

Pension Reform Knowledge in Armenia: Report on Nationwide Baseline Survey Findings

Ani Dallakyan, Narine Hakobyan, and Lucig Danielian
Armenia Social Protection Systems Strengthening Project

USAID SO 3.4

USAID Armenia 111-C-00-06-00067-00

**AECOM International Development
January 2009**



USAID
FROM THE AMERICAN PEOPLE



USAID
FROM THE AMERICAN PEOPLE

**SOCIAL PROTECTION SYSTEMS
STRENGTHENING PROJECT**

**PENSION REFORM KNOWLEDGE
IN ARMENIA**

**REPORT ON NATIONWIDE BASELINE
SURVEY FINDINGS**

Prepared for

**USAID Armenia, Social Protection Systems
Strengthening (SPSS) Project**

Prepared by

Ani Dallakyan, M.A. and Narine Hakobyan, M.A.
Research Associates
Turpanjian Center for Policy Analysis
American University of Armenia

Lucig H. Danielian, Ph.D.
Director, Turpanjian Center for Policy Analysis
American University of Armenia

Yerevan
January 2009

This Report was produced for review by the U.S. Agency for International Development (USAID) SPSS Project. It was prepared by AUA Turpanjian Center for Policy Analysis. The author's views expressed in this Report do not necessarily reflect the views of USAID or the U.S. Government.

Table of Contents

Executive Summary	4
Background	5
Methodology	5
Findings	6
<i>Understanding about the Current Pension System</i>	6
<i>Awareness of Changes in the Pension System</i>	8
<i>Levels of knowledge about the upcoming pension system reforms</i>	8
Figure A: Percentage of Correct Responses for Statements on Pension System Reforms	9
<i>Formal Versus Informal Employment in Armenia</i>	10
Summary of Major Findings	12
<i>Understanding about the Current Pension System</i>	12
<i>Awareness of Changes in the Pension System</i>	12
<i>Levels of Knowledge about the Upcoming Pension System Reforms</i>	12
<i>Formal Versus Informal Employment in Armenia</i>	13
<i>Table 1: Number of interviews conducted by Yerevan and ten marzes</i>	13
<i>Table 2: Number of interviews conducted by urban and rural populations</i>	13
<i>Table 3: Number of interviews conducted by Yerevan and ten marzes</i>	13
<i>Table 5: Knowledge about the changes to the pension system in Armenia</i>	14
<i>Table 5a: “Other” responses for table 5</i>	14
<i>Table 6: Source of information about the changes to the pension system in Armenia</i>	15
<i>Table 6a: “Other” responses for table 6</i>	15
<i>Table 7: Ability to correctly tell the year in which the changes to the pension system in Armenia will take place</i>	15
<i>Table 8: Ability to correctly tell when the last time pensions were increased in Armenia</i>	15
<i>Table 9a: I understand the current pension system in Armenia</i>	16
<i>Table 9b: I feel well-informed about the changes being made to the retirement pension system</i>	16
<i>Table 9c: If I were 63 today, I have enough information so that I could apply for my pension</i>	16
<i>Table 10: Means for attitude measures in tables 9a through 9c</i>	17
<i>Table 11: Ability to correctly tell where would go to apply for the pension in Armenia, if retired today</i>	17
<i>Table 12: Ability to correctly name the documents that people need to present in order to apply for pensions in Armenia</i>	17
<i>Table 13: Ability to correctly tell the steps people need to take in order to get their pensions in Armenia</i>	18
<i>Table 14a: The new pension system will start in 2015</i>	18
<i>Table 14b: The new pension system will start in 2010</i>	18
<i>Table 14c: For the first years the new pension system will be different for those who are older than 40 and for those younger than 40</i>	19
<i>Table 14d: For the first years the new pension system will be different for those who are older than 30 and for those younger than 30</i>	19
<i>Table 14e: In the new pension system, people who have never worked will not get a pension</i>	19
<i>Table 14f: In the new system, people under 40 must contribute to a new savings account that will be invested for retirement</i>	19
<i>Table 14g: In the new system, the amount you receive from your pension savings account depends on how much money you have in it and how it is invested</i>	19

<i>Table 14h: In the new system, employees have to work at least 5 years with labor contracts in order to receive a full pension</i>	20
<i>Table 14i: In the new system, if you are an employee, you must have a labor contract in order to make contributions to the pension savings account</i>	20
<i>Table 14j: In the new system, private asset managers will invest your savings for you</i>	20
<i>Table 14k: People who are already retired and have pensions will not be affected by the new changes</i>	20
<i>Table 15: Ability to correctly tell what an asset manager does</i>	20
<i>Table 16: Currently looking for a job</i>	21
<i>Table 17: Employed in any full or part time job and/or self-employment</i>	21
<i>Table 18: Works for someone else, self-employed, or an employer</i>	21
<i>Table 19: Has a written labor contract, if works for someone else</i>	21
<i>Table 20: Employer makes contributions to the social pension fund, if works for someone else based on a written labor contract</i>	21
<i>Table 21: Reasons why an employee doesn't have a labor contract, if works for someone else</i>	22
<i>Table 21a: "Other" responses for table 21</i>	22
<i>Table 22: Registered as an entrepreneur, if self-employed</i>	22
<i>Table 23: Has labor contracts with employees, if employer</i>	23
<i>Table 24: Age</i>	23
<i>Table 25: Gender</i>	23
<i>Table 26: Highest level of education obtained</i>	236

