Client Service Feedback Survey – #004
April 2023

Analysis Report

Ce rapport est aussi disponible en français

Table of contents

Client Service Feedback Survey - #004
Analysis Report

Prepared for Public Services and Procurement Canada (PSPC)
Supplier Name: Advanis Inc.
April 2023

This report presents the results and methodological details for the *Client Service Feedback Survey #004* conducted by Advanis Inc. on behalf of Public Services and Procurement Canada (PSPC). The survey was administered among 2,138 pension members, between February 8 and March 7, 2023.

Ce rapport est aussi disponible en français sous le titre: Sondage sur la rétroaction du service à la clientèle – #004.

1.0 Summary

1.1 Background and objectives

Public Services and Procurement Canada (PSPC) provides day-to-day pension services through two service channels, the Government of Canada Pension Centre and the Pension Program secure employee portal, for pension plan members belonging to the Public Service, Canadian Forces, and Royal Canadian Mounted Police.

PSPC, in creating a culture of client service excellence, wishes to evolve service delivery based on feedback from its members. To that end, PSPC was seeking to measure member satisfaction with regards to the Pension Program's service delivery channels.

The primary objectives of the research were to:
- Assess members' (pension members) satisfaction of services offered by the Government of Canada Pension Centre during service calls or with any services used online by members.
- Assess pension members' ease of use, understanding and experience with pension online tools or content.
- Assess the importance that pension members place on different online web applications and future applications.

The probability-based study was conducted in English and French online and over the phone. Overall, 2,138 people completed the survey between February 8, 2023, and March 7, 2023. The data was weighted according to the pension group of the respondents (PSSA, CFSA, or RCMP) from the population of pension plan members that were in contact with the Government of Canada Pension Centre or accessed the Online Portal between January 7, 2023, and February 6, 2023. Pension Centre respondents and Online Portal respondents were weighted separately.

A first wave of this study was conducted between March 30, 2022, and May 2, 2022, a second wave between August 3, 2022, and September 14, 2022, and a third wave between November 15, 2022, and December 13, 2022. For these waves, a report was provided to PSPC. This report presents the results for the fourth wave of the study.

The results will be used by PSPC to identify opportunities for improvements in the way they deliver services.

The total cost of this research was $28,453.38 (before taxes).

1.2 Key findings

Pension Centre respondents

The main reason respondents called the Pension Centre was to request general information (48.9%). Generally, they found that the information provided was easy to understand (83.5% gave a score of at least 8 on a scale of 10).

Respondents who contacted the Pension Centre were for the most part satisfied with the service they received (88.6%). The aspects they were the most satisfied with were related to the staff. Indeed, they found the staff courteous (96.1%), helpful (91.1%) and knowledgeable (90.0%). They were less inclined to find that the automated phone system was easy to navigate, but the majority was still satisfied (79.1%). The satisfaction levels were usually lower among CFSA respondents and those under 40 years old.

When asked about the aspect they liked the most about their call to the Pension Centre, the most common answers were related to the agents' helpfulness (56.6%) and their soft skills (46.0%).

Having better access to agents (22.6%), the knowledge of the agents and the information provided (20.5%) and having an online access or online services (18.3%) were the aspects they thought could be improved the most.

Among different online/virtual contact options, Pension Centre respondents would be most likely to access their pension information from a home, personal computer (78.7%).

Online Portal respondents

The main reason for using the Online Pension Portal was to get a pension estimate (73.6%) and the majority of those who used the Online Portal were satisfied with the service they received (75.7%). A proportion of 83.4% were satisfied with the ease of login and the majority said the information provided by the Online Portal was easy to understand (65.8% gave a score of at least 8 on a scale of 10). Satisfaction tended to be higher among older respondents compared to younger respondents.

The ability to estimate their pension was the aspect respondents liked the most (39.2%) and a proportion of 37.8% liked the fact that it was user-friendly the most.

Furthermore, the information (quality or quantity) was the element respondents would wish to see improved the most (25.7%) followed by the calculator (20.0%) and accessing a Pension statement (15.3%).

Online Portal respondents would be most likely to access their pension information from a home, personal computer (81.7%), among online/virtual contact options.

1.3 Extrapolating the results to a broader audience

Since the target population only includes respondents who had recently called the Pension Centre or visited the Online Portal during a specific period, results cannot be extrapolated to another period or for the broader population.

1.4 Political Neutrality Certification

Political neutrality certification

I hereby certify as Senior Officer of Advanis that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Policy on Communications and Federal Identity and the Directive on the Management of Communications.

Specifically, the deliverables do not include information on electoral voting intentions, political party preferences, standings with the electorate or ratings of the performance of a political party or its leaders.

Signed: *Nicolas Toutant*

Nicolas Toutant, Vice-President, Research and Evaluation

2.0 Methodology

2.1 Sample planning and data collection

The target population for the survey was both retired and active pension members, more specifically:
- Public Service Superannuation Plan active employees and retired members (PSSA), including Crown Corporation active employees and retired members.
- RCMP Superannuation Plan active officers and retired members (RCMPSA).
- Canadian Forces Superannuation Plan active regular force and reservist and retired members (CFSA)

This survey was sent to members of the target population who had recently called the Government of Canada Pension Centre or visited the Pension Program secure employee portal. To reach this population, Advanis used a multimodal approach. Potential Online Portal respondents were invited by email to participate in the survey. Potential Pension Centre respondents were also invited to participate in the web survey, and some were called using a computer-assisted telephone interviewing (CATI) methodology.

Two different samples were sent by PSPC. The first contained a list of active and retired members who recently called the Government of Canada Pension Centre and included information to reach them by phone and by email. The second contained a list of active members who recently visited the Online Portal and included information to reach them by email only.

Data collection started on February 8, 2023, and ended on March 7, 2023. A pretest took place on the phone on February 8, 2023, and online on February 9, 2023. The Government of Canada's standards for pre-testing were adhered to, with pretests being conducted in both English and French. In total, 108 surveys were completed during the pretest (77 by phone and 31 on the web). The pretest data was retained for the analysis.

Email invitations were sent for Online Portal potential respondents and Pension Centre potential respondents who had not answered the survey on the phone and had not stated their refusal. In total, 4,681 members were invited via email to participate in the study. From February 9 to February 10, 2023, 1,669 Online Portal potential respondents were invited. On February 20, 2023, 3,012 potential Pension Centre respondents were invited. For potential Pension Centre respondents, up to two email reminders were sent to those who had not yet completed the survey and had not stated their refusal to participate. Only one reminder was necessary for potential Online Portal respondents.

Table 1: Number of initial invitations sent

Message ID	Purpose	Total Sent
1	Invitation (EN) (Online Portal)	1,269
2	Invitation (FR) (Online Portal)	400
3	Invitation (EN) (Pension Centre)	2,433
4	Invitation (FR) (Pension Centre)	579
Total		**4,681**

Data collection on the phone was performed from February 8, 2023, to February 22, 2023. A total of 3,991 members were called. Of those, 110 had a number that was not in service, a wrong number, or could not be reached for reasons related to their phone number. It is to be noted that 524 agreed to participate in the survey, however, 14 were not eligible.

In total, 2,138 respondents participated in the *Client Service Feedback Survey – #004*. Of those 2,138, a total of 1,543 was coming from the Pension Centre potential respondents' sample file and 595 were coming from the Online Portal potential respondents' sample file. All respondents invited from the Online Portal sample file answered the web survey. A total of 542 members invited as Pension Centre respondents answered the survey on the phone and 897 answered on the web.

However, in the questionnaire, respondents were first asked if they had called the Government of Canada Pension Centre or used the Employee Online Pension Portal most recently. This allowed to confirm if they should answer the survey as members who called the Pension Centre or visited the Online portal. Hence,

a few respondents answered the Online Portal survey even if they were invited as Pension Centre respondents, and vice versa, as they likely had accessed both services recently. We then ended up with 1,555 Pension Centre respondents and 583 Online Portal respondents.

2.2 Questionnaire

The *Client Service Feedback Survey – #004 was* designed by PSPC. The questionnaire was programmed by Advanis in both English and French. An electronic version of the survey was provided to PSPC for review at several steps. A final version in both official languages for both CATI and web was created and sent to PSPC for approval.

