

1 Nigerian Pension Reforms and Management: New Strategies for
2 Rewarding Past Intellectuals Towards Sustainable Development
3 in the Third World

4 Dr Akabom-Ita Asuquo¹

5 ¹ University of Calabar, Calabar, Cross River State, Nigeria

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8 **Abstract**

9 The study investigated the Nigerian Pension reforms and management as veritable strategies
10 of rewarding past intellectuals towards sustainable development in the third world. The main
11 aim of the study was to determine the influence of pension reforms on the welfare of the
12 retired civil servants in Nigeria with particular reference to Cross River State. In order to
13 achieve the objective; direct and guide the study; three research questions were formulated
14 and developed into hypotheses. Data for the study were collected with the use of structured
15 questionnaire. Data obtained were analyzed using simple percentage and Pearson Product
16 Moment Correlation Coefficient. Results and findings revealed that there exists a significant
17 relationship between pension reforms and the welfare of the Pensioners. Also, a significant
18 relationship exists between workers? ability to save while working and their welfare when
19 retired. Moreover a significant relationship exists between pension reform objective of ensuring
20 that pensioners do not suffer by removing all cumbersome processes of pension payment and
21 the welfare of pensioners. Based on the findings, it was recommended amongst others that the
22 state government should always demand for periodic briefs as frequently as possible to aid in
23 the assessment of the progress of the pension reform scheme and also ensure the achievement
24 of the scheme?s objectives in a bid to ensuring sustainable development.

25

26 **Index terms**— The study investigated the Nigerian Pension reforms and management as veritable strategies
27 of rewarding past intellectuals towards sustainable develop

28 **1 Introduction**

29 The issues of pension reforms and welfare schemes in Cross River State are sources of major concern to
30 Government and pensioners. The concerns border on: ? Delays in releasing pensions and gratuities to pensioners
31 upon retirements.

32 ? Wrong computations of pensioners' benefits.

33 ? Deliberate hold back of pensioners' benefits for flimsy excuses, thereby causing untold suffering to the
34 retirees and families. ? Some officials corruptly enrich themselves with pensioners' sweat by falsifying and adding
35 nonexisting names to pensioners' list, thereby swelling up pension costs or bills. ? Forcing pensioners to queue up
36 endlessly under rain and sun just for the payment of pensions. ? Inability to identify better methods, procedures,
37 ways and means of accounting for pensioners and caring for their welfare is a source of concern.

38 Granted the foregoing, this study was poised to examine the methods and process of accounting on one hand,
39 the necessity of government to embrace the Pension Reform Act, 2004, adopt the reform to Cross River State
40 environment and on the other hand, take advantage of the multiplier effect of pension reforms.

6 LITERATURE REVIEW A) CONCEPT OF PENSION REFORMS AND WELFARE SCHEME

41 2 a) Objectives of the study

42 The main objectives of this study were to:

43 (1) Examine the influence of the pension reforms objective of ensuring that pensioners receive their pension
44 as at when due and the welfare of pensioners.

45 (2) Determine if the pension reform objective of ensuring that workers save for their old age after service has
46 any influence on the welfare of pensioners.

47 (3) Examine if the pension reform objective of ensuring that pensioners do not suffer deprivation, negligence,
48 untimely death among others by removing all cumbersome processes on pension payment has any influence on
49 the welfare of the pensioners; and (4) Make recommendations to the authority concerned with the administration
50 of pension in Cross River State in particular and Nigeria as a country.

51 3 b) Research questions

52 The following questions were constructed for the study: (1) To what extent is the pension reform objective
53 of ensuring that retired persons receive their obligatory income as at when due related to the welfare of the
54 pensioners? (2) In what ways has the pension reform objective of ensuring that all workers save for the unforeseen
55 period relate to the welfare of the pensioners? (3) To what extent does the pension reform objective of ensuring
56 that pensioners do not suffer after retirement by removing all cumbersome processes of pension payment relate
57 to the welfare of the retired persons?

58 4 c) Research hypotheses

59 The following were the hypotheses formulated for the study: (1) There is no significant relationship between the
60 pension reform objective of ensuring that pensioners receive their pension as and when due and the welfare of
61 the pensioners. (2) There is no significant relationship between the pension reform objective of ensuring that all
62 workers save for the rainy day and the welfare of the pensioners. (3) There is no significant relationship between
63 the pension reform objective of ensuring that pensioners do not suffer after service by removing all cumbersome
64 processes of pension payment and the welfare of the pensioners.

