



Public Services and  
Procurement Canada

Services publics et  
Approvisionnement Canada

# Client Service Feedback Survey – #006

## Analysis Report

Public Services and Procurement Canada (PSPC)

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*Ce rapport est aussi disponible en français*

Canada

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### Prepared for Public Services and Procurement Canada (PSPC)

Supplier Name: Advanis Inc.

December 2023

This report presents the results and methodological details for the *Client Service Feedback Survey #006* conducted by Advanis Inc. on behalf of Public Services and Procurement Canada (PSPC). The survey was administered among 1,570 pension members, between September 6, and ended on October 12, 2023.

Ce rapport est aussi disponible en français sous le titre: Sondage sur la rétroaction du service à la clientèle – #006.

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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, 1,570 people completed the survey between September 6, 2023, and ended on October 12, 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 August 1, 2023, and August 31, 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, a third wave between November 15, 2022, and December 13, 2022, a fourth wave between February 8, 2023, and March 7, 2023, and a fifth wave between July 6, 2023, and August 14, 2023. For these waves, a report was provided to PSPC. This report presents the results for the sixth 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 (45.3%). Generally, they found that the information provided was easy to understand (83.2% 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 (89.2%). The aspects they were the most satisfied with were related to the staff. Indeed, they found the staff courteous (96.7%), helpful (93.4%) and knowledgeable (90.3%). They were less inclined to find that the automated phone system was easy to navigate, but the majority was still satisfied (76.1%).

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 (62.4%) and their soft skills (42.0%).

Improving the phone system (19.8%), having better access to agents (18.7%) and the knowledge of the agents and the information provided (16.4%) 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 (78.0%).

### **Online Portal respondents**

The main reason for using the Online Pension Portal was to get a pension estimate (75.8%). The majority of those who used the Online Portal were satisfied with the service they received (73.9%). A proportion of 86.5% were satisfied with the ease of login and the majority said the information provided by the Online Portal was easy to understand (63.4% gave a score of at least 8 on a scale of 10). Satisfaction tended to be lower among younger respondents.

The ability to estimate their pension was the aspect respondents liked the most (50.9%) and a proportion of 26.0% liked the fact that it was user-friendly the most.

Furthermore, having access to a Pension statement or other related issues was the element respondents would wish to see improved the most (26.4%), followed by the information (quality or quantity) (17.9%), and the user-friendliness of the portal (15.2%).

Online Portal respondents would be most likely to access their pension information from a home, personal computer (83.8%), 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 had a Government of Canada e-mail address, 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 September 6, 2023, and ended on October 12, 2023. A pretest took place on the phone on September 6, 2023. The Government of Canada’s standards for pre-testing were adhered to, with pretests being conducted in both English and French. In total, 28 surveys were completed during the pretest. 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, 3,364 members were invited via email to participate in the study. From September 25 to October 12, 2023, 1,300 Online Portal potential respondents were invited, and 2,064 potential Pension Centre respondents. 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)	1,040
2	Invitation (FR) (Online Portal)	260
3	Invitation (EN) (Pension Centre)	1,605
4	Invitation (FR) (Pension Centre)	459
<b>Total</b>		<b>3,364</b>

Data collection on the phone was performed from September 6, 2023, to September 22, 2023. A total of 2,834 members were called. Of those, 95 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 508 agreed to participate in the survey; however, 8 were not eligible.

In total, 1,570 respondents participated in the *Client Service Feedback Survey – #006*. Of those 1,570, a total of 1,100 were coming from the Pension Centre potential respondents’ sample file and 470 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 600 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 1,086 Pension Centre respondents and 484 Online Portal respondents.

## 2.2 Questionnaire

The *Client Service Feedback Survey – #006* 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 fifth wave, except for one wording change at question Q10. The average survey length was 4 minutes and 30 seconds 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, interviewers 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 August 1, 2023, and August 31, 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 69.2% of respondents had recently called the Pension Centre. The others had recently visited the Online Portal (30.8%).