Executive Summary

Sponsored by the USAID, The Services Group, Inc. is providing technical assistance to the Republic of Armenia through the Social Protection Systems Strengthening Program, a five-year project designed to improve social protection systems in Armenia and at the same time increase opportunities for self-reliance and reduce citizen dependence on public support to meet basic needs. The Turpanjian Center for Policy Analysis at the American University of Armenia was contracted to conduct a nationwide baseline survey of the Armenian general population in order to measure knowledge about the current pension system and upcoming pension reforms in Armenia.

About half of the respondents believe that they understand the current pension system in Armenia and that they have enough information to apply for pensions today and, indeed, one in two respondents knows correctly where to apply for pensions. However, only 55 percent of the respondents were able to name one or two of the six documents required when applying for pensions and only three percent of the respondents know the steps that people need to take in order to get pensions.

Two out of five respondents said they had heard about the changes coming to the pension system and to the procedures for retirement pensions in Armenia, but when asked a follow-up question for details, most of these respondents could only list an upcoming increase in pensions. Only six percent know that changes will take place in 2010.

Eight out of ten respondents incorrectly know that employees have to work at least five years with labor contracts in order to receive a full pension. Forty percent of the respondents know that for the first years there will be differences in the pension schemes for those who are older than 40 and for those younger than 40. About half of the respondents know that that in the new pension system, people under 40 must contribute to a new savings account that will be invested for retirement, that people who are already retired and have pensions will not be affected by the new changes, and that the amount received from pension savings account will depend on the amount of money one has in this account and how it is invested.

Only about three percent of the respondents know what an asset manager does.

About nine in ten respondents working for someone else have a written labor contract. The most common reason why the remaining respondents do not have a contract is that they do not consider it to be important and necessary. Only one in ten self-employed respondents is registered as an entrepreneur, while nearly four-fifths of the employers reported that they have labor contracts with their employees.

Background

Sponsored by the USAID, The Services Group, Inc. is providing technical assistance to the Republic of Armenia (ROA) through the Social Protection Systems Strengthening (SPSS) Program. The USAID SPSS is a five-year project designed to improve social protection systems in Armenia and at the same time increase opportunities for self-reliance and reduce citizen dependence on public support to meet basic needs. The SPSS targets four key social protection areas: social insurance, employment services, occupational safety and labor code, and social assistance programs for vulnerable populations. The Services Group, Inc. has asked the Turpanjian Center for Policy Analysis (TCPA) at the American University of Armenia (AUA) to participate in the research components of SPSS.

This report presents the findings of one of the tasks constituting the work of TCPA/AUA for the Social Protection Systems Strengthening Program, a nationwide baseline survey of the Armenian general population to measure knowledge about the current pension system and upcoming pension reforms in Armenia for monitoring purposes.

The purpose of this nationwide study is to assess the understanding in the public about the current pension system, public awareness of the changes in the pension system, levels of knowledge about the upcoming pension system reforms, and formal and informal employment in Armenia.

Methodology

In order to create a representative sample of Armenian citizens between the ages of 18 and 62,¹ the ROA National Statistical Service was contacted for current information on the following parameters: 1) population by marzes; 2) population by rural and urban residents within each of the ten marzes and; 3) population by the twelve communities in Yerevan. Households were selected from the city of Yerevan and from the ten marzes proportionately to reflect the most recent ROA census figures. From each marz, one city and one village were selected randomly. For each of the ten cities, detailed maps produced by the ROA Geodesy and Cartography Center were used.² A map indicating buildings in Yerevan by community was employed. Each of the ten marz cities and the twelve Yerevan communities was contacted in order to determine the proportion of apartment buildings and single-household dwellings. For each of the marz cities and the Yerevan communities, the maps were employed to randomly select buildings using systematic random sampling. On site in the ten cities and Yerevan, for each apartment building one household per building was selected using simple random sampling. Each of the ten villages was contacted to determine the number of households and households were selected on site using systematic random sampling. Within households, respondents were selected randomly. See Tables 1, 2, and 3 for the number of interviews conducted by marz and urban versus rural sampling populations.

¹ The projected cut-off for age was 62 since one of the requirements of this study was to include in the sample only those persons who were not pensioners yet.

