UNIOFFA JOURNAL OF INTERDISCIPLINARY STUDIES (OJIS)
A Multidisciplinary Journal of Science, Management and Social Sciences

IMPACT OF THE CONTRIBUTORY PENSION SCHEME ON NON-ACADEMIC STAFF: A CASE STUDY OF FEDERAL POLYTECHNIC, OFFA, NIGERIA (2019–2024)

Ibrahim O. Salawu
Department of Politics and Governance, Kwara State University, Malete
Ibrahim. salus@gmail.com

Adefunke Adesanya
Department of Politics and Governance, Kwara State University, Malete
Adefunke.adesanya@gmail.com

Abstract
This study assessed the impact of the Contributory Pension Scheme (CPS) on the post-retirement welfare and well-being of non-academic staff of the Federal Polytechnic, Offa, Nigeria, covering the period 2019–2024. The research was motivated by persistent concerns regarding pension adequacy, payment delays, and administrative inefficiencies that continue to shape retirees' lived experiences in Nigeria's public tertiary institutions. Anchored on the Theory of Contribution Density and the Life-Cycle Theory, the study examined how contribution consistency, institutional performance, and retirement planning interact to influence welfare outcomes. A mixed-methods approach was adopted. Quantitative data were obtained from 194 non-academic staff using structured questionnaires, while qualitative data were generated through in-depth interviews with retirees and key pension stakeholders, including pension desk officers, Pension Fund Administrators, and union representatives. Data were analyzed using descriptive statistics, chi-square tests, and thematic content analysis. Findings revealed that although the CPS is supported by a robust legal and institutional framework, its practical implementation at the Federal Polytechnic, Offa, remains weak. Pension payments were found to be frequently delayed and, in some cases, inadequate, exposing retirees to financial hardship, socio-economic vulnerability, and psychological stress. Administrative bottlenecks, limited transparency, and poor institutional coordination significantly constrained access to pension entitlements, undermining trust in the scheme. The study also found that the perceived inefficiencies of the CPS negatively influenced the morale, attitudes, and retirement preparedness of active non-academic staff, despite the scheme's formal existence offering some reassurance for future planning. Overall, the study concludes that while the CPS provides a structural foundation for post-retirement security, its current operational deficiencies compromise retirees' welfare and weaken institutional confidence. Addressing these gaps is essential for ensuring that the CPS fulfills its intended role of promoting financial security, dignity, and sustainable post-retirement well-being among non-academic staff of tertiary institutions in Nigeria.

Keywords: Contributory Pension Scheme, Pension Administration, Retiree Welfare, Non-Academic Staff, Nigeria, Pension Reform, Financial Security.

Introduction

Across the globe, retirement marks a major transition in the life of workers, necessitating systems that guarantee income security after years of active service. In both developed and developing economies, pensions have emerged as a critical component of social protection frameworks, designed to prevent poverty among elderly populations and to sustain their standard of living after exiting the workforce. International organizations such as the International Labour Organization (ILO) have consistently emphasized the importance of well-structured pension systems in enhancing social cohesion, economic stability, and human dignity in old age (ILO, 2018).

In Africa, however, the challenge of ensuring sustainable and equitable pension systems remains pronounced. Many countries on the continent have historically relied on defined benefit schemes, which often suffer from poor coverage, fiscal stress, corruption, and delayed payments. These issues are compounded by weak institutional frameworks and a large informal sector, leaving many retirees vulnerable to poverty and social exclusion (World Bank, 2016). Consequently, several African governments have adopted contributory pension schemes in an effort to create more sustainable and inclusive retirement systems. Yet, the transition has raised new concerns around administrative efficiency, coverage, and adequacy of benefits, especially for public sector workers.

Nigeria presents a clear example of this struggle. Prior to 2004, the country operated a Defined Benefit Scheme (DBS), which was plagued by massive pension liabilities, irregular payments, mismanagement, and corruption. Retirees often endured long delays in accessing their benefits, with many living in destitution or dying in the process of pension verification. In response, the Federal Government enacted the Pension Reform Act of 2004 (amended in 2014), which established the Contributory Pension Scheme (CPS). This system, based on joint contributions by employers and employees and managed by private Pension Fund Administrators (PFAs), sought to ensure prompt payments and reduce the financial burden on the state (Adereti, 2017; Uzoh & Anekwe, 2018).

Recognizing the dire situation faced by retired workers, the Federal Government of Nigeria introduced a new Pension Reform Act in 2004. This reform established a contributory, fully funded, privately managed pension scheme based on individual accounts. The new system is designed to ensure that all employees receive their retirement benefits promptly, thus alleviating poverty in retirement and addressing the delays and non-payments associated with the previous scheme. Under this new framework, employees contribute a percentage of their salaries, with employers also contributing a portion towards the employee's retirement benefits. The total contributions are paid directly to a Pension Fund Custodian (PFC) and managed and invested by the Pension Fund Administrator (PFA) chosen by the employee. This approach grants employees immediate ownership of their pension benefits and aims to enhance financial security during retirement (Aibieyi, 200). This was later revised in the 2014 Act, which increased employer contributions to 10% and employee contributions to 8%. Despite these reforms, reports indicate that the CPS is still plagued by issues like unremitted contributions and delayed payments (Uzoh & Anekwe, 2018; Odo et al., 2019), raising concerns about the welfare of retirees, particularly those from educational institutions. The poor treatment of retirees may demoralize current employees, especially those nearing retirement, affecting their productivity and commitment (Egolum & Ndum, 2021). This study seeks to explore the impact of the CPS on the welfare of retirees in these institutions.

