THE RELATIONSHIP BETWEEN FINANCIAL WELLBEING AND MENTAL HEALTH OF CONTRACT EMPLOYEES AT ABSA BANK IN NAIROBI COUNTY BETWEEN 2019 - 2020

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DECLARATION

This research project is my original work and has never been submitted to any other institution of higher learning for any award of merit.

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This research project has been presented with my approval for examination as the university supervisor.

SIGNATURE ……………………**DATE** ……………………………………

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DEDICATION

I dedicate this work to my lovely family. Thank you for always encouraging and motivating me.

ACKNOWLEDGEMENT

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ABSTRACT

This study's aim was to find out the correlation that exists between financial wellbeing and mental health of contract employees employed through managed service providers in Nairobi County between 2019 and 2020. The specific objectives were to investigate the relationship between financial wellbeing and contract employees' stress levels, ability to manage the daily demands of life, work performance and their general rating of happiness. The study used a descriptive study design. The study population was managed service employees in 32 outsourcing firms in Nairobi County and the study was conducted at Absa Bank Bishops Gate building which is located along Fifth Ngong Avenue in Upper Hill. The sample size comprised of 60 managed service employees from Absa Bank of Kenya sampled using purposive sampling method. This sample was obtained from managed service employees from two of the thirty-two outsourcing firms in Nairobi, Kenya. Primary data was gathered with the aid of a questionnaire. It contained 30 items measuring financial wellbeing, that is; both objective and subjective attributes of financial wellbeing (10 items), its relationship with stress levels (5 items), ability to meet the daily demands of life (5 items), work performance (5 items) and general rating of happiness (5 items). The study results were analysed both qualitatively and quantitatively, where quantitative data obtained from the questionnaire was cleaned, coded and computation of descriptive statistics done, aided by SPSS (Statistical Package for Social Sciences); whereas qualitative data that was obtained from the questions that were open ended was reported in the form of narration. To measure what relationship exists between the study variables, Pearson's correlation analysis was employed. Regression analysis was used to show how age, gender and tenure contribute to employees' mental wellbeing as a result of their financial status. The study revealed that the respondents occasionally experience stress when thinking or dealing with their finances, that majority of the employees indicated that financial concerns have caused them anxiety, frustrations, headaches and depression, and that there is a statistical and significant strong negative correlation between financial wellbeing and employees' stress levels, (r (45) = -0.7123, $p<.005$). The study also found out that sometimes the respondents have had to make some financial adjustments because of lack of money, that it was moderately true that the respondents would suffer immediate financial difficulty if they were to lose their job, and that there is a statistical and significant strong positive correlation between financial wellbeing and employees' ability to manage the daily demands of life, (r (45) = 0.6671, $p<.005$). It also revealed that just a few of the employees surveyed have left over money monthly in savings, and that most employees to a great extent are worried about their future financial wellbeing. In conclusion, the study found out that there is a statistical and significant strong correlation between financial wellbeing and employees' mental health.

CHAPTER ONE

INTRODUCTION

1.0. Introduction

This chapter discusses the study background, the problem statement, purpose, study objectives, research questions, hypotheses of the study, significance, scope of the study, limitations and assumptions of the study.

1.1. Background of the Study

The question this research seeks to answer is; does money truly buy happiness? Several reports have been done in a bid to answer this question, more so if one's financial status and wellbeing has an impact on their mental health.

Financial wellbeing could be defined as an assessment of an individual's perceived ability to manage their expenses, feeling satisfied with their financial conditions and their level of savings and concern over debts (Kim & Garman, 2003). It includes one's ability to manage their finances well, on a day to day basis and for the future (Money Advisory Service, 2015). Financial wellbeing is comprised of objective and subjective attributes. Objective attributes consist of income and expenditure behaviors relative to one's needs; that is quantifiable aspects of an individual's economic status like income, goods consumption, net worth, actual debt, socio-economic status, savings or assets (Rutheford & Fox, 2010, Van Praag et al, 2003). This study focused on income, investments, savings and debt. On income, this refers to the monetary gain an individual gets for providing a good or service, hence this study endeavored to find out the employees' wage level, and whether they have more than one source of income. Investments refer to assets acquired with the aim of generating income. This study gauged employees' extent of agreement on whether they have invested their finances, and if they have, whether the investments are wisely done. Level of savings in this study was measured monthly, that is whether an individual has any money left over at the end of each month after deducting their expenditure from the income earned during that period; and lastly debts refer to whether an individual has any financial liability that they ought to pay back.

Subjective measures on the other hand refer to the subjective assessment of one's financial resources that is sufficient/insufficient or satisfactory/unsatisfactory. This aspect is measured using variables like happiness, life satisfaction, and comfortability (Ardelt, 1997). In this study, subjective attributes of financial wellbeing were measured in terms of; subjective meaning of financial wellbeing, whether an individual is satisfied with their income level, whether they consider their income sufficient to cater for their day to day needs, whether they are living a comfortable life based on this income level, and their level of worry for their future financial wellbeing.

Mental health is a state of wellbeing where an individual has the ability to realize their capabilities, can cope with the normal life stresses, can work productively, and has the ability to make a contribution to his or her community. This study focused particularly on four aspects of mental health; stress levels, ability to meet the daily demands of life, work performance and general rating of happiness. On stress levels, the aspects that were measured in this study were the levels and frequency of financial related stress, the aspects of one's financial situation that cause the most stress, and the psychosomatic impact of financial stress on the employees; that is the psychological and physical symptoms that arise out of the financial stress. On ability to manage the daily life demands, the aspects that were assessed in this study included; needs that compromise each individual's day to day/monthly financial demands, ability to pay one's bills on time, ability to budget one's monthly income and handle unexpected expenses, and ability to stay afloat financially in case of a job loss. In regards to work performance, the study evaluated the impact of financial related stress on employees' ability to do their jobs, whether this financial stress had resulted in them taking leave from work, and whether earning a higher income translated to increased work productivity. Lastly in measuring happiness, this study assessed employees' self-evaluation on whether having a higher income would make them happy in life and what that meant to them. This will seek to answer the question this research posed that is, does money truly buy happiness?

Several researches have been done globally, regionally and locally that link financial wellbeing to employees' mental health. This is discussed as follows:

More than half (53%) of workers admit to feeling stressed about their finances (PWC [Pricewaterhouse Coopers] 2017 Employee Financial Wellness Survey). The survey revealed that 42% of the employees who took part in the study had difficulty in meeting their expenses on time monthly. The millennials (41%) reported the highest percentage. The study also revealed that women have more financial stress (49%) compared to men (41%). This is because they are more worried about saving for retirement, taking time off work in response to unpaid caretaking responsibilities and wage inequality. Older workers were more concerned about their retirement plans. Another PWC done the prior year in 2016 conducted using a representative sample of 1,600 fulltime employed US workers, revealed that 52% of the respondents reported they experienced financial stress while 45% reported that the stress related to their finances had increased over the prior year. Employees aged between 21-34 years reported the highest levels of stress at 51% in comparison with their older colleagues. The latest PWC Employee Financial Wellness Survey done in January 2019 of 1,686 employees in the US revealed that 67% of employees reported feeling stressed dealing with their financial situation which is an increase from 47% from the PWC annual survey done in 2018.

A 2018 report conducted by the American Psychological Association revealed that 78% of women were stressed about money with the percentage of men being 73%. An overall 73% of Americans named money as the number one stress factor. The worrying issue is that a Deloitte report shows that 72% of workplaces have no mental health policy in place which suggests that many employers fail to monitor/assess the mental health of their employees.

Regionally, a study done by Profmed Stress Index in South Africa revealed that financial stress among professionals had increased in 2018 in comparison with 2017 (Profmed Medical Scheme, 2018). Around 2,500 professionals were surveyed and 40% revealed that they suffered from financial stress-induced anxiety and depression, with 10% admitting to having taken leave from work due to the overwhelming stress. Another financial wellness survey done by FedHealth in January 2020 in South Africa indicated that nearly 75% of employees are struggling with their finances and most of them don't have the savings to handle an unexpected expense.

Locally, World Health Organization (WHO) statistics indicate that 1.9 million Kenyans are suffering from depression with Kenya ranking 2nd in Africa in the number of depression cases.

Munali (2005) reveals that employees are reporting high stress levels which leads to poor mental health. Gachohi (2009) did a research study on the correlation between job satisfaction and stress at the Government Press and found that financial worries were a significant determinant of stress and ultimately job satisfaction and mental wellbeing among employees. Despite the alarming statistics, a 2014 mental health atlas survey by the World Health Organization revealed that 46% of countries in Africa were yet to implement any mental health policies at the workplace; however, the Ministry of Health in Kenya is currently implementing the 2015-2030 mental health policy that focuses on setting standards for mental health at the workplace.

1.2. Statement of the Problem

Among life situations, the workplace is a potential important catalyst of stress based on the time period spent in this setting (Erkutlu & Chafra, 2006). Researches have indicated that employees suffer from mental health issues at the workplace and that one of the major causes of this is financial stress (Brown, Taylor & Price, 2005, Bosman, 2007, Hooker, Cox, Reilly, Markwick 2019, Delafrooz & Palm, 2011). A research done by the Employer's Guide to Financial Wellbeing 2018 - 2019 of 10,000 United Kingdom employees revealed that 40% of the respondents reported having financial worries and that these employees were 8.8 times more likely to have trouble sleeping at night and 7.6 times more likely to not complete their day to day tasks.

In addition, employees get worried by both their current and future financial status. This is according to a survey carried out by Willis Towers Watson in 2017 that found out that 48% of the 1,500 employees surveyed responded that they worry about their current financial status while 59% worry about their future financial status. However, the literature review done on this research topic more so on mental health is very limited as most studies focus on the impact of financial wellbeing on work productivity and generalizes on full time employees. This study endeavored to therefore bridge that gap by focusing on contract employees who are employed through managed service providers, which refers to a situation where a recruitment outsourcing firm takes responsibility for the management of the sourcing, recruitment and administration of temporary and contract employees. This will help highlight some of the financial worries this category of employees have, effects of these worries on their psychological wellbeing, and possible remediation strategies, taking into consideration that they are affected by not only low

pay but also unguaranteed job security. No similar studies have been done in Kenya despite this being an area of concern, hence the reason why this research study was formulated.

1.3. Aim of the Study

This study's purpose was to find out what correlation exists between financial wellbeing and mental health of contract employees at Absa Bank in Nairobi County between 2019 - 2020.

The Independent variable was financial wellbeing while the dependent variable was mental health.

1.4. Objectives of the Study

The study was guided by the below specific objectives:

I. To find out the relationship between financial wellbeing and contract employees' stress levels.

II. To establish the relationship between financial wellbeing and contract employees' ability to manage the daily demands of life.

III. To investigate the relationship between financial wellbeing and contract employees' performance at work.

IV. To identify the relationship between financial wellbeing and contract employees' rating of their general happiness.

1.5. Research Questions of the Study

I. What relationship does financial wellbeing have with contract employees' stress levels?

II. In what ways does employees' financial wellbeing relate to their ability to manage the daily demands of life?

III. To what extent does the financial wellbeing of contract employees relate to their work performance?

IV. What relationship does financial wellbeing have with contract employees' rating of their general happiness?

1.6. Hypotheses of the Study

I. H1: Financial wellbeing has a relationship with contract employees' stress levels.

H0: Financial wellbeing has no relationship with contract employees' stress levels.