As previously mentioned, slight changes were made to the questionnaire for the fourth wave of the study. This includes asking if respondents had called the Government of Canada Pension Centre or used the Employee Online Pension Portal most recently. This allowed to confirm the information provided in the sample. There were also wording changes to a few questions to put more emphasis on the fact that we wanted to know about the respondent's experience regarding their *call* to the Pension Centre or their *use* of the Online Portal.

The average survey length was 4 minutes and a half for completing the web survey and 9 minutes for completing the survey over the phone.

2.3 Calls Monitoring

The data collection period started after the questionnaire had been validated and tested.

The interviewers' work schedule extended from 4:00 p.m. to 9:00 p.m. Monday to Friday, and from 10:00 a.m. to 6:00 p.m. on Saturdays and Sundays. Occasionally, interviews began calling earlier if requested by a respondent (appointments monitoring).

The call-back plan distributed calls during the day and over the weekend at different hours.

2.4 Weighting

The data was weighted according to the pension group of the respondents (PSSA members, CFSA members or RCMP members). Pension Centre and Online Portal respondents were weighted separately. The weights were calculated using the population files sent by PSPC. The first list contained all members who had called the Pension Centre and consented to participate between January 9, 2023, and February 6, 2023. The second list contained all members who had visited the Online Portal between January 7, 2023, and February 5, 2023.

3.0 Note to readers

The respondents answered the survey in light of their experience with either the Pension Centre or the Online Portal. Hence, the survey results section of this report is divided in two subsections. The section referring to Pension Centre respondents presents the survey results for those who had recently called the Pension Centre. The section referring to Online Portal respondents presents results for those who had recently visited the Pension Program secure employee portal.

All survey results are presented excluding "Don't know" answers from the base of valid responses.

Readers should also keep in mind that the total for percentages presented in tables and charts may not sum to exactly 100.0% due to rounding.

4.0 Results

4.1 Respondents' profile (unweighted data)

A proportion of 72.7% of respondents had recently called the Pension Centre. The others had recently visited the Online Portal (27.3%).

Table 2: Respondent type

Type	Counts	%
Pension Centre	1,555	72.7%
Online Portal	583	27.3%
Total	**2,138**	**100%**

Unweighted data – Q1: Most recently, did you call the Government of Canada Pension Centre or use the Employee Online Pension Portal?

The majority of Pension Centre respondents were PSSA members (86.8%). A proportion of 7.8% were part of the RCMP pension group and the remaining were CFSA members (5.3%). For Online Portal respondents, most were PSSA members (93.1%), while 3.8% were RCMP and 3.1% were CFSA members.

Table 3: Pension group

Pension group	Pension Centre (%)	Online Portal (%)
n =	1,555	583
PSSA	86.8%	93.1%
RCMP	7.8%	3.8%
CFSA	5.3%	3.1%
Total	**100%**	**100%**

Unweighted data – Sample field

Pension Centre respondents were still employed in a proportion of 66.0%, while 34.0% were retired or had another status (including survivors and non-retired, but not currently working for the Government of Canada). The vast majority of Online Portal respondents was currently employed (96.7%).

Table 4: Status

Status	Pension Centre (%)	Online Portal (%)
n =	1,555	583
Active (currently employed)	66.0%	96.7%
Non-Active (retired) and others	34.0%	3.3%
Total	**100%**	**100%**

Unweighted data - **D1 :** What is your current status at the Government of Canada Pension Centre?

A little more than half (53.3%) of Pension Centre respondents willing to give their age were between 40 and 59 years old, while 32.9% were 60 years old or older and 13.7% were less than 40. Among Online Portal respondents, 71.1% were between 40 and 59 years old, 15.4% were 60 or older and 13.5% were less than 40.

Table 5: Age

Age	Pension Centre (%)	Online Portal (%)
n =	1,545	577
Less than 40	13.7%	13.5%
40 to 59	53.3%	71.1%
60 or older	32.9%	15.4%
Total	**100%**	**100%**

Unweighted data -**D2**: What age group do you fall under?

A proportion of 65.0% of Pension Centre respondents were not members of a visible minority, living with a disability, LGBTQ2+ or Indigenous. This was also the case for 61.1% of Online Portal respondents.

Table 6: Population groups

Population groups*	Pension Centre (%)	Online Portal (%)
n =	1,555	583
None	65.0%	61.6%
Members of a visible minority	13.0%	13.4%
Persons with disabilities	9.1%	7.0%
Indigenous peoples	4.2%	3.1%
LGBTQ2+	3.0%	3.3%
Prefer not to answer	8.2%	13.7%

Unweighted data -**D3**: Do you belong to any of the following groups?

*Multiple selections were allowed at this question.

Among Pension Centre respondents willing to give their gender, 56.5% were female and 43.4% were male. A proportion of 55.9% of Online Portal respondents identified as female and 43.9% as male.

Table 7: Gender

Gender	Pension Centre (%)	Online Portal (%)
n =	1,504	547
Male	43.4%	43.9%
Female	56.5%	55.9%
Non-Binary	0.1%	0.2%
Other	---	---
Total	**100%**	**100%**

Unweighted data -**D4**: Please identify your gender.

4.2 Pension Centre results

4.2.1 Reasons for contacting the Pension Centre (weighted data)

The main reason for calling the Pension Centre was to request general pension information, a form or documentation (48.9%). Respondents under 40 years old selected this answer in a smaller proportion (31.3%) compared to those aged between 40 and 59 (48.1%) and those 60 or older (58.0%).

More than a fifth (22.2%) called regarding their pension payments or to request an estimate of their pension and almost a fifth (19.9%) called to request a buyback estimate and/or apply to buyback service. The latter was the most popular answer among respondents under 40 years old (45.4%).

Table 8: Reasons for calling the Pension Centre

What was the purpose of your call to the Pension Centre?*	Pension Centre (%)
n =	1,553
Request general pension information, a form or documentation	48.9%
Pension payments / Request an estimate of my pension	22.2%
Request a buyback estimate and/or apply to buy back service	19.9%
Life Events (Enrollments, marriage status, Supplementary Death Benefit)	9.4%
Obtain an update of the status of a transfer payment (transfer value, pension transfer agreement)	8.9%
Update my profile (name, address, banking information, etc.)	8.4%
Medical insurance/coverage/payment/benefits	2.4%
Other	9.0%

Q2a: What was the purpose of your call to the Pension Centre?
*Multiple selections were allowed at this question.

4.2.2 Satisfaction with the Pension Centre (weighted data)

Overall, most Pension Centre respondents were satisfied with the service they received (88.6%). The satisfaction level was higher among employees who are 60 years old or older (92.3%) and lower for those under 40 (83.0%). It was also lower among CFSA respondents (75.3%).

Table 9: Satisfaction with the service received

How would you rate your experience with the service you received?	Pension Centre (%)
n =	1,555
NET Satisfied	88.6%
NET Dissatisfied	7.5%
Very Satisfied	70.3%
Somewhat Satisfied	18.3%
Neither Satisfied nor Dissatisfied	3.9%
Somewhat Dissatisfied	5.0%
Very Dissatisfied	2.5%
Total	**100%**

Q5 : How would you rate your experience with the service you received?

The courteousness of the staff was the item respondents were the most satisfied with (96.1%), followed by the helpfulness of the staff (91.1%) and their knowledge level (90.0%). The ease of navigating the automated phone system was the item they were the least satisfied with (79.1%).

The satisfaction levels are consistently lower among respondents under 40 years old and among CFSA respondents.

Table 10: Satisfaction with different aspects of the Pension Centre

How would you rate your satisfaction related to the following?	Satisfied (%)	Neutral (%)	Dissatisfied (%)	Total (%)
The courteousness of staff (n = 1,554)	96.1%	2.6%	1.3%	100%
The helpfulness of staff (n = 1,554)	91.1%	5.4%	3.5%	100%
The knowledge level of staff (n = 1,550)	90.0%	4.9%	5.1%	100%
The timeliness of the service you received (n = 1,541)	87.5%	6.3%	6.1%	100%
The clarity of the information provided to you (n = 1,549)	86.9%	6.2%	7.0%	100%
The ease of navigating the automated phone system (n = 1,525)	79.1%	13.6%	7.3%	100%

Q3a: Thinking back on your recent experience when calling the Government of Canada Pension Centre, how would you rate your satisfaction related to the following?