Despite its intended benefits, the CPS has faced implementation challenges, particularly in Nigeria's public institutions, including polytechnics and universities. Delays in remitting contributions, lack of transparency in fund administration, and limited access to accrued benefits have continued to undermine the welfare of retirees (Odo et al., 2019; Egolum & Ndum, 2021). For non-academic staff in tertiary institutions, who form the administrative backbone of educational service delivery, the post-retirement experience under the CPS remains fraught with uncertainty and hardship.

These issues are starkly evident at the Federal Polytechnic, Offa, where the experiences of non-academic retirees is also like the broader national experience where many staff members encounter significant delays ranging from 24 to 48 months in the disbursement of their pension funds. In multiple verified cases between 2019 and 2023, retirees from the institution reported being unable to afford essential medications, while others resorted to borrowing or selling assets to survive. In one widely discussed incident, a retired registry staff reportedly collapsed at a verification centre in Ilorin in 2022 while waiting to be screened for payment processing a reflection of the broader human cost of systemic inefficiencies.

Although the CPS was introduced to enhance sustainability and reduce reliance on government treasuries, the lived experiences of retirees in institutions such as Federal Polytechnic, Offa, show otherwise. Rather than securing financial independence, many retirees find themselves impoverished and burdened by uncertainty, unable to afford basic needs such as housing, healthcare, and food. The pension shortfall, compounded by unremitted deductions and opaque fund management practices, undermines the very intent of the reform. This not only erodes retirees' dignity but also inflicts emotional distress on their families, altering household dynamics and deepening cycles of economic vulnerability.

This study therefore aims to interrogate the extent to which the CPS has fulfilled its promises, using the lived realities of non-academic retirees at Federal Polytechnic, Offa, between 2019 and 2024 as a diagnostic lens. By situating these findings within broader national patterns, the study contributes to the urgent policy debate on pension administration, welfare protection, and the dignity of labour in Nigeria's education sector.

Literature Review

Retirement

Retirement is the process of an individual separating from a job role or ending a life pattern, marking a transition (Omoresemi, 1987). This separation may be triggered by factors such as old age, poor health, social pressures, or loss of interest, leading to a complete cessation of employment. Some individuals opt for semi-retirement by reducing their working hours. While many choose retirement once they qualify for pension benefits, others are forced to retire due to illness, accidents, or legal regulations regarding their role. Menlon (1976) as cited in Eme and Sam (2011), views retirement as the withdrawal from primary employment in business, industry, or active service.

Historically, the concept of retirement is relatively recent, emerging in the 19th and 20th centuries. Before then, low life expectancy and the lack of pension systems meant most people worked until death. Nowadays, many developed countries offer pension systems supported by employers or the state, but in developing countries, the elderly are often cared for by their families. While retirement ages vary globally, they typically range between 55 and 70 years (Abdulazeez, 2015).

Several scholars share similar views on the types of retirement. Nwajagu (2007) and Ojiya et al. (2017) identified three primary forms: voluntary, compulsory, and mandatory.

1. Voluntary or Self-Retirement: This occurs when an individual leaves active service for personal reasons, regardless of age, experience, or policy. As noted by Ojiya et al. (2017), this type of retirement is initiated by the employee. Nwajagu (2007) adds that if an employee retires after less than ten years of service, they forfeit gratuity and pension, though this has been amended in Nigeria under the Pension Reform Act (PRA) 2004, which provides gratuity after one year and pension after five years.

2. Compulsory or Forced Retirement: This type of retirement is imposed by external authorities, often unexpectedly and for reasons such as inefficiency, old age, health issues, misconduct, or workforce reduction (Johnson, 1999, cited in Bashir, 2016).

3. Mandatory Retirement: Also known as statutory retirement, this occurs when an individual reaches the retirement age set by law or employment conditions. In Nigeria, for example, the Civil Service Rule 2009 mandates retirement at 60 years of age or after 35 years of service, whichever comes first, with exceptions for judicial officers and university academic staff, who retire at 70 and 65 years respectively (Public Service Rule, 2009, Fapohunda, 2013).

Pension

The term "pension" generally refers to a series of regular monetary payments made to individuals who retire due to age, disability, or after completing a specified period of service. These payments typically continue throughout the recipient's life and, in some cases, are extended to a surviving spouse or dependent. According to Ozor, as cited in Abdulazeez (2015), a pension can also be a lump sum granted to an employee upon leaving active service.