II. H2: Financial wellbeing has a relationship with contract employees' ability to meet the daily life demands.

H0: Financial wellbeing has no relationship with contract employees' ability to meet the daily life demands.

III. H3: Financial wellbeing has a relationship with contract employees' work performance.

H0: Financial wellbeing has no relationship with contract employees' work performance.

IV. H4: Financial wellbeing has a relationship with contract employees' general rating of happiness.

H0: Financial wellbeing has no relationship with contract employees' general rating of happiness.

1.7. Significance of the Study

This study is of benefit to the field of applied research in Psychology such that future researchers can be able to critique and identify gaps in my research and conduct an in-depth study of those areas. This will help expand the scope of knowledge in Psychology.

This study is also beneficial to the field of Organizational Psychology more so on the importance of employees' financial wellbeing and financial education at the workplace. It highlights the gravity that needs to be placed on employees' mental health, in specific how their financial wellbeing contributes to that.

This study is beneficial to contract employees in enabling them recognize the need to take charge of their financial wellbeing and also recognize the role their financial wellbeing plays on their mental health. This is important in helping them know when to seek help with both managing their finances and in dealing with the financial stress that results from that.

This study is as well beneficial to organizations to enable them recognize the importance of fostering workplace financial education and implementing mental health policies and counseling at the workplace; since as highlighted in the background, most employers have not prioritized neither financial education nor mental health of employees. It is also beneficial to the managed service providers in better managing the employees under their portfolio more so in addressing the employees' grievances in regards to their financial wellbeing.

Lastly, the study is of benefit to legislators in the country as a wake-up call to implement more mental health policies that will trickle down to organizational workplace mental health policies. This will help reduce the stigma that comes with mental health issues, encourage more mental health conversations and encourage more employees to speak up when they are facing such issues.

1.8. Scope of the Study

This research study focused on the correlation between financial wellbeing and mental health of contract employees employed through managed service providers in Nairobi County between 2019-2020. The sample was drawn from contract employees of Absa Bank of Kenya, while the study population was managed service employees in Nairobi County.

The independent variable was financial wellbeing, focusing on both objective and subjective attributes, while the dependent variable was mental health, in specific attributes like; stress levels, ability to meet the daily demands of life, work performance and general rating of happiness.

1.9. Limitations of the Study

Some sampled employees failed to fill the questionnaire hence those returned were less than those issued which reduced the sample size; still, the return rate was sufficient to analyze the data. There were also time constraints on the researcher's end as the study period coincided with the researcher's daily activities. This was overcame through proper time management. Lastly, due to the ongoing Covid 19 pandemic, the researcher had to issue the questionnaires online, which reduced the interaction between the researcher and the respondents to offer clarification on questions not understood. The researcher was however careful in selecting the questionnaire items to be as straightforward and thorough as possible to avoid confusion.

1.10. Assumptions of the Study

The study was led by the assumption that financial wellbeing has a relationship with mental health of employees. The study also assumed that the varying financial statuses affect each employee's mental health differently and subjectively.

1.11. Definition of key terms

Financial wellbeing: This is an assessment of a person's perceived capability to manage their expenses, feeling satisfied with their financial conditions and their level of savings and concern over debts.

Mental health   :   This is a state of wellbeing where an individual has the ability to realize their potential, can cope with the normal life stresses, can work productively, and has the ability to make a contribution to his or her community.

<center>**CHAPTER TWO**</center>

<center>**REVIEW OF LITERATURE**</center>

2.1. Introduction

This chapter captures an empirical review of literature, theoretical framework, and conceptual framework**.**

2.2. The relationship between financial wellbeing and contract employees' mental health

In this section, the researcher reviewed literature that highlights the relationship between financial wellbeing and contract employees' mental health; in specific, the attributes of; stress levels, ability to manage the daily demands of life, work performance and rating of general happiness.

2.2.1. The relationship between financial wellbeing and contract employees' stress levels

A study done by Jenifer Young, Jean Turner, D. Kay Woodiel, and William Bailey sought to examine the association between financial related stress and work stress, and its effect on job satisfaction. A sample of 187 employees was used. The sample was drawn from hospitals in Georgia, California, Texas, Illinois, Pennsylvania, Missouri, among other states. Stress levels were measured using the Stress & Coping Profile (Olson, 1995). More than a half (61%) of the research participants reported having high financial stress, 71% reported moderate financial stress and 57% reported low financial stress. T-tests and Anova tests were also carried out to find out if there were any significant differences based on age, gender, tenure and profession. There were no significant differences noted. There was a positive relationship noted between financial related stress that was due to concerns regarding remuneration, and work stress (r=.682), p<.000. This study however employed a small sample size.

A study with a relatively larger sample size done by K. Sivarajah, Achchuthan & Umanakerian of teachers in the Northern Province of Sri Lanka aimed at discovering the effect of income satisfaction on financial stress. The study employed a quantitative study design and a sample of 360 teachers chosen using simple random sampling procedure. Multiple regression analysis was then utilized to analyze the data. The research revealed that pay/income satisfaction has an influence on financial stress that is, financial stress reduces as one's income raises (r=-0.336) at

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p<0.05 significance level. This study did not however do a comparative analysis to find out if there were any differences in stress levels due to financial concerns among respondents of different ages, gender and tenure.

A survey done by the American Psychological Association in 2014 revealed that younger generations reported higher levels of stress when it comes to stress about money. The survey conducted by Harris Poll on 3,068 adults revealed that 72% of Americans reported that they felt stressed about finances at least some of the time during the past month. 22% of the respondents said they had extreme stress due to money concerns in the past month. This was more evident for those between the age of 18-35 years (75%) and 76% between the age of 36-49 years. 9% also said that they had not considered seeking medical help when they get stressed because of financial concerns. The study did not however reveal the strength of relationship between financial wellbeing and stress levels among employees.

Another study done by Wilmie Voslooo, Jaco Fouche and Jaco Barnard of the North West University (South Africa, 2014) aimed at unveiling the relationship between financial efficacy and personal wellbeing, and stress levels. The study used a quantitative cross sectional design and sampled 9,059 employees from different sectors in South Africa. Analysis of data was done using Pearson correlation. Multiple regression analysis was also utilized. The study revealed that a strong correlation does exist between financial efficacy and personal wellbeing, and stress levels between both men and women at (p<0.05), that is, employees with good financial efficacy are less likely to be stressed and have good personal wellbeing. The study however only did a comparative analysis on the difference of stress levels among men and women and did not consider other confounding variables.

The PWC Employee Financial Wellness Survey which was the 8th one conducted annually during the last fortnight of January 2019, aimed at tracking the financial wellbeing of working US adults worldwide. A sample of 1,686 employees was used under the following age brackets; 18-22, 23-37, 38-58 and 59-75 years. 67% of the employees reported experiencing stress dealing with their financial situation. This is an increase from 47% from the PWC annual survey done in 2018. Those aged between 23-37 (76%) reported that their levels of stress related to financial concerns had increased over the last one year, 18-22 year olds were at 65% and those aged 59-75 years were at 51%. In terms of gender, 65% of females and 52% of males reported that financial

concerns stressed them more in comparison to other life stressors combined. Among those stressed by their financial situation, 40% reported that financial worries had an impact on their health. The study did not however reveal the sampling method and data analysis tool used.

2.2.2. The relationship between financial wellbeing and contract employees' ability to manage the daily demands of life

A study was done by Viona Mulete and James Gitari to measure employees' financial wellbeing in Tharaka Nithi County in Kenya in 2013. The sample used was 84 employees of Chuka University among a population of 251 employees. Questionnaires were utilized in collecting the data which was then analyzed using SPSS. Pearson correlation and Chi-square analysis were performed. 37 respondents (53.6%) were dissatisfied with their ability to stay out of debt, while 38 respondents (55%) were dissatisfied with their ability to adjust to the daily demands of life and life transitions. The sample and population size used was however small hence failing to generalize the findings of the study. The study did not also reveal the sampling method used and the strength of relationship between financial wellbeing and ability to manage the daily demands of life among employees.

A study with a bigger sample done by C. Markwick, H. Hooker, A. Cox & P. Reilly of the Institute of Employment Studies aimed at exploring more on financial wellbeing at the workplace. The survey was conducted online on 1,439 employees in the UK and analysis of data done using SPSS. Findings revealed that over two thirds of the study participants indicated that they budgeted their spendings and of those who budgeted, nearly half reported that they did not stick to their budget. Over 30% stated that they did not feel in control of their finances. Around a quarter were worried about debt, around 1 in 5 reported being kept awake at night by financial worries while two thirds felt worried about their future wellbeing. In terms of budgeting for their daily expenses, 66% said they budgeted either monthly or weekly (6%) and 42% said they stuck to their budget. Older employees (aged over 55 years) reported budgeting as compared to 67% of those aged between 16-24 years. Female employees (69%) reported they budgeted their finances compared to 66% males. 46% of the respondents reported that other expenses had stopped them from saving/forced them to reduce the amount saved. A higher proportion of females reported that they would suffer immediate financial difficulty in the event they lost their job. The research participants were requested to note the frequency at which they previously had been unable to

pay bills due to lack of money by using a Likert Scale that had a continuum from 1 (never) to 5 (more often than not). Nearly two thirds of employees reported this had never happened to them while 14% had sometimes/occasionally been unable to pay their bills. Female employees reported higher percentages in inability to pay their bills. Employees aged under 25 were much more likely to fall behind on their bills while those over 55% were least likely to. Single employees were more likely to fall behind compared to those married. Lastly, those in non-managerial/non-professional roles were more likely to fall behind than those in managerial/professional roles. This study had some positives for instance; the researchers did a comparative analysis on various confounding variables that is; age, gender, marital status and job role. It was however limiting in that questionnaires were distributed online hence there could be no clarification since the participants and the researcher had no contact.

Another study with a better data collection method was done by Cebr (Centre for Economics & Business Research) in 2018. It aimed at establishing the impact financial wellbeing had on employee' productivity in the UK. A sample of 2,000 employees and a quantitative research design was used. 30% of the employees surveyed agreed that they were barely getting by financially, while more than a third (36%) didn't think they were able to handle a huge unexpected financial demand. 41% of the employees were concerned that the finances they currently had, or will put in savings will be depleted, while 38% reported that because of their financial situation, they felt as though they will never have all the wants they desire in life. 34% of employees in small companies agreed that they were just getting by financially compared to 28% in large companies. In terms of age, there were also significant differences. The ability to handle an unexpected major financial expense reportedly increased with age. 40% of employees under the age of 35 years felt they could not handle unexpected expenses compared to 30% of those aged 55 or above. 43% aged under 35 felt that they will never have everything they want in life due to financial constraints compared to 32% of those aged 55 and above. 23% of the employees often felt they were behind on their finances on their day to day life with less than half (43%) saying they normally had money left over monthly. 21% said that doing something out of the routine like gifting someone would put a strain on their finances. This study was however limiting because it did not provide clear links to the tables where data was presented hence making it hard for the researcher to verify the results and connect the findings discussed to the actual data collected.