² These were produced originally for the ROA 2001 census.

TCPA designed custom measures and an original questionnaire based on the information needs of the USAID SPSS. A total of 1,004 interviews were conducted from November 29 through December 7, 2008.³ Field trips were organized on weekends and in the evenings in order to ensure a representative segment of the working population in the sample. Where needed, qualitative data were recoded and all data were input in SPSS for analysis.

At the completion of the interviews, participants in the survey were given a leaflet with information about the upcoming pension system reforms in Armenia.

Findings

This section summarizes the survey findings and is divided into four sections: understanding about the current pension system, awareness of changes in the pension system, levels of knowledge about the upcoming pension system reforms, and formal versus informal employment in Armenia.

The mean age of respondents was 41 years (see Table 24) and 35 percent were male and 65 percent female (see Table 25). Thirty-five percent of the respondents had completed 10 years secondary school and another 65 percent had attended or graduated from a university, college, or technical school (see Table 26).

Understanding about the Current Pension System

Respondents were asked a series of questions in order to learn about their understanding of the current pension system.

Forty-six percent of the respondents stated that they understand the current pension system in Armenia (see Tables 9a and 10). Rural residents (53 percent) are more likely to agree with this statement than are urban residents (43 percent).⁴ In addition, a statistically significant but weak positive correlation was found between age and this statement, indicating that older respondents are slightly more likely to understand the current pension system than are younger respondents.⁵ Employment is also a factor with employed respondents (52 percent) tending to understand this system more than unemployed respondents (38 percent).⁶ No statistically significant differences were found for Yerevan versus other cities outside Yerevan in the ten marzes, or for gender.

Similarly, just under half of the respondents (47 percent) claimed that, if they were 63 today, they have enough information to apply for pensions (see Table 9c). Rural residents (53 percent) tend to agree with this statement more than urban residents (43 percent).⁷ Moreover, there is a weak positive correlation for age with older respondents agreeing slightly more than younger

³ Refusal rate is 7.1 percent.

⁴ Statistically significant difference using t-test; sig=.000.

⁵ Pearson's Product Moment Correlation is .169, sig=.000.

⁶ Statistically significant difference using t-test; sig=.000.

⁷ Statistically significant difference using t-test; sig=.000.

respondents that today they have enough information so that they could apply for pensions.⁸ In addition, there is a statistically significant difference for this measure based on employment, with employed respondents (50 percent) agreeing more than unemployed respondents (41 percent) that today they have enough information on how to apply for pensions.⁹

In order to check if the respondents really do have an understanding, they were asked several open-ended questions on how to apply for retirement benefits.

When asked where they would go to apply for pensions “if you retired today,” 51 percent of the respondents were able to correctly give the title of the department responsible for assigning pensions. (See Table 11; acceptable answers were “regional office of the State Social Security Service,” “State Social Security Service,” or “regional office of Social Security.”) There are some age differences with older respondents being able to provide a correct answer somewhat more than younger respondents.¹⁰ In addition, more residents in other cities outside Yerevan (59 percent) than in Yerevan (44 percent) and more employed respondents (56 percent) than unemployed respondents (45 percent) correctly stated the department.¹¹

In a separate measure, respondents were asked to list the documents required for presentation in order to apply for pensions. Responses were recoded into several categories and can be found in Table 12. None of the respondents could correctly name all six of the main documents required when applying for pensions. (These six documents are an application, passport, social security card, workbook, reference from the workplace about social contributions made to the social pension fund, and photos.) Only about one percent of the respondents were able to correctly list five required documents, about three percent could correctly name four documents, and about 21 percent three documents. The answers of about 56 percent of the respondents were also incomplete: these respondents were correct in naming only one or two necessary documents. The top three documents mentioned by the respondents are passports, social security cards, and workbooks. Almost 19 percent of the respondents could not provide any answer to this question. No statistically significant differences were found for this measure based on age.

In a more concrete question about the steps people need to take in order to get their pensions, a full 70 percent of the respondents replied that they do not know what these steps are, compared to the 47 percent who claimed in the earlier question that they have enough information to apply for a pension today. Only about three percent of the respondents were correct in explaining that in order to get pensions in Armenia people need to obtain references from all workplaces about all social contributions made to the social pension fund, obtain references about disability status (if necessary) and submit these documents to the regional office of Social Security, along with the other necessary documents. Twenty percent said they would apply to the regional office of Social Security with an application and learn about further steps on the spot. Table 13 provides detailed information for the responses about the steps. No statistically significant differences were found for this measure based on age.

⁸ Pearson’s Product Moment Correlation is .135, sig=.000.

⁹ Statistically significant difference using t-test; sig=.001.

¹⁰ Statistically significant difference using t-test; sig=.004.

¹¹ Chi-square \leq .05.