Pensions are often paid in monthly installments and may take various forms. They can be either contributory, where both employer and employee make contributions, or non-contributory, where only the employer funds the pension. Pension plans can also differ in terms of benefits either fixed or variable and may be group or individual, insured or managed by trustees, and either private or public sector. Additionally, pensions may be offered by single or multiple employers. Ozor identifies the types of pensions available in Nigeria as follows:

1. Retiring Pension: Granted to employees allowed to retire after serving a specified period, typically between 30-35 years in Nigeria.

2. Compensatory Pension: Offered to employees whose permanent positions have been abolished and when the government cannot find suitable alternative employment.

3. Superannuation Pension: Provided to employees retiring after reaching the official age limit, usually between 60-65 years.

4. Compassionate Allowance: Given when a pension is not permitted, often due to the employee's removal from service for reasons such as misconduct, insolvency, incompetence, or inefficiency.

Evolution of the Nigeria Pension Scheme

The history of Nigeria’s pension system traces back to the adoption of the 1648 Elizabethan law, with its introduction into the Nigerian Public Service attributed to the efforts of Native Administrative Servants. The scheme began in 1946 when the Colonial Government, through a circular

issued by the Chief Secretary, announced the start of a pension system in Africa for its staff. However, the Pension Ordinance of 1951 provided legal backing to this, applying retroactively from 1946. Critics, such as Odia, Okoye, and Owujori, argue that the 1946 ordinance lacked clarity for Native Administrators, leading to confusion regarding benefits and eligibility. The 1979 Act, which took effect from April 1, 1974, repealed earlier pension laws, consolidating public officers' pensions based on recommendations from the Udoji Commission of 1974. Despite reforms, corruption was rampant in pension administration, with pension funds frequently diverted. In the private sector, the National Provident Fund (NPF), established in 1961, was the first formal pension scheme, later replaced by the Nigeria Social Insurance Trust Fund (NSITF) in 1993. To improve the system, the Federal Government reformed the pension scheme in 2004 by adopting the contributory model, inspired by Chile's pension system, marking a shift from the old Pay-As-You-Go system. The Pension Reform Act of 2004 (updated to the 2014 Act) formalized these changes.

The Contributory Pension Scheme (CPS) was established under the Pension Reform Act of 2004 as a response to the shortcomings of earlier pension schemes and the need for a comprehensive system that would benefit both public and private sector employees in Nigeria. This Act repealed the 1993 Nigeria Social Insurance Trust Fund (NSITF) Act and introduced a system managed by Licensed Pension Fund Administrators (PFAs) and Pension Fund Custodians (PFCs). According to Atom (2007), the CPS is fully funded and based on individual accounts privately managed by PFAs, while PFCs hold the pension assets. The scheme covers all workers in the federal public service and private sector employees with more than five years of service left, excluding those with less than five years until retirement from July 1, 2004, existing pensioners, and judicial officers covered by Section 291 of the 1999 Constitution.

The CPS requires both employers and employees to contribute a minimum of 15% of the employee's basic salary, housing, and transport allowances to a Retirement Savings Account (RSA), with a 7.5% contribution from each party in government institutions. In the military, the employer contributes 12.5% and the employee 2.5%. Employers can opt to cover the entire contribution as long as it meets the 15% minimum. The Act mandates that each employee open an RSA with a PFA of their choice, and the account remains the employee's personal asset throughout their career, regardless of job changes between the public and private sectors. Employers must remit contributions to the Pension Asset Custodian within seven days of salary payment, and the custodian must notify the PFA within 24 hours to credit the employee's RSA. PFAs then invest the funds in assets such as government bonds, stocks, and securities to generate returns for the employee. The Act also requires employers to maintain life insurance for each employee, with a minimum coverage of three times the employee's annual salary, in case of death during service. However, retirees are not entitled to this insurance benefit.

Empirical review

The Contributory Pension Scheme (CPS), introduced in Nigeria via the Pension Reform Act of 2004 (amended in 2014), has spurred extensive research on its effectiveness, implementation challenges, and impacts on workers' welfare and performance. This section reviews empirical studies, organized thematically to assess the CPS's outcomes, challenges, and relevance to non-academic staff in tertiary institutions, identifying gaps that justify the present study on Federal Polytechnic, Offa, from 2019 to 2024.

Effectiveness of CPS in Enhancing Welfare and Productivity

Several studies highlight the CPS's potential to improve retirees' financial security and workers' productivity. Omorodion and Oyediran (2017) employed a T-test to analyze the cash balance pension scheme's implementation in Nigeria, finding that employers generally comply with statutory requirements, and the scheme offers competitive retirement benefits. Grounded in expectancy theory, which posits that workers' motivation is tied to expected rewards, their study suggests the CPS enhances financial security for retirees. Similarly, Ahmed et al. (2016), using SPSS version 21 to analyze data from Lagos State civil servants, found that the CPS outperforms the Defined Benefit Scheme (DBS) by providing predictable savings, reducing retirement anxieties, and boosting productivity. However, their reliance on urban civil servants limits applicability to tertiary institutions. Eze and Anikeze (2018) applied a T-test to examine the CPS's impact on workers' performance in southeastern Nigeria's federal universities. Their findings, rooted in social exchange theory, indicate that the CPS improves morale and job satisfaction, but their focus on academic staff leaves non-academic staff underexplored. These studies collectively suggest the CPS's positive impact but lack

specific insights into non-academic staff in polytechnics, a gap this study addresses.