The 8ᵗʰ PWC Employee Financial Wellness Survey conducted during the last fortnight of January 2019 aimed at tracking the financial wellbeing of working US adults worldwide. Respondents were requested to answer the meaning of financial wellness to them, where a sample of 1,686 employees was used. 34% said it meant not being stressed about their finances, 18% said being debt free, 16% said having enough savings not to worry about unexpected finances, 16% said financial freedom to make choices to be able to live comfortably, 12% said being able to manage day to day/monthly financial demands and 4% said being able to retire when they want to. Two thirds of those aged 23-37 felt that they were doing worse financially as compared to their parents (62%) and only 37% of the sampled employees said that their earnings kept up with the rising cost of their financial demands. Among that percentage, those aged 23-37 were 36%, those aged 18-22 were 36% and those aged 59-75 were 42%. In terms of gender, only 30% women said their income was able to keep up with their daily expenses while only 43% of men reported that. 49% of employees said that they found it difficult in managing household expenses on time monthly. Those aged 23-37 were finding it difficult in meeting expenses at 57%, followed by those aged between 18-22 at 50% then those aged 59-75 at 33%. Only 31% of employees reported that they would be able to meet their daily expenses if they were out of work for an extended period of time. Among these, 24% were aged 23-37, 33% were aged 18-22 years and 41% were aged 59-75. Only 24% of women would be able to meet their daily expenses if they were out of work for an extended period of time while 38% of men would. The study gave comprehensive analysis on ability to meet daily demands of life and also gave comprehensive statistics of this ability among respondents of different age groups and gender. It did not however reveal the sampling method and data analysis tool used.

2.2.3. The relationship between financial wellbeing and contract employees' work performance

A study done in 2017 by Prayoga Darman & Achmad Sani sought to investigate the effect compensation had on employee work performance of 70 employees in India. They used an explanatory research design and analyzed the data using SmartPLS Software. The results revealed that there is a direct and substantial effect of financial status on employee performance; that is compensation in terms of salary, wages, bonus and allowances affects employee performance. The study's sample size was however very limiting. It did not also reveal

descriptive statistics of the relationship between financial wellbeing and work performance of the employees surveyed.

Another research with a bigger sample done by the CIPD (Chartered Institute of Personnel Development) in 2016 of 1,817 employees in the UK purposed to find out the impact of financial wellbeing on work productivity. The survey was done online and further analysis done by age, gender and tenure. The study revealed that 1 in 4 employees reported money concerns affected their ability to perform their jobs which was more so true for the younger employees, with a third of those in the age bracket of 25-34 saying that money concerns had affected their work performance. Women were reported to be more likely than men to have said financial worries had an effect on their ability to perform their jobs (3 in 10 females, 28% compared to almost 1 in 4 males, 23%). 1 in 10 staff said they found it difficult making decisions/concentrating because of money concerns with 1 in 5 being in the 25-34 age bracket. 38% said that the pressure that comes from work had prevented them from adequately dealing with their financial worries. 33% said they were dissatisfied with their pay which impacted their performance. 31% aged 18-24 and 33% aged between 25-34 reported that money worries affected their work. In terms of tenure, 1 in 3 of those who had worked less than 5 years said that money worries had affected their work performance. The study gave comprehensive analysis of the impact financial worries had on work performance among respondents of different age groups, gender and tenure; however, it was limiting since questionnaires were distributed online hence there could be no clarification since the participants and the researcher had no contact.

The 8th PWC Employee Financial Wellness Survey conducted in January 2019 aimed at tracking the financial wellbeing of working US adults worldwide, where a sample of 1,686 employees was used. A third (35%) of the employees surveyed reported that personal financial concerns had been a distraction at the workplace. 49% of those that reported that said that they spent more than three hours each week thinking about/dealing with their personal finance matters. Among them, 49% were millennials aged between 23-37, 31% were aged between 38-58 and 16% were aged between 59-75. 21% of the employees said financial worries had affected their productivity at work and 10% reported absenteeism. The study did not however reveal the sampling method and data analysis tool used.

Another study was done by Cebr (Centre for Economics & Business Research) in 2018. Its main aim was to establish the effect financial wellbeing had on employee productivity in the UK. A sample of 2,000 employees was used and quantitative research design used. 2% of the employees reported to have taken time off work in the past year because of their financial situation. 11% of employees reported experiencing a fall in their productivity over the last three years because of their financial situation. This often took the form of a deterioration in the quality of work produced (48%), a fall in the ability to come up with new ideas (47%) and increased difficulty in completing normal routine tasks (47%). They also reported presenteeism where they attended work but operated at a low potential and motivation level. 31% said that they were preoccupied by thoughts at work due to financial worries, 24% said that they were distracted by money worries at work and 1 in 5 said it took them at least twice longer to complete a routine task due to preoccupation with financial worries.

2.2.4. The relationship between financial wellbeing and contract employees' rating of their general happiness

A study done by Darma Mahadea aimed at exploring the relationship between income level and happiness of employees in South Africa. A sample of 220 employees was used, sampled using simple random sampling, and a questionnaire utilized to collect data. Analysis of the data collected was then done using SPSS, and multiple regression analysis performed. Happiness was measured from least happy to most happy and income measured from low to high. Monthly income was ranging from R1000 - R18000. The regression results showed that income is a key predictor of happiness (R=0.057, p=0.013). A factor analysis was done to determine difference in happiness levels based on educational level, where it revealed that the more educated people earned a higher income therefore tended to be happier compared to their counter parts with low income/education level. In terms of age, younger people reported more happiness as a result of their income levels and this was contributed by the fact that they had less responsibilities hence less likely to contract debts. There was also a variation of happiness levels as a result of income levels between males and females (0.880). The study however only said that it used a questionnaire to collect data but did not give details on the type of questions asked.

Another study done by Dr. Alfred Michael Doclery in 1995 aimed at finding out the role of work on happiness and general life satisfaction of Australian employees. It was a longitudinal survey

(1997 - 2000), where a sample of 6,792 individuals was used. The scale measuring happiness was a Likert Scale that ranged from unhappy to very happy. The study revealed that the quality of an individual's working life has an impact on their feelings of wellbeing. In terms of age, it revealed that younger people did not associate income earned in employment to happiness in comparison to older employees who had worked longer. Females were reported to be happier and satisfied with their financial situation compared to men, while single people more satisfied than married people. The study used a longitudinal survey which is advantageous since it allowed the researcher to look at changes and variable patterns over time and establish developmental trends; but was limiting in that respondents could have unknowingly altered their responses in the course of time to suit what they perceived as the study objective hence providing unreliable data.

Another study done by Carol Mclerson, Nobert Shwarz, Ed Diener and Daniel Kahrleman in 2003 in Michigan aimed at establishing the impact of financial success goals on life satisfaction. A sample of 23,597 employees was selected using simple random sampling. The predictor variable was household income which included; personal income from a job, rent income, business income, pension, income gained by the respondent's spouse/partner, and dividends/interest. The results were analyzed using regression analysis and measured overall satisfaction in life attained due to financial goals and income. Results showed that the more the personal and household earned income, the more an individual's life satisfaction was. It also revealed that stronger financial goals lowered the overall life satisfaction. The study used a big sample which was adequately representative of the population; however, it did not comprehensively give descriptive statistics and correlations.

2.3. Theoretical framework

This study was led by Maslow's theory (Hierarchy of Needs) and Cognitive theory of mental health which are discussed in the subsequent sections:

2.3.1. Maslow's Needs Theory

This was formulated by Abraham Maslow (1943), where he ordered needs into five categories: basic physiological needs which include food, water, and sleep; security and safety needs which include income security, salary, employment, and good health; love and belongingness which

include family relations, relations with friends, and colleagues; self-esteem needs which include status, promotion, respect and recognition; and lastly, self-actualization which means realization of one's full potential and abilities. The theory's main idea is that one level of needs has to be adequately satisfied before one is motivated to satisfy the next level of needs. An individual seeks to pursue a higher need when the lower needs are satisfied which when satisfied are no longer as motivating.

This theory was relevant to this study as financial wellbeing includes the financial ability to meet the basic physiological needs such as food, and being safe and secure with one's income and salary. This is in alignment with the first two category of needs in the hierarchy. It adequately supports the discussions done in this chapter that seek to prove that employees seek financial wellbeing which subsequently has an impact on their mental health. This is proven by various studies reviewed by the researcher for instance; according to the 8th PWC Financial Survey that was carried out in January 2019 that aimed at tracking the financial wellness of working US adults worldwide where a sample of 1,686 employees was used, when respondents were requested to answer what financial wellness meant to them, 34% said it meant not being stressed about their finances, 18% said being debt free, 16% said having enough savings not to worry about unexpected finances, 16% said financial freedom to make choices to live a comfortable life, 12% said being able to manage day to day/monthly financial demands, and 4% said being able to retire when they want to. This perfectly aligns with the physiological needs and safety and security needs, where the employees surveyed valued financial wellness in order to meet the day to day needs which include; providing food and shelter for themselves and their families, and having financial security to meet unexpected and future expenses. Once these needs are satisfied, employees are motivated to put more effort into their work so as to meet the higher level needs like self-esteem needs and self-actualization which includes taking on more responsibilities, seeking promotions, status and career progression.

2.3.2. Cognitive Theory of Mental Health

This theory describes how an individual's thoughts or perceptions of situations has an impact on their emotions and behavior. It was formulated by Aaron Beck (1956). It is based on the notion that negative situations can distort people's perceptions, which can then lead to maladaptive emotions and behaviors.

This theory was applicable to this research study as the study sought to understand employees' subjective perception of their financial wellbeing, and how this influences their emotions and subsequent behaviors. This is in line with several researches done, for instance: a research done by the Employer's Guide to Financial Wellbeing 2018 - 2019 of 10,000 United Kingdom employees revealed that 40% of the respondents reported having financial worries, and that these employees were 8.8 times more likely to have trouble sleeping at night and 7.6 times more likely to not complete their day to day work tasks. The thoughts of their financial situation caused them worry which subsequently influenced their behavior, where they were unable to sleep well or work productively. In as much as the situation might be real, the thoughts surrounding that situation act as a catalyst which may lead to maladaptive behavior. The theory therefore suggests that people's thoughts about what is happening around them is what ultimately influences their emotions and behaviors, which in turn has an impact on their mental health, hence identifying and altering these negative thoughts could help improve emotions and behavior.

