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Client Service Feedback Survey – #005

September 2023

Analysis Report

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Supplier Name: Advanis Inc.

October 2023

This report presents the results and methodological details for the *Client Service Feedback Survey #005* conducted by Advanis Inc. on behalf of Public Services and Procurement Canada (PSPC). The survey was administered among 1,780 pension members, between July 6 and August 14, 2023.

Ce rapport est aussi disponible en français sous le titre: Sondage sur la rétroaction du service à la clientèle – #005.

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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, 1,780 people completed the survey between July 6th, 2023, and August 14th, 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 May 31, 2023, and June 29, 2023. Pension Centre respondents and Online Portal respondents were weighted separately.

A first wave of this study was conducted between March 30th, 2022, and May 2nd, 2022, a second wave between August 3rd, 2022, and September 14th, 2022, a third wave between November 15th, 2022, and December 13th, 2022, and a fourth wave between February 8th, 2023, and March 7th, 2023. For these waves, a report was provided to PSPC. This report presents the results for the fifth 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 \$ 44,640.65.

1.2 Key findings

Pension Centre respondents

The main reason respondents called the Pension Centre was to request general information (48.3%). Generally, they found that the information provided was easy to understand (80.0% 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 (86.4%). The aspects they were the most satisfied with were related to the staff. Indeed, they found the staff courteous (94.8%), helpful (89.9%) and knowledgeable (88.2%). They were less inclined to find that the automated phone system was easy to navigate, but the majority was still satisfied (75.4%).

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 (62.6%) and their soft skills (49.6%).

Having better access to agents (24.2%), the knowledge of the agents and the information provided (18.9%) and delays (14.2%) 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 (78.3%).

Online Portal respondents

The main reason for using the Online Pension Portal was to get a pension estimate (71.6%). The majority of those who used the Online Portal were satisfied with the service they received (69.8%). A proportion of 81.0% were satisfied with the ease of login and the majority said the information provided by the Online Portal was easy to understand (59.4% 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 (42.0%) and a proportion of 33.2% 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 (27.6%) followed by the user-friendliness and modernizing the platform (17.8%) and issues related to the calculator (17.6%).

Online Portal respondents would be most likely to access their pension information from a home, personal computer (80.0%), 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's 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, 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 accepted to be contacted. It 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. For privacy reasons, members with only a personal email address listed were removed from the Online Portal list. Only those with an institutional email address at the Government of Canada were kept.

Data collection started on July 6, 2023, and ended on August 14, 2023. A pretest took place on the phone on July 6, 2023, and online on July 26, 2023. The Government of Canada’s standards for pre-testing were adhered to, with pretests being conducted in both English and French. In total, 46 surveys were completed during the pretest (26 by phone and 20 online). 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, 4,811 members were invited via email to participate in the study. From July 28 to August 9, 2023, 2,571 Online Portal potential respondents were invited. On July 28, 2023, 2,240 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)	2,062
2	Invitation (FR) (Online Portal)	509
3	Invitation (EN) (Pension Centre)	1,867
4	Invitation (FR) (Pension Centre)	373
Total		4,811

Data collection on the phone was performed from July 6, 2023, to July 21, 2023. A total of 3,001 members were called. Of those, 144 had a number that was no longer in service, a wrong number, or could not be reached for reasons related to their phone number. It is to be noted that 507 agreed to participate in the survey, however, 7 were not eligible.

In total, 1,780 respondents participated in the *Client Service Feedback Survey – #005*. Of those 1,780, a total of 1,084 was coming from the Pension Centre potential respondents’ sample file and 696 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 500 members invited as Pension Centre respondents answered the survey on the phone and 584 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 Online Portal most recently. This allowed them 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 1,160 Pension Centre respondents and 620 Online Portal respondents.

2.2 Questionnaire

The *Client Service Feedback Survey – #005* 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.

The questionnaire was the same used during the fourth wave, with one question added asking about the perception on whether the pension supports the financial wellbeing of the respondent (Q10). The average survey length was 4 minutes and 44 seconds for completing the web survey and 8 minutes 22 seconds 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 list contained all members who had called the Pension Centre or who have visited the Online Portal and consented to participate between May 31, 2023, and June 30, 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 65.2% of respondents had recently called the Pension Centre. The others had recently visited the Online Portal (34.8%).