4.2.3 Understanding the information provided by the Pension Centre (weighted data)

Most (83.5%) considered that the information provided was easy to understand by giving a score of at least 8 on a 10-point scale. Respondents who were 60 years old or older gave a score of at least 8 out of 10 in a greater proportion (87.7%) than younger respondents. Respondents who were less than 40 were less inclined to find the information easy to understand (74.1%).

Table 11: Understanding the information provided

Was the information you were provided, easy to understand?	Pension Centre (%)
n =	1,540
NET (8 to 10)	83.5%
NET (4 to 7)	14.0%
NET (1 to 3)	2.5%
Total	**100%**

Q4: On a scale of one to 10, was the information you were provided, easy to understand?

4.2.4 Strengths and things to improve with the Pension Centre (weighted data)

When respondents were asked what they liked most of their interaction with the Pension Center, 56.6% reported that agents they have interacted with were helpful, knowledgeable, or were able to provide answers. A proportion of 46.0% mentioned the agents' soft skills and 25.4% praised the efficiency of the Pension Centre. Among other things, responses in the "Other" category include people saying they liked the fact that their situation was resolved, people praising the follow-ups or the guidance they received, and the clarity of the information provided by the Pension Centre.

Table 12: Most liked aspect of a respondent's call with the Pension Centre

Overall, what is the one thing you liked most about your call with the Government of Canada Pension Centre?*	Pension Centre (%)
n =	1,155
Agents are helpful/knowledgeable/provide answers	56.6%
Agents' soft skills (ex: friendly, courteous, polite)	46.0%
Efficiency (ex: quick/easy to access/short delays)	25.4%
General comment about customer services	4.5%
Talking to a real person	6.1%
Other	4.9%

Q7a: Overall, what is the one thing you liked most about your call with the Government of Canada Pension Centre?
*Multiple selections were allowed at this question.

Improving access to agents, which includes wait times on the phone and having different opening hours, is the most mentioned suggestion to improve the interaction with the Pension Centre (22.6%). Those 60 or older made this suggestion in a higher proportion than others (28.7%).

Having more knowledgeable staff or improving the information provided was suggested by a fifth (20.5%). This was suggested in a higher proportion for younger respondents (27.6% of those under 40, 21.5% of those 40 to 59 and 14.9% of those 60 or older).

Having an online access or online services is also mentioned as something that could be improved by 18.3% of respondents as well as improving the phone system by 15.2%.

Other responses include requesting the ability to have one agent assigned to a member in order to always speak to the same person when contacting the Pension Centre and to have access to a Pension statement.

Table 13: Aspect that could be improved on most to improve interaction with the Pension Centre

Overall, what is the one thing you believe could be improved on most to make your call with the Government of Canada Pension Centre a more positive experience?*	Pension Centre (%)
n =	671
Improving access to agents (e.g., wait times, opening hours, ease of access)	22.6%
More knowledgeable staff/information	20.5%
Online access	18.3%
Phone system	15.2%
Delays (e.g., processing, receiving documents, emails)	11.7%
Follow-up / updates	7.0%
Better inter-department/agency communication	4.2%
Agents' soft skills	3.6%
Paperwork (amount/quality)	3.4%
Website/portal improvements	3.0%
Other	9.7%

Q8a: Overall, what is the one thing you believe could be improved on most to make your call with the Government of Canada Pension Centre a more positive experience?
*Multiple selections were allowed at this question.

4.2.5 Contact Options

Among Pension Centre respondents, accessing personal pension information from a personal computer is the contact option they would be the most likely to use (78.7% gave a score of at least 8 on a 10-point likeliness scale). This option would be most popular with respondents under 40 years old (84.0%) and least popular with those over 60 (72.5%), even though most would still be open to it. The contact option respondents would be the least likely to use is a webchat or Instant Messaging (41.1%).

Table 14: Contact options (Pension Centre respondents)

How likely would it be for you to use the following contact options?*	NET (8 to 10)	NET (4 to 7)	NET (1 to 3)	Total (%)
Accessing personal pension information from a home, personal laptop	78.7%	14.1%	7.2%	100%
Virtual meeting (Audio/Video call) with Pension Centre	55.9%	26.8%	17.3%	100%
Mobile application	51.9%	26.2%	22.0%	100%
Text (SMS) notices/reminders	51.3%	26.3%	22.5%	100%
Webchat/IM (Instant Messaging) with Pension Centre	41.1%	30.5%	28.5%	100%

Q6: On a scale of 1 to 10, how likely would it be for you to use the following contact options if they were available?
*n = 1,555

4.3 Online portal results

4.3.1 Reasons for visiting the Online Portal (weighted data)

Getting a pension estimate was by far the main reason for using the Online Portal (73.6%), especially for respondents between 40 and 59 years old (78.5%).

A proportion of 14.1% used the Online Portal to update personal information and 12.1% for the buyback estimator or to get their payment status.

Table 15: Reasons for using the Online Portal (Online Portal respondents)

What was the reason for your use of the Online Pension Portal?*	Online Portal (%)
n =	580
Get a pension estimate	73.6%
Update personal information (address, contact details, etc.)	14.1%
Service buyback estimator / payment status	12.1%
To answer a question / get information	9.2%
Survivor benefits estimator	8.7%
Other	7.4%

Q2b: What was the reason for your use of the Online Pension Portal?
*Multiple selections were allowed at this question.

4.3.2 Satisfaction with the Online Portal (weighted data)

Three quarters (75.7%) of Online Portal respondents mentioned they were satisfied with the service they received. An important difference can be observed across age groups. Indeed, respondents who are 60 years old or older were the most satisfied age group (89.0%), those less than 40 the least satisfied (57.7%) and those between 40 and 59 were satisfied in a proportion of 76.4%.

Table 16: Satisfaction with the service received

How would you rate your experience with the service you received?	Online Portal (%)
n =	583
NET Satisfied	75.7%
NET Dissatisfied	15.0%
Very Satisfied	42.1%
Somewhat Satisfied	33.6%
Neither Satisfied nor Dissatisfied	9.3%
Somewhat Dissatisfied	7.7%
Very Dissatisfied	7.3%
Total	**100%**

Q5 : How would you rate your experience with the service you received?

Most respondents (83.4%) were satisfied with the ease of login on the Online Portal. A proportion of 78.5% were satisfied with the ease of self-service options and 76.3% with the ease of Landing Page navigation. Satisfaction tends to increase with age since those in the less than 40 age group were consistently the least satisfied age group and those 60 or older the most satisfied.

Table 17: Satisfaction with different aspects of the Online Portal

How would you rate your satisfaction related to the following?	Satisfied (%)	Neutral (%)	Dissatisfied (%)	Total (%)
Ease of login (n = 578)	83.4%	10.4%	6.2%	100%
Ease of self-service options (n = 578)	78.5%	12.3%	9.2%	100%
Ease of Landing Page navigation (n = 578)	76.3%	16.6%	7.1%	100%

Q3b: Thinking back on your recent experience using the Online Pension Portal, how would you rate your satisfaction related to the following?

4.3.3 Understanding the information provided by the Online Portal (weighted data)

The information provided by the Online Portal was easy to understand for the majority. Indeed, a proportion of 65.8% gave a score of at least 8 on a 10-point scale, when evaluating how easy to understand the information was (10 meaning the information was easy to understand and 1 meaning they did not understand at all). Those 60 or older were more inclined to consider the information easy to understand (77.4%) and those under 40 years old were less inclined (51.6%).

Table 18: Understanding the information provided

Was the information you were provided, easy to understand?	Online Portal (%)
n =	562
NET (8 to 10)	65.8%
NET (4 to 7)	28.5%
NET (1 to 3)	5.7%
Total	**100%**

Q4: On a scale of one to 10, was the information you were provided, easy to understand?

4.3.4 Strengths and things to improve on the Online Portal (weighted data)

The most liked aspect of respondents' interaction with the Online Portal was having the ability to estimate their pension (39.2%) followed closely by finding it user-friendly (37.8%). A proportion of 26.5% also mentioned enjoying the ability to access information. Responses in the "Other" category include, among other things, respondents praising the fact that it is secure and its self-serving aspect.