65 5 II.

66 6 Literature Review a) Concept of Pension Reforms and Wel- 67 fare Scheme

68 Pension is an amount of money paid regularly by an employer or principal to a staff that is considered too old or
69 too ill to work, Daland (2005). Tola (1999) agrees when he advised government staff; "You may wish to work all
70 through but a time will come when the body can no longer carry you that is the time you are to retire and rest."

71 It is obvious that retirees having been used to the regiment and daily chores of employment have to be taught
72 the process of re-socialization, re-focusing and re-starting fresh lifestyle. The new lifestyle process enables retirees
73 adjust to different economic, social, cultural and political conditions which may not have weighed so much on
74 them. Hence the need for post retirement life plan to stem retirees tensions, uncertainties, apprehensions and
75 early deaths after retirements.

76 Tola (1999) likened pension to the termite, and noted that "failure to prepare for the rainy day is to prepare
77 to be swept by the rain."

78 The world economies used to be divided into ideological blocks until the fall of Soviet Socialist Republic (USSR)
79 now Russia. One lesson from these economic systems viz; capitalist, socialist, communist or mixed economy
80 explains the basis of property ownership, distribution of excess income and the treatment of the citizenry. In
81 welfarist economy, the emphasis has always been on the alleviation of abject poverty of the commoners.

82 Commoners (i.e. the proletariat) according to Karl Marx, are the masses denied access to the means of
83 production. This is why the idea and concept of pension and welfare crept up in so many advanced countries in
84 the early 19 th century.

85 According to Abromovits (2003) in his article; "Contributory pension scheme: the case of Brazil "A pension
86 system is essentially an income security program which provides benefit to beneficiaries who may be retirees,
87 pensioners or the destitute. The benefits may be defined or flat.

88 She noted that when there is pension scheme, distinction exists thus:

89 ? Defined Benefit (DB); only the employer funds the pension scheme. ? Defined Contribution (DC) plan;
90 both the employers and employees contribute and fund the scheme. ? Non-contributory Pension Scheme (NC) is
91 a pure cash transfers to beneficiaries rather than savings or insurance scheme. This is a social pension targeting
92 the elderly, destitute, the unemployed and others to alleviate poverty, sickness and reduce crimes.

93 It can be stressed that non contributory pension or zero pillar pension was very common among Africans who
94 always took care of their elderly, the sick and so on in the society. Again Abromovits(2003) and ??suagwu (2001)
95 observed that non-contributory pension has no eligibility criterion and was the first form of contributions in the
96 19 th century in countries such as Brazil (1999), Denmark (1891), New Zealand (1898), Australia (1908), Sweden
97 (1913), UK (1861) and so on.

98 For instance, Brazil introduced an unconventional pension measures in the 1920s called traditional urban
99 contributory pensions to expand coverage rates.

100 These measures included noncontributory rural scheme in 1971 followed by social assistance pension in 1974.

101 In 1988 in her new constitution was enshrined with these pension schemes. This implies that Brazil
102 constitutionalised her deepening pension reforms from experience spanning over one hundred years.

103 Balogun, (2006:7) in his article "Understanding the new Pension Reform Act (PRA) 2004, observes that:
104 Pension schemes exist to provide post retirement benefits to employees ? The primary goals of a pension system
105 should be to provide adequate, affordable, sustainable and robust retirement income, while seeking to implement
106 welfare improving schemes ? An adequate system seeks to provide sufficient

107 The article added that an affordable system is that which is within the financing capability of employees
108 and does not unduly displace other social and economic imperatives. A sustainable system is the one that is
109 financially sound, funded and maintained over a foreseeable horizon under a broad set of reasonable assumptions.

110 A robust system is the type that has the capacity to withstand major shocks, including those coming from
111 economic, demographic and political volatility.

112 Iwara (1999) and Balogun (2006) opine that, the design of a pension system or reform must clearly recognize
113 that pension benefits are claims against future economic output. To fulfill this primary goal, therefore, pension
114 systems when reformed must contribute to future economic output. Reforms, it is supposed, should be designed
115 and implemented in a manner that supports growth, development and diminishes possible distortions in a capital
116 and labour markets.

