant Department/office?  By Phone  In Person  In Writing  via e-mail  Via Website  Via Social Media (Facebook/Twitter) | | |
| **5a): Satisfaction with Service by Phone** | | |
| Q: Thinking of the most recent contact you had by Phone, please tell me how satisfied or dissatisfied you were with the following?  **Very Satisfied**  **Satisfied**  **Neutral**  **Very**  **Dissatisfied**  **Dissatisfied**  **Don't**  **Know/Not Applicable**  5  4  3  2  1  11    Courtesy of staff……………………………………………………………………  5  4  3  2  1  11  Helpfulness of staff………………………………………………………………..  5  4  3  2  1  11  Knowledge of staff……………………………………………………………….  5  4  3  2  1  11  Quality of advice / information received………………………………………….  5  4  3  2  1  11  Ease of finding telephone number……………………………………………….  5  4  3  2  1  11  Speed /efficiency with which query dealt with………………………………….  5  4  3  2  1  11  Speed with which phone answered……………………………………………..  5  4  3  2  1  11  Time taken to answer calls (3rd ring)………………………………………………………. | | |
| **5b): Satisfaction with Service in Person** | | |
| Q:Thinking of the most recent contact you had in person, please tell me how satisfied or dissatisfied you were with the following?  **Very Satisfied**  **Satisfied**  **Neutral**  **Very**  **Dissatisfied**  **Dissatisfied**  **Don't**  **Know/Not Applicable**  5  4  3  2  1  11  Courtesy of staff………………………………………………………………..  5  4  3  2  1  11  Helpfulness of staff…………………………………………………………….  Quality of advice/information received…………………………………………….  5  4  3  2  1  11  5  4  3  2  1  11  Distance to the nearest Office ……………………………………………………...  5  4  3  2  1  11  Availability of special washrooms for persons with disability? ………...................  5  4  3  2  1  11  Help received in filling out forms………………………………………………..  5  4  3  2  1  11  Clarity of information requested……………………………………………….  Access to NSSF offices to Persons Living with Disability……………………..  5  4  3  2  1  11  Time taken to be attended to by NSSF staff……………………………...….  5  4  3  2  1  11 | | |
| **5c): Satisfaction with Service in (Letter) Writing** | | |
| Q: Thinking of the most recent contact you had in writing, please tell me how satisfied or dissatisfied you were with the following?  **Very Satisfied**  **Satisfied**  **Neutral**  **Very**  **Dissatisfied**  **Dissatisfied**  **Don't**  **Know/Not Applicable**  5  4  3  2  1  11  Ease of finding correct Address/contact person………………………………..  Clarity of language used in written communication…………………………  5  4  3  2  1  11  Quality of advice/information received……………………………………...  5  4  3  2  1  11  Time taken by NSSF staff to respond to letters (5 days) …………………………  5  4  3  2  1  11 | | |
| **5d): Satisfaction with Service through E-Mail** | | |
| Q: Thinking of the most recent contact you had through e-mail, please tell me how satisfied or dissatisfied you were with the following?  **Very Satisfied**  **Satisfied**  **Neutral**  **Very**  **Dissatisfied**  **Dissatisfied**  **Don't**  **Know/Not Applicable**  5  4  3  2  1  11  Clarity of language used in e-mail………………………………………………...  Speed/efficiency of response to query…………………………………………..  5  4  3  2  1  11  5  4  3  2  1  11  Quality of advice/information received………………………………………..  5  4  3  2  1  11  Ease of finding the correct E-mail or content ………………………………… | | |
| **5e) Satisfaction with Service via NSSF website** | | |
| Qi. What information do you normally seek in the NSSF website?  Q: Thinking of the most recent contact you had via Internet, please tell me how satisfied or dissatisfied you were with the following?  **Very Satisfied**  **Satisfied**  **Neutral**  **Very**  **Dissatisfied**  **Dissatisfied**  **Don't**  **Know/Not Applicable**  5  4  3  2  1  11  Presentation of the website……………………………………..………………….  5  4  3  2  1  11  The accuracy of the information obtained from the website ……………............  5  4  3  2  1  11  Reliability of the information obtained from the website …………………………  5  4  3  2  1  11  Relevance of information in the website………………….……………………….  5  4  3  2  1  11  Ease of downloading material……………………………………………………. | | |
| **5f)** **Satisfaction with service via Social media (Facebook/Twitter**) | | |
| Q: Thinking of the most recent contact you had via Internet, please tell me how satisfied or dissatisfied you were with the following?  **Very Satisfied**  **Satisfied**  **Neutral**  **Very**  **Dissatisfied**  **Dissatisfied**  **Don't**  **Know/Not Applicable**  5  4  3  2  1  11  Availability of essential updates on time……………………………………..  5  4  3  2  1  11  Quality of responses on questions/complaints raised………………………  5  4  3  2  1  11  Speed of response to questions/complaints asked…………………………  5  4  3  2  1  11  Creation of awareness about NSSF benefits/developments….….….….….  5  4  3  2  1  11  Frequency of sharing information…………………………………………….. | | |
| **5g): Preferred communication mode** | | |
| **Q:** Thinking of **future** **dealing/interaction** you may have with **NSSF,** please tell me how convenient or inconvenient each of the following methods of communication would be for you if you were contacting **NSSF?**  **Very Convenient**  **Convenient**  **Neutral**  **Very Inconvenient**  **Inconvenient**  **Don't**  **Know/Not Applicable**  5  4  3  2  1  11  1.By Telephone…………………………………………………………………  5  4  3  2  1  11  2. In Writing………………………………………………………………………  5  4  3  2  1  11  3. By E-mail……………………………………………………………………….  5  4  3  2  1  11  4. Via Website………………………………………………………....................  5  4  3  2  1  11  5. Via Social media (FB, twitter, etc.) …………………………………………..  5  4  3  2  1  11  6. Visiting Office in person …………………………………………………….. | | |
| **5h): Familiarity** | | |