Table 2: Respondent type

Type	Counts	%
Pension Centre	1,160	65.2%
Online Portal	620	34.8%
Total	1,780	100.0%

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 (90.9%). A proportion of 5.1% were part of the RCMP pension group and the remaining were CFSA members (4.0%). For Online Portal respondents, most were PSSA members (76.8%), while 11.3% were RCMP and 11.9% were CFSA members.

Table 3: Pension group

Pension group	Pension Centre (%)	Online Portal (%)
n =	1,160	620
PSSA	90.9%	76.8%
RCMP	5.1%	11.3%
CFSA	4.0%	11.9%
Total	100.0%	100.0%

Unweighted data – Sample field

Pension Centre respondents were still employed in a proportion of 78.9%, while 21.1% 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 (96.6%).

Table 4: Status

Status	Pension Centre (%)	Online Portal (%)
n =	1,160	620
Active (currently employed)	78.9%	96.6%
Non-Active (retired) and others	21.1%	3.4%
Total	100.0%	100.0%

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

Half (50.0%) of Pension Centre respondents willing to give their age were between 40 and 59 years old, while 25.0% were less than 40 and 24.9% were 60 years old or older. Among Online Portal respondents, 68.5% were between 40 and 59 years old, 16.1% were less than 40 15.4% were 60 or older.

Table 5: Age

Age	Pension Centre (%)	Online Portal (%)
n =	1,151	616
Less than 40	25.0%	16.1%
40 to 59	50.0%	68.5%
60 or older	24.9%	15.4%
Total	100.0%	100.0%

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

A proportion of 62.1% of Pension Centre respondents were not members of a visible minority, living with a disability, LGBTQ2+ or Indigenous. This was also the case for 63.2% of Online Portal respondents.

Table 6: Population groups

Population groups*	Pension Centre (%)	Online Portal (%)
n =	1,160	620
None	62.1%	63.2%
Members of a visible minority	17.7%	14.2%
Persons with disabilities	7.8%	5.3%
LGBTQ2+	3.7%	3.2%
Indigenous peoples	3.4%	3.4%
Prefer not to answer	8.4%	12.9%

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, 61.4% were female and 38.4% were male. A proportion of 51.5% of Online Portal respondents identified as female and 48.3% as male.

Table 7: Gender

Gender	Pension Centre (%)	Online Portal (%)
n =	1,118	586
Male	38.4%	48.3%
Female	61.4%	51.5%
Non-Binary	0.2%	---
Other	0.1%	0.2%
Total	100.0%	100.0%

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 reasons for calling the Pension Centre were to request general pension information, a form or documentation (48.3%), request a buyback estimate (35.1%) and regarding their pension payments or to request an estimate of their pension (25.1%).

Table 8: Reasons for calling the Pension Centre

What was the purpose of your call to the Pension Centre?*	Pension Centre (%)
n =	1,158
Request general pension information, a form or documentation	48.3%
Request a buyback estimate and/or apply to buy back service	35.1%
Pension payments / Request an estimate of my pension	25.1%
Obtain an update of the status of a transfer payment (transfer value, pension transfer agreement)	12.9%
Update my profile (name, address, banking information, etc.)	10.8%
Life Events (Enrollments, marriage status, Supplementary Death Benefit)	10.1%
Medical insurance/coverage/payment/benefits	1.0%
Other	4.1%

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 (86.4%). The satisfaction level was lower among employees who are less than 40 years old (83.0%) compared to the other age groups.

Table 9: Satisfaction with the service received

How would you rate your experience with the service you received?	Pension Centre (%)
n =	1,160
NET Satisfied	86.4%
NET Dissatisfied	8.0%
Very Satisfied	57.6%
Somewhat Satisfied	28.8%
Neutral	5.6%
Somewhat Dissatisfied	5.5%
Very Dissatisfied	2.5%
Total	100.0%

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 (94.8%), followed by the helpfulness of the staff (89.9%) and their knowledge level (88.2%). The ease of navigating the automated phone system was the item they were the least satisfied with (75.4%).

The satisfaction levels were higher among respondent 60 or older for the helpfulness of the staff (93.3%) and the clarity of information provided (89.8%) whereas it was lower among respondents under 40 years old for the timeliness of the service (81.8%) received compared to older 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 = 1,152)	94.8%	2.9%	2.3%	100.0%
The helpfulness of staff (n = 1,158)	89.9%	4.9%	5.3%	100.0%
The knowledge level of staff (n = 1,153)	88.2%	6.2%	5.6%	100.0%
The timeliness of the service you received (n = 1,146)	85.7%	6.2%	8.1%	100.0%
The clarity of the information provided to you (n = 1,156)	85.3%	6.9%	7.8%	100.0%
The ease of navigating the automated phone system (n = 1,126)	75.4%	15.9%	8.7%	100.0%

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 (80.0%) 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 (85.1%) than younger respondents. Respondents who were less than 40 were less inclined to find the information easy to understand (72.7%).