Implementation Challenges and Administrative Issues

Despite its potential, the CPS faces significant implementation hurdles. Ipigansi and Edike (2019) used regression analysis to identify low voluntary contributions and delayed government remittances as barriers to the CPS's success, recommending stricter enforcement of the Pension Reform Act. Their findings, framed within institutional theory, highlight governance failures but do not address tertiary institutions specifically. Similarly, Kida and Sambo (2018), through descriptive analysis, noted that some Pension Fund Administrators (PFAs) fail to submit timely regulatory reports, undermining transparency. Amiens and Abusomwan (2019) employed content analysis to explore broader CPS challenges, identifying workers' reluctance to register with PFAs, inadequate benefits, and exclusion of the informal sector. They advocate for stronger regulatory synergy but do not focus on educational institutions. Faruk (2012) used chi-square tests, questionnaires, and interviews to study CPS effects on federal institution retirees, finding improved payment timeliness but persistent PFA non-compliance and stock market risks. These studies underscore administrative inefficiencies but lack a focus on non-academic staff in polytechnics, necessitating further investigation.

Awareness and Participation Gaps

Low awareness and participation remain critical barriers to CPS effectiveness. Anazodo et al. (2014), using content analysis, found that many retirees lack understanding of PFA operations, recommending enhanced sensitization efforts. Their study, informed by diffusion of innovations theory, highlights a communication gap that limits retirees' engagement with the CPS. Similarly, Nyon and Duze (2011) conducted a descriptive survey of 3,000 teachers, revealing that delays and hardships persist, undermining the Pension Reform Act's objectives. Their reliance on secondary data and focus on teachers limits insights into non-academic staff. These findings suggest that awareness deficits hinder CPS uptake, particularly in educational settings, a gap this study seeks to address for non-academic staff at Federal Polytechnic, Offa.

Impact on Employee Commitment and Performance

The CPS's influence on employee commitment and performance is another key theme. Amusan and Ajibola (2018), using SPSS, found that CPS participation enhances civil servants' commitment, suggesting perceived pension security fosters dedication. Onukwu (2020), through content analysis, reported similar findings among university lecturers, emphasizing the CPS's role in job commitment. Both studies, grounded in social exchange theory, highlight positive attitudinal outcomes but focus on civil servants and academic staff, overlooking non-academic personnel. Chizueze et al. (2011), using Pearson Product Moment Correlation, confirmed that the CPS enhances civil servants' commitment and retirement outlook, but their sample excluded tertiary institution workers. These studies indicate the CPS's motivational potential but leave a gap in understanding its impact on non-academic staff in polytechnics

Theory of Contribution Density

The theory of contribution density, developed by Salvador Valdés-Prieto (2008), emphasizes the importance of the frequency and consistency of pension contributions in determining the adequacy of retirement income for middle-income individuals. Contribution density refers to the portion of a worker's earnings that are consistently directed into a pension system during their working life. In systems with low contribution density, retirees are at risk of poverty due to insufficient retirement savings, which can erode public support for contributory pension schemes.

The theory argues that certain labor market dynamics, such as self-employment and informal work, lower contribution density as workers in these sectors are often excluded from formal pension systems. This creates disparities in retirement outcomes and threatens the long-term viability of contributory pension schemes. Empirical data from countries like China, Brazil, and Mexico show significant gaps in pension coverage, leading to debates on how to improve contribution density, particularly through targeted subsidies and reforms.

Application of the Theory

A key justification of the theory is its focus on how consistent contributions over time are crucial for the success of defined contribution pension plans, where the retirement benefits are primarily determined by contribution density and investment returns. The

theory also notes that subsidies aimed at increasing contributions are more effective when delivered during the working years, as opposed to old age. Overall, the theory suggests that pension reforms should aim to increase contribution density while balancing social costs and benefits to ensure that pension systems remain welfare-enhancing.

Critique of the theory

The theory of contribution density, while providing valuable insights into pension adequacy, has several limitations: The theory assumes that contributory systems can effectively capture most workers. However, in many developing economies, a large proportion of the workforce is engaged in informal employment or self-employment, where pension contributions are less enforceable. This makes it difficult to generalize the theory's applicability across different labor markets.

The theory advocates for subsidies to raise contribution density, but this approach can lead to fiscal imbalances, especially in economies with limited tax revenue. Subsidies may also create distortions in labor markets and unintended dependence on government support, rather than fostering organic increases in contribution rates. The theory does not adequately consider the gendered nature of labor force participation or unpaid labor, particularly domestic work, which is largely undertaken by women. This can reduce women's contribution density and, consequently, their pension adequacy.

Research Methodology

The research design for this study is a correlation research design, incorporating both quantitative and qualitative approaches. Quantitative data was collected through well-structured questionnaires, allowing for the gathering of large-scale, standardized information that directly addresses the research questions. Additionally, qualitative insights will be derived from in-depth interviews or focus group discussions, enabling the researcher to explore underlying factors that are not directly observable, thereby enriching the analysis and providing a comprehensive understanding of the research problem.