Respondents were also asked to indicate when the last time pensions were increased in Armenia.¹² Fifty-six percent of the respondents correctly recalled that the pensions were increased in January 2008. (See Table 8.)

Awareness of Changes in the Pension System

Several measures were asked of respondents in order to determine whether or not they had heard about the changes coming to the system and procedures for retirement pensions in Armenia. Forty-three percent (n=436) of the respondents reported that they had heard about these changes (see Table 4).

A follow-up question (with multiple responses permitted) asking what these 436 respondents know about the changes to the pension system was used to check the accuracy of the responses on this information measure. Of the 436 respondents who reported that they had heard about these changes, 67 percent (n=292) mentioned upcoming increases in pensions, about eight percent (n=34) mentioned the introduction of a new saving system with the use of accumulative accounts, and four percent referred to changes in the qualifying age for pensions. Nineteen percent could not state any piece of information they had heard about these changes. This finding indicates that the respondents are not aware of the changes to the pension system at the levels they are claiming. See Tables 5 and 5a for all recoded responses about the changes.

When asked in another follow-up question about where the respondents had heard about the changes to the pension system, 82 percent (n=358) of the 436 respondents mentioned television. Six percent (n=28) of the 436 respondents received information about these reforms from newspapers, six percent (n=28) from relatives, friends and neighbors, and six percent (n=27) “from the street,” as rumors. (See Tables 6 and 6a for all sources of information reported in an open-ended question with multiple responses permitted.)

Only six percent (n=63) of all respondents were able to correctly state that the changes to the pension system will take place in 2010 (see Table 7). Knowledge of the year in which these changes will take place can be determined also from another set of questions discussed in the next section.

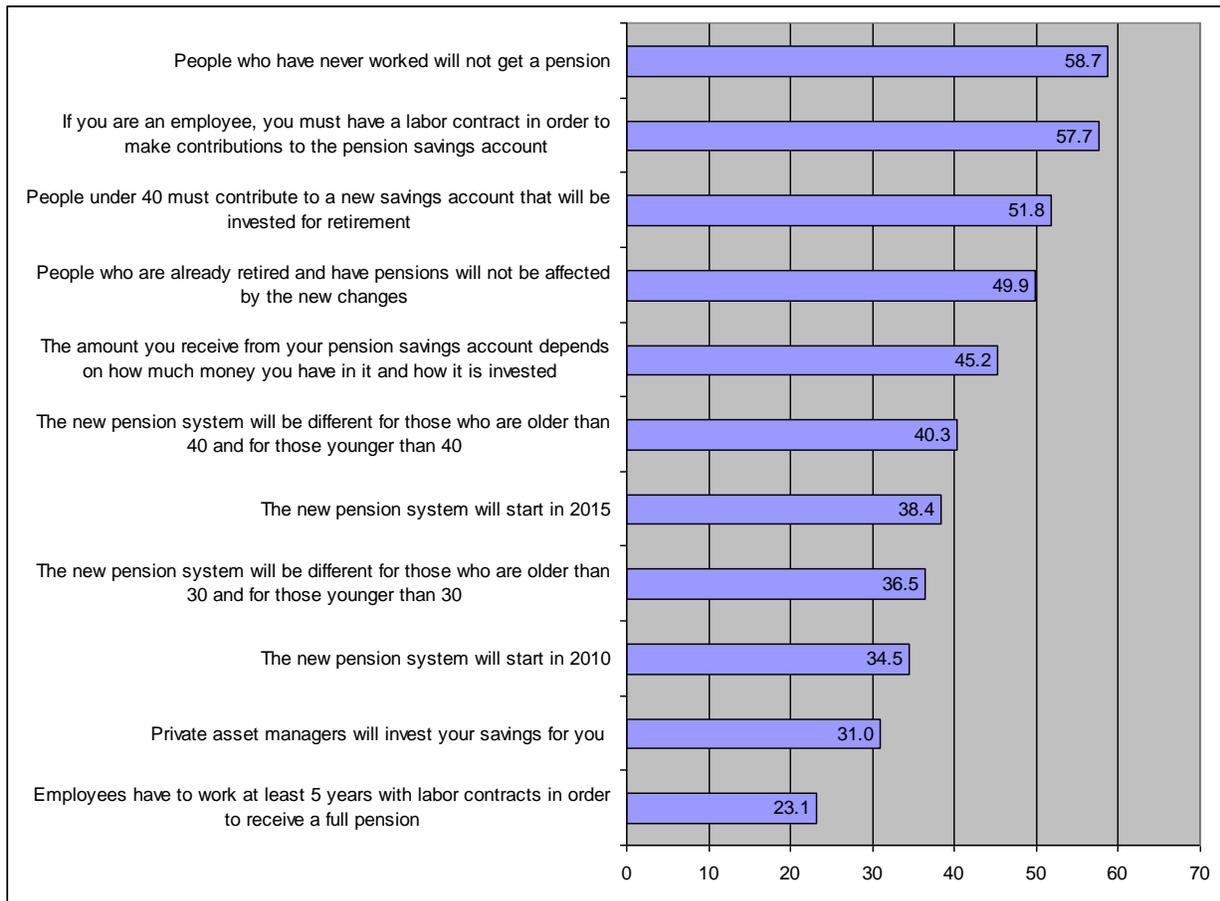
When asked to evaluate how well-informed they feel about the changes being made to the retirement pension system, about 30 percent of the respondents stated that they feel well-informed about these changes (see Table 9b).