2.4. Conceptual framework

This research study was led by the below conceptual framework:

INDEPENDENT VARIABLE   **DEPENDENT VARIABLE**

Mental health

- **Relatively low stress levels**
- **Ability to manage the daily demands of life**
- **Better work performance**
- **Positive rating of happiness**

Financial wellbeing

Age

Gender

Tenure

INTERVENING VARIABLES
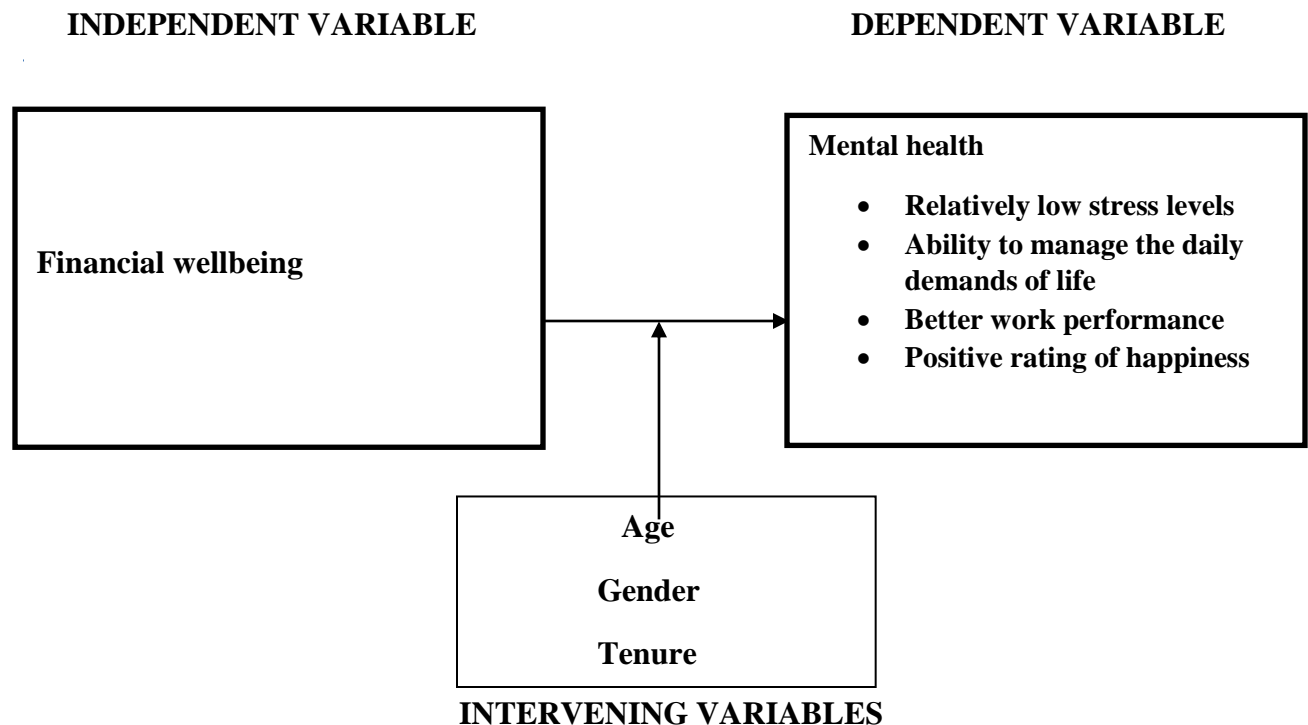
Figure 2.1. Conceptual Framework

CHAPTER THREE

RESEARCH METHODOLOGY

3.1. Introduction

This chapter discusses the research methods the researcher utilized to meet the study objectives. It highlights details of the study design used, research location, the population, sample size, sampling procedure used, description of data gathering instruments, data gathering procedures followed, data analysis methods, and ethical considerations.

3.2. Research Design

Ogula (2005) describes a study design as a plan the researcher uses to get answers to the research questions.

This study utilized a descriptive study design which attempts to observe and describe behavior without influencing it in any way. Behavior is therefore not manipulated; it is only identified and studied as it happens in a natural setting. Some of the advantages of this design include: research participants are observed as they are in their natural environment; it may be a pre-cursor to future research since it can be helpful to identify variables that can be studied further; collection of data allows for gathering of substantial information; it depends on both qualitative and quantitative research therefore can make use of methods like surveys, interviews, experiments, and observation; and lastly, data is applicable in many settings. However, it can be limited in terms of: confidentiality being an issue, descriptive statistics cannot be utilized in correlating variables or to ascertain cause and effect, bias from the researcher can influence the wording of the questionnaire, variables are not manipulated hence statistical analysis is limited; and lastly, results are not replicable hence the study cannot be repeated.

3.3. Research Location

This study was conducted at Absa Bank Bishops Gate building which is located along Fifth Ngong Avenue in Upper Hill, Nairobi. The building is located next to Newlife SDA Church and directly opposite IKM Place.

3.4. Target Population

A population means any group of people, institutions or objects that have attributes that are common (Ogula, 2005). The study population was composed of contract employees employed through 32 outsourcing firms in Nairobi County (https://clutch.co/ke/hr, 2020). Each firm manages approximately 250 employees.

3.5. Sample Size and Sampling Procedure

A sample is a sub-group retrieved from the population of interest (Mugenda and Mugenda, 1999). Sampling is the process of selecting a sub-group from a population to take part in the research study (Ogula, 2005). A sample of 60 managed service employees from Absa Bank of Kenya was used. This sample was obtained from contract employees from two of the thirty-two outsourcing agencies in Nairobi, Kenya. The sample size was chosen based on the researchers' judgement on the respondents that would meet the characteristics of the objectives of the study, that is contract employees employed through managed service providers.

This study made use of purposive method of sampling which is a non-probability sampling method where the sample is selected in accordance with the attributes of the population and the study objectives. The goal of this sampling method is to put a focus on certain characteristics of a population which are of significance and that assist the researcher answer the study questions. In specific, the researcher used homogenous sampling method which is a subcategory of purposive sampling, where members of a sample size are selected because they have a shared characteristic. The researcher therefore selected 60 employees to fill up the demographic of contract employees employed through managed service providers, which in this case was the shared characteristic of interest.

This was an appropriate method of sampling as the researcher selects a sample that represents the variables of interest of the study. It is also cost and time effective. However, this method is vulnerable to researcher bias as the researcher lies on her judgement when choosing the sample to study; also, it is unreliable in terms of inability to generalize the research findings since participants are not randomly selected.

3.6. Research Instrument

The data gathering tool that was utilized in this research study was a self-administered questionnaire so as to collect primary quantitative data. The questionnaire items were rated on a 5-point Likert scale. The questionnaire was sub-divided into the key areas of the concept being studied in exception of the first section which highlighted the confounding variables namely; age, gender, and tenure. The second part of the questionnaire covered the conceptual issues which were framed according to the attributes of financial wellbeing and mental health namely; stress levels, ability to manage the daily demands of life, work performance and rating of general happiness. The questionnaire was prepared by the researcher and contained 30 items measuring financial wellbeing, that is; both objective and subjective attributes of financial wellbeing (10 items), its relationship with stress levels (5 items), ability to meet the daily demands of life (5 items), work performance (5 items) and general rating of happiness (5 items). The researcher selected 30 items as they adequately helped answer the research questions.

3.6.1. Validity

This is the extent to which a research instrument does measure what it is meant to measure. It is the extent to which the study results are accurate and meaningful, and represent the study variables (Mugenda & Mugenda, 1999). The research instrument, that is the questionnaire used, was validated using content validity. The content-related validity technique measures the extent to which the questionnaire items represent the concept in study, that is how much they cover the full range of all dimensions of the concept. In this case, the researcher carefully selected the items of the questionnaire based on the literature review done and the research questions, to ensure they adequately answered the concept being studied. This ensured that the findings of the study actually did measure what was being studied, which was the relationship between financial wellbeing and mental health of contract employees.

3.6.2. Reliability

Reliability is the degree to which data analysis produces results that are consistent over time; that is, the dependability and consistency of a test (Nachmias and Nachmias, 1996). The researcher measured the research questionnaire reliability so as to determine how consistent it was in testing what it was supposed to measure. Cronbach's Alpha reliability was calculated for every test item

in the questionnaire. This was calculated during analysis of the research findings. If a reliability coefficient of 0.70 and above was achieved, this indicated that the instrument was reliable (Nunnaly, 1978).

3.7. Data Collection Procedures

Before commencing data collection, the researcher got all the necessary permits, which included a letter of introduction from the University. A research permit from the National Commission for Science, Technology and Innovation (NACOSTI) was obtained as well. Upon getting clearance, the researcher pre-visited the company from which she obtained a sample and briefed them on the intentions and the purpose of the research and its justification, and explained as well that participation was voluntary and assured them of confidentiality. Pilot testing was done with 10 respondents to help identify any areas in the questionnaire that needed improvement. Due to the ongoing Covid 19 pandemic, the researcher distributed the final questionnaires online in line with following the laid down guidelines of social distancing, in order to protect her health and that of her respondents.

3.8. Data Analysis

Both qualitative and quantitative research approaches were utilized in data analysis. Quantitative data from the questionnaire was cleaned and coded after which descriptive statistics computed. SPSS version 24 was used to compute descriptive statistics for instance frequency and percentages, which was then presented in the form of graphs and tables in accordance with the research questions. The qualitative data that was received from questions that were open-ended was categorized in accordance with the study objectives and narrated alongside the quantitative presentation. Pearson's correlation analysis was used to show the relationship that exists between the study variables. Regression analysis was then applied to show how age, gender and tenure contribute to employees' mental wellbeing as a result of their financial status.

3.9. Ethical Considerations

The researcher informed the research participants about the research and assured them that it was strictly for academic purposes. They were also advised that participation in the study was voluntary. There was also informed consent. This was done through informing the participants beforehand regarding the study, and giving them a preamble of the purpose of the study and what

they were required to do prior to involving them. The participants were assured that the information they provided was strictly anonymous and confidential, where their responses would not be disclosed to anyone indefinitely even after conclusion of the study.

CHAPTER FOUR

DATA ANALYSIS AND PRESENTATION

4.1. Introduction

This chapter outlines the results of the data analysis, presentation, how the data was interpreted, and discusses the study findings. The study aimed to establish what relationship there is between financial wellbeing and mental health of contract employees at Absa Bank in Nairobi County between 2019 - 2020. The chapter is divided into several sections including a section on respondents' characteristics, as well as on the study's objectives.

4.2. Response Rate

From the sampled population, 45 duly filled questionnaires were submitted, which made a return rate of 75%. A response rate of above 50% is said to be adequate to facilitate data analysis; a 60% rate is good, and a 70% return rate and above is outstanding (Mugenda, 2003), and thus the response rate of 75% was appropriate for the study. The response rate is as highlighted in the table below:

Table 4.1. Questionnaire Return Rate

Response	Frequency (n)	Percentage (%)
Response	45	75
No response	15	25
Total Response Rate	**60**	**100**

4.3. Reliability Analysis

To determine the questionnaire items' internal consistency, Cronbach's alpha was used. Findings are as highlighted in the following table:

Table 4.2. Summary of Reliability Test on Independent Variables

Serial No.	Variable	No of Items used	Cronbach's alpha
1	**Employees' Stress Levels**	**5**	α=0.81
2	**Employees' Ability to Manage the Daily Demands of Life**	**3**	α=0.76
3	**Employees' Work Performance**	**3**	α=0.75
4	**Employees' Rating of their General Happiness**	**2**	α=0.74

Based on the above Cronbach's alpha findings for the study, the tool had acceptable internal reliability (above α=0.7), and therefore it yielded reliable data that gave a valid conclusion to the study.

On validity, the researcher carefully selected the test items and ascertained that the questionnaire was appropriate for the study and it did measure what it was supposed to measure.

4.4. Characteristics of Research Participants

This section highlights the characteristics of the research participants. The variables considered were gender, age, and tenure.

4.4.1. Respondents' Gender

This sub-section presents results of the participants' gender.