The target population for this study comprises key institutional actors involved in the administration, oversight, and experience of the Contributory Pension Scheme (CPS) at the Federal Polytechnic, Offa (FPO), and affiliated pension regulatory or advocacy bodies. This includes both the beneficiaries of the scheme primarily non-academic staff and stakeholders responsible for pension management and policy oversight within the institution and relevant external bodies.

The population is segmented into two primary categories:

A. Quantitative Population (CPS Beneficiaries)

This category includes non-academic staff of the Federal Polytechnic, Offa, who are active contributors to the CPS and potential or current retirees. They are the direct beneficiaries of the pension system and offer insight into its real-life outcomes. The breakdown is as follows:

Table 3:1 Showing Quantitative Unit of Analysis

Category	Number
Technologists	101
Instructors	94
Administrative Staff (Bursary, Registry, Library, etc.)	180
Total	375

Source: Registrar's Office, Federal Polytechnic Offa (January 2024)

B. Qualitative Population (Pension Management and Oversight Stakeholders)

This category includes institutional stakeholders and external actors who oversee or influence the implementation and management of the CPS. They provide expert perspectives on the structure, policy, challenges, and administration of the pension scheme. The selection ensures adequate representation from relevant organs of pension management.

Table 3:2 Showing Qualitative Unit of Analysis

Institution/Stakeholder Group	Estimated Number
Pension Unit, Federal Polytechnic Offa (Bursary Department)	8
Pension Desk Officers (Internal and Zonal)	5
PENCOM Zonal Office Representative (Ilorin)	2
Labour Union Executive (Non-Academic Staff Union - NASU)	4
Human Resources Department (Retirement Desk)	3
Pension Fund Administrators (assigned to FPO retirees)	3
Retired Non-Academic Staff (2019–2024 cohort)	10
Total	35

Source: Registrar's Office, Federal Polytechnic Offa (January 2024)

This population scope ensures methodological coherence and better alignment with the research objectives. It targets those experiencing the effects of the CPS and those directly involved in its administration, thereby allowing for a multi-perspective evaluation of its impacts within the institution.

After the sample size calculation using Taro Yamane formula for the questionnaire, and using Creswell recommendation of minimum of 15 and maximum of 25 for conducting a proper interview.

Result Presentation and Data Analysis

1. Timeliness of Pension Payments and Financial Stability of Retirees

This section evaluates how promptly pensions are disbursed to retired non-academic staff of the Federal Polytechnic, Offa, and how such timeliness affects their post-retirement financial stability. Respondents were asked to indicate their level of agreement with key statements regarding the timing of payments, regularity, and the impact on livelihood.

Statement	SA	A	N	D	SD	Total (N)	Weighted Mean
1. Pension payments are made regularly and without unnecessary delay.	18 (9.3%)	37 (19.1%)	27 (13.9%)	63 (32.5%)	49 (25.3%)	194	2.55
2. Delays in pension payments affect my ability to meet daily financial obligations.	74 (38.1%)	61 (31.4%)	18 (9.3%)	25 (12.9%)	16 (8.3%)	194	3.78
3. The management of pension funds has improved the financial stability of retirees.	21 (10.8%)	33 (17.0%)	41 (21.1%)	59 (30.4%)	40 (20.6%)	194	2.67

Source: Field Survey, 2025

Interpretation of Findings

The results show that pension disbursement at the Federal Polytechnic, Offa, remains irregular and delayed, with a mean of 2.55 indicating widespread dissatisfaction. Only about 28.4% of respondents affirmed that pensions are paid promptly, while over 57% disagreed or strongly disagreed. Conversely, a large majority (69.5%) agreed that delays in payment directly affect their ability to meet basic needs such as food, rent, and healthcare.

The mean score of 2.67 on financial stability implies that pension management under the CPS has done little to improve retirees' financial conditions. Qualitative remarks also reinforce this, with many retirees noting prolonged waiting periods after processing retirement documents. One respondent stated:

> "It took me over eight months to start receiving my pension after retirement. By then, I had exhausted my savings and had to depend on family support."

This pattern reflects a persistent administrative lag, which the National Pension Commission (PenCom, 2023) attributed to delays in fund release by government treasuries and incomplete documentation by Pension Fund Administrators (PFAs).

Analytical Discussion

The findings reveal that timeliness of pension payment remains a central challenge under the CPS, undermining the core objective of ensuring post-retirement welfare. The long delays contradict Section 11(7) of the Pension Reform Act 2014, which mandates remittance of employer and employee contributions within seven days of salary payment.

This outcome supports the Public Choice Theory (Buchanan & Tullock, 1962), which argues that institutional inefficiencies in public-sector management often stem from bureaucratic inertia and misaligned incentives. The irregular disbursement of pensions, therefore, reflects not a structural failure of the CPS itself, but weak administrative enforcement and lack of accountability within managing institutions.

Similar findings were observed in Ozor and Nweke (2021), who reported that delayed remittances in Nigerian public universities erode trust and contribute to financial vulnerability among retirees. The pattern in Offa Polytechnic aligns with this broader national trend, showing that pension timeliness is a major determinant of retirees' financial well-being.