**Table 2: Respondent type**

Type	Counts	%
Pension Centre	1,086	69.2%
Online Portal	484	30.8%
<b>Total</b>	<b>1,570</b>	<b>100.0%</b>

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 (93.2%). A proportion of 4.2% were part of the RCMP pension group and the remaining were CFSA members (2.6%). For Online Portal respondents, most were PSSA members (93.4%), while 3.7% were RCMP and 2.9% were CFSA members.

**Table 3: Pension group**

<b>Pension group</b>	<b>Pension Centre (%)</b>	<b>Online Portal (%)</b>
<b>n =</b>	1,086	484
PSSA	93.2%	93.4%
RCMP	4.2%	3.7%
CFSA	2.6%	2.9%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>

Unweighted data – Sample field

Pension Centre respondents were still employed in a proportion of 75.5%, while 24.5% 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**

<b>Status</b>	<b>Pension Centre (%)</b>	<b>Online Portal (%)</b>
<b>n =</b>	1,086	484
Active (currently employed)	75.5%	96.7%
Non-Active (retired) and others	24.5%	3.3%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>

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

Over half (53.2%) of Pension Centre respondents willing to give their age were between 40 and 59 years old, while 22.6% were less than 40 and 24.2% were 60 years old or older. Among Online Portal respondents, 70.4% were between 40 and 59 years old, 13.3% were less than 40 and 16.3% were 60 or older.

**Table 5: Age**

<b>Age</b>	<b>Pension Centre (%)</b>	<b>Online Portal (%)</b>
<b>n =</b>	1,082	480
Less than 40	22.6%	13.3%
40 to 59	53.2%	70.4%
60 or older	24.2%	16.3%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>

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

A proportion of 60.7% of Pension Centre respondents were not members of a visible minority, living with a disability, LGBTQ2+ or Indigenous. This was also the case for 60.1% of Online Portal respondents.

**Table 6: Population groups**

Population groups*	Pension Centre (%)	Online Portal (%)
<b>n =</b>	1,086	484
None	60.7%	60.1%
Members of a visible minority	18.5%	15.3%
Persons with disabilities	8.9%	7.6%
Indigenous peoples	4.2%	4.3%
LGBTQ2+	3.4%	4.8%
Prefer not to answer	8.0%	11.8%

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, 60.0% were female and 39.6% were male. A proportion of 54.6% of Online Portal respondents identified as female and 44.8% as male.

**Table 7: Gender**

Gender	Pension Centre (%)	Online Portal (%)
<b>n =</b>	1,060	460
Male	39.6%	44.8%
Female	60.0%	54.6%
Non-Binary	0.4%	0.7%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>

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 (45.3%), request a buyback estimate (32.9%) and regarding their pension payments or to request an estimate of their pension (25.9%).

**Table 8: Reasons for calling the Pension Centre**

What was the purpose of your call to the Pension Centre? *	Pension Centre (%)
<b>n =</b>	1,086
Request general pension information, a form or documentation	45.3%
Request a buyback estimate and/or apply to buy back service	32.9%
Pension payments / Request an estimate of my pension	25.9%
Update my profile (name, address, banking information, etc.)	11.3%
Obtain an update of the status of a transfer payment (transfer value, pension transfer agreement)	11.3%
Life Events (Enrollments, marriage status, Supplementary Death Benefit)	10.0%
Medical insurance/coverage/payment/benefits	1.4%
Other	5.3%

**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 (89.2%). The satisfaction level was higher among members who are 60 years old or more (94.3%) 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 (%)
<b>n =</b>	1,086
NET Satisfied	89.2%
NET Dissatisfied	5.0%
Very Satisfied	59.8%
Somewhat Satisfied	29.5%
Neutral	5.8%
Somewhat Dissatisfied	2.9%
Very Dissatisfied	2.1%
<b>Total</b>	<b>100.0%</b>

**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 (96.7%), followed by the helpfulness of the staff (93.4%) and their knowledge level (90.3%). The ease of navigating the automated phone system was the item they were the least satisfied with (76.1%).