Table 19: Most liked thing about respondent's interaction with the Online Portal

Overall, what is the one thing you liked most about your use of the Online Pension Portal?*	Online Portal (%)
n =	323
Ability to estimate pension/calculator	39.2%
User-friendly (ex: fast and easy to use/navigate)	37.8%
Ability to access information	26.5%
Short delays (ex: no waiting time)	5.7%
Quality of information	5.5%
General positive comments (e.g., good service, it's good, etc.)	3.3%
Positive comments about agents (e.g., being able to talk to an agent, knowledgeable, etc.)	2.1%
Other	7.9%

Q7b: Overall, what is the one thing you liked most about your use of the Online Pension Portal?
*Multiple selections were allowed at this question.

Among responses obtained, 25.7% of respondents said they would improve the amount or quality of information provided on the Online Portal. A fifth (20.0%) requested improvements or reported issues with the calculator and 15.3% reported issues with the access to a Pension statement.

Other responses include requesting access to video training or courses on the Online Portal to better understand the pension information.

Table 20: Thing that could be improved on most to improve use of the Online Portal

What is the one thing you believe could be improved on most to make your use of the Online Pension Portal a more positive experience?*	Online Portal (%)
n =	287
Information (more information, quality of information, up-to-date information)	25.7%
Improvement or issues related to calculator	20.0%
Access to Pension statement or other related issues	15.3%
User-friendly/modernize online platform/make it less confusing	13.9%
Easier access (e.g., mobile app, being able to access outside of work system)	10.9%
Being able to get assistance (e.g., chat, having someone available to speak to)	9.8%
Short delays/faster response time/efficiency for online requests	9.8%
Increase online capacities	8.1%
Other	7.9%

Q8b: Overall, what is the one thing you believe could be improved on most to make your use of the Online Pension Portal a more positive experience?
*Multiple selections were allowed at this question.

4.3.5 Contact Options

Accessing personal pension information from a personal laptop is also the contact option Online Portal respondents would be the most likely to use if available. Indeed, 81.7% reported they would use it by giving a score of at least 8 on a 10-point likeliness scale. The contact options they would be the least likely to use are SMS notices or reminders (45.8%).

Table 21: Contact options (Online Portal respondents)

How likely would it be for you to use the following contact options?*	NET (8 to 10)	NET (4 to 7)	NET (1 to 3)	Total (%)
Accessing personal pension information from a home, personal laptop	81.7%	12.0%	6.3%	100%
Virtual meeting (Audio/Video call) with Pension Centre	61.2%	27.0%	11.8%	100%
Webchat/IM (Instant Messaging) with Pension Centre	54.6%	28.7%	16.8%	100%
Mobile application	52.8%	27.4%	19.8%	100%
Text (SMS) notices/reminders	45.8%	30.1%	24.1%	100%

Q6: On a scale of 1 to 10, how likely would it be for you to use the following contact options if they were available?
*n = 583

5.0 Conclusion

Pension Centre respondents

Respondents were generally satisfied with the service they received when calling the Pension Centre (88.6%). They were especially satisfied with the courteousness (96.1%), helpfulness (91.1%) and knowledge level of the staff (90.0%).

When asked about what they like the most about the Pension Centre, finding that the agents were helpful, knowledgeable, and providing answers was the most recurrent theme about their interaction (56.6%), followed by the agents' soft skills (46.0%).

Navigating the automated phone system received the lowest level of satisfaction, even though 79.1% were satisfied. Across all metrics, the satisfaction levels were usually lower among CFSA respondents and those under 40 years old.

Requesting general pension information was the main reason for calling the Pension Centre (48.9%), especially for respondents aged 60 or older (58.0%). Overall, respondents also found the information they were provided easy to understand. Indeed, 83.5% gave a score of at least 8 on a 10-point scale regarding this aspect.

However, when asked if something should be improved, a better access to agents was the most frequent answer (22.6%) followed by the need for more knowledgeable staff or better information overall (20.5%). Almost a fifth (18.3%) suggested online access or online services.

The contact option Pension Centre respondents would be the most likely to use was a personal computer (78.7%). The webchat or Instant Messaging was the one they would be the least likely to use (41.1%).

Online Portal respondents

Three quarters (75.7%) of Online Portal respondents were satisfied with the overall service they received. A proportion of 83.4% were satisfied with the ease of login, 78.5% with the ease of self-service options and 76.3% with the ease of Landing Page navigation. Satisfaction tended to be higher among older respondents compared to younger respondents.

When asked about what they liked the most about the Online Portal, the most recurrent answer was the ability to calculate their pension (39.2%), closely followed by the fact that it is considered user-friendly (37.8%). The ability to access information was the third aspect respondents liked the most about the Online Portal (26.5%).

When asked if the information provided was easy to understand, a majority (65.8%) gave a score of at least 8 on a 10-point scale. When asked about what could be improved about the Online Portal, the information (quality or quantity) was the most frequent answer (25.7%), followed by the calculator (20.0%) and having access to a Pension statement (15.3%).

The contact option Online Portal respondents would be the most likely to use was also a personal computer (81.7%). The SMS notices or reminders was the one they would be least likely to use (45.8%).

6.0 Appendix

Appendix A: Methodology

The *Client Service Feedback Survey – #004* was designed by PSPC. The questionnaire was programmed by Advanis in both official languages.

The survey was administered among members of the target population who had recently called the Government of Canada Pension Centre or visited the Pension Program secure employee portal.

The target population was both retired and active pension members, more specifically:
- Public Service Superannuation Plan active employees and retired members (PSSA), including Crown Corporation active employees and retired members.
- RCMP Superannuation Plan active officers and retired members (RCMPSA).
- Canadian Forces Superannuation Plan active regular force and reservist and retired members (CFSA)

Online portal users were sent an email inviting them to participate in a web survey. Potential Pension Centre respondents were invited to participate in the web survey as well. Some were also called using a computer-assisted telephone interviewing (CATI) methodology.

Two different samples were sent by PSPC. The first contained a list of 4,076 active and retired members who recently called the Government of Canada Pension Centre and included information to reach them by phone and by email. The second contained a list of 9,088 active members who recently visited the Online Portal and included information to reach them by email only. Data collection started on February 8, 2023, and ended on March 7, 2023.

In total, 4,681 members were invited via email to participate in the study. From February 9 to February 10, 2023, 1,669 Online Portal potential respondents were invited. On February 20, 2023, 3,012 potential Pension Centre respondents were invited. For potential Pension Centre respondents, up to two email reminders were sent to those who had not yet completed the survey and had not stated their refusal to participate. Only one email reminder was necessary for potential Online Portal respondents.

A total of 3,991 Pension Centre potential respondents were called. Data collection on the phone was performed from February 8, 2023, to February 22, 2023.

Appendix B: Email invitations sent

Table 22: Emails sent

Email sent	Pension Centre	Online Portal	Total
1 - Initial invite	**3,012**	**1,669**	**4,681**
bounced	138	160	298
clicked	1,165	641	1,806
opened	1,279	248	1,527
sent	430	620	1,050
2 - First reminder	**2,375**	**1,105**	**3,480**
bounced	4	0	4
clicked	647	227	874
opened	1,100	62	1,162
sent	624	816	1,440
3 - Second reminder	**2,053**	**--**	**2,053**
bounced	1	--	1
clicked	309	--	309
opened	941	--	941
sent	802	--	802
Total	**7,440**	**2,774**	**10,214**

bounced: Invalid email address

clicked: Respondent clicked on the link included in the email

opened: Respondent read the email but did not click on the link

sent: Valid email address but no action was taken by the recipient

Appendix C: Data collection statistics (Respondents from the Pension Centre sample)

	Pension Centre survey	%
AVAILABLE	**3,991**	**100.0%**
USED	**3,991**	**100.0%**
Not in service	60	1.5%
Duplicate	4	0.1%
Not residential	4	0.1%
Problem with the line	16	0.4%
Fax	7	0.2%
Wrong number/Bounced email	19	0.5%
NOT VALID	**110**	**2.8%**
VALID	**3,881**	**97.2%**
Not eligible	14	0.4%
Language barrier	0	0.0%
Age - illness	2	0.1%
OUT OF SAMPLE	**16**	**0.4%**
SAMPLE	**3,865**	**96.8%**
No answer	471	12.2%
Answering Machine	1,133	29.3%
Appointments	289	7.5%
Incomplete	3	0.1%
Household refusal	135	3.5%
Respondent refusal	222	5.7%
Final refusal	69	1.8%
Recruited to web	0	0.0%

Total Completes	**1,543**	**39.9%**
Web Completes	1,034	67.0%
CATI Completes	510	33.1%

% REFUSALS	**11.0%**
% COMPLETES	**39.9%**
RESPONSE RATE (CATI ONLY)	**18.0%**
RESPONSE RATE (TOTAL)	**39.9%**

Appendix D: Response rate

For the consultation among respondents contacted from the Pension Centre sample, the response rate was calculated by dividing the number of respondents (1,543) by the number of eligible members in the sample (3,865) for a response rate of 39.9%.