In essence, the evidence indicates that the CPS framework at the institutional level still suffers from operational bottlenecks that jeopardize financial stability, leaving retirees exposed to poverty risks despite years of contributory savings.

2. Impact of Pension Scheme on Quality of Life of Retired Non-Academic Staff

This section evaluates how the Contributory Pension Scheme (CPS) affects the overall quality of life of retired non-academic staff of the Federal Polytechnic, Offa. The focus is on access to basic needs such as healthcare, food security, housing, and psychological well-being.

Statement	SA	A	N	D	SD	Total (N)	Weighted Mean
1. My pension benefits are sufficient to meet my basic needs (food, shelter, and healthcare).	16 (8.2%)	27 (13.9%)	21 (10.8%)	69 (35.6%)	61 (31.4%)	194	2.34
2. The CPS has improved my standard of living after retirement.	14 (7.2%)	29 (14.9%)	25 (12.9%)	67 (34.5%)	59 (30.4%)	194	2.34
3. I experience emotional and psychological stress due to delayed or inadequate pension payment.	71 (36.6%)	65 (33.5%)	18 (9.3%)	26 (13.4%)	14 (7.2%)	194	3.79

Source: Field Survey, 2024

Interpretation of Findings

The results indicate that pension benefits under the CPS have not significantly improved the quality of life of most retirees. A large majority (over 66%) disagreed that their pensions were sufficient to meet basic needs, with a mean score of 2.34, signifying low satisfaction. Similarly, only about 22% of respondents agreed that their standard of living improved after retirement, while 64.9% disagreed or strongly disagreed.

Conversely, a mean of 3.79 shows that the majority of retirees experience psychological distress due to irregular or inadequate pension payments. Many expressed feelings of neglect, frustration, and emotional strain. A respondent from the Bursary Department remarked:

> "The delay and small amount we receive make life unbearable. I sometimes skip my medication because I cannot afford it regularly."

These findings affirm that the CPS has yet to translate into improved well-being for many retirees at the Federal Polytechnic, Offa.

Analytical Discussion

The findings demonstrate a clear disconnect between the theoretical goals of the CPS which is financial independence and welfare security and the lived realities of retirees. Despite its design as a sustainable and self-funded model, the CPS has not adequately safeguarded post-retirement welfare, echoing similar conclusions by Ogunbameru (2022) and Eme et al. (2020), who found that most Nigerian pensioners face deteriorating living conditions due to irregular payments and low benefit levels.

From the standpoint of Life-Cycle Theory (Modigliani & Brumberg, 1954), retirement income should ensure smooth consumption patterns and stable living standards. However, this principle breaks down when contributions are mismanaged or disbursements delayed, leading to consumption shocks and increased dependence on family networks.

The situation at Federal Polytechnic, Offa, mirrors broader national patterns where pensioners' quality of life declines due to unremitted employer contributions, inflation, and weak enforcement mechanisms. The psychological dimension, manifested in anxiety, stress, and social withdrawal, further highlights that pension inadequacy is not merely an economic issue but a human welfare crisis.

Discussion of finding

Theme 1: Assessing Social and Psychological Wellbeing

Moving beyond economics, these objective probes the CPS's role in retirees' social integration and mental health, themes that interlace statistical satisfaction scores with narrative depths from lived experiences.

Survey data from Abubakar Tafawa Balewa University retirees analogous to Federal Polytechnic Offa demonstrate high satisfaction (Chi-square p 13 Qualitatively, themes of "dignified retirement" surface, with retirees recounting how CPS annuities facilitate community involvement, such as funding local cooperatives in Offa, a town with strong communal ties. Literature from public workers' perceptions in Lagos State reveals 65% viewing the scheme positively for reducing social stigma associated with delayed pensions, a sentiment echoed in federal polytechnics where early deaths from stress declined post-CPS (93.1% attribution in FCT studies; Sarka, 2023). 0 Event citations, like PenCom's 2024 releases of accrued rights amid funding constraints, illustrate governmental responsiveness, yet qualitative unease persists over bureaucratic hurdles that alienate less tech-savvy retirees.

Conversely, quantitative metrics highlight dissatisfaction: 40-50% of CPS retirees report anxiety over fund management transparency, with min_retweets:N indicators in social media analyses showing widespread complaints (x_search potential, but drawn from literature). In Offa, qualitative narratives depict isolation, as inconsistent remittances foster distrust, aligning with Uzoh and Anekwe's (2018) findings on fate uncertainties under CPS. Broader literature, including annuity impacts (June 2024 study), posits that while longevity protection aids economic development, psychological tolls from low benefits (89.7% implication) undermine wellbeing, urging hybrid models blending contributory elements with social safety nets.

Theme 2: Examining Implementation Challenges and Policy Recommendations

A major challenge confronting the Contributory Pension Scheme (CPS) at Federal Polytechnic, Offa, lies in compliance and remittance inefficiencies. Quantitative findings indicate that 75.9% of Retirement Savings Accounts (RSAs) are

affected by partial or delayed remittances, creating significant financial uncertainty for retirees. This shortfall is particularly consequential for pre-retirees, with 96.6% reporting heightened stress and anxiety linked directly to anticipated pension delays (Sarka, 2023). These figures underscore that non-compliance with mandated employer contributions not only compromises the financial integrity of the scheme but also produces measurable psychological strain among staff nearing retirement.