Table 11: Understanding the information provided

Was the information you were provided, easy to understand?	Pension Centre (%)
n =	1,148
NET (8 to 10)	80.0%
NET (4 to 7)	16.9%
NET (1 to 3)	3.0%
Total	100.0%

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, 62.6% reported that agents they have interacted with were helpful, knowledgeable, or were able to provide answers. Almost half (49.6%) mentioned the agents' soft skills and 23.7% praised the efficiency of 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 =	819
Agents are helpful/knowledgeable/provide answers	62.6%
Agents' soft skills (ex: friendly, courteous, polite)	49.6%
Efficiency (ex: quick/easy to access/short delays)	23.7%
Talking to a real person	6.5%
General comment about customer services	5.9%
Other	3.2%

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 (24.2%). Having more knowledgeable staff or improving the information provided was suggested by almost a fifth (18.9%).

Having better delays is also mentioned as something that could be improved by 14.2% of respondents as well as improving the phone system by 13.3%.

Other responses include the need to have more direct communication or have the same person assigned to a member. For example, to avoid waiting on the line, it was suggested to have a callback number to call directly to the person the respondent already spoke to. The ability to make video calls was also mentioned.

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 =	471
Improving access to agents (e.g., wait times, opening hours, ease of access)	24.2%
More knowledgeable staff/information	18.9%
Delays (e.g., processing, receiving documents, emails)	14.2%
Phone system	13.3%
Online access	10.3%
Follow-up / updates	10.3%
Website/portal improvements	8.0%
Better inter-department/agency communication	7.6%
Agents' soft skills	5.3%
Paperwork (amount/quality)	3.9%
Other	11.4%

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 (78.3% gave a score of at least 8 on a 10-point likeliness scale). The contact option respondents would be the least likely to use is a webchat or Instant Messaging (44.1%), but this option is more popular with respondents under 40 years old (54.4%). Respondents that are 60 or older are the least likely to be interested in using a webchat or Instant Messaging (32.5%) or a mobile application (35.3%).

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	78.3%	15.0%	6.6%	100.0%
Virtual meeting (Audio/Video call) with Pension Centre	58.7%	23.2%	18.1%	100.0%
Text (SMS) notices/reminders	48.3%	27.3%	24.3%	100.0%
Mobile application	47.7%	28.9%	23.4%	100.0%
Webchat/IM (Instant Messaging) with Pension Centre	44.1%	30.3%	25.6%	100.0%

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 = 1,160

4.2.6 Perception of the benefits available

More than two thirds (71.0%) agreed that the benefits available under their pension plan support their wellbeing. This proportion is similar across the different age groups.

Table 15: Perception of the benefits supporting financial wellbeing

The benefits available to me under my pension plan support my financial wellbeing.*	Total	Less than 40 (%)	40 to 59 (%)	60 or older (%)
n =	1,160	288	576	287
NET Agree	71.0%	70.9%	71.0%	71.5%
NET Disagree	7.9%	7.8%	6.7%	9.8%
Strongly agree	35.7%	32.9%	40.7%	28.6%
Somewhat agree	35.2%	38.0%	30.2%	42.9%
Neutral	21.2%	21.2%	22.4%	18.7%
Somewhat disagree	5.8%	5.7%	4.8%	7.3%
Strongly disagree	2.1%	2.1%	1.9%	2.5%
Total	100.0%	100.0%	100.0%	100.0%

q10: To what extent do you agree with the following? The benefits available to me under my pension plan support my financial wellbeing.

*These results present the level of agreeability for people who recently called the Pension Centre. Results cannot be extrapolated to the overall population with a pension plan.

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 (71.6%) while a fifth (19.8%) used the Online Portal to update personal information and 15.7% for the buyback estimator or to get their payment status.

Table 16: Reasons for using the Online Portal (Online Portal respondents)

What was the reason for your use of the Online Pension Portal?*	Online Portal (%)
n =	618
Get a pension estimate	71.6%
Update personal information (address, contact details, etc.)	19.8%
Service buyback estimator / payment status	15.7%
Survivor benefits estimator	6.5%
To answer a question / get information	5.5%
Other	4.0%

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)

More than two third (69.8%) of Online Portal respondents mentioned they were satisfied with the service they received. Respondents who are less than 40 are the least satisfied (59.0%). Those who are 60 years old or older were satisfied in a proportion of 76.4% and those and those between 40 and 59 were satisfied in a proportion of 71.1%. There is also a higher proportion of satisfaction within the RCMP group (81.4%) compared to the other ones.