Levels of knowledge about the upcoming pension system reforms

In order to gauge levels of knowledge about the upcoming pension system reforms, respondents were read several statements about the new pension system and asked if each of these statements is true or false. Some of the statements were presented in both true and false formats in order to determine any guessing at answers. Figure A displays the percentages of correct responses for each of the statements.

¹² The interviews were conducted in November-December 2008.

Figure A: Percentage of Correct Responses for Statements on Pension System Reforms



The first questions asked about the year in which the new pension system will start. Two reverse measures were used as checks.

Thirty-eight percent of the respondents correctly knew that the statement “the new pension system will start in 2015” is false, and about 35 percent correctly knew that the new pension system will start in 2010. (See Tables 14a and 14b.) About a third guessed correctly the year in which the new pension system will start, when asked in this true/false format. (Only six percent gave 2010 in the earlier open-ended question.)

Similarly, the respondents were asked two reverse measures about different approaches for pension schemes based on age. Forty percent of the respondents correctly knew that “for the first years the new pension system will be different for those who are older than 40 and for those younger than 40,” and about 37 percent of the respondents correctly knew that the statement “the new pension system will be different for those who are older than 30 and for those younger than 30” is false. (See Tables 14c and 14d.) About 40 percent of the respondents knew correctly that for the first years there will be differences in the pension schemes for those who are older than 40 and for those younger than 40 and not for those who are older than 30 and for those younger than 30.

About 59 percent of the respondents were correct in knowing that the statement “in the new pension system, people who have never worked will not get a pension” is false (see Table 14e).¹³

Only 23 percent of the respondents were correct in knowing that the statement “in the new system, employees have to work at least five years with labor contracts in order to receive a full pension” is false (see Table 14h).

About 52 percent of the respondents correctly said that “in the new system, people under 40 must contribute to a new savings account that will be invested for retirement” (see Table 14f).

About half of the respondents correctly knew that “people who are already retired and have pensions will not be affected by the new changes” (see Table 14k).

Forty-five percent of the respondents were correct in stating that in the new system the amount received from pension savings accounts will depend on how much money one has in this account and how it is invested (see Table 14g).

About 58 percent were correct in knowing that “in the new system, if you are an employee, you must have a labor contract in order to make contributions to the pension savings account” (see Table 14i).¹⁴

In an open-ended question, respondents were tested for their knowledge about the work of an asset manager. About 98 percent of the respondents lack knowledge about the activities of asset managers, and only about three percent could correctly tell what an asset manager does (see Table 15).

In addition, 31 percent of the respondents correctly stated that “in the new system, private asset managers will invest your savings for you” (see Table 14j).

Formal Versus Informal Employment in Armenia

About half of the respondents (49 percent) were looking for a job. This measure was asked of all respondents even if they were employed at the interview time. (See Table 16.)

Nearly 60 percent were employed in a full or part time job, including self-employment (see Table 17). The 600 respondents who stated that they were employed were asked whether they work for someone else, are self-employed, or are themselves employers. About 61 percent of these respondents work for someone else, about 34 percent are self-employed, and about six percent are employers (see Table 18).

Eighty-six percent of the 363 respondents who work for someone else reported that they have a written labor contract (see Table 19). The overwhelming majority of the respondents who work

¹³ The same condition exists today; people who have not ever worked receive pensions.

¹⁴ The same condition exists today, contracts are required.

for someone else based on a written labor contract (95 percent) claimed that their employers make contributions to the social pension fund for them (see Table 20).

The 50 respondents who reported to be working without labor contracts were asked why they do not have contracts. Twenty-two percent of these 50 respondents stated that it is not necessary and not important to have a contract. Sixteen percent reported that they have never been offered a contract. Fourteen percent said that they are new employees and will have contracts soon. Another 14 percent claimed that their employers refused to provide a contract in order to avoid taxes. Tables 21 and 21a present the full set of recoded reasons that were indicated by the respondents in an open-ended question.

The 202 respondents who stated that they are self-employed were asked whether or not they are registered as entrepreneurs. Only about 11 percent of these respondents reported that they are registered (see Table 22).