Figure 4. 2. Gender of Research Participants
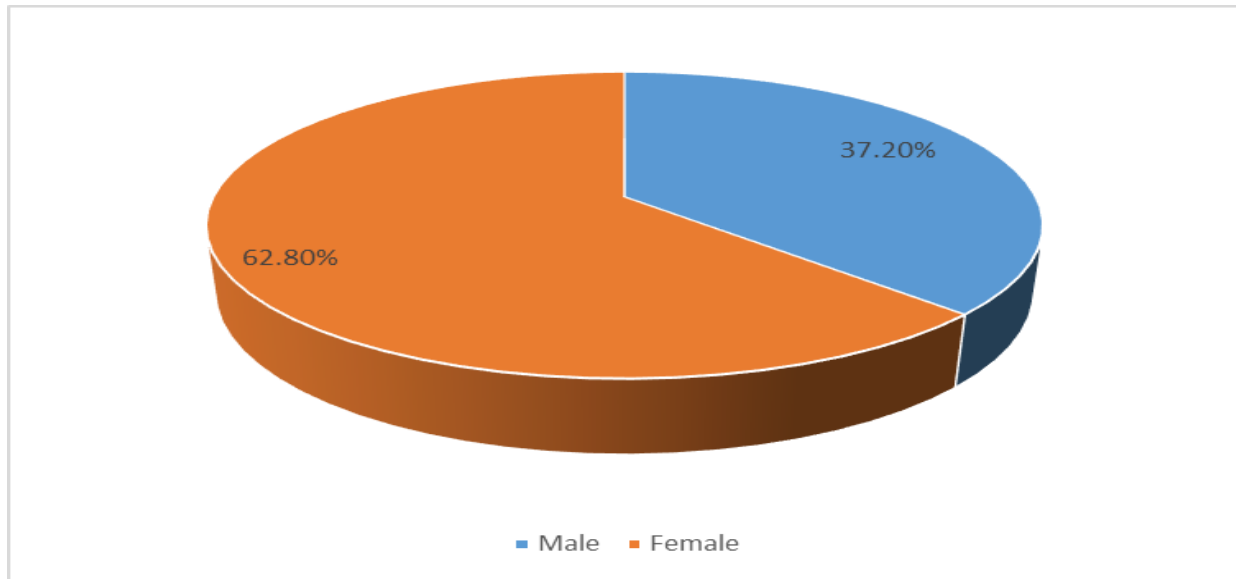
From the findings, a majority of the participants were female (62.8%), whilst 37.2% were male. This might depict that majority of the contract employees in the outsourcing firms in Nairobi are women.

4.4.2. Age of Research Participants

This sub-section presents results of the participants' age.

Table 4.3. Age of Research Participants

Age of respondents	Frequency	Percentage
Below 24 years	8	17.8
25-29 years	17	37.8
30-34 years	11	24.4
35-39 years	7	15.6
Over 40 years	2	4.4
Total	**45**	**100**

From the findings, (37.8%) of the participants were between 25-29 years which was the majority, 24.4% were between 30-34 years, 17.8% were below 24 years, 15.6% were between 35-39 years, while 4.4% were over 40 years. This depicts that most of the research participants were of age, and thus could provide important information with regards to the relationship between financial wellbeing and mental health of contract employees.

4.4.3. Respondent's Tenure

This sub-section presents results of the participants' tenure (number of years served in the department).

Table 4.4. Respondent's Tenure

Respondent's Tenure	Frequency	Percentage
Less than 1 year	4	8.9
1-5 years	28	62.2
6-10 years	11	24.4
11-15 years	2	4.5
Total	**45**	**100**

From the findings, most (62.2%) of the employees had worked in the department for a duration of 1-5 years, 24.4% for 6-10 years, 8.9% had worked for less than a year, while 4.5% had worked for 11-15 years. The difference in tenure would perfectly help explain the different points of view on financial wellbeing.

4.4.4. Cross Tabulation Between Respondents Gender, Age and Tenure

Cross tabulation between the respondent's gender, age and tenure was done to establish the interaction between the intervening variables. The findings are shown in table 4.5 and 4.6 respectively.

Table 4.5. Age and Gender Cross Tabulation

Age and Gender Cross Tabulation

		Gender		
		Female	Male	Total
Age	Below 24 yrs.	7	1	8
	25-29 yrs.	9	8	17
	30-34 yrs.	5	6	11
	35-39 yrs.	6	1	7
	Over 40 yrs.	1	1	2
Total		**28**	**17**	**45**

From the findings, it was found that majority of the respondents (9 female and 8 male) were aged between 25-29 years. The results also showed that the least (1 female and 1 male) were aged over forty years.

Table 4.6. Tenure and Gender Cross Tabulation

Tenure and Gender Cross Tabulation

		Gender		
		Female	Male	Total
Tenure	Less than 1 yr.	3	1	4
	1-5 yrs.	17	11	28
	6-10 yrs.	6	5	11
	11-15 yrs.	2	0	2
	Over 16 yrs.	0	0	0
Total		**28**	**17**	**45**

From the findings, majority of the research participants (17 female and 11 male) had worked in the organization for a period of between 1-5 years, while the least (2 female and 0 male) had worked between 11-15 years. There was no female or male respondent who had worked in the organization for over 16 years.

4.5. Objective and Subjective Attributes of Financial Wellbeing

This section presents findings on objective and subjective attributes of financial wellbeing. The findings are presented in the following subsections:

4.5.1. Level of Likelihood on Objective Attributes of Financial Wellbeing

The participants were requested to note the level of likelihood on objective attributes of financial wellbeing. The responses were placed on a 5 point Likert scale where: 1 represented Not at all true; 2 - Slightly true; 3 - Moderately true; 4 - Very true, and 5 - Extremely true. Findings are as shown below:

Table 4.7. Level of Likelihood on Objective Attributes of Financial Wellbeing

Statements	Mean	Std. Dev
I have more than one source of income	1.978	1.270
I have invested my finances wisely	2.178	1.154
My income level meets my monthly budget	2.178	1.193
I have debts that eat up my finances	2.133	1.217
I have savings at the end of the month	2.356	0.957

From the findings, most of the participants noted that it was slightly true that they have money left over end month in savings (mean=2.356), followed by that they have invested their finances wisely and that their income level meets their monthly budget (mean=2.178), and that they have debts that eat up their finances (mean=2.133). This depicts that most of the employees slightly do have money left in savings each month but also have debts that consume their income. A majority of the employees indicated that they do not have more than one source of income hence are dependent on their monthly salary.

4.5.2. Subjective Attributes of Financial Wellbeing

4.5.2.1. Meaning of Financial Wellbeing

The respondents were requested to note what financial wellbeing meant to them. Majority of them indicated that financial wellbeing meant financial stability, being financially comfortable/financially independent, ability to meet their basic/ financial needs and those of their loved ones, living within ones means, and having current and future financial security.

4.5.2.2. Level of Extent on Subjective Attributes of Financial Wellbeing

The participants were requested to note their extent of agreement on the subjective attributes of financial wellbeing. The responses were placed on a 5 point Likert scale where: 1 represented Not at all; 2 - Slightly; 3 - Moderately; 4 - Very, and 5 - Extremely. Results presented as follows:

Table 4.8. Level of Extent on Subjective Attributes of Financial Wellbeing

Statements	Mean	Std. Dev
I am satisfied with my income level	1.511	0.869
My income is sufficient to cater for my needs	2.044	0.976
I am living a comfortable life based on my income level	2.089	1.125
I am worried about my future financial wellbeing	3.844	1.278

From the findings, majority of the employees noted that to a moderate to great extent they are worried about their future financial wellbeing (mean=3.844). The respondents also indicated that to a slight extent they are living a comfortable life based on their income level (mean=2.089), followed by that their income is sufficient to cater for their needs (mean=2.044). Majority also indicated that it is not at all true that they are satisfied with their income level (mean=1.511), meaning that they are not in the least bit satisfied with their earnings. As also revealed, most contract employees are greatly concerned about their future financial wellbeing. This could be based on their income level, as well as their estimated career projections, as most employees on contract do not experience career growth for long periods of time.

4.6. The Relationship Between Financial Wellbeing and Employees' Stress Levels

This section presents findings on the correlation between financial wellbeing and employees' stress levels. Results are presented in the following subsections:

4.6.1. Likelihood of Experiencing Financial Related Stress

The research respondents were requested to indicate their likelihood of having experienced financial related stress. The responses were placed on a 5 point Likert scale where: 1 represented Not at all; 2 - To a little extent; 3 - To a moderate extent; 4 - To a great extent, and 5 - To a very great extent. The findings are shown below:

Table 4.9. Likelihood of Experiencing Financial Related Stress

Statements	Mean	Std. Dev
I experience stress when thinking or dealing with my finances	3.222	1.085

From the findings, a good number of the research participants noted that they moderately experience stress when thinking or dealing with their finances (mean=3.222). This is quite telling of the stress contract employees experience in relation to financial matters. This might be attributed to the low levels of income, as well as the lack of job security associated with contractual employment.

4.6.2. Level of Stress Experienced when Thinking or Dealing with Finances

The respondents were requested to note the stress level they experience when thinking or dealing with finances. The responses were placed on a 5 point Likert scale where: 1 represented No stress; 2 - Mild stress; 3 - Moderate stress; 4 - High stress, and 5 - Extreme stress. On a stress scale of 0-10, no stress is represented by 0, mild stress is between 1 - 3, moderate stress between 4 - 6, high stress between 7 - 9 and extreme stress at 10. Results are presented as follows:

Table 4.10. Level of Stress Experienced when Thinking or Dealing with Finances

Statements	Mean	Std. Dev
What level of stress do you experience when thinking or dealing with your finances	3.136	1.112

From the findings, the employees revealed that they experience moderate stress when thinking or dealing with their finances (mean=3.136).

4.6.3. Frequency of Stress Experienced When Thinking or Dealing with Finances

The research participants were requested to indicate the frequency at which they experience stress when thinking or dealing with finances. The responses were placed on a 5 point Likert scale where: 1 represented Never; 2 - Rarely; 3 - Occasionally; 4 - Frequently, and 5 - Very frequently. Results are presented as follows:

Table 4.11. Frequency of Stress Experienced When Thinking or Dealing with Finances

Statements	Mean	Std. Dev
How frequently do you experience stress thinking or dealing with your finances	3.267	1.136

The respondents indicated that they occasionally experience stress when thinking or dealing with their finances (mean=3.267). This is consistent with the findings in the subsections above where employees noted that they experience moderate levels of stress when thinking or dealing with their finances, and this occurs occasionally.