The satisfaction levels were higher among respondent 60 or older for courteousness of the staff (99.2%), the helpfulness of the staff (96.1%), the knowledge of the staff (96.5%), the clarity of information provided (96.0%) and the timeliness of the service received (92.7%). Respondents under 40 years old were more dissatisfied with the ease of navigating the system (12.2%).

**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 = 1,086)	96.7%	2.1%	1.2%	100.0%
The helpfulness of staff (n = 1,086)	93.4%	3.7%	2.9%	100.0%
The knowledge level of staff (n = 1,084)	90.3%	6.3%	3.4%	100.0%
The clarity of the information provided to you (n = 1,086)	88.0%	7.1%	4.8%	100.0%
The timeliness of the service you received (n = 1,080)	87.8%	6.7%	5.4%	100.0%
The ease of navigating the automated phone system (n = 1,078)	76.1%	15.7%	8.2%	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 (83.2%) 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 (91.6%) than younger respondents. Respondents who were less than 40 were more inclined to give a score between 4 and 7 (24.0%).

**Table 11: Understanding the information provided**

Was the information you were provided, easy to understand?	Pension Centre (%)
<b>n =</b>	1,078
NET (8 to 10)	83.2%
NET (4 to 7)	14.4%
NET (1 to 3)	2.4%
<b>Total</b>	<b>100.0%</b>

**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, 62.4% reported that agents they have interacted with were helpful, knowledgeable, or were able to provide answers. The agents' soft skills were mentioned by 42.0% and 21.7% praised the efficiency of the Pension Centre.

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

<b>Overall, what is the one thing you liked most about your call with the Government of Canada Pension Centre?*</b>	<b>Pension Centre (%)</b>
<b>n =</b>	<b>811</b>
Agents are helpful/knowledgeable/provide answers	62.4%
Agents' soft skills (ex: friendly, courteous, polite)	42.0%
Efficiency (ex: quick/easy to access/short delays)	21.7%
Talking to a real person	5.4%
General comment about customer services	4.5%
Other	6.0%

**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 the phone system (19.8%) and access to agents (18.7%), which includes wait times on the phone and having different opening hours, are the most mentioned suggestions to improve the interaction with the Pension Centre. Having more knowledgeable staff or improving the information provided was suggested by 16.4% of respondents.

Other responses include, among others, the need to have the same person assigned to a member especially when cases are more complicated or require follow-ups.

**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 =	516
Phone system	19.8%
Improving access to agents (e.g., wait times, opening hours, ease of access)	18.7%
More knowledgeable staff/agent training/consistency and quality of information/ability to give information	16.4%
Online access (e.g., requests an online access, online services or ability to communicate online)	14.1%
Delays (e.g., processing, receiving documents, emails)	9.5%
Follow-up, updates	7.3%
Better inter-department/agency communication	3.4%
Paperwork (amount/quality)	2.8%
Website/portal improvements	2.8%
Agents' soft skills	0.1%
Other	14.5%

**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 (78.0% 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 (43.8%), but this option is more popular with respondents under 40 years old (57.5%). Respondents under 40 years old are also more likely to be interested in a mobile application (61.6%). Respondents that are 60 or older are the least likely to be interested in a mobile application (43.7%).

**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	78.0%	14.9%	7.0%	100.0%
Virtual meeting (Audio/Video call) with Pension Centre	56.0%	28.2%	15.8%	100.0%
Mobile application	53.0%	26.3%	20.8%	100.0%
Text (SMS) notices/reminders	48.5%	27.8%	23.7%	100.0%
Webchat/IM (Instant Messaging) with Pension Centre	43.8%	29.9%	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 = 1,086



## 4.2.6 Perception of the benefits available

Almost three quarters (74.6%) 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**

<b>My pension plan supports my financial wellbeing*</b>	<b>Total</b>	<b>Less than 40 (%)</b>	<b>40 to 59 (%)</b>	<b>60 or older (%)</b>
<b>n =</b>	1,086	244	576	262
NET Agree	74.6%	73.2%	76.1%	72.7%
NET Disagree	6.4%	4.1%	6.0%	8.7%
Strongly agree	40.2%	40.9%	42.7%	34.2%
Somewhat agree	34.4%	32.2%	33.5%	38.5%
Neutral	19.1%	22.7%	17.9%	18.6%
Somewhat disagree	4.6%	2.9%	4.7%	6.2%
Strongly disagree	1.8%	1.2%	1.3%	2.6%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

q10: To what extent do you agree with the following? My pension plan supports my financial wellbeing.

