

Processing of retirement benefits for retired employees in Tanzania: a case of PPF

Pensions Fund - Dar es Salaam

Fredrick Maro

MBA (HRM)

University of Dar es Salaam, Business School, 2013

This study was about the Processing of Retirement Benefits for Retired Employees in Tanzania. The study was carried out following the general outcry of delay of the payments of the retirement benefits. The objectives of this study were to examine the statutory requirements for processing the retirement benefits, the processing procedures for the retirement benefits and the strategies for ensuring no delay in processing the retirement benefits. The study took place at the PPF Pension Fund offices Samora Avenue- Dar es Salaam. The researcher gathered information from 90 respondents and non probability sampling was used to select the respondents. The researcher also collected data through observation; interview and other primary data were collected through the use of questionnaires. Statistical Packages Software for Social Sciences (SPSS) was used for data analysis. The study observed that smooth processing of the retirement benefits was influence by proper registering of the members, proper submission of claim forms, timely analysis and approvals of the claims. The study also revealed that the use of online processing strategy in the whole process improves the processing of retirement benefits. The study recommended to PPF pension fund to adopt fully online processing the benefits. The study concluded and recommended to the government to improve the guidelines and all policies of processing the retirement benefits. The researcher has also recommended for further research in order to develop more strategies to eliminate the problem of delaying the retirees' retirement benefits.