For respondents contacted from Online Portal sample, the response rate was calculated by dividing the number of respondents (595) by the number of initial email invitations who reached potential respondents (1,509). Hence the response rate for the Online portal portion of this study was 39.4%.

Appendix E: The weights

As previously mentioned, the data was weighted according to the pension group of the respondents (PSSA members, CFSA members or RCMP members). Pension Centre and Online Portal respondents were weighted separately. The weights were calculated using the population files sent by PSPC. The first list contained all members who had called the Pension Centre, and consented to participate in the survey, between January 9, 2023, and February 6, 2023. The second list contained all members who had visited the Online Portal between January 7, 2023, and February 5, 2023.

As mentioned in section 1.3, results cannot be extrapolated to another period or for the broader population, since the target population only includes respondents who had recently called the Pension Centre or visited the Online Portal during a specific period.

Table 23: Weights

Weights by Pension Groups	Pension Centre	Online Portal
n =	1,555	583
(1) PSSA	0.992	0.970
(2) CFSA	1.143	1.835
(3) RCMP	0.994	1.052

Appendix F: Additional notes

When surveying only a sample of a broader population, there are always risks that results suffer from a non-response bias. This happens when characteristics of those who answered the survey differ from those who did not answer. For this study, several strategies were employed to increase response rates and reduce the effects of non-response bias. This includes communicating the purpose and importance of research at the beginning of the survey as well as reassuring respondents on the confidentiality of their responses and on the legitimacy of the survey.

Appendix G: English questionnaire

Canada Pension Members Survey wave 4

Intro CATI

Good afternoon/evening. I would like to speak to <<sample.name>>. Would that be you?

[IF THEY HAVE TO GET THE PERSON WE WANT TO TALK TO, WAIT UNTIL THAT PERSON PICKS UP THE PHONE AND RE-READ THE INTRO]

My name is _____ of Advanis and I am calling on behalf of Public Services and Procurement of Canada (PSPC).

We are contacting members who called the Pension Center or accessed the Online Pension Portal in the last three months. We are conducting a survey to learn more about your experience as a pension plan member when accessing our services. Feedback from you is essential to improve the services.

The survey takes less than 10 minutes to complete and your participation is voluntary and confidential. If you want to know more about our privacy policy or to validate the legitimacy of this survey, or require an alternate means of accessing the survey, please let me know.

Would you have time to complete this with me now?
PLEASE VALIDATE Would you continue in English or in French?

[IF ASKED ABOUT THE LEGITIMACY OF THE SURVEY]:If you would like to verify the authenticity of this survey, please visit the Government of Canada Pension Centre web page *(https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/services-pension-services/pension/cn-cu-eng.html)* or call the Government of Canada Pension Centre at 1-800-561-7930.

[IF ASKED ABOUT PRIVACY]:Your answers will remain anonymous and the information you provide will be administered according to the requirements of the Privacy Act, the Access to Information Act, and any other pertinent legislation.

❍ 1   Yes, continue the survey on the phone
❍ 2   Refused
❍ 3   Call back

intro3

Please note that this call may be recorded for quality control or training purposes. Your answers will remain anonymous and the information you provide will be administered according to the requirements of the Privacy Act, the Access to Information Act, and any other pertinent legislation.

By taking part in this survey, you consent to the use of your answers for research and statistical purposes. The anonymous database of all responses may be shared with external researchers under the strict condition that no personal information is ever distributed or made public.

❍ 1   Continue
❍ 2   Stop recording

Stop *Show if isCati StopRecording*
No problem. We will not record the call.

Intro Web

Public Services and Procurement of Canada (PSPC) is conducting a survey to learn more about your experience as a pension plan member when accessing our services.

We are contacting members who called the Pension Center or accessed the Online Pension Portal in the last three months. Feedback from you is essential to improve the services.

Si vous préférez répondre au sondage en français, veuillez cliquer sur « Français ».

Note: If you need to leave the survey and come back to it later, you may use the same link and the survey will resume where you left off.

Please click on « Start the survey » to continue

Your participation is voluntary and your answers will remain strictly confidential.

This survey is registered with the Canadian Research Insights Council's (CRIC) Research Verification Service. The project verification number is: 20230202-AD847. Click here (https://www.canadianresearchinsightscouncil.ca/rvs/home/) to verify the legitimacy of this survey.

If you experience any difficulties with the survey, or for an alternative means of accessing the survey, please contact Advanis by telephone at 1-866-509-6986 or by e-mail at : sday+pension23@advanis.ca

© 2023 Advanis Privacy Policy (https://advanis.net/privacy-policy/english/) CRIC Pledge (https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2020/09/CRIC-Pledge-to-Canadians.pdf)

Q1

Most recently, did you...?

❍ 1   call the Government of Canada Pension Centre
❍ 2   use the Employee Online Pension Portal

Inst1

(if Called Pension Centre (Q1 = 1)) For the remainder of this survey, please respond based on your call to the Pension Centre.

(if Used Online Portal (Q1 = 2)) For the remainder of this survey, please respond based on your experience with the Online Pension Portal.

Click on right arrow to continue

Q2a   *Show if Called Pension Centre (Q1 = 1)*

(Show if CATI) What was the purpose of your call to the Pension Centre? Did you call...?

[IF DOES NOT REMEMBER CALLING THE PENSION CENTER]:We are surveying people who have contacted the Pension Centre in the last three (3) months.

READ LIST. RECORD ALL MENTIONS

(Show if Web) What was the purpose of your call to the Pension Centre?
Select all that apply

- ❏ 1   For pension payments / to request an estimate of your pension *
- ❏ 2   To obtain an update of the status of a transfer payment (transfer value, pension transfer agreement) *
- ❏ 3   To request a buyback estimate and/or apply to buy back service *
- ❏ 4   To request general pension information, a form or documentation *
- ❏ 5   To update your profile (name, address, banking information, etc.) *
- ❏ 6   Because of life Events (Enrollments, marriage status, Supplementary Death Benefit) *
- ❏ 97   Other (please specify): _____

*Levels marked with * are randomized*

Q2b   *Show if Used Online Portal (Q1 = 2)*

(Show if CATI) What was the reason for your use of the Online Pension Portal? Was it...?

READ LIST. RECORD ALL MENTIONS

(Show if Web) What was the reason for your use of the Online Pension Portal?
Select all that apply

- ❏ 1   Get a pension estimate *
- ❏ 2   Update personal information (address, contact details, etc.) *
- ❏ 3   Service buyback estimator / to get a payment status *
- ❏ 4   Survivor benefits estimator *
- ❏ 5   Other (please specify): _____

*Levels marked with * are randomized*

Q3a   *Show if Called Pension Centre (Q1 = 1)*

(Show if CATI) Thinking back on your recent experience when calling the Government of Canada Pension Centre, how would you rate your satisfaction related to the following? Would you say you are Very satisfied, Satisfied, Neutral, Dissatisfied or Very dissatisfied with...?

(Show if Web) Thinking back on your recent experience when calling the Government of Canada Pension Centre, how would you rate your satisfaction related to the following?

1.   The ease of navigating the automated phone system *
2.   The courteousness of staff *
3.   The helpfulness of staff *
4.   The knowledge level of the staff *
5.   The clarity of the information provided to you *
6.   The timeliness of the service you received *

*Levels marked with * are randomized*

❍ 1   Very satisfied
❍ 2   Satisfied
❍ 3   Neutral
❍ 4   Dissatisfied
❍ 5   Very dissatisfied
❏ -8   Not applicable

Q3b   *Show if Used Online Portal (Q1 = 2)*

(Show if CATI) Thinking back on your recent experience using the Online Pension Portal, how would you rate your satisfaction related to the following? Would you say you are Very satisfied, Satisfied, Neutral, Dissatisfied or Very dissatisfied with...?

(Show if Web) Thinking back on your recent experience using the Online Pension Portal, how would you rate your satisfaction related to the following?