\*The wording for this question was changed for this wave. During the previous wave, the wording was: "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 (75.8%). The second most common reason was for the buyback estimator or to get their payment status (15.8%) followed by the use of the Online Portal to update their personal information (12.1%).

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

<b>What was the reason for your use of the Online Pension Portal?*</b>	<b>Online Portal (%)</b>
<b>n =</b>	483
Get a pension estimate	75.8%
Service buyback estimator / payment status	15.8%
Update personal information (address, contact details, etc.)	12.1%
Survivor benefits estimator	9.6%
To answer a question / get information	3.7%
Other	3.9%

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)

Almost three quarters (73.9%) of Online Portal respondents mentioned they were satisfied with the service they received. Respondents who are between 40 and 59 have a higher satisfaction (77.1%) and respondents under 40 years old are the least satisfied (53.8%).

**Table 17: Satisfaction with the service received**

How would you rate your experience with the service you received?	Online Portal (%)
<b>n =</b>	484
NET Satisfied	73.9%
NET Dissatisfied	8.8%
Very Satisfied	22.3%
Somewhat Satisfied	51.6%
Neutral	17.3%
Somewhat Dissatisfied	5.7%
Very Dissatisfied	3.1%
<b>Total</b>	<b>100.0%</b>

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

Most respondents (86.5%) were satisfied with the ease of login on the Online Portal. A proportion of 80.0% were satisfied with the ease of landing page navigation and 78.3% 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 between 40 and 59 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 = 481)	86.5%	9.1%	4.3%	100.0%
Ease of Landing Page navigation (n = 480)	80.0%	14.9%	5.1%	100.0%
Ease of self-service options (n = 479)	78.3%	13.8%	7.9%	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. A proportion of 63.4% 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 between 40 and 59 years old were more inclined to consider the information easy to understand (69.0%) and those under 40 years old were less inclined (31.1%).

**Table 19: Understanding the information provided**

Was the information you were provided, easy to understand?	Online Portal (%)
<b>n =</b>	473
NET (8 to 10)	63.4%
NET (4 to 7)	31.8%
NET (1 to 3)	4.9%
<b>Total</b>	<b>100.0%</b>

**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 (50.9%) followed by finding it user-friendly (26.0%). A proportion of 17.6% also mentioned enjoying the ability to access information.

**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 (%)
<b>n =</b>	263
Ability to estimate pension/calculator	50.9%
User-friendly (ex: fast and easy to use/navigate)	26.0%
Ability to access information	17.6%
Short delays (ex: no waiting time)	7.0%
Quality of information	6.7%
General positive comments (e.g., good service, it's good, etc.)	2.3%
Positive comments about agents (e.g., being able to talk to an agent, knowledgeable, etc.)	1.5%
Other	4.2%

**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, 26.4% of respondents said they would improve the access to Pension statement and 17.9% would improve the amount or quality of information provided on the Online Portal. A proportion of 15.2% requested for the Online Portal to be more user-friendly and about the same number of respondents (14.8%) requested improvements or reported issues with the calculator.

**Table 21: Thing that could be improved on most to improve use of the Online Portal**

<b>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?*</b>	<b>Online Portal (%)</b>
<b>n =</b>	227
Access to Pension statement or other related issues	26.4%
Information (more information, quality of information, up to date information)	17.9%
User-friendly/modernize online platform/make it less confusing	15.2%
Improvement or issues related to calculator	14.8%
Easier access (e.g., mobile app, being able to access outside of work system)	8.5%
Being able to get assistance (e.g., chat, having someone available to speak to)	5.6%
Short delays/faster response time/efficiency for online requests	5.2%
Increase online capacities (e.g., ability to transfer documents online, ability for users to update information, ability to download documents/data)	5.2%
Other	9.0%

**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, 83.8% 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 (43.1%).