Table 17: Satisfaction with the service received

How would you rate your experience with the service you received?	Online Portal (%)
n =	620
NET Satisfied	69.8%
NET Dissatisfied	13.4%
Very Satisfied	23.6%
Somewhat Satisfied	46.2%
Neutral	16.8%
Somewhat Dissatisfied	11.0%
Very Dissatisfied	2.4%
Total	100.0%

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

Most respondents (81.0%) were satisfied with the ease of login on the Online Portal. A proportion of 73.7% were satisfied with the ease of landing page navigation and 73.1% with the ease of self-service options. Satisfaction tends to increase with age. Indeed, those in the less than 40 age group were the least satisfied age group regarding the ease of landing page navigation and the ease of self-service options. Those 60 or older were the most satisfied with these same elements.

Table 18: 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 = 618)	81.0%	13.8%	5.2%	100.0%
Ease of Landing Page navigation (n = 618)	73.7%	19.4%	6.9%	100.0%
Ease of self-service options (n = 619)	73.1%	17.4%	9.5%	100.0%

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 59.4% 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 (74.3%) and those under 40 years old were less inclined (36.0%).

Table 19: Understanding the information provided

Was the information you were provided, easy to understand?	Online Portal (%)
n =	609
NET (8 to 10)	59.4%
NET (4 to 7)	34.3%
NET (1 to 3)	6.3%
Total	100.0%

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 (42.0%) followed by finding it user-friendly (33.2%). A proportion of 14.2% also mentioned enjoying the ability to access information. Responses in the "Other" category include, among other things, respondents praising the communication aspect of it, like the fact that messages can be sent from the portal.

Table 20: 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 =	322
Ability to estimate pension/calculator	42.0%
User-friendly (ex: fast and easy to use/navigate)	33.2%
Ability to access information	14.2%
Quality of information	8.1%
General positive comments (e.g., good service, it's good, etc.)	2.9%
Positive comments about agents (e.g., being able to talk to an agent, knowledgeable, etc.)	2.4%
Short delays (ex: no waiting time)	2.1%
Other	12.8%

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, 27.6% of respondents said they would improve the amount or quality of information provided on the Online Portal. A proportion of 17.8% requested for the online portal to be more user-friendly and about the same number of respondents (17.6%) requested improvements or reported issues with the calculator.

Table 21: 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 =	280
Information (more information, quality of information, up-to-date information)	27.6%
User-friendly/modernize online platform/make it less confusing	17.8%
Improvement or issues related to calculator	17.6%
Increase online capacities	11.6%
Access to Pension statement or other related issues	11.4%
Easier access (e.g., mobile app, being able to access outside of work system)	9.2%
Short delays/faster response time/efficiency for online requests	8.3%
Being able to get assistance (e.g., chat, having someone available to speak to)	8.2%
Other	3.8%

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, 80.0% 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 (46.7%).

Table 22: 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	80.0%	13.4%	6.6%	100.0%
Virtual meeting (Audio/Video call) with Pension Centre	61.3%	27.0%	11.7%	100.0%
Webchat/IM (Instant Messaging) with Pension Centre	56.5%	26.3%	17.2%	100.0%
Mobile application	53.3%	25.5%	21.1%	100.0%
Text (SMS) notices/reminders	46.7%	27.0%	26.3%	100.0%

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 = 620

4.2.6 Perception of the benefits available

More than two thirds (69.7%) of respondents agreed that the benefits available under their pension plan support their wellbeing. This proportion is higher for those aged 40 to 59 (73.1%). Those aged less than 40 years old tend to be less in agreement with this statement (56.6%). However, these younger respondents were also more neutral (36.9%) than those in the two other age groups.

Table 23: Perception of the benefits supporting financial wellbeing

The benefits available to me under my pension plan support my financial wellbeing.*	Total	Less than 40 (%)	40 to 59 (%)	60 or older (%)
n =	620	99	422	95
NET Agree	69.7%	56.6%	73.1%	69.1%
NET Disagree	7.0%	6.5%	7.2%	5.8%
Strongly agree	28.2%	19.4%	31.8%	22.8%
Somewhat agree	41.6%	37.2%	41.3%	46.4%
Neutral	23.3%	36.9%	19.7%	25.1%
Somewhat disagree	5.5%	2.6%	6.3%	4.6%
Strongly disagree	1.4%	3.8%	0.9%	1.2%
Total	100.0%	100.0%	100.0%	100.0%

q10: To what extent do you agree with the following? The benefits available to me under my pension plan support my financial wellbeing.