117 The public operated Defined Benefit pay as you go (PAYG) Scheme which heavily relied on budgetary
118 provisions that were not forth coming coupled with rising salaries, hence, pension benefits. Demographic shift
119 due to rising life expectancies, weak and inefficient pension administration characterize public sector, very low
120 and sometimes an outright noncompliance ratio due to lack of effective regulation and supervision of the scheme
121 in the private sector killed the National Provident Fund Scheme and it failed to provide periodic benefits. Even
122 at this, many private sector employees were not covered by any form of pension schemes (Bogomolova, 2005
123 and Robbins, 1989).

124 In an article titled "Investments and Risks Management under the New Pension Scheme," ??alang (2006:30)
125 observes that pension has become a topical issue, one that has engaged the commitment of government, attention
126 of employers and employees not only in Nigeria but in many emerging and developing economies of Africa, Asia,
127 and Latin America. Even as this study progresses, U.S President, George W. Bush planned to privatize social
128 security by introducing individual accounts regime for beneficiaries.

129 This may not be unconnected with the World Bank landmark report of 1994 christened "Averting the Old-age
130 Crisis" that becomes a reference point or a benchmark for pension reforms across the global economies. Latin
131 America and post soviet transition went headlong to pension reforms which were made compulsory by the World
132 Bank. Since 1994, eleven countries have now passed laws introducing mandatory savings and ten out of these,
133 Chile showing the lead, have implemented these laws. In Europe and central Asia, fourteen countries introduced
134 individual accounts or Retirement Savings Accounts (RSA) and ten have actually made the change including,
135 France, Japan, South Korea, Germany, New Zealand, Canada, Sweden, Norway, Loneland, U.K. etc ??World
136 Bank Commissioned Report, 1994.

137 After a critical assessment of the various pension schemes of the various countries, the World Bank on 21
138 st February, 2005, released a new report titled "Old Age Income Support in the 21 st Century" the report
139 emphasized the need for change as most pension schemes in the world do not deliver on their social objectives.

140 They create distortions, impose marginalization, old-age poverty, post retirement sufferings and ultimately lead
141 to untimely retirement death. Above all, distort market economies and are financially unsustainable because they
142 are expensive to run and the process fraudulent even by those mandated to administer the pensions.

143 In an attempt to reposition pensions, the report stated that any pension reform should consider; i. The
144 informal sector which incidentally makes up for more than half of the law force. ii. Catering for people who will
145 be poor throughout their lives, and iii. Those that will be physically challenged.

146 It is the spirit of improving the economic wellbeing of retirees in their post-retirement lifestyle that the Federal
147 government of Nigeria carried out a general overhaul of the defined benefit hinged on Pay As You Go (PAYG)
148 2004.

149 PRA 2004, adopted defined contribution (DC) policy and provided for social security and welfare untold post-
150 retirement poverty, anxieties and reduce retirees early deaths due largely to frustration experienced in getting
151 their retirement benefits (Adeloye, 1999 and www.worldbank.org/etools/doc).

152 b) The National Pension Act and Pension Accounting ??alogun (2006:7) and ??suquo (2008:10) agree that
153 pension schemes exist to provide post retirement benefits to employees.

154 In Nigeria, pension was introduced during the colonial era to provide old age income and security to British
155 citizens working in Nigeria upon retirement. The first legislative instrument to back pension matters was the
156 pension ordinance 1951 which took a retrospective effect from 1 st Jan. 1946. National provident fund was
157 established in 1961 after NB in 1954 and UAC 1957, to address pension matters of private organizations. 18
158 years later, pension act no, 102 of 1979 as well as armed forces pension act no. 103 of 1979 were enacted.

159 The Police and other government agencies pension was enacted under pension act no. 75 of 1987, followed by
160 the local government pension edict which culminated into the establishment of the local government staff pension

10 B) POPULATION OF THE STUDY

161 board of 1987 in 1993, the Year national social insurance trust fund was established by Decree no. 73 of 1993
162 to replace NPF. Prior to the pension reform act of 2004, most public organizations operated basically a defined
163 benefit pay as you go (PAYG) scheme. Final entitlements of PAYG were paid based on;