4.6.4. Results of Financial Concerns

The respondents were requested to indicate the physiological and psychological effects that financial concerns have caused them. The findings are as follows:

Figure 4.3. Results of Financial Concerns
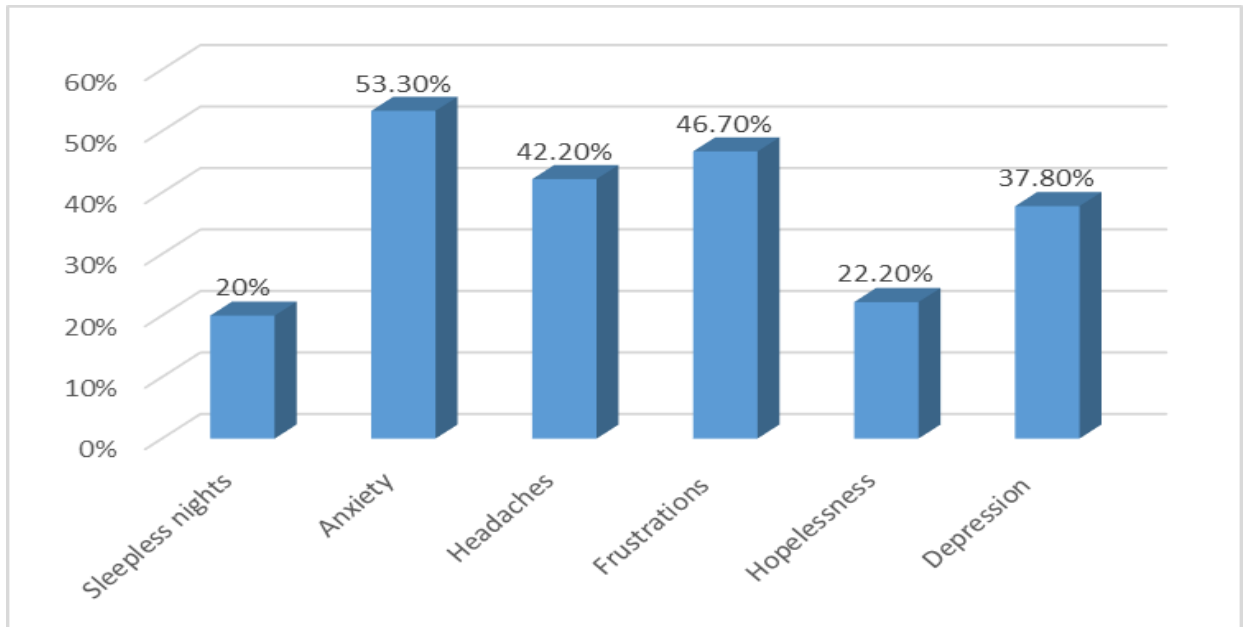
Based on above findings, employees noted that financial concerns have caused them anxiety 53.3%, frustrations 46.7%, headaches 42.2%, depression 37.8%, hopelessness 22.2%, and sleepless nights 20%. Some respondents further indicated that financial concerns have resulted in them feeling anger/rage. It is therefore evident that the aforementioned has a physiological and psychological effect on contract employees. With some employees indicating that they have fallen into depression because of their financial concerns, this is quite worrying and calls for measures to be taken to address this.

4.6.5. Aspects of One's Financial Situation that Cause the Most Stress

The respondents were requested to note down aspects of their financial situation that cause them the most stress. According to the respondents, this included; bill payments, lack of savings and investments, inability to afford key necessities, low salary, late salary crediting, not being able to pay school fees on time, having a single source of income, debts, family support, and inability to budget their monthly income. The respondents further indicated lack of business capital, the escalating cost of life, income not growing and worry for their future as a major cause of stress.

4.6.6. Results of Correlation

Correlation was done to determine the strength and direction of association between financial wellbeing and employees' stress levels. The results presented in the table below show that there is a statistical and significant strong negative correlation between financial wellbeing and employees' stress levels, $(r\ (45)\ =\ -0.7123,\ p<.001)$. This implies that as financial wellbeing increases, employees' stress levels decrease.

Table 4.12. Correlation between Financial Wellbeing and Employees' Stress Levels

Variables		Financial Wellbeing	Employees' Stress Levels
Financial Wellbeing	Pearson analysis	1.000	
	Sig. (2- tailed)		
	n=45		
Employees' Stress Levels	Pearson analysis	-0.7123	1.000
	Sig. (2- tailed)	(0.001)	
	n=45		

4.7. The Relationship Between Financial Wellbeing and Employees' Ability to Manage the Daily Life Demands

This section presents findings on the relationship between financial wellbeing and employees' ability to manage the daily demands of life. The findings are presented in the following subsections:

4.7.1. Needs that Compromise Day to Day/Monthly Financial Demands

The respondents were requested to note down the needs that comprise their day to day/monthly financial demands. According to the respondents the needs include; bills, rent, food, transport, savings, asset acquisition, family support, school/ college fees, and running a side business to complement their income.

4.7.2. Level of Likelihood on Ability to Manage the Daily Demands of Life

The participants were requested to note the level of likelihood on their ability to manage the daily life demands. The responses were placed on a 5 point Likert scale where: 1 represented Never; 2 - Rarely; 3 - Sometimes; 4 - Very often, and 5 - Always. Results presented as follows:

Table 4.13. Level of Likelihood on Ability to Manage the Daily Life Demands

Statements	Mean	Std. Dev
I have been unable to pay my bills on time because of lack of money	2.289	0.991
I have had to make some financial adjustments because of lack of money	3.311	1.104

From the findings, a number of the employees noted that they have had to sometimes make some financial adjustments because of lack of money (mean=3.311). Despite this, the employees indicated that they have rarely been unable to pay their bills on time because of lack of money (mean=2.289).

4.7.3. Level of Likelihood on Ability to Manage Expenses

The research participants were asked to note the level of likelihood on their ability to manage expenses. The responses were placed on a 5 point Likert scale where: 1 represented Not at all true; 2 - Slightly true; 3 - Moderately true; 4 - Very true, and 5 - Extremely true. Results are presented as follows:

Table 4.14. Level of Likelihood on Ability to Manage Expenses

Statements	Mean	Std. Dev
I am able to budget my monthly income well to meet my day to day expenses	2.578	1.196
I could handle a huge unexpected financial demand	1.844	1.021

I would suffer immediate financial difficulty if I were to lose my job		3.400	1.483

From the findings, a good number of respondents noted that it was moderately true that they would suffer immediate financial difficulty if they were to lose their job (mean=3.4), a few number indicated that they are slightly able to budget their monthly income well to meet their day to day expenses (mean=2.578), which means that for the most part they are unable to do so. The respondents also indicated that it was not at all to slightly true that they could handle a major unexpected expense (mean=1.844).

4.7.4. Correlation Analysis

In this section, correlation was also done to find out the association between financial wellbeing and employees' ability to manage the daily demands of life. The findings in the table below show that there is a statistical and significant strong positive correlation that exists between financial wellbeing and employees' ability to manage daily life demands, $(r (45) = 0.6671, p<.005)$. This implies that as financial wellbeing increases, employees' ability to manage the daily life demands increases as well.

Table 4.15. Correlation between Financial Wellbeing and Employees' Ability to Manage the Daily Life Demands

Variables		Financial Wellbeing	Employees' Ability to Manage the Daily Life Demands
Financial Wellbeing	Pearson analysis	1.000	
	Sig. (2- tailed)		
	n=45		
Employees' Ability to Manage the	Pearson analysis	0.6671	1.000
	Sig. (2- tailed)	(0.000)	

Daily Life	n=45
Demands	

4.8. The Relationship Between Financial Wellbeing and Employees' Work Productivity

This section presents findings on the correlation between financial wellbeing and employees' work performance. Findings are shown in the following subsections:

4.8.1. Level of Agreement on Financial Wellbeing and Employees' Work Performance

The participants were requested to note their agreement level on the impact of financial concerns on their work performance. The responses were placed on a 5 point Likert scale where: 1 represented Strongly disagree; 2 - Disagree; 3 - Neutral; 4 - Agree, and 5 - Strongly agree. Results are presented as follows:

Table 4.16. Level of Agreement on Financial Wellbeing and Employees' Work Performance

Statements	Mean	Std. Dev
Financial concerns have affected my ability to perform my job	2.889	1.555
I put in as much effort in my work as I believe matches my monthly income	3.044	1.429
Having a higher monthly income would increase my work productivity	4.578	0.866

Based on the findings, the respondents strongly agreed that having a higher monthly income would increase their work productivity (mean=4.578). The respondents also moderately agreed that they put in as much effort in their work as they believe matches their monthly income (mean=3.044). They however disagreed that financial concerns affect their ability to perform their jobs (mean=2.889).

4.8.2. Ways in Which Financial Concerns Have Affected Ability to do One's Job

The respondents were requested to indicate ways in which financial concerns have affected the ability to do their job. According to the respondents, some of the ways include; lack of concentration, no job motivation, constant thoughts on how to supplement their income causing distractions at work, stress at work, and negative attitude towards work. Some employees indicated that they feel 'short-changed' meaning they feel undervalued for the amount of work they put in. Most of the employees indicated that due to the financial stress they were experiencing, at times they were unable to meet the KPIs (Key Performance Indicators) set by the business; for instance, meeting daily customer engagement targets, having quality customer engagements, bringing in revenue growth for the business, supporting on team-leader assigned tasks, just to name a few.

4.8.3. Frequency at Which Financial Concerns Have Affected Work Performance

The respondents were requested to note if they have ever taken leave from work in the past 12 months to deal with their finances. The responses were placed on a 5 point Likert scale where: 1 represented Never; 2 - Rarely; 3 - Sometimes; 4 - Very often, and 5 - Always. Results are presented as follows:

Table 4.17. Frequency at Which Financial Concerns Have Affected Work Performance

Statements	Mean	Std. Dev
I have taken leave from work in the past 12 months to deal with my finances	2.267	1.405

From the findings, the research participants noted that they had rarely taken leave from work in the past 12 months to deal with their finances (mean=2.267). This shows that despite experiencing financial related stress, this does not result in them taking leave from work to deal with that. Most contract employees at Absa bank rely on overtime payments to supplement their net salary which might explain their need to duly report to work and avoid unnecessary absenteeism.

4.8.4. Correlation Analysis

In this section, correlation analysis was carried out to determine the association between financial wellbeing and employees' work performance. The results as per the table below show that there is a statistical and significant strong positive correlation between financial wellbeing and employees' work performance, *(r (45) = 0.8453, p<.005)*. This implies that as financial wellbeing increases, employees' work performance increases.

Table 4.18. Correlation between Financial Wellbeing and Employees' Work Performance

Variables		Financial Wellbeing	Employees' Work Performance
Financial Wellbeing	Pearson analysis	1.000	
	Sig. (2- tailed)		
	n=45		
Employees' Work Performance	Pearson analysis	0.8453	1.000
	Sig. (2- tailed)	(0.002)	
	n=45		

4.9. The Relationship Between Financial Wellbeing and Employees' Rating of Their General Happiness

This section presents findings on the relationship between financial wellbeing and employees' rating of their general happiness. The findings are shown in the following subsections:

4.9.1. Level of Agreement on Financial Wellbeing and Employees' Rating of Their General Happiness

The participants were asked to note their agreement level on how they rate their general happiness based on their financial wellbeing. The responses were placed on a 5 point Likert scale where: 1 represented Strongly disagree; 2 - Disagree; 3 - Neutral; 4 - Agree, and 5 - Strongly agree. Results are presented as follows:

Table 4.19. Level of Agreement on Financial Wellbeing and Employees' General Rating of Happiness

Statements	Mean	Std. Dev
The higher my income level, the happier I am	4.289	0.968
I can afford to go on holiday and treat myself based on my income level	2.378	1.353
I am doing well financially based on the goals I set for myself	1.978	1.270
I compare my financial situation to my peers	3.089	1.607

From the findings above, the employees surveyed agreed that the higher their level of income, the happier they are (mean=4.289). When asked what happiness means to them in regards to that, most employees indicated it meant; being content both with their jobs and in life, being mentally able and motivated to realize their full potential, less stress, having positive emotions and a positive outlook towards life, having a high self-esteem and a high self-concept/feeling of worthiness. The respondents also moderately agreed that they compare their financial situation to their peers (mean=3.089), they disagreed that they can afford to go on holiday and treat themselves based on their income level (mean=2.378), and also disagreed that they are doing well financially based on the goals they had set for themselves (mean=1.978).