The 35 respondents who indicated that they are employers were asked whether or not they have labor contracts with their employees. About 86 percent of these employers said that they have contracts (see Table 23).

Summary of Major Findings

This section summarizes the major findings of the report on a nationwide baseline survey on pension reform knowledge in Armenia.

Understanding about the Current Pension System

- Half of the respondents believe that they understand the current pension system in Armenia and half believe that if they were 63 today they have enough information in order to apply for pensions.
- Only half of the respondents correctly know where to apply for pensions, with more employed respondents providing a correct answer than unemployed respondents.
- About 55 percent of the respondents were able to name one or two of the six documents required when applying for pensions.
- Only three percent of the respondents know the steps that people need to take in order to get pensions.
- About six out of ten respondents could correctly recall that pensions were increased in January 2008.

Awareness of Changes in the Pension System

- Three in ten respondents believe that they are well-informed about the changes to the pension system.
- Two in five respondents indicated that they had heard about the changes coming to the system and procedures for retirement pensions in Armenia, with most being aware only about the upcoming increase in pensions.
- Eight out of ten respondents who reported that they had heard about the changes to the pension system depended on television as their source of information about these changes.
- Only six percent of the respondents are able to correctly state that the changes to the pension system will take place in 2010.

Levels of Knowledge about the Upcoming Pension System Reforms

- Sixty percent correctly know that in the new pension system, people who have never worked will get a pension anyway, which is also the condition under the current system.
- About 60 percent know that in the new pension system, employees must have labor contracts in order to make contributions to the pension savings account, which is the condition under the current system.
- Half or less of the respondents know that that in the new pension system, people under 40 must contribute to a new savings account that will be invested for retirement, that people who are already retired and have pensions will not be affected by the new changes, that for the first years the new pension system will be different for those who are older than 40 and for those younger than 40, and that the amount received from pension savings account will depend on the amount of money one has in this account and how it is invested.
- About 80 percent of the respondents are incorrect in knowing that employees have to work at least five years with labor contracts in order to receive a full pension.
- Almost none of the respondents (3 percent) know what an asset manager does and nearly 70 percent do not know that private asset managers will invest the savings of employees for them.

Formal Versus Informal Employment in Armenia

- Six in ten respondents were employed in a full or part time job, including self-employment. Of those employed, about 60 percent were working for someone else, 34 percent were self-employed, and about six percent were employers.
- Nine in ten respondents working for someone else have a written labor contract.
- Only about 10 percent of self-employed respondents are registered as entrepreneurs.
- Four out of five employer respondents have labor contracts with their employees.

Table 1: Number of interviews conducted by Yerevan and ten marzes		
	Frequency	Percent
Yerevan	351	35.0
Aragatsotn	43	4.3
Ararat	85	8.5
Armavir	86	8.6
Gegharkunik	74	7.4
Kotayk	84	8.4
Lori	88	8.8
Shirak	88	8.8
Syunik	48	4.8
Tavush	40	4.0
Vayots Dzor	17	1.7
Total	1,004	100.0

Table 2: Number of interviews conducted by urban and rural populations		
	Frequency	Percent
Urban	650	64.7
Rural	354	35.3
Total	1,004	100.0

Table 3: Number of interviews conducted by Yerevan and ten marzes		
	Frequency	Percent
Yerevan	351	35.0
Marzes	653	65.0
Total	1,004	100.0

Table 4: Heard about the changes coming to the system and procedures for retirement pensions in Armenia

	Frequency	Percent
Yes	436	43.4
No	568	56.6
Total	1,004	100.0

Table 5: Knowledge about the changes to the pension system in Armenia

(Multiple responses permitted, in descending order)

	Frequency	Percent of total (436)
Increases in pensions	292	67.0
Introduction of a new saving system/accumulative accounts	34	7.8
Changes in the qualifying age for pensions	18	4.1
Employees will manage social contributions	3	0.7
Increase of payroll taxes	3	0.7
Pension size will depend on the size of the salary and taxes paid	3	0.7
Accumulated amount can be invested by employees	2	0.5
Other	9	2.1
Don't know/ don't remember	83	19.0

Table 5a: "Other" responses for table 5

	Frequency
People will receive pensions by contribution scheme	1
Additional amount on the base pension	1
Can pay a fixed amount before getting 40 years old	1
There's going to be 500 AMD allocations to the social pension fund	1
You must make contributions to get higher pension in the future	1
Recount the length of service	1
Pay monthly contributions to receive pension, when retired	1
When the employee retires, s/he will get the pensions that go to the Pension Fund ever since 1990 either at once or over time	1
A new united tax will be collected	1

Table 6: Source of information about the changes to the pension system in Armenia
(Multiple responses permitted, in descending order)