**Table 22: Contact options (Online Portal respondents)**

<b>How likely would it be for you to use the following contact options?*</b>	<b>NET (8 to 10)</b>	<b>NET (4 to 7)</b>	<b>NET (1 to 3)</b>	<b>Total (%)</b>
Accessing personal pension information from a home, personal laptop	83.8%	11.2%	5.0%	100.0%
Virtual meeting (Audio/Video call) with Pension Centre	58.7%	26.9%	14.4%	100.0%
Mobile application	54.5%	23.8%	21.8%	100.0%
Webchat/IM (Instant Messaging) with Pension Centre	53.3%	24.7%	21.9%	100.0%
Text (SMS) notices/reminders	43.1%	28.6%	28.3%	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 = 484

### 4.3.6 Perception of the benefits available

Almost three quarters (74.1%) of respondents agreed that the benefits available under their pension plan support their wellbeing. This proportion is higher for those aged 40 to 59 (78.2%). Those aged 60 years old or older tend to be less in agreement with this statement (62.8%).

**Table 23: Perception of the benefits supporting financial wellbeing**

<b>The benefits available to me under my pension plan support my financial wellbeing.*</b>	<b>Total</b>	<b>Less than 40 (%)</b>	<b>40 to 59 (%)</b>	<b>60 or older (%)</b>
<b>n =</b>	484	64	338	78
NET Agree	74.1%	67.9%	78.2%	62.8%
NET Disagree	5.7%	7.5%	3.8%	12.8%
Strongly agree	36.1%	34.1%	37.9%	32.0%
Somewhat agree	38.0%	33.8%	40.3%	30.8%
Neutral	20.2%	24.5%	18.0%	24.4%
Somewhat disagree	3.7%	6.0%	2.6%	6.4%
Strongly disagree	2.0%	1.5%	1.2%	6.4%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

**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 (89.2%). They were especially satisfied with the courteousness (96.7%), helpfulness (93.4%) and knowledge level of the staff (90.3%).

When asked about what they like the most about the Pension Centre, finding that the agents were helpful, knowledgeable, and able to provide answers was the most recurrent theme about their interaction (62.4%), followed by the agents' soft skills (42.0%).

Regarding suggestions for improvement, 19.8% of respondents suggested improving the phone system. Also, 18.7% of respondents mentioned the need to improve access to agents. Additionally, 16.4% highlighted the importance to have more knowledgeable staff or better information from the staff.

Requesting general pension information, a form or documentation were the main reasons for calling the Pension Centre (45.3%). Overall, respondents also found the information they were provided easy to understand. Indeed, 83.2% 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 (78.0%). The webchat or Instant Messaging was the one they would be the least likely to use (43.8%).

Pension Centre respondents were of the opinion that the benefits available under the pension plan supported their financial wellbeing in a proportion of 74.6%.

### Online Portal respondents

A majority of respondents used the Online Portal to get a pension estimate (75.8%) and nearly three quarters (73.9%) expressed satisfaction with the Online Portal's services. Notably, satisfaction levels varied across age groups, with those under 40 being the least satisfied at 53.8%, while those 40 to 59 were the most satisfied at 77.1%.

Regarding the usability of the Online Portal, a substantial majority of respondents were satisfied with the ease of login (86.5%), landing page navigation (80.0%), and self-service options (78.3%). Satisfaction tended to be lower among those who are less than 40 years old.

A proportion of 63.4% 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 31.1% of those under 40 found the information easy to understand.

Having access to the Pension statement or other related issues was mentioned as being the thing that could be improved on the most by 26.4% of respondents, followed by a desire for more or higher-quality information on the portal (17.9%). Additionally, 15.2% requested improvements in user-friendliness, and a similar percentage (14.8%) reported issues or suggested improvements with the calculator.

A personal computer is the most preferred contact option, with 83.8% of respondents expressing a likelihood to use it. Conversely, SMS notices or reminders were the least favoured option, with only 43.1% expressing a likelihood to use them.