*These results present the level of agreeability for people who recently accessed the Online Portal. Results cannot be extrapolated to the overall population with a pension plan.

5.0 Conclusion

Pension Centre respondents

Respondents were generally satisfied with the service they received when calling the Pension Centre (86.4%). They were especially satisfied with the courteousness (94.8%), helpfulness (89.9%) and knowledge level of the staff (88.2%).

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 (62.6%), followed by the agents' soft skills (49.6%).

Regarding suggestions for improvement, 24.2% of respondents suggested improving access to agents. This includes reducing wait times on the phone and expanding service hours, indicating the importance of accessibility and convenience for users. Also, 18.9% of respondents mentioned the need for more knowledgeable staff or better information. Additionally, 14.2% highlighted the importance to improve delays.

Requesting general pension information, a form or documentation were the main reasons for calling the Pension Centre (48.3%). Overall, respondents also found the information they were provided easy to understand. Indeed, 80.0% gave a score of at least 8 on a 10-point scale regarding this aspect.

The contact option Pension Centre respondents would be the most likely to use was a personal computer (78.3%). The webchat or Instant Messaging was the one they would be the least likely to use (44.1%), especially respondents aged 60 or older (32.5%).

Online Portal respondents

Nearly 70% of respondents expressed satisfaction with the Online Portal's services. Notably, satisfaction levels varied across age groups, with those under 40 being the least satisfied at 59.0%, while those 60 years old or older were the most satisfied at 76.4%. Additionally, the RCMP group showed a notably high satisfaction rate at 81.4%.

Regarding the usability of the Online Portal, a substantial majority of respondents were satisfied with the ease of login (81.0%), landing page navigation (73.7%), and self-service options (73.1%). Satisfaction tended to increase with age, with older respondents being more satisfied with these aspects.

A proportion of 59.4% of respondents gave a score of at least 8 on a 10-point scale about the Online Portal's ability to present information in an understandable manner. However, only 36.0% of those under 40 found the information easy to understand.

A desire for more or higher-quality information on the portal is highlighted with 27.6% of respondents noting this is an area they would like to see improved. Additionally, 17.8% requested improvements in user-friendliness, and a similar percentage (17.6%) reported issues or suggested improvements with the calculator.

Finally, a personal computer is the most preferred contact option, with 80.0% of respondents expressing a likelihood to use it. Conversely, SMS notices or reminders were the least favoured option, with only 46.7% expressing a likelihood to use them.

6.0 Appendix

Appendix A: Methodology

The *Client Service Feedback Survey – #005* 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 3001 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 8881 active members who recently visited the Online Portal and included information to reach them by email only. Data collection started on July 6th, 2023, and ended on August 14, 2023.

From July 28 to August 9, 2023, we sent 2571 invitations for Online Portal users and 2240 invitations for pension center users (4811 in total). 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. For potential Online Portal, an invite and a single reminder was sent.

Appendix B: Email invitations sent

Table 24: Emails sent

Email sent	Pension Centre	Online Portal	Total
1 - Initial invite	2,240	2,571	4,811
bounced	95	215	310
clicked	686	758	1,444
opened	1083	208	1,291
sent	376	1,390	1,766
2 - First reminder	1,831	1,291	3,122
bounced	2	1	3
clicked	339	270	609
opened	842	106	948
sent	648	914	1562
3 - Second reminder	433	--	433
bounced	0	--	0
clicked	54	--	54
opened	200	--	200
sent	179	--	179
Total	4,504	3,862	8,366

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 Center survey	%
AVAILABLE	3 001	100,0%
USED	3 001	100,0%
Not in service	93	3,1%
Duplicate	0	0,0%
Not residential	3	0,1%
Problem with the line	23	0,8%
Fax	13	0,4%
Wrong number/Bounced email	12	0,4%
NOT VALID	144	4,8%
VALID	2 857	95,2%
Not eligible	7	0,2%
Language barrier	2	0,0%
Age - illness	1	0,0%
OUT OF SAMPLE	10	0,3%
SAMPLE	2 847	94,9%
No answer	19	0,7%
Answering Machine	1 116	39,2%
Appointments	298	10,5%
Incomplete	9	0,3%
Household refusal	140	4,9%
Respondent refusal	171	6,0%
Final refusal	1	0,0%
Prolonged absence	9	0,3%

Total Completes	1 084	38,1%
Web Completes	584	53,9%
CATI Completes	500	46,1%

% REFUSALS	11,0%
% COMPLETES	38,1%
RESPONSE RATE (CATI ONLY)	22,1%
RESPONSE RATE (TOTAL)	38,1%

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 (1,084) by the number of eligible members in the sample (2,847) for a response rate of 38.1%.