	Frequency	Percent of total (436)
TV	358	82.1
Newspapers	28	6.4
Relatives/friends/neighbors	28	6.4
From the street, rumors	27	6.2
Radio	21	4.8
Workplace/University	20	4.6
Internet	2	0.5
Other	8	1.8
Don't know/don't remember	2	0.5

Table 6a: "Other" responses for table 6

	Frequency
Employees of the Pension Fund	2
City Hall staff	2
At the training	2
Tax inspectorate	1
National Assembly	1

Table 7: Ability to correctly tell the year in which the changes to the pension system in Armenia will take place

	Frequency	Percent
Correct	63	6.3
Incorrect	311	31.0
Don't know/can't say	630	62.7
Total	1,004	100.0

Table 8: Ability to correctly tell when the last time pensions were increased in Armenia

	Frequency	Percent
Correct	563	56.1
Incorrect	198	19.7
Don't know/can't say	243	24.2
Total	1,004	100.0

Table 9a: I understand the current pension system in Armenia

	Frequency	Percent	Valid Percent**	Cumulative Percent
strongly agree	63	6.3	6.6	6.6
agree	379	37.7	39.7	46.3
disagree	286	28.5	30.0	76.3
strongly disagree	226	22.5	23.7	100.0
don't know/can't say	50	5.0	100.0	
Total	1,004	100.0		

Mode=2, Mean=2.71, Median=3.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

**Valid percent is percentage without don't know/can't say

Table 9b: I feel well-informed about the changes being made to the retirement pension system

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly agree	47	4.7	4.9	4.9
agree	237	23.6	24.6	29.5
disagree	394	39.2	40.9	70.3
strongly disagree	286	28.5	29.7	100.0
don't know/can't say	40	4.0	100.0	
Total	1,004	100.0		

Mode=3, Mean=2.95, Median=3.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 9c: If I were 63 today, I have enough information so that I could apply for my pension

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly agree	96	9.6	10.1	10.1
agree	345	34.4	36.4	46.5
disagree	288	28.7	30.3	76.8
strongly disagree	220	21.9	23.2	100.0
don't know/can't say	55	5.5	100.0	
Total	1,004	100.0		

Mode=2, Mean=2.67, Median=3.00 (1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 10: Means for attitude measures in tables 9a through 9c (in ascending order)			
	Mean	Mode	Median
If I were 63 today, I have enough information so that I could apply for my pension	2.67	2	3.00
I understand the current pension system in Armenia	2.71	2	3.00
I feel well-informed about the changes being made to the retirement pension system	2.95	3	3.00

(1=strongly agree and 4=strongly disagree; don't know/can't say excluded)

Table 11: Ability to correctly tell where would go to apply for the pension in Armenia, if retired today		
	Frequency	Percent
Correct	515	51.3
Incorrect	266	26.5
Don't know/can't say	223	22.2
Total	1,004	100.0

Table 12: Ability to correctly name the documents that people need to present in order to apply for pensions in Armenia		
	Frequency	Percent
All six main documents are correctly mentioned	0	0.0
Incomplete, five out of six main required documents are correctly mentioned	7	0.7
Incomplete, four out of six main required documents are correctly mentioned	28	2.8
Incomplete, three out of six main required documents are correctly mentioned	208	20.7
Incomplete, one or two out of six main required documents are correctly mentioned	560	55.8
All Incorrect	11	1.1
Don't know/can't say	190	18.9
Total	1,004	100.0

Table 13: Ability to correctly tell the steps people need to take in order to get their pensions in Armenia

	Frequency	Percent
Obtain references from all workplaces about all social contributions made to the social pension fund, get references about disability status (if necessary) and submit these documents to the regional office of Social Security, along with the other necessary documents	28	2.8
Apply to the regional office of Social Security with an application and learn about further steps	202	20.1
Apply to Village Hall/City Hall/Marzpetaran with an application and learn about further steps	36	3.6
Apply to the Ministry of Labor and Social Issues with an application and learn about further steps	21	2.1
Apply to Local Communal Service/Condominium and learn about further steps	5	0.5
Apply to Post Office and learn about further steps	3	0.3
Apply to an employer or workplace and learn about further steps	2	0.2
Don't know/can't say	707	70.4
Total	1,004	100.0

Table 14a: The new pension system will start in 2015

	Frequency	Percent
True (incorrect/don't know)	618	61.6
False (correct)	386	38.4
Total	1,004	100.0

Table 14b: The new pension system will start in 2010

	Frequency	Percent
True (correct)	346	34.5
False (incorrect/don't know)	658	65.5
Total	1,004	100.0

Table 14c: For the first years the new pension system will be different for those who are older than 40 and for those younger than 40

	Frequency	Percent
True (correct)	405	40.3
False (incorrect/don't know)	599	59.7
Total	1,004	100.0

Table 14d: For the first years the new pension system will be different for those who are older than 30 and for those younger than 30