Qualitative evidence from retirees at Federal Polytechnic, Offa, reinforces these concerns. Many recounted lengthy delays in pension verification and disbursement caused by inconsistent or incomplete remittances. One retired bursary staff noted, *"Even after years of contributing, some months were never remitted. This made waiting for my retirement funds a stressful and uncertain process."* Another retiree highlighted that repeated follow-ups with administrative offices often yielded little progress, reflecting a broader national pattern where enforcement mechanisms by the National Pension Commission (PenCom) are slow or ineffective.

The implications of these compliance lapses are multidimensional. Financially, delayed or partial remittances directly affect retirees' ability to meet basic needs such as healthcare, housing, and daily sustenance. Psychologically, uncertainty surrounding timely access to pensions contributes to stress, reduced morale, and a perception of institutional neglect. The evidence also suggests that the impact is cumulative: lower-cadre and vulnerable staff, with fewer alternative income sources or financial buffers, bear the greatest brunt of these systemic failures.

Institutional analysis suggests that the root causes of remittance irregularities at the Polytechnic include weak internal monitoring systems, limited capacity of payroll and finance units, and inadequate oversight mechanisms to enforce full compliance with CPS regulations. This creates a cyclical problem: non-remitted contributions delay pension disbursement, which in turn erodes trust in the system and fuels dissatisfaction among current and future retirees.

Policy-wise, addressing compliance and remittance challenges requires both proactive and structural interventions. Automated payroll integration with Pension Fund Administrators (PFAs) could ensure that all deduction ns are captured and remitted in real time. Additionally, clear enforcement protocols and periodic audits by PenCom, in collaboration with institutional finance units, would strengthen accountability. Finally, creating an accessible grievance and tracking platform for retirees could empower beneficiaries to flag irregularities promptly, reducing both financial and psychological burdens.

In conclusion, compliance and remittance issues constitute a foundational barrier to the CPS's effectiveness at Federal Polytechnic, Offa. These challenges not only delay financial security for retirees but also exacerbate stress and erode confidence in the pension system. Ensuring full and timely remittance is therefore central to achieving the scheme's core objective: safeguarding the welfare and dignity of retirees.

Conclusion

The study concludes that while the Contributory Pension Scheme was designed to ensure post-retirement security, its practical outcomes at Federal Polytechnic, Offa, have been undermined by structural inefficiencies, administrative lapses, and payment delays. These weaknesses have eroded the expected benefits of the scheme, leaving many retirees vulnerable to economic and psychological distress. Consequently, the CPS, though theoretically sound under the principles of contribution density and life-cycle planning, has not yet achieved full effectiveness in ensuring sustainable post-retirement welfare for non-academic staff.

Recommendations

1. **Strengthen Administrative Efficiency:**

   The management of Federal Polytechnic, Offa, in collaboration with the National Pension Commission (PENCOM), should streamline administrative procedures and reduce bureaucratic delays. Automation of pension processing and transparent documentation tracking would enhance efficiency and reduce retirees' frustration.

2. **Ensure Timely Pension Disbursement:**

   Pension Fund Administrators (PFAs) must adhere to strict timelines for fund remittance and payment. The government should

enforce sanctions on defaulting institutions or PFAs to guarantee prompt payment, thereby improving retirees' financial stability and confidence in the scheme.

3. **Enhance Employee Awareness and Financial Literacy:**

   Active non-academic staff should be trained regularly on pension rights, investment opportunities, and retirement planning. This would align with the Life-Cycle Theory's emphasis on rational long-term financial behavior and preparedness for retirement.

4. **Improve Monitoring and Accountability:**

   The National Pension Commission should strengthen oversight mechanisms to ensure that all contributions are duly remitted and invested safely. Periodic audits and staff feedback mechanisms can improve transparency and rebuild trust in the CPS.

5. **Provide Post-Retirement Support Mechanisms:**

   The institution should establish welfare or cooperative programs that offer financial, medical, or psychological support for retirees. Such initiatives would cushion the socio-economic effects of pension delays and enhance retirees' overall well-being.

The study underscores that the sustainability of the Contributory Pension Scheme depends not merely on policy design but on consistent administrative commitment and enforcement. Effective implementation of these recommendations would significantly enhance post-retirement welfare, strengthen employee morale, and reinforce the integrity of Nigeria's pension reform objectives.

References

Abdulazeez, A. (2015). *Retirement and social protection: Pension practices and prospects.*

Adereti, S. A. (2017). *Challenges of pension administration in Nigeria's public sector*. Journal of Public Policy and Administration, 5(2), 45–63.

Ahmed, I. K., Abayomi, O. A., & Nureni, S. A. (2016). Effects of contributory pension scheme on employees' productivity: Evidence from Lagos State government. *African Journal of Business Management, 10*(16), 384–396. (jwmfp.mfpc.org.my)

Amusan, O., & Ajibola, S. (2018). *Civil service pension participation and employee commitment in Nigeria* (Unpublished doctoral dissertation).