164 (1) Length of service e.g. Cross River State Services (2) Annual terminal environments (3) The age of retirement
165 The defined benefit scheme is still being funded by the Cross River State Government and budgetary provisions
166 or allocations made. When there are made, pension section of the department of establishment and service
167 matters under the head of service of the state in collaborations with the pension unit in the office of the State
168 Accountant-General administers and compiles retirees' benefits. ??alogun (2006:8) observed interalia: "In the last
169 two and a half decades, most pension schemes in the public sector had been poorly funded or unfunded, owing to
170 inadequate budget allocations budget releases which seldom came on schedules and were far short of due benefits.
171 This situation had resulted into unprecedented and unsustainable outstanding pension deficits estimated at over
172 N2 trillion before the commencement of the Pension Reform Act in 2004. the proportion of pension of salaries
173 increased from 16.7% to 30% between 1995 and 1999." ??kinyemi (2008:42) and ??suquo (2002:19) corroborated
174 this fact and stated that the administration of the Defined Benefit Scheme was generally weak, inefficient and
175 non-transparent. There was and still no authentic data base on pensioners while 14 documents were required to
176 file pension claims. Among other things ??alogun (2006:7) and ??kinyemi (2006:44) identified as hindrances to
177 effective pension scheme in the State are: ? Restrictive and sharp practice in the investment and management of
178 pension funds. ? Process of documentation, application and registration became very cumbrous that computation
179 officers and clerks cashed on and were looting the system dry and blue. ? Delays in release of funds to pension
180 further compounded the predicament of the pensioners and retirees. Hence, ??alogun (2006:7) noted ? this
181 further exacerbated the problem of pension liabilities in Cross River State to the extent that pensioners are dying
182 on verification queues. And at the federal level, most of the over 300 parastatals schemes were bankrupt before
183 the pension reform act 2004 came on board. It is on records that any form of retirement benefit arrangement did
184 not cover employees in formal and informal sectors. Most pension schemes were hinged on "resignation" rather
185 than retirement principles.

186 It is inferred from this work that prior to PRA 2004, the pension scheme was regulated without standard or
187 effective supervision and highly diversified in Nigeria. It was against this backdrop that the federal government
188 constituted various committees headed by Chief Ajibola Ogunsola and Mr. Fola Adeola at different times to
189 look at the challenges of pension schemes in Nigeria and proffer solutions. Fola Adeola's committee report was
190 enacted into the Pension Reform Act (PRA) and come into operation on 1 st July 2004, ??alogun (2006:8).

191 This process is where the Cross River State Government should introduce into the system. If the executive arm
192 has no political will to do this, the legislative arm should make bold steps to review Cross River State Pension
193 matters and carry a deepening surgery of the pension and bring it up to date and standard.

194 7 III.

195 8 Research Methodology

196 The research design in this study was ex-post facto approach. In effect, there was no manipulation of the
197 independent variables used in this study. Besides, variables like ensuring that workers received their pension as
198 at when due, ensuring that workers save and ensuring that pensioners do not suffer by removing all cumbersome
199 processes were already in existence and influencing the welfare of pensioners. More so, since this study involved
200 a large population this approach helped the researcher to find out, describe and explain existing phenomena and
201 draw generalization on the population based on the data collected from the sample.

202 9 a) Research area

203 The research covered Cross River State of the Federal Republic of Nigeria. The area is located at the south
204 eastern fringes of Nigeria between latitude 4 o 27 and 5 o 32 north of the Equator and longitude 50 and 9 o 28
205 east of Greenwich Meridian. It falls within the southsouth geopolitical zone, a recent structure in Nigeria. There
206 are three senatorial districts in the state, namely: northern, central and southern senatorial district and the
207 state capital located in Calabar. The State comprises eighteen local government areas, namely: Abi, Akamkpa,
208 Akpabuyo, Bakassi, Bekwara, Boki, Calabar Municipality, Calabar South, Etung, Ikot, Obanliku, Obubra,
209 Obudu, Odukpani, Ogoja, Yakurr and Yala. The state is more a civil service state than an industrial one.

210 10 b) Population of the study

211 This study involved all pensioners in Cross River State as of 2011 financial year.

212 Information from the Cross River State Pension Board revealed that there are Y a total of 8797 pension
213 workers in the state distributed in all the eighteen local government areas. c) Sampling procedure Stratified
214 random sampling procedure was adopted to select the representative sample for the randomly selected from each
215 of the three senatorial districts. This gives a total of 6 local government areas that were chosen and used for the
216 study. In each of the selected local government areas a list of all the pensioners was obtained from the Pension
217 Board of Cross River State and 134 pensioners were randomly chosen from each of the selected local government
218 areas and used for the study. This gives a total of 800 respondents that were selected and used for the study.