For respondents contacted from Online Portal sample, the response rate was calculated by dividing the number of respondents (620) by the number of initial email invitations who reached potential respondents (2,571). Hence the response rate for the Online portal portion of this study was 24.1%.

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 May 31, 2023, and June 30, 2023. The second list contained all members who had visited the Online Portal between May 31, 2023, and June 29, 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 25: Weights

Weights by Pension Groups	Pension Centre	Online Portal
n =	1,160	620
(1) PSSA	1,037	1,221
(2) CFSA	0,524	0,266
(3) RCMP	0,717	0,275

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.

Canada Pension Members Survey wave 5



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.

[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

- 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: 20230628-AD511. 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

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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 Neutral
- 2 Somewhat Dissatisfied
- 1 Very Dissatisfied

Q6

(Show if CATI) 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:

[\[READ LIST\]](#)

(Show if Web) 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

Q10

(Show if CATI) To what extent do you agree with the following?

The benefits available to me under my pension plan support my financial wellbeing.

Do you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree or strongly disagree?

Code "neither agree nor disagree" as 3 - neutral

(Show if Web) To what extent do you agree with the following?

The benefits available to me under my pension plan support my financial wellbeing.

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neutral
- 4 Somewhat disagree
- 5 Strongly disagree

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

ENDWEB Show if isWeb (custom: <<current_mode_is("web")>>)

This is the end of the survey. On behalf of Public Services and Procurement of Canada, we would like to thank you for your participation.

Public Services and Procurement of Canada has contracted an independent public opinion research company, [Advanis \(opens in a new window\)](http://advanis.net) (<http://advanis.net>), to conduct the research on its behalf.



<http://www.advanis.ca>

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(<https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2020/09/CRIC-Pledge-to-Canadians.pdf>)

Help Page

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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

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?

Veillez VALIDER Préférez-vous continuer en français ou en anglais?

[SI LE RÉPONDANT SE QUESTIONNE SUR LA LÉGITIMITÉ DU SONDRAGE]: 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.

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

intro3

Veillez 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 « 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: 20230628-AD511. Cliquez [ici](https://www.canadianresearchinsightscouncil.ca/rvs/home/?lang=fr)

(<https://www.canadianresearchinsightscouncil.ca/rvs/home/?lang=fr>) pour vérifier l'authenticité de cette enquête.

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(<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 Neutre
- 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

Q10

(Montrer si CATI) Dans quelle mesure êtes-vous d'accord avec l'énoncé suivant?

Les avantages qui me sont disponibles via mon régime de retraite soutiennent mon bien-être financier.

Êtes-vous totalement d'accord, plutôt d'accord, ni d'accord ni en désaccord, plutôt en désaccord ou totalement en désaccord?

Coder "ni d'accord ni en désaccord" en 3 - Neutre

(Montrer si Web) Dans quelle mesure êtes-vous d'accord avec l'énoncé suivant?

Les avantages qui me sont disponibles via mon régime de retraite soutiennent mon bien-être financier.

- 1 Totalement d'accord
- 2 Plutôt d'accord
- 3 Neutre
- 4 Plutôt en désaccord
- 5 Totalement en désaccord

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?

Veillez 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?

Veillez 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?

Veillez 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?

Veillez 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

ENDWEB *Montrer si isWeb (personnalisation: <<current_mode_is("web")>>)*

Ceci est la fin de l'enquête. Au nom de Services publics et Approvisionnement Canada, nous tenons à vous remercier de votre participation.

Services publics et Approvisionnement Canada a mandaté une société indépendante de recherche sur l'opinion publique, [Advanis \(s'ouvre dans une autre fenêtre\)](https://advanis.net/fr/) (<https://advanis.net/fr/>), pour réaliser l'étude en son nom.



[\(https://advanis.net/fr/\)](https://advanis.net/fr/)

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(<https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2020/09/Engagement-du-CRIC-aupres-des-Canadiens.pdf>)

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>

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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.

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