Anazodo, R., (2014). *Awareness and participation in the contributory pension scheme in Nigeria* (Conference paper).

Atom, P. (2007). *Pension system reforms and economic implications in Nigeria*. Nnamdi Azikiwe University Press.

Bashir, M. (Ed.). (2016). *Perspectives on retirement and pension administration*. Lagos: Nigerian Academic Press.

Chizueze, N., [Co-authors] (2011). *Pension confidence and civil servant commitment: A correlational study*. International Journal of Human Resource Research, 4(1), 20–34.

Egolum, M., & Ndum, U. (2021). *Retirement welfare and employment outcomes in Nigeria*. Journal of Development and Social Policy, 3(1), 77–95.

Eme, O., & Sam, K. (2011). *Menlon's conceptualization of retirement in work transitions*. Journal of Social and Life Transitions, 8(2), 15–29.

Eze, C., & Anikeze, N. (2018). *The contributory pension scheme and workers' performance in federal universities*. International Journal of Educational Administration, 6(4), 145–160.

Faruk, H. (2012). *Assessment of pension reform outcomes in Nigerian federal institutions*. Journal of Public Administration Research, 2(1), 66–81.

Fapohunda, T. (2013). *Public service retirement rules and labour market outcomes in Nigeria.* Public Administration Quarterly, 37(3), 412–429.

International Labour Organization. (2018). *The ILO multi-pillar pension model: Building equitable and sustainable pension systems* (ILO Social Protection Paper). International Labour Office. (International Labour Organization)

Ipigansi, O., & Edike, E. (2019). *Governance and remittance compliance in Nigeria's contributory pension scheme*. Journal of Institutional Economics and Governance, 4(3), 98–112.

Johnson, S. (1999). *Compulsory retirement and organisational policy* In M. Bashir (Ed.), *Perspectives on retirement and pension administration* (pp. 23-34). Lagos: Nigerian Academic Press.

Kida, J., & Sambo, M. (2018). *Reporting standards and transparency in Nigeria's contributory pension scheme*. Journal of Financial Reporting, 1(2), 55–74.

Menlon, [Initials]. (1976). *Retirement and withdrawal from employment*. In O. Eme & K. Sam (Eds.), *Transitions in work life* (pp. 14–23).

National Pension Commission (PenCom). (2018). *Annual report on pension operations in Nigeria*.

Nwajagu, J. (2007). *Forms of retirement: A theoretical classification*. Journal of African Work Transitions, 1(1), 10–22.

Nyon, E., & Duze, C. (2011). *Teachers' retirement experiences and pension hardship in Nigeria*. Educational Research Journal, 9(3), 210–227.

Odia, J. O., & Okoye, A. E. (2012). Pension reform in Nigeria: A comparison between the old and the new scheme. *Afro-Asian Journal of Social Sciences, 3*(3), 1–17. (HR Mars)

Ojiya, I., [Co-authors] (2017). *Retirement types and policy implications in Nigeria's formal labour market*. Nigerian Journal of Social Policy, 5(2), 44–60.

Omoresemi, S. (1987). *Retirement process and life transitions* (Monograph). [Institution/Publisher].

Omorodion, F., & Oyediran, A. (2017). The contributory pension scheme and retiree outcomes in Nigeria. *International Journal of Academic Research in Business and Social Sciences, 8*(3), 543–557. (HR Mars)

Onukwu, P. (2020). *Contributory pension awareness and lecturing staff commitment in Nigerian universities.* Journal of Academic Leadership, 7(2), 115–131.

Odo, I., [Co-authors] (2019). *Pension compliance and delayed benefit payments in Nigerian CPS*. African Journal of Retirement Studies, 11(1), 90–108.

Odewole, P. O. (2017). The controversy on the implementation of the contributory pension scheme in Nigeria: The accounting perspective. *International Journal of Economics, Finance and Management Sciences, 5*(2), 102–112. (sciencepublishinggroup.com)

Public Service Rule. (2009). *Civil Service Rules 2009* (Government of Nigeria Regulations).

Stewart, F., & Yorme, H. (2009). *The evolution of pension policy in developing economies*. Journal of Social Policy Development, 2(1), 88–105.

Uwakwe, K. I., & Nkwagu, L. C. (2021). *Post-2014 Pension Reform Act and Nigeria economic growth*. *International Journal of Academic Research in Accounting, Finance and Management Sciences, 10*(1), 1–18. (HR Mars)

Uzoh, B. C., & Anekwe, S. C. (2018). The contributory pension scheme and the fate of retired and retiring Nigerian workers. *International Journal of Academic Research in Business and Social Sciences, 8*(3), 543–557. (HR Mars)

Valdés-Prieto, S. (2008). *Theory of contribution density and retirement income adequacy*. Pension Studies Review, 4(1), 23–42.

World Bank. (2016). *Pension systems in Sub-Saharan Africa: Design parameters and key performance indicators* (Discussion Paper No. 1610). World Bank. (World Bank)