219 11 d) The sample

220 The sample for the study was made up of 800 workers randomly selected and used for the study. This comprised
221 522 males and 278 females.

222 12 Instrumentation

223 The instrument used for this study was Pension Reform and Welfare Questionnaire (PRWQ). The PRWQ was
224 a-25 item questionnaire constructed by the researcher and aimed at eliciting information from the respondents on
225 the variables of study. The items were based on existing literature on impact of pension reforms on the welfare
226 of pensioners. The questionnaire consisted of three sections (A, B and C).

227 Section A contained items seeking information on the demographic characteristics of respondents such as name
228 of local government area, age, sex, level of education. Section B contained items seeking further information to
229 measure the three independent variables of the study as mentioned earlier. Section C contained items to test the
230 only dependent variable of the study welfare of pensioners.

231 Items of section B and C were designed on 4points Likert Scale type with "SA" for strongly agree, "A" for
232 agreed, "D" for disagreed and "SD" for strongly disagreed respectively. The items here were positively and
233 negatively worded.

234 13 e) Validation of the instrument

235 The content and face validity of the instrument (PRWQ) of the study was established by the researcher. The
236 instruments were presented to experts in quantitative analysis, Faculty of management Sciences University of
237 Calabar to ascertain that the items on the instrument were related to the hypothesis which was required to
238 test. The feedback from the experts showed that the items on the instruments were adequate in generating data
239 required to test the hypotheses.

240 14 f) Reliability of the instrument

241 To ensure that the instrument measures consistently what it is purported to measure, a trial study was conducted
242 in one of the sampled sub-area replicates. Using the developed instrument to achieve this, the questionnaire was
243 administered twice to (100) randomly selected inhabitants in one of the sub area replicates in Calabar (knowing
244 that these were not going to take part in the actual study). After filling the questionnaires for the first time,
245 they were retrieved and scored.

246 A week later, the instrument was taken to the same group of persons after explaining to them the reasons for
247 the exercise.

248 Again, after filling the instruments, they were retrieved and scored. The reliability estimate derived from the
249 analysis was 0.989. This was taken to be high enough and this judging the instrument for this study consistent
250 and reliable to be used for generating data for the actual study. Generally, the reliability estimate of 0.50 should
251 be considered enough to render instrument reliable. From the pilot study the following estimates of the reliability
252 of the instrument (based on each independent variable) were obtained (Table 1). The result in Table 2 revealed
253 that the calculated r-value of 0.53 was found to be greater tan the critical r-value of 0.196 needed for significance
254 at 0.05 alpha level of significance with 798 degrees of freedom. The result therefore implies that there exists a
255 significant relationship between pension objective of ensuring that pensioners receive their pension as at when
256 due and eh welfare of the pensioners.

257 15 i. Hypothesis two

258 There is no significant relationship between the pension reform objective of ensuring that workers save and the
259 welfare of the pensioners. The dependent variable in this hypothesis is the welfare of the pensioners and the
260 independent variable is pension reform objective of ensuring that workers save. The result in Table 3 revealed
261 that the calculated r-value of 0.36 was found to be greater than the critical r-value of 0.196 needed for significance
262 at 0.05 alpha level of significance with 798 degrees of freedom. With this result the null hypothesis is rejected. It
263 therefore, means that there exists a significant relationship between pension objective of ensuring that workers
264 save and the welfare of the pensioners.

265 ii. Hypothesis three There is no significant relationship between the pension reform objective of ensuring that
266 pensioners do not suffer by removing all cumbersome process and the welfare of the pensioners. The dependent
267 variable in this hypothesis is the welfare of the pensioners while the independent variable is pension reform
268 objective of ensuring that pensioners do not suffer. The result in Table 4 revealed that the calculated r-value
269 of 0.48 was found to be greater than the critical -value of 0.196 needed for significance at 0.05 alpha level of
270 significance with 98 degrees of freedom. The result therefore implies that there exists a significant relationship
271 between pension objective of ensuring that pensioners do not suffer by removing all cumbersome processes and
272 the welfare of the pensioners.

273 **16 V. Discussion And Summary Of Findings**

274 The finding of hypothesis one of this study revealed that there exists a significant relationship between pension
275 reform objective of ensuring that pensioners receive their pension as at when due and the welfare of the pensioners.
276 This finding is in order with ??suquo (2003) who found in his study that the welfare of pensioners in Cross River
277 State had tremendously increased after the last pension reform of 2004. He equally noticed that before the last
278 pension reform of 2004, most pensioners in the state used to stay for more than 6 months before receiving their
279 pension.