This means that majority of the contract employees' income is catered towards basic necessities.

4.9.2. Employees' Rating of What Would Make Them Happier in Life

The respondents were requested to indicate what would make them happier in life financially. Findings are presented as follows:

Table 4.20. Employees' Rating of What Would Make Them Happier in Life

Statements	Frequency	Percentage
Earning more money in a job you are not passionate about	31	68.9
Earning less money but doing something you are passionate about	5	11.1
Others	9	20.0
Total	**45**	**100**

Majority (68.9%) of the research participants noted that they would be happier earning more money in a job they are not passionate about, 20% indicated running their own business would bring them fulfilment, while 11.1% indicated earning less money but doing something they are passionate about would make them happier. This depicts that majority of the respondents would be happier earning more money even if that means being in a job role they are not passionate about. This really puts weight on the importance of financial stability.

4.9.3. Correlation Analysis

In this section, correlation was done to find out the association between financial wellbeing and employees' rating of their general happiness. The findings show that there is a statistical and significant strong positive correlation between financial wellbeing and employees' rating of their general happiness, *(r (45) = 0.6219, p<.005)*. This implies that as financial wellbeing increases, employees' rating of their general happiness increases too.

Table 4.21. Correlation between Financial Wellbeing and Employees' Rating of their General Happiness

Variables	Financial Wellbeing	Employees' Rating of their General Happiness

	Pearson analysis	1.000	
Financial Wellbeing	Sig. (2- tailed)		
	n=45		
Employees' Rating of their General Happiness	Pearson analysis	0.6219	1.000
	Sig. (2- tailed)	(0.001)	
	n=45		

4.10. Regression Analysis

Multiple regression analysis was carried out to establish the relation between the predictor variables and employees' mental wellbeing. SPSS version 24 was used to generate the regression statistics output. The coefficient of determination was utilized to give an explanation as to how a change in the dependent variable (DV) can be rationalized by a change in the independent variables (IV). The DV in this case was employees' mental wellbeing; whilst the independent variables were age, gender and tenure.

4.10.1. Model Summary

Provided below is a model summary of the correlation between the predictor variables and employees' mental wellbeing. Findings are shown as follows:

Table 4.22. Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	F	P-value
1	0.89	.792	.799	.312	31.341	.001

a. Predictors (Constant): Age, Gender and Tenure.

b. Dependent Variable: Employees' Mental Wellbeing.

From the results in the table, R2=0.792, that is, 79.2% disparity in employees' mental wellbeing is due to the independent variables in the model. However, the 20.8% difference that is unexplained in employees' mental wellbeing is as a result of other unrepresented factors in the model of regression. Based on the findings, it can be ascertained that the model was appropriate to be used for estimation purposes.

4.10.2. ANOVA Results

Presented below is ANOVA results of the correlation between the predictor variables and employees' mental wellbeing.

Table 4.23. ANOVA of the Regression

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	9.369	3	3.123	25.185	.002[a]
	Residual	5.084	41	.124		
	Total	**14.453**	**44**			

a. Predictors (Constant): Age, Gender and Tenure.

b. Dependent Variable: Employees' Mental Wellbeing.

The significance value is 0.002, this is less than 0.05 hence the model was significant in helping to predict in what ways age, gender and tenure impact employees' mental wellbeing. The F critical at 5% significance level was 3.123. Since F calculated is higher than the F critical (value = 25.185), this reveals that the overall model was indeed significant.

4.10.3. Coefficient of Determination

The coefficient of determination on the correlation between the predictor variables and the employees' mental wellbeing is presented in the following table.

Table 4.24. Coefficient of Determination

	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	T	Sig.
Model 1(Constant)	0.289	0.116		2.491	0.005
Age	0.319	0.122	0.514	2.61	0.001
Gender	0.287	0.117	0.452	2.45	0.002
Tenure	0.245	0.106	0.413	2.31	0.001

a. **Dependent Variable:** Employees' Mental Wellbeing

Simple regression analysis was carried out so as to establish the employees' mental wellbeing. As per the SPSS generated table below, regression equation

$(Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e)$ Becomes: $(Y = 0.289 + 0.319 + 0.287 + 0.245 + \varepsilon)$

From the regression, taking the independent variables (age, gender and tenure) constant at zero, employees' mental wellbeing was 0.289. Findings analysed also showed that while taking all other independent variables at zero, a unit increment in age will lead to a 0.319 increment in employees' mental wellbeing, a unit increment in gender leads to a 0.287 increment in employees' mental wellbeing, and a unit increment in tenure leads to a 0.245 increment in employees' mental wellbeing. This leads to the inference that age contributes the most to employees' mental wellbeing, followed by gender. At 95% level of confidence and 5% level of significance; age, gender, and tenure were all significant on employees' mental wellbeing.

CHAPTER FIVE

SUMMARY OF FINDINGS, DISCUSSION, CONCLUSION AND RECOMMENDATIONS

5.1. Introduction

This chapter captures a summary of the study findings, their discussion, conclusion and recommendations. The chapter will also give suggestions for future studies that will be done.

5.2. Summary of Findings

The study found that in regards to the objective attributes of financial wellbeing, it was not at all true that the contract employees have more than one source of income. This means that most employees depend on their salary as their only income source. It as well revealed that it is slightly true that the respondents have money left over in savings every end month and that their income level meets their monthly budget. When asked what financial wellbeing means to them, a majority of the employees indicated it meant financial stability, being financially comfortable/financially independent, ability to meet their basic/ financial needs and those of their loved ones, living within ones means, and having current and future financial security. The employees surveyed also noted that they are moderately to greatly worried about their future financial wellbeing, that to a moderate extent they experience stress when thinking or dealing with their finances, and that the level of stress they experience is moderate and it happens occasionally.

In relation to the relationship between financial wellbeing and stress levels, the respondents revealed that aspects of their financial situation that cause them the most stress included: bill payments, lack of savings and investments, not able to afford key necessities, low salary, late salary crediting, not being able to pay school fees on time, having a single source of income, debts, family support, inability to budget their monthly income, lack of business capital, the escalating cost of life, income not growing and worry for their future. On the impact of financial concerns, majority of the employees indicated that financial concerns have caused them anxiety, frustrations, headaches and depression; and on correlation, the study ascertained that there is a statistical and significant strong negative correlation between financial wellbeing and employees' stress levels, ($r (45) = -0.7123, p<.005$).

In relation to the relationship between financial wellbeing and ability to manage the daily demands of life, when asked what needs compromised their daily/monthly financial demands, majority of the respondents indicated: bills, rent, food, transport, savings, asset acquisition, family support, school/ college fees, and running a side business. The study also found out that sometimes the respondents have had to make some financial adjustments because of lack of money, and that it was moderately true that they would suffer immediate financial difficulty if they were to lose their job. On correlation, it revealed that there is a statistical and significant strong positive correlation between financial wellbeing and employees' ability to manage the daily demands of life, (*r (45) = 0.6671, p<.005)*.

In relation to the relationship between financial wellbeing and work performance, the study found that the respondents having a higher monthly income would increase their work productivity, that the frequency at which the respondents had taken leave from work in the past 12 months to deal with their finances was minimal, and that there is a statistical and significant strong positive correlation between financial wellbeing and employees' work performance, (*r (45) = 0.8453, p<.005)*.

In relation to the relationship between financial wellbeing and general rating of happiness, the respondents revealed that the higher their income level, the happier they are. When asked what happiness means to them in regards to that, most employees indicated it meant being content both with their jobs and in life, being mentally able and motivated to realize their full potential, less stress, having positive emotions and a positive outlook towards life, having a high self-esteem and a high self-concept/feeling of worthiness. Majority of the employees also indicated that they would be happier earning more money in a job they are not passionate about or running their own business than they would in a job where they are passionate about their job but earning less, and that there is a statistical and significant positive strong correlation between financial wellbeing and employees' rating of their general happiness, (*r (45) = 0.6219, p<.005)*. Finally, the study found that at 95% level of confidence and 5% level of significance, age, gender, and tenure were all significant on employees' mental wellbeing.

5.3. Discussion of the Study Findings

The study found that the respondents occasionally experience moderate stress when thinking or dealing with their finances, that financial concerns have caused them anxiety, headaches and

depression, and that there is a statistical and significant strong negative correlation between financial wellbeing and employees' stress levels, (r (45) = -0.7123, p<.000). These findings agree with a study by Woodiel, K., Bailey, W., Young, J., & Turner, J. (1998) who established a relationship between financial stress caused by concerns over remuneration and work stress (r=.682), p<.000. Stress levels were measured using the Stress & Coping Profile and results revealed that more than half (61%) of the participants reported having high financial stress, while 71% reported moderate financial stress. This study findings also are in line with the Cognitive theory of mental health discussed in Chapter two. Due to the financial stress experienced which is the activating event, this impacts the employees' emotions where they feel overwhelmed and as though they have lost control of the situation, which is then expressed in the form of psychosomatic symptoms like anxiety, headaches and depression.

The study found that sometimes the respondents have had to make some financial adjustments because of lack of money, that it was moderately true that the respondents would suffer immediate financial difficulty if they were to lose their job, and that there is a statistical and significant strong positive correlation between financial wellbeing and employees' ability to manage the daily demands of life, (r (45) = 0.6671, p<.005). These findings agree with a study by Markwick, C., Hooker, H., Cox, A., & Reilly, P. (2009) which established that over 30% of the 1,439 employees surveyed stated that they did not feel in control of their finances. The aforementioned study also revealed that a higher proportion of females reported that they would suffer immediate financial difficulty in the event they lost their job which is in agreement with the findings in this study where employees agreed that it was moderately true that they would suffer immediate financial difficulty were they to lose their jobs.

The study also found that the respondents having a higher monthly income would increase their work productivity, that employees put in as much effort in their work as they believe matches their income, and that a statistical and significant strong positive correlation exists between financial wellbeing and employees' work performance, (r (45) = 0.8453, p<.005). It also revealed that when employees were requested to note the ways in which financial stress had impacted their work performance, majority responded that it had led to lack of concentration, loss of job motivation, stress at work, distractions and negative attitude towards work. Most of the employees also indicated that due to the financial stress they occasionally experience, at

times they were unable to meet the KPIs (Key Performance Indicators) set by the business for instance; meeting daily customer engagement targets, having quality customer engagements, bringing in revenue growth for the business, and supporting on team-leader assigned tasks. The findings agree with a study by Prayoga Darman & Achmad Sani (2017) who established that there was a direct and significant effect of one's financial status on their performance; that is, compensation in terms of salary, wages, bonus and allowances affects employee performance. It also agrees with a study by Centre for Economics & Business Research done of 2,000 UK employees where 11% of the employees reported a fall in their productivity because of their financial situation over the last three years, which often was in the form of a fall in the ability to come up with new ideas, deterioration in work quality, and increased difficulty in completing daily tasks. The study is also in line with the Maslow Hierarchy of Needs Theory where employees seek to satisfy the safety and security needs which include income security and salary, and once these needs are satisfied, they are able to pursue and achieve the higher needs like excelling in their jobs and realizing their full potential.