1.   Ease of login *
2.   Ease of Landing Page navigation *
3.   Ease of self-service options *

*Levels marked with * are randomized*

❍ 1   Very satisfied
❍ 2   Satisfied
❍ 3   Neutral
❍ 4   Dissatisfied
❍ 5   Very dissatisfied
❏ -8   Not applicable

Q4

(Show if CATI) On a scale of one to 10, where 1 means **Did not understand at all** and 10 means **Easy to understand**, was the information you were provided, easy to understand?

IF NECESSARY: The information being referred to would be <<ExpertorPortal>>.

(Show if Web) On a scale of one to 10, was the information you were provided, easy to understand? ***?***

? The information being referred to would be <<ExpertorPortal>>.

- ❍ 10   10 - Easy to understand
- ❍ 9   9
- ❍ 8   8
- ❍ 7   7
- ❍ 6   6
- ❍ 5   5
- ❍ 4   4
- ❍ 3   3
- ❍ 2   2
- ❍ 1   1 - Did not understand at all
- ❑ -8   Not applicable

Q5

(Show if CATI) How would you rate your experience with the service you received? Were you...?

[READ LIST]

(Show if Web) How would you rate your experience with the service you received?

- ❍ 5   Very Satisfied
- ❍ 4   Somewhat Satisfied
- ❍ 3   Neither Satisfied nor Dissatisfied
- ❍ 2   Somewhat Dissatisfied
- ❍ 1   Very Dissatisfied

Q6

On a scale of 1 to 10, where 1 means **Not likely at all** and 10 means **Very likely**, how likely would it be for you to use the following contact options if they were available:

[READ LIST]

On a scale of 1 to 10, how likely would it be for you to use the following contact options if they were available:

1. Accessing personal pension information from a home, personal laptop or desktop computer *
2. Text (SMS) notices/reminders *
3. Webchat/IM (Instant Messaging) with Pension Centre *
4. Virtual meeting (Audio/Video call) with Pension Centre *
5. Mobile application *

*Levels marked with * are randomized*

❍ 10   10 - Very likely
❍ 9   9
❍ 8   8
❍ 7   7
❍ 6   6
❍ 5   5
❍ 4   4
❍ 3   3
❍ 2   2
❍ 1   1 - Not likely at all

D1

What is your current status at the Government of Canada Pension Centre?

(Show if CATI) [READ LIST]

If the respondent says they will retire soon, consider them active (currently employed).

❍ 1   Active (currently employed)
❍ 2   Non-Active (retired)
❍ 3   Survivor
❍ 4   Other (please specify): _____

D2

What age group do you fall under?

(Show if CATI) [READ LIST]

- ◯ 1   19 and under
- ◯ 2   20 - 29
- ◯ 3   30 - 39
- ◯ 4   40 - 49
- ◯ 5   50 - 59
- ◯ 6   60 - 69
- ◯ 7   70 or older
- ❑ -8   I prefer not to answer

D3

Do you belong to any of the following groups?

(Show if CATI) [READ LIST. RECORD ALL MENTIONS]

(Show if Web) Select all that apply

- ❑ 2   Indigenous peoples *
- ❑ 3   LGBTQ2+ *
- ❑ 4   Persons with disabilities *
- ❑ 5   Members of a visible minority *
- ❑ 1   No, I do not belong to any of the following groups [DO NOT READ - SELECT IF NONE OF THE ABOVE /]   *(Exclusive)*
- ❑ 7   Prefer not to answer [DO NOT READ /]   *(Exclusive)*

*Levels marked with * are randomized*

D4

(Show if CATI) Please identify your gender. Are you...?

(Show if Web) Please identify your gender:

- ◯ 1   Male
- ◯ 2   Female
- ◯ 3   Non-Binary
- ◯ 4   Other (please specify): _____
- ❑ -8   I prefer not to answer

Q7a   *Show if Called Pension Centre (Q1 = 1)*

Overall, what is the one thing you liked most about your call with the Government of Canada Pension Centre?

Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

_____
_____
_____
_____
_____

❏ -8   I prefer not to answer

Q7b   *Show if Used Online Portal (Q1 = 2)*

Overall, what is the one thing you liked most about your use of the Online Pension Portal?

Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

_____
_____
_____
_____
_____

❏ -8   I prefer not to answer

Q8a   *Show if Called Pension Centre (Q1 = 1)*

Overall, what is the one thing you believe could be improved on most to make your call with the Government of Canada Pension Centre a more positive experience?

Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

_____
_____
_____
_____
_____

❏ -8   I prefer not to answer

Q8b   *Show if Used Online Portal (Q1 = 2)*

Overall, what is the one thing you believe could be improved on most to make your use of the Online Pension Portal a more positive experience?

Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

_____
_____
_____
_____
_____

❑ -8   I prefer not to answer

t2

You have now completed the survey. Thank you very much for your time.

Status Code: -1

Help Page

CRIC: Advanis is a registered member of the Canadian Research Insights Council. Advanis upholds their pledge. This can be accessed at: https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2020/09/CRIC-Pledge-to-Canadians.pdf.

This survey is registered with the Canadian Research Insights Council's (CRIC) Research Verification Service. The project verification number is: 20230202-AD847. Click here (https://www.canadianresearchinsightscouncil.ca/rvs/home/) to verify the legitimacy of this survey.

IF RESPONDENT IS HAVING PSYCHOLOGICAL DIFFICULTIES: If you are having some stress/emotional difficulties at this time, it might help to talk to someone.
I have a toll free number I could give you if you were interested in talking to someone.

Canada: 1-800-784-2433 or 1-800-273-TALK (1-800-273-8255)
US: 1-800-273-8255

IF ASKED ABOUT THE LEGITIMACY OF THE SURVEY:If you would like to verify the authenticity of this survey, please visit the Government of Canada Pension Centre web page *(https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/services-pension-services/pension/cn-cu-eng.html)* or call the Government of Canada Pension Centre at 1-800-561-7930.

IF ASKED ABOUT PRIVACY: Your answers will remain anonymous and the information you provide will be administered according to the requirements of the Privacy Act, the Access to Information Act, and any other pertinent legislation.

IF ASKED FOR AN ALTERNATIVE MEANS OF COMPLETING THE SURVEY: If you experience any difficulties with the survey, or for an alternative means of accessing the survey, please contact Advanis by telephone at 1-866-509-6986 or by e-mail at : sday+pension23@advanis.ca

Appendix H: French questionnaire

Canada Pension Members Survey wave 4

Intro CATI

Bonjour/Bonsoir. J'aimerais parler à <<sample.name>>. Est-ce que c'est vous?

[SI ILS DOIVENT ALLER CHERCHER LA PERSONNE À QUI NOUS VOULONS PARLER, ATTENDEZ QU'ELLE PRENNE LE TÉLÉPHONE ET RELISEZ L'INTRODUCTION]

Je suis ____ de la firme Advanis et je vous appelle pour le compte des Services publics et de l'Approvisionnement du Canada (SPAC).

Nous contactons des personnes qui ont appelé le Centre des pensions ou utilisé le portail de pension en ligne au cours des trois derniers mois. Nous menons une étude pour en savoir plus sur votre expérience en tant que membre du régime de retraite lorsque vous accédez à nos services. Votre rétroaction est essentielle pour améliorer les services.

Ce sondage est d'une durée de moins de 10 minutes. Votre participation est volontaire et confidentielle. Si vous souhaitez en savoir davantage sur notre politique de confidentialité, pour valider la légitimité de cette étude ou si vous nécessitez un moyen différent pour remplir ce sondage, veuillez m'en aviser.

Avez-vous le temps de répondre à ce sondage maintenant?
Veuillez VALIDER Préférez-vous continuer en français ou en anglais?

[SI LE RÉPONDANT SE QUESTIONNE SUR LA LÉGITIMITÉ DU SONDAGE]:Si vous souhaitez vérifier l'authenticité de ce sondage, veuillez visiter le site web du Centre des pensions du gouvernement du Canada *(https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/services-pension-services/pension/cn-cu-fra.html)* ou appelez le Centre des pensions du gouvernement du Canada au 1-800-561-7930.

[SI LE RÉPONDANT SE QUESTIONNE SUR LA CONFIDENTIALITÉ]:Vos réponses resteront anonymes et les informations recueillies seront administrées conformément à la Loi sur la protection des renseignements personnels, la Loi sur l'accès à l'information et toute autre législation pertinente.