| **Q:** Taking into account your own experiences as well as any impressions you may have come across from any source, how familiar or unfamiliar do you feel you are with the workings of NSSF as they affect you?  **Very Familiar**  **Familiar**  **Either Way**  **Unfamiliar**  **Very Unfamiliar**  **No Opinion**  **5**  **4**  **3**  **2**  **1**  **11** | | |
| **SECTION C: SATISFACTION** | | |
| **6a. SATISFACTION WITH INFORMATION ACCESS** | | |
| Q: Thinking of the information you receive about NSSF, please indicate how satisfied or dissatisfied you were with the following?  **Very Satisfied**  **Satisfied**  **Neutral**  **Very**  **Dissatisfied**  **Dissatisfied**  **Don't**  **Know/Not Applicable**  5  4  3  2  1  11   1. Quality of services received……………………………………………….   5  4  3  2  1  11   1. Quality of information received……………………………………….   5  4  3  2  1  11   1. Speed with which queries are dealt with……………..……………………….   5  4  3  2  1  11   1. Efficiency with which queries are dealt with................................................... | | |
| **6b. EASE OF INFORMATION ACCESS** | | |
| 1. How easy is it to obtain the information you need at NSSF?   5 Very Easy 4  Easy 3 Neither easy nor Difficult 2  Difficult 1  Very Difficult   1. In general, how would you describe the amount of information that you receive from NSSF, on a 1 to 4 scale, with 1 being too little and 4 being too much?   4 Too much 3  Enough 2 Little 1  Very Little   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  |  |  | |  | | | | | | | |
| **Q7: CUSTOMER FOCUS AND CONTINUED IMPROVEMENT** | | |
| 1. To what extent do you **agree** with the following statements about the customer focus and continued improvement at NSSF?   **Strongly Agree**  **Agree**  **Neither agree nor disagree**  **Strongly Disagree**  **Disagree**  **Don't**  **Know/Not Applicable**  5  4  3  2  1  11   1. NSSF aims at meeting customer needs.............................................................   5  4  3  2  1  11   1. NSSF has quality products.......................................................................... 2. My concerns, problems, enquires or complaints to the NSSF are   5  4  3  2  1  11  responded to my satisfaction......................................................................   1. NSSF has good procedures for reporting complaints about levels of   5  4  3  2  1  11  service received………………………………………................................   1. I have trust and confidence in the overall job being done   5  4  3  2  1  11  by the management at NSSF.……………………..............................................  5  4  3  2  1  11   1. NSSF employees comply with the standards in the service charter….......   5  4  3  2  1  11   1. NSSF’s use of technology meets my needs……................................……….   5  4  3  2  1  11   1. Payment of benefits in good time (claimants only) ................................…................................… 2. If responded to (h) above, how long do they take? ...................…................................… | | |
| **STATEMENTS** | | |
| 1. How satisfied are you with the following aspects with regard to your account/statements?   **Very Satisfied**  **Satisfied**  **Neutral**  **Very**  **Dissatisfied**  **Dissatisfied**  **Don't**  **Know/Not Applicable**  5  4  3  2  1  11   1. Time taken to register (20 minutes) ................................…..................... ...........   5  4  3  2  1  11   1. Accuracy of the accounts/statement from NSSF.........................................   5  4  3  2  1  11   1. Time taken to update my statements (1 day) ...................................................   5  4  3  2  1  11   1. Time taken to issue my statements (2 minutes) ................................................   5  4  3  2  1  11   1. Time taken to receipt my contributions (5 minutes) ..................................... 2. How do you receive your NSSF statements currently?   Visiting the office  Email  Mobile  NSSF Portal  Other (specify)   1. Which of the above mode of receiving statements is most convenient? ....................................................................................... | | |
| 1. In what ways can services be improved at NSSF? ............................…................................…...........................…................................…...... | | |
| **Q8. PAYMENT MODES AND RATES** | | |
| 1. Are you aware of the various modes of payment NSSF has put in place to receipt contributions?  Yes  No 2. Which modes of payment to NSSF are you currently using   Mobile Money  Internet Banking  Bankers Cheques  Personal Cheques  Cash  RTGS/EFT   1. Which one is the most convenient? ..............…................................…................ 2. Which mode would you recommend? ..............…................................…............... | | |
| 9. Thinking about your experience with National Social Security Fund (NSSF) , how would you rate your level of satisfaction with the services they offer?  **Very Satisfied**  **Satisfied**  **Neutral**  **Very**  **Dissatisfied**  **Dissatisfied**  **Don't**  **Know/Not Applicable**  5  4  3  2  1  11 | | |
| **Market needs and future dealings** | | |
| 10a. Given an option, would you continue dealing with NSSF in future?  Yes  No | | |
| 10b. Why?  …………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………… | | |
| 10c. In which areas do you think NSSF is excelling?  …………………………………………………………………………………………………………………………………………………………..  …………………………………………………………………………………………………………………………………………………………… | | |
| 10d. What else do you think NSSF should do to serve you better?  …………………………………………………………………………………………………………………………………………………………..  …………………………………………………………………………………………………………………………………………………………… | | |
| THANK YOU FOR TAKING TIME TO FILL THIS QUESTIONNAIRE | | |

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