Lastly, the study found that the more the income level, the happier employees are. (Happiness according to the respondents includes attributes like; experiencing less stress and more positive emotions, having a high self-concept, having a positive outlook towards life, and having the mental capability to realize one's full potential). The study also found that most of the employees noted that they would be happier earning more money in a job they are not passionate about or running a business, and that there is a statistical and significant strong positive correlation between financial wellbeing and employees' rating of their general happiness, (r (45) = 0.6219, p<.005). The findings agree with a study by Darma Mahadea of 220 employees in South Africa which established that income is a key predictor of happiness (R=0.057, p=0.013). This study findings as well agree with the Cognitive theory of mental health where when employees perceive their income level as satisfactory, this translates to positive emotions like happiness and life satisfaction.

5.4. Conclusion of the Study

The study made a conclusion that most contract employees depend on a single source of income and do not perceive their income as sufficient to meet their monthly budget. It also concluded that contract employees were greatly worried about their future financial wellbeing, and that the

employees experience moderate stress when thinking or dealing with their finances quite occasionally.

The study concluded that sometimes the respondents have had to make some financial adjustments because of lack of money, that employees perceive that having a higher income would increase their work productivity, and that it was moderately true that the contract employees would suffer immediate financial difficulty in the event they were to lose their job.

On rating of happiness, the study concluded that most contract employees perceive a higher income level as a contributor of happiness, and that majority of them would rather earn more money in a job they are not passionate about, than earn less in a job they are passionate about. Finally, the study made a conclusion that there is indeed a significant and strong correlation between the study variables; that is financial wellbeing and employees' mental health (in specific the attributes of stress levels, ability to meet the daily demands of life, work performance and general rating of happiness), and that at 5% level of significance and 95% level of confidence, age, gender, and tenure were all significant on employees' mental wellbeing.

5.5. Recommendations

1. Following the research findings which revealed that majority of the contract employees experience moderate stress when thinking or dealing with their finances, this study recommends that organizations implement a counselling program, either telephone counselling or having an in-house counsellor where employees can seek professional help when they feel overwhelmed by financial stress and its effects on their physical and psychological wellbeing.

2. The study also recommends that workplaces implement financial education programs to educate employees on saving, budgeting, debt management, investments and retirement planning. This is paramount since as revealed in this study, most employees struggle with all the above which plays a huge role in elevating their financial-related stress.

3. The study recommends that financial aid solutions be made available to contract employees for instance; loans, salary advance facilities and other credit facilities to enable them sustain themselves financially in case of financial shortage or unexpected expenses that their monthly salary cannot sustain.

4. Lastly, this study recommends that contract employees' working hours be made flexible to enable them supplement their income by investing in business and other income-generating activities after-hours.

5.6. Suggestions for Future Research

This study only examined financial wellbeing as a determinant of employees' mental health. It is therefore recommended that future researchers explore other employment factors that may influence employees' mental health apart from the ones used in this study; as well as consider other attributes of mental health apart from stress level, ability to manage the daily life demands, work performance and general rating of happiness.

The researcher also suggests that further studies be done in the same field but using different methods of analysis than the ones employed in this study. This will help affirm the findings realized.

Lastly, it is recommended that future studies in the same field be done in other regions as this particular study was confined to Nairobi County, and that they control for other intervening variables apart from age, gender and tenure.

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APPENDICES

APPENDIX I: INTRODUCTION LETTER

Catherine Mwambi,

C50/8377/2017,

24th September, 2020

Dear Sir/Madam,

RE: PARTICIPATION IN RESEARCH

I am a student at the University of Nairobi pursuing a Master's Degree in Organizational Psychology. As part of my course requirement, I am conducting a research study on the relationship between financial wellbeing and mental health among contract employees in Nairobi County. I kindly request for your participation in this research by responding to the questions in the attached questionnaire. The information provided is strictly for academic purposes and will be handled with strict confidentiality. A copy of the research report will be availed to you upon request.

Thanking you in advance for your participation and feedback.

Yours Sincerely,

Catherine Mwambi

APPENDIX II: RESEARCH QUESTIONNAIRE

Dear Sir/Madam,

The aim of this questionnaire is to investigate the relationship between financial wellbeing and mental health among contract employees in Nairobi County. It is designed in a way so as to collect data that will lead to the achievement of the study objectives, that is, the relationship between financial wellbeing and employees' stress levels, ability to meet the daily demands of life, work performance and general rating of happiness.. Kindly fill in the questionnaire as accurately and precisely as you can. All the information provided will be treated with utmost confidentiality and will strictly be used for the purpose of this research. Your cooperation will be highly appreciated.

Kindly fill in the required information in the spaces provided, or tick (√) where necessary.

SECTION A: GENERAL INFORMATION

(Tick where applicable)

1. Gender

Male   [   ]   Female   [   ]

2. Age

a) 24 years and below [   ]

b) 25-29   [   ]

c) 30-34   [   ]

d) 35-39   [   ]

e) Over 40 years   [   ]

3. Tenure (Number of years served in the department)

a) Less than one year [   ]

b) 1-5 years   [   ]

c) 6-10 years   [   ]

d) 11-15 years   [   ]

e) 16 years and above [   ]

SECTION B: OBJECTIVE AND SUBJECTIVE ATTRIBUTES OF FINANCIAL WELLBEING

OBJECTIVE ATTRIBUTES OF FINANCIAL WELLBEING

1) The following are statements on the objective attributes of financial wellbeing. Indicate the level of likelihood on each statement where: 1 represents Not at all true; 2 - Slightly true; 3 - Moderately true; 4 - Very true, and 5 - Extremely true

Statements	1	2	3	4	5
I have more than one source of income					
I have invested my finances wisely					
My income level meets my monthly budget					
I have debts that eat up my finances					
I have money left over at the end of the month in savings					

SUBJECTIVE ATTRIBUTES OF FINANCIAL WELLBEING

1) What does financial wellbeing mean to you?

……………………………………………………………………………………………………

……………………………………………………………………………………………………

………………………………………………………………………………………………...

……

……

2) The following are statements on the subjective attributes of financial wellbeing. Indicate the level of extent on each statement where: 1 represents Not at all; 2 - Slightly; 3 - Moderately; 4 - Very, and 5 - Extremely

Statements	1	2	3	4	5
I am satisfied with my income level					
My income is sufficient to cater for my needs					
I am living a comfortable life based on my income level					
I am worried about my future financial wellbeing					

SECTION C: THE RELATIONSHIP BETWEEN FINANCIAL WELLBEING AND EMPLOYEES' STRESS LEVELS

1) Indicate the level of extent where: 1 represents Not at all; 2 - To a little extent; 3 - To a moderate extent; 4 - To a great extent, and 5 - To a very great extent

Statements	1	2	3	4	5
I experience stress when thinking or dealing with my finances					

2) Rate the level of stress you experience when thinking or dealing with your finances where: 1 represents No stress; 2 - Mild stress; 3 - Moderate stress; 4 - High stress, and 5 - Extreme stress

On a stress scale of 0-10, No stress would be 0, mild stress would be between 1 - 3, moderate stress between 4 - 6, high stress between 7 - 9 and extreme stress at 10. No stress means that you have no stress at all; mild stress means that you have financial demands and challenges but not to the point you feel overwhelmed; moderate stress means that the pressure is starting to get to you and you are beginning to feel overwhelmed; high stress means you are unable to cope with the challenges and need help in coping, while extreme stress means your stress

levels are causing distress and significant impairment in your ability to function wholesomely, that is in your work, relationships and daily activities.

Statements	1	2	3	4	5
What level of stress do you experience when thinking or dealing with your finances					

3) Rate how frequently you experience stress when thinking or dealing with your finances where: 1 represents Never; 2 - Rarely; 3 - Occasionally; 4 - Frequently, and 5 - Very frequently

Statements	1	2	3	4	5
How frequently do you experience stress when thinking or dealing with your finances					

4) Financial concerns have caused me:

(Tick where applicable)

Sleepless nights   [   ]

Anxiety   [   ]

Headaches   [   ]

Frustration   [   ]

Hopelessness   [   ]

Depression   [   ]

Others ……………………………………………………………………………………

5) What aspects of your financial situation cause you the most stress?

……………………………………………………………………………………………………

……………………………………………………………………………………………………

………………………………………………………………………………………………...

……

……

SECTION D: THE RELATIONSHIP BETWEEN FINANCIAL WELLBEING AND EMPLOYEES' ABILITY TO MANAGE THE DAILY DEMANDS OF LIFE

1) What needs comprise your day to day/monthly financial demands?

……

……

……..

……

……

2) Indicate the level of likelihood on each statement where: 1 represents Never; 2 - Rarely; 3 - Sometimes; 4 - Very often, and 5 - Always

Statements	1	2	3	4	5
I have been unable to pay my bills on time because of lack of money					
I have had to make some financial adjustments because of lack of money					

3) Indicate the level of likelihood on each statement where: 1 represents Not at all true; 2 - Slightly true; 3 - Moderately true; 4 - Very true, and 5 - Extremely true

Statements	1	2	3	4	5
I am able to budget my monthly income well to meet my day to day expenses					
I could handle a major unexpected expense					
I would suffer immediate financial difficulty if I were to lose my job					

SECTION E: THE RELATIONSHIP BETWEEN FINANCIAL WELLBEING AND EMPLOYEES' WORK PERFORMANCE

1) Indicate your level of agreement with each statement where: 1 represents Strongly disagree; 2 - Disagree; 3 - Neutral; 4 - Agree, and 5 - Strongly agree

Statements	1	2	3	4	5
Financial concerns have affected my ability to do my job					
I put in as much effort in my work as I believe matches my monthly income					
Having a higher monthly income would increase my work productivity					

2) In what ways has financial concerns affected your ability to do your job?

…………………………………………………………………………………………………
…………………………………………………………………………………………………
………………………………………………………………………………………………...
…………………………………………………………………………………………………
…………………………………………………………………………………………………

3) Indicate the level of frequency where: 1 represents Never; 2 - Rarely; 3 - Sometimes; 4 - Very often, and 5 - Always

Statements	1	2	3	4	5
I have taken leave from work in the past 12 months to deal with my finances					

SECTION F: THE RELATIONSHIP BETWEEN FINANCIAL WELLBEING AND EMPLOYEES' RATING OF THEIR GENERAL HAPPINESS

1) Indicate your level of agreement with each statement where: 1 represents Strongly disagree; 2 - Disagree; 3 - Neutral; 4 - Agree, and 5 - Strongly agree

Statements	1	2	3	4	5
The higher my income level, the happier I am					
I can afford to go on holiday and treat myself based on my income level					
I am doing well financially based on the goals I set for myself					
I compare my financial situation to my peers					

2) Which of the following would make you happier in life?

a) Earning more money in a job you are not passionate about   [   ]

b) Earning less money but doing something you are passionate about [   ]

c) Other …………………………………………………………………………………

3) Describe what happiness in this context means to you? …………………………....

……………………………………………………………………………………………..

THANK YOU FOR TAKING PART IN THE STUDY

APPENDIX III: NACOSTI PERMIT

REPUBLIC OF KENYA

NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY & INNOVATION

Ref No: **955735**

Date of Issue: **29/October/2020**

RESEARCH LICENSE

This is to Certify that Ms.. **Catherine Kitawa Mwambi** of University of Nairobi, has been licensed to conduct research in Nairobi on the topic: **The relationship between financial wellbeing and mental health of contract employees at Absa bank in Nairobi County between 2019 - 2020 for the period ending : 29/October/2021.**

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APPENDIX IV: TURNITIN REPORT

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THE RELATIONSHIP BETWEEN
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