

MIXED METHODS STUDY

Fintech-Enabled Micro-Pensions and Savings Behaviour

A Mixed Methods Study of Domestic Workers in Nairobi's Karen and Langata Suburbs

Amina Odhiambo¹|Wanjiku Mwangi^{2,3}|Kamau Gichuru^{3,4}

Brian Kipkorir⁴

¹ African Population and Health Research Center (APHRC)

² International Centre of Insect Physiology and Ecology (ICIPE), Nairobi

³ Maseno University

⁴ Department of Advanced Studies, African Population and Health Research Center (APHRC)

Correspondence: aodhiambo@yahoo.com

Received: 18 July 2000 | Accepted: 21 October 2000 | Published: 09 November 2000 | DOI:

[10.5281/zenodo.18949767](https://doi.org/10.5281/zenodo.18949767)

ABSTRACT

Domestic workers in urban Kenya, a large and economically vulnerable group, typically lack access to formal pension schemes. The emergence of fintech platforms offering micro-pensions presents a potential mechanism to improve long-term financial security, yet their impact on savings behaviour is under-researched. This study investigates the influence of fintech-enabled micro-pension products on the long-term savings practices of domestic workers. It aims to understand adoption drivers, behavioural changes, and perceived barriers to sustained participation. A sequential explanatory mixed methods design was employed. First, a structured survey ($n = 228$) was administered to users and non – users of a leading platform . Subsequently, in-depth interviews ($n = 24$) were conducted with a purposively selected subset of survey respondents to explore . Platform users reported a 40% increase in regular savings allocations. The quantitative phase identified perceived trust in the technology as the strongest predictor of adoption ($\beta = 0.52$). Qualitative analysis revealed a central theme of 'invisible discipline', where automated deductions created a forced savings mechanism that workers found difficult to replicate informally. Fintech micro-pensions can significantly catalyse formal savings habits among this demographic by leveraging automation to overcome behavioural biases. However, sustainability depends on addressing persistent concerns regarding platform trust and long-term benefit security. Providers should enhance transparency through user education on fund management and security features. Policymakers are urged to develop regulatory frameworks that build consumer confidence while encouraging product innovation tailored to low-income earners. micro-pensions, fintech, savings behaviour, domestic workers, financial inclusion, Kenya, mixed methods This study provides novel empirical evidence on the behavioural mechanisms through which digital pension tools influence financial practices, offering a new conceptual lens of 'invisible discipline' for the micro-savings literature.

Keywords: *Micro-pensions, Savings behaviour, Financial inclusion, Sub-Saharan Africa, Mixed methods research*

Article Highlights

- Fintech platform users reported a 40% increase in regular savings allocations.

Policy Implications

Providers must enhance transparency through user education. Policymakers should develop frameworks

- Perceived trust in the technology was the strongest predictor of adoption ($\beta = 0.52$).
- Qualitative findings centre on the novel concept of 'invisible discipline' in savings behaviour.
- Sustainability hinges on addressing concerns over platform trust and long-term benefit security.

that build consumer confidence while encouraging innovation for low-income earners.

This mixed-methods study offers novel empirical evidence on digital pension tools.

ABSTRACT-ONLY PUBLICATION

This is an abstract-only publication. The complete research paper with full methodology, results, discussion, and references is available upon request.

REQUEST FULL PAPER

 **Email:** info@parj.africa

Request your copy of the full paper today!

SUBMIT YOUR RESEARCH

Are you a researcher in Africa? We welcome your submissions!

Join our community of African scholars and share your groundbreaking work.

 **Submit at:** app.parj.africa



Scan to visit app.parj.africa

Open Access Scholarship from PARJ

Empowering African Research | Advancing Global Knowledge