: Si vous éprouvez des difficultés en lien avec le sondage ou souhaitez remplir le sondage à l'aide d'un moyen alternatif, veuillez contacter Advanis par téléphone au 1-866-509-6986 ou par courriel au sday+pension23@advanis.ca.

- ❍ 1   Oui, continuer le sondage au téléphone
- ❍ 2   Refus
- ❍ 3   Rappel

intro3

Veuillez noter que cet appel peut être enregistré à des fins de contrôle de qualité et de formation. Vos réponses resteront anonymes et les informations recueillies seront administrées conformément à la Loi sur la protection des renseignements personnels, la Loi sur l'accès à l'information et toute autre législation pertinente.

En participant à ce sondage, vous consentez à l'utilisation de vos réponses à des fins de recherches et statistiques. La base de donnée anonymisée des réponses peut être partagée avec des chercheurs externes sous la condition qu'aucune information personnelle ne soit distribuée ou rendue publique.

- ❍ 1   Continuer
- ❍ 2   Arrêt de l'enregistrement

Stop *Montrer si CATI Arrêt de l'enregistrement*

Aucun problème. L'appel ne sera pas enregistré.

Intro Web

Services publics et de l'Approvisionnement du Canada (SPAC) mènent une étude pour en savoir plus sur votre expérience en tant que membre du régime de retraite lorsque vous accédez à nos services.

Nous contactons des personnes qui ont appelé le Centre des pensions ou utilisé le portail de pension en ligne au cours des trois derniers mois. Votre rétroaction est essentielle pour améliorer les services.

If you prefer to complete the survey in English, please click on "English".

Note: Si vous devez remplir le sondage en plusieurs sessions, vous pouvez utiliser à nouveau le même lien et le sondage reprendra là où vous l'avez laissé.

Veuillez cliquer sur le boutton « Commencer » pour continuer

Votre participation est volontaire et vos réponses resteront strictement confidentielles.
Cette enquête est enregistrée auprès du Conseil de recherche et d'intelligence marketing canadien (CRIC). Le numéro de vérification du projet est : 20230202-AD847. Cliquez ici (https://www.canadianresearchinsightscouncil.ca/rvs/home/?lang=fr) pour vérifier l'authenticité de cette enquête. Si vous éprouvez des difficultés en lien avec le sondage ou souhaitez remplir le sondage à l'aide d'un moyen alternatif, veuillez contacter Advanis par téléphone au 1-866-509-6986 ou par courriel au sday+pension23@advanis.ca. © 2023 Advanis Politique de confidentialité (https://advanis.net/fr/privacy-policy/french/) Engagement du CRIC (https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2020/09/Engagement-du-CRIC-aupres-des-Canadiens.pdf)

Q1
Laquelle de ces actions avez-vous faites le plus récemment?

○ 1   Appeler le Centre des pensions du gouvernement du Canada
○ 2   Utiliser le portail de pension en ligne des employés

Inst1
(si a appelé le Centre des Pension (Q1 = 1)) Pour le reste de cette enquête, veuillez répondre en fonction de votre appel au Centre des pensions.
(si a utilisé le Portail en ligne (Q1 = 2)) Pour le reste de cette enquête, veuillez répondre en fonction de votre expérience avec le portail de pension en ligne.

Appuyez sur la flèche vers la droite pour continuer

Q2a   *Montrer si a appelé le Centre des Pension (Q1 = 1)*

(Montrer si CATI) Quel était le but de votre appel au Centre des pensions? Avez-vous appelé...?

[SI NE SE SOUVIENT PAS D'AVOIR APPELÉ LE CENTRE DES PENSIONS]:Nous sondons les personnes ayant contacté le centre des pensions au cours des trois (3) derniers mois.

LIRE LA LISTE. ENREGISTRER TOUTES LES MENTIONS

(Montrer si Web) Quel était le but de votre appel au Centre des pensions?
Sélectionnez tout ce qui s'applique.

- ❏ ₁   Pour un versement de pension / demander une estimation de votre pension *
- ❏ ₂   Pour obtenir une mise à jour du statut d'un paiement de transfert (valeur de transfert, accord de transfert de pensions) *
- ❏ ₃   Pour demander un devis de rachat et/ou appliquer au rachat de service *
- ❏ ₄   Pour demander des renseignements généraux sur la pension, un formulaire ou de la documentation *
- ❏ ₅   Pour mettre à jour votre profil (nom, adresse, informations bancaires, etc.) *
- ❏ ₆   En raison d'événements de la vie (inscriptions, statut matrimonial, prestations supplémentaires de décès) *
- ❏ ₉₇   Autre (veuillez préciser) : _____

* Ces niveaux sont présentés dans un ordre aléatoire

Q2b   *Montrer si a utilisé le Portail en ligne (Q1 = 2)*

(Montrer si CATI) Pour quelle raison avez-vous utilisé le portail de pension en ligne? Était-ce..?

LIRE LA LISTE. ENREGISTRER TOUTES LES MENTIONS

(Montrer si Web) Pour quelle raison avez-vous utilisé le portail de pension en ligne?
Sélectionnez tout ce qui s'applique.

- ❏ ₁   Obtenir une estimation de pension *
- ❏ ₂   Mettre à jour les informations personnelles (adresse, coordonnées, etc.) *
- ❏ ₃   L'estimateur de rachat de service / pour connaître le statut de paiement *
- ❏ ₄   Estimateur de prestations de survivant *
- ❏ ₅   Autre (veuillez préciser) : _____

* Ces niveaux sont présentés dans un ordre aléatoire

Q3a   *Montrer si a appelé le Centre des Pensions (Q1 = 1)*

(Montrer si CATI) En pensant à votre expérience récente lors de votre appel au Centre des pensions du gouvernement du Canada, comment évalueriez-vous votre satisfaction à l'égard des éléments suivants? Diriez-vous que vous êtes Très satisfait(e), Satisfait(e), Neutre, Insatisfait(e) ou Très Insatisfait(e) avec...?

(Montrer si Web) En pensant à votre expérience récente lors de votre appel au Centre des pensions du gouvernement du Canada, comment évalueriez-vous votre satisfaction à l'égard des éléments suivants?

1.   La facilité de navigation dans le système téléphonique automatisé *
2.   La courtoisie du personnel *
3.   La serviabilité du personnel *
4.   Le niveau de connaissance du personnel *
5.   La clarté des informations qui vous ont été données *
6.   La ponctualité du service que vous avez reçu *

* Ces niveaux sont présentés dans un ordre aléatoire

- ❍ 1   Très satisfait(e)
- ❍ 2   Satisfait(e)
- ❍ 3   Neutre
- ❍ 4   Insatisfait(e)
- ❍ 5   Très insatisfait(e)
- ❑ -8   Ne s'applique pas

Q3b   *Montrer si a utilisé le Portail en ligne (Q1 = 2)*

(Montrer si CATI) En pensant à votre récente expérience d'utilisation du portail de pension en ligne, comment évalueriez-vous votre satisfaction pour chacun des éléments suivants? Diriez-vous que vous êtes Très satisfait(e), Satisfait(e), Neutre, Insatisfait(e) ou Très Insatisfait(e) avec...?

(Montrer si Web) En pensant à votre récente expérience d'utilisation du portail de pension en ligne, comment évalueriez-vous votre satisfaction pour chacun des éléments suivants?

1.   Facilité de connexion *
2.   Facilité de navigation sur la page d'accueil *
3.   Facilité d'utilisation des options de libre-service *

* Ces niveaux sont présentés dans un ordre aléatoire

- ❍ 1   Très satisfait(e)
- ❍ 2   Satisfait(e)
- ❍ 3   Neutre
- ❍ 4   Insatisfait(e)
- ❍ 5   Très insatisfait(e)
- ❑ -8   Ne s'applique pas

Q4

(Montrer si CATI) Sur une échelle de 1 à 10, où 1 signifie **Je n'ai pas du tout compris** et 10 signifie **Facile à comprendre**, les informations qui vous ont été fournies étaient-elles faciles à comprendre?

SI NÉCESSAIRE: L'information à laquelle nous faisons référence proviendrait <<ExpertorPortal>>.

(Montrer si Web) Sur une échelle de 1 à 10, les informations qui vous ont été fournies étaient-elles faciles à comprendre? ***?***

? L'information à laquelle nous faisons référence proviendrait <<ExpertorPortal>>.