280 The finding of research hypothesis two revealed that there exists a significant relationship between pension
281 reform objective of ensuring that all workers save and the welfare of pensioners. This finding is in corroboration
282 with Balogun (2006) who noted that most pensioners suffer because they do not save much during their working
283 days. Most of these workers who were not aware of the necessity to save while working, always believe that things
284 will be good all the times. Thus when retired they have nothing to care for themselves and consequently become
285 beggars.

286 The findings of research hypothesis three revealed that there exists a significant relationship between pension
287 reform objective of ensuring that pensioners do not suffer by removing all cumbersome Y process of pension
288 payment and the welfare of the pensioners. This finding conforms to the findings of Bogomolova (2005) who in
289 his work on the welfare of pensioners, noticed that most pensioners queue for days before receiving their pension
290 packages. He also noticed that the process of compiling documents was so tedious that most retired persons used
291 to surrender in the cause of the process. Also in line with the findings of this study is the findings of Asuquo
292 (2002) who noticed that most of the cumbersome processes such as queuing for several hour-days or delay in
293 compilation of pension document have seriously been taking care of in most states in Nigeria that pensioners are
294 now able to receive their pension with little or no stress.

295 **17 a) Conclusion**

296 Based on findings arrived at from this study the following conclusions were made: Pensioners in Cross River
297 State as in most states in Nigeria are now able to receive their pension as at when due. That is, they do not
298 have to go for several months or years without their pension. The culture of saving for the rainy days has been
299 inculcated into workers of Cross River State. As such, those that are just retiring after the 2004 Pension Scheme
300 have something in their pockets during the rainy days. Lastly, all the cumbersome processes that accompanied
301 pension payment have been removed to significant extent. Consequently, pensioners no longer queue for several
302 hours before receiving their pension and the compilation of pension documents is no longer a difficult process.

303 **18 b) Recommendations**

304 Based on the empirical and non-empirical findings of the study, the following recommendations were made for
305 improvement of pension fund management in Nigeria as a whole and Cross River State in particular: continuously
306 capacity building as a matter of policy (6) Ensure that informal and the private sectors are on board the platform
307 of pension reforms. (7) Every pensioner should be made to collect his or her money easily through any bank of
308 the beneficiary's choice by virtue of nearness. (8) Pension should be worked out and paid to the beneficiaries
309 just like monthly salary so that the aged and the sick will not have to come and queue for days while waiting to
310 be credited with pension arrears. It is a strong belief of the researcher that if the above stated recommendations
311 are well implemented, sustainable development would be ensured in Nigeria as the third world countries. ^{1 2 3}

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Figure 1: (1)

1

Variables	No. of items	Testing	Mean	SD	r xy
Ensuring that pensioners receive their pension as at when due	6	1 st 2 nd	13.34 14.76	3.65 2.32	0.67
Ensuring that workers save	6	1 st 2 nd	14.89 14.56	3.27 3.85	0.78
Ensuring that pensioners do not suffer	6	1 st 2 nd	15.78 14.74	2.87 2.03	0.71
Welfare of the pensioners	6	1 st 2 nd	15.36 16.12	3.54 2.25	0.92

Source: Field work (2011)

Figure 2: Table 1 :

18 B) RECOMMENDATIONS

2

Variable	Mean	S.D	r-cal
Pension reform objective of ensuring that pensioners receive their pension as at when due	14.56	2.32	0.53
Welfare of the pensioners	15.34	2.61	

*P<0.05, df = 798, critical r 0.195

Figure 3: Table 2 :

3

coefficient analysis of the relationship between pension reform objective of ensuring that workers save and the welfare of the pensioners, N = 800

Variable	Mean	S.D	r-cal
Pension reform objective of ensuring that workers save	13.89	2.45	0.36
Welfare of the pensioners	15.34	2.61	

*P<0.05, df = 798, critical r 0.195

Figure 4: Table 3 :

4

Variable	Mean	S.D	r-cal
Pension reform objective of ensuring that pensioners do not suffer by removing all cumbersome processes	15.76	3.21	0.48
Welfare of the pensioners	15.34	2.61	

*P<0.05, df = 98, critical r 0.195

Figure 5: Table 4 :

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