	Frequency	Percent
True (incorrect/don't know)	638	63.5
False (correct)	366	36.5
Total	1,004	100.0

Table 14e: In the new pension system, people who have never worked will not get a pension

	Frequency	Percent
True (incorrect/don't know)	415	41.3
False (correct)	589	58.7
Total	1,004	100.0

Table 14f: In the new system, people under 40 must contribute to a new savings account that will be invested for retirement

	Frequency	Percent
True (correct)	520	51.8
False (incorrect/don't know)	484	48.2
Total	1,004	100.0

Table 14g: In the new system, the amount you receive from your pension savings account depends on how much money you have in it and how it is invested

	Frequency	Percent
True (correct)	454	45.2
False (incorrect/don't know)	550	54.8
Total	1,004	100.0

Table 14h: In the new system, employees have to work at least 5 years with labor contracts in order to receive a full pension		
	Frequency	Percent
True (incorrect/don't know)	772	76.9
False (correct)	232	23.1
Total	1,004	100.0

Table 14i: In the new system, if you are an employee, you must have a labor contract in order to make contributions to the pension savings account		
	Frequency	Percent
True (correct)	579	57.7
False (incorrect/don't know)	425	42.3
Total	1,004	100.0

Table 14j: In the new system, private asset managers will invest your savings for you		
	Frequency	Percent
True (correct)	311	31.0
False (incorrect/don't know)	693	69.0
Total	1,004	100.0

Table 14k: People who are already retired and have pensions will not be affected by the new changes		
	Frequency	Percent
True (correct)	501	49.9
False (incorrect/don't know)	503	50.1
Total	1,004	100.0

Table 15: Ability to correctly tell what an asset manager does		
	Frequency	
Correct	25	2.5
Incorrect	82	8.2
Don't know/can't say	897	89.3
Total	1,004	100.0

Table 16: Currently looking for a job		
	Frequency	Percent
Yes	494	49.2
No	510	50.8
Total	1,004	100.0

Table 17: Employed in any full or part time job and/or self-employment		
	Frequency	Percent
Yes	600	59.8
No	404	40.2
Total	1,004	100.0

Table 18: Works for someone else, self-employed, or an employer		
	Frequency	Percent
Works for someone else	363	60.5
Self-employed	202	33.7
Employer	35	5.8
Total	600	100.0

Table 19: Has a written labor contract, if works for someone else		
	Frequency	Percent
Yes	313	86.2
No	50	13.8
Total	363	100.0

Table 20: Employer makes contributions to the social pension fund, if works for someone else based on a written labor contract		
	Frequency	Percent
Yes	296	94.6
No	2	0.6
Don't know/can't say	15	4.8
Total	313	100.0

Table 21: Reasons why an employee doesn't have a labor contract, if works for someone else
(in descending order)

	Frequency	Percent
Not necessary and not important to have a contract for the respondent	11	22.0
Respondent has never been offered a contract	8	16.0
Respondent is a new employee and will have a contract soon	7	14.0
Employer refused to provide a contract in order to avoid taxes	7	14.0
Respondent simply doesn't know why	6	12.0
Respondent refused to be registered, because it will reduce the net amount of the salary	2	4.0
Other	9	18.0
Total	50	100.0

Table 21a: "Other" responses for table 21

	Frequency
The work is a part of the education process (as an intern in medical hospital), that is why is not paid and there is no contract.	2
It's not a state employment in order to have a contract.	2
The current job is temporary, that is why there's no need for a contract.	1
We don't trust the points of that contract.	1
The employer made me a favor and gave me this job but I am a pensioner and don't have right to work, therefore, I cannot have a contract.	1
I was an aviation worker before, but I was fired. Now I work as a waitress and I don't want this job to be registered in my workbook.	1
Because of change of directors. The new one has not registered me yet.	1

Table 22: Registered as an entrepreneur, if self-employed

	Frequency	Percent
Yes	22	10.9
No	180	89.1
Total	202	100.0

Table 23: Has labor contracts with employees, if employer		
		Percent
Yes	30	85.7
No	5	14.3
Total	35	100.0

Demographic data

Table 24: Age		
	Mean	Median
	40.84	42.00
	Min	Max
	18	63

Table 25: Gender		
	Frequency	Percent
Male	350	34.9
Female	654	65.1
Total	1,004	100.0

Table 26: Highest level of education obtained			
	Frequency	Percent	Cumulative Percent
primary school (4 years)	3	0.3	0.3
incomplete secondary school	2	0.2	0.5
secondary school (8 years)	55	5.5	6.0
secondary school (10 years)	293	29.2	35.2
university, college, technical school	365	36.4	71.5
completed university degree (4 or 5 years)	256	25.5	97.0
advanced graduate university degree (e.g., MA, MD, PhD, etc.)	30	3.0	100.0
Total	1,004	100.0	