- ○ 10   10 - Facile à comprendre
- ○ 9   9
- ○ 8   8
- ○ 7   7
- ○ 6   6
- ○ 5   5
- ○ 4   4
- ○ 3   3
- ○ 2   2
- ○ 1   1 - Je n'ai pas du tout compris
- ❑ -8   Ne s'applique pas

Q5

(Montrer si CATI) Comment évalueriez-vous votre expérience avec le service que vous avez reçu? Étiez-vous...?

[LIRE LA LISTE]

(Montrer si Web) Comment évalueriez-vous votre expérience avec le service que vous avez reçu?

- ○ 5   Très satisfait(e)
- ○ 4   Plutôt satisfait(e)
- ○ 3   Ni satisfait(e) ni insatisfait(e)
- ○ 2   Plutôt insatisfait(e)
- ○ 1   Très insatisfait(e)

Q6

(Montrer si CATI) Sur une échelle de 1 à 10, où 1 signifie **Pas du tout probable** et 10 signifie **Très probable** quelle est la probabilité que vous utilisiez les options de contact suivantes si elles vous étaient offertes :

[LIRE LA LISTE]

(Montrer si Web) Sur une échelle de 1 à 10, quelle est la probabilité que vous utilisiez les options de contact suivantes si elles vous étaient offertes :

1. Accéder aux renseignements personnels sur le régime de retraite à partir d'un ordinateur personnel (portable ou de bureau) *
2. Rappels/notifications par message texte (SMS) *
3. Webchat/messagerie instantanée avec le Centre des pensions *
4. Rencontre virtuelle (audio/vidéo) avec le Centre des pensions *
5. Application mobile *

* Ces niveaux sont présentés dans un ordre aléatoire

- ○ 10   10 - Très probable
- ○ 9   9
- ○ 8   8
- ○ 7   7
- ○ 6   6
- ○ 5   5
- ○ 4   4
- ○ 3   3
- ○ 2   2
- ○ 1   1 - Pas du tout probable

D1

Quel est votre statut actuel au Centre des pensions du gouvernement du Canada?

(Montrer si CATI) [LIRE LA LISTE]

Si le répondant dit qu'il prendra bientôt sa retraite, considérez-le comme actif (actuellement employé(e)).

- ○ 1   Actif (actuellement employé(e))
- ○ 2   Non-actif (retraité(e))
- ○ 3   Survivant
- ○ 4   Autre (veuillez préciser) : _____

D2

Dans quel groupe d'âge vous situez-vous?

(Montrer si CATI) [LIRE LA LISTE]

- ○ 1   19 ans ou moins
- ○ 2   20 à 29 ans
- ○ 3   30 à 39 ans
- ○ 4   40 à 49 ans
- ○ 5   50 à 59 ans
- ○ 6   60 à 69 ans
- ○ 7   70 ans ou plus
- ❑ -8   Je préfère ne pas répondre

D3

Appartenez-vous à l'un des groupes suivants?

(Montrer si CATI) LIRE LA LISTE. ENREGISTRER TOUTES LES MENTIONS

(Montrer si Web) Sélectionnez toutes les réponses qui s'appliquent

- ❑ 2   Autochtones *
- ❑ 3   LGBTQ2+ *
- ❑ 4   Personnes handicapées *
- ❑ 5   Membres d'une minorité visible *
- ❑ 1   Non, je n'appartiens à aucun de ces groupes [NE PAS LIRE - SÉLECTIONNER SI AUCUNE DE CES RÉPONSES /] *(Exclusif)*
- ❑ 7   Je préfère ne pas répondre [NE PAS LIRE /] *(Exclusif)*

* Ces niveaux sont présentés dans un ordre aléatoire

D4

(Montrer si CATI) Veuillez identifier votre genre. Êtes-vous un(e)...?

(Montrer si Web) Veuillez identifier votre genre:

- ○ 1   Homme
- ○ 2   Femme
- ○ 3   Non-binaire
- ○ 4   Autre (veuillez préciser) : _____
- ❑ -8   Je préfère ne pas répondre

Q7a   *Montrer si a appelé le Centre des Pensions (Q1 = 1)*

Dans l'ensemble, quelle est la chose que vous avez le plus appréciée dans votre appel avec le Centre des pensions du Gouvernement du Canada?

Veuillez ne pas entrer d'informations d'identification personnelle (par exemple, nom, adresse courriel, numéro de téléphone, adresse postale), car tout ce que vous entrez peut être partagé avec le commanditaire de cette recherche.

_____
_____
_____
_____
_____

❏ -8   Je préfère ne pas répondre

Q7b   *Montrer si a utilisé le Portail en ligne (Q1 = 2)*

Dans l'ensemble, quelle est la chose que vous avez le plus appréciée dans votre utilisation du portail de pension en ligne?

Veuillez ne pas entrer d'informations d'identification personnelle (par exemple, nom, adresse courriel, numéro de téléphone, adresse postale), car tout ce que vous entrez peut être partagé avec le commanditaire de cette recherche.

_____
_____
_____
_____
_____

❏ -8   Je préfère ne pas répondre

Q8a *Montrer si a appelé le Centre des Pensions (Q1 = 1)*

Dans l'ensemble, qu'est-ce qui pourrait être amélioré le plus pour faire de votre appel avec le Centre des pensions du Gouvernement du Canada une expérience plus positive?

Veuillez ne pas entrer d'informations d'identification personnelle (par exemple, nom, adresse courriel, numéro de téléphone, adresse postale), car tout ce que vous entrez peut être partagé avec le commanditaire de cette recherche.

_____
_____
_____
_____
_____

❑ -8   Je préfère ne pas répondre

Q8b *Montrer si a utilisé le Portail en ligne (Q1 = 2)*

Dans l'ensemble, qu'est-ce qui pourrait être amélioré le plus pour faire de votre utilisation du portail de pension en ligne une expérience plus positive?

Veuillez ne pas entrer d'informations d'identification personnelle (par exemple, nom, adresse courriel, numéro de téléphone, adresse postale), car tout ce que vous entrez peut être partagé avec le commanditaire de cette recherche.

_____
_____
_____
_____
_____

❑ -8   Je préfère ne pas répondre

t2

Vous avez maintenant terminé le sondage. Merci beaucoup pour votre temps.

Code de statut: -1

Page d'aide

CRIC: Advanis est membre enregistré du Conseil canadien de la recherche sur la recherche. Advanis respecte et supporte cet engagement. Ceci peut être consulté à: https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2020/09/Engagement-du-CRIC-aupres-des-Canadiens.pdf

Cette enquête est enregistrée auprès du Conseil de recherche et d'intelligence marketing canadien (CRIC). Le numéro de vérification du projet est : 20230202-AD847. Cliquez ici (https://www.canadianresearchinsightscouncil.ca/rvs/home/?lang=fr) pour vérifier l'authenticité de cette enquête.

SI LE RÉPONDANT EST EN DÉTRESSE PSYCHOLOGIQUE: Si vous avez du stress ou des difficultés émotionnelles en ce moment, cela pourrait aider à parler à quelqu'un J'ai un numéro sans frais que je pourrais vous donner si vous étiez intéressé à parler à quelqu'un. Canada: 1-800-784-2433 ou 1-800-273-TALK (1-800-273-8255).

SI LE RÉPONDANT SE QUESTIONNE SUR LA LÉGITIMITÉ DU SONDAGE : Si vous souhaitez vérifier l'authenticité de ce sondage, veuillez visiter le site web du Centre des pensions du gouvernement du Canada https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/services-pension-services/pension/cn-cu-fra.html) ou appelez le Centre des pensions du gouvernement du Canada au 1-800-561-7930.

SI LE RÉPONDANT SE QUESTIONNE SUR LA CONFIDENTIALITÉ : Vos réponses resteront anonymes et les informations recueillies seront administrées conformément à la Loi sur la protection des renseignements personnels, la Loi sur l'accès à l'information et toute autre législation pertinente.

POUR UNE MANIÈRE ALTERNATIVE DE REMPLIR LE SONDAGE : Si vous éprouvez des difficultés en lien avec le sondage ou souhaitez remplir le sondage à l'aide d'un moyen alternatif, veuillez contacter Advanis par téléphone au 1-866-509-6986 ou par courriel au sday+pension23@advanis.ca.