Finally, according to 74.1% of respondents, the benefits available under their pension plan support their financial wellbeing.

## 6.0 Appendix

### Appendix A: Methodology

The *Client Service Feedback Survey – #006* 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 2,834 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 8,490 active members who recently visited the Online Portal and included information to reach them by email only. Data collection started on September 6, 2023, and ended on October 12, 2023.

From September 25<sup>th</sup> to October 12, 2023, we sent 1,300 invitations for Online Portal users and 2064 invitations for Pension Centre users (3,364 in total). For potential Pension Centre and Online Portal 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.



## Appendix B: Email invitations sent

**Table 24: Emails sent**

<b>Email sent</b>	<b>Pension Centre</b>	<b>Online Portal</b>	<b>Total</b>
<b>1 - Initial invite</b>	<b>2,064</b>	<b>1,300</b>	<b>3,364</b>
bounced	81	146	227
clicked	685	496	686
opened	1,020	186	1,206
sent	278	472	750
<b>2 - First reminder</b>	<b>1,678</b>	<b>882</b>	<b>2,560</b>
bounced	0	1	1
clicked	355	219	574
opened	846	128	974
sent	477	534	1,011
<b>3 - Second reminder</b>	<b>1,490</b>	<b>774</b>	<b>2,264</b>
bounced	0	0	0
clicked	152	100	152
opened	702	44	702
sent	636	630	636
<b>Total</b>	<b>5,232</b>	<b>2,956</b>	<b>8,188</b>

**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	%
<b>AVAILABLE</b>	<b>2834</b>	<b>100.0%</b>
<b>USED</b>	<b>2834</b>	<b>100.0%</b>
Not in service	54	1.9%
Duplicate	4	0.1%
No Phone number	0	0.0%
Not residential	1	0.0%
Problem with the line	15	0.5%
Fax	13	0.5%
Wrong number/Bounced email	8	0.3%
<b>NOT VALID</b>	<b>95</b>	<b>3.4%</b>
<b>VALID</b>	<b>2739</b>	<b>96.6%</b>
Not eligible	8	0.3%
Language barrier	0	0.0%
Age - illness	1	0.0%
Other	0	0.0%
<b>OUT OF SAMPLE</b>	<b>9</b>	<b>0.3%</b>
<b>SAMPLE</b>	<b>2730</b>	<b>96.3%</b>
No answer	18	0.7%
Answering Machine	1126	41.2%
Appointments	266	9.7%
Incomplete	6	0.2%
Household refusal	70	2.6%
Respondent refusal	143	5.2%
Final refusal	1	0.0%
Prolonged absence	0	0.0%

<b>Total Completes</b>	<b>1100</b>	<b>40.3%</b>
<b>Web Completes</b>	<b>600</b>	<b>54.5%</b>
<b>CATI Completes</b>	<b>500</b>	<b>45.5%</b>

<b>% REFUSALS</b>	<b>7.8%</b>
<b>% COMPLETES</b>	<b>40.3%</b>
<b>RESPONSE RATE (CATI ONLY)</b>	<b>23.5%</b>
<b>RESPONSE RATE</b>	<b>40.3%</b>

## 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 (1,100) by the number of eligible members in the sample (2,730) for a response rate of 40.3%.

For respondents contacted from the Online Portal sample, the response rate was calculated by dividing the number of respondents (470) by the number of initial email invitations who reached potential respondents (1,154). Hence the response rate for the Online Portal portion of this study was 40.7%.

## 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 August 1, 2023, and August 31, 2023. The second list contained all members who had visited the Online Portal between August 1<sup>st</sup>, 2023, and August 31, 2023 and had a Government of Canada e-mail address.

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**

<b>Weights by Pension Groups</b>	<b>Pension Centre</b>	<b>Online Portal</b>
<b>n =</b>	1,086	484
(1) PSSA	1,011	0,990
(2) CFSA	0,684	1,608
(3) RCMP	0,950	0,789

## 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 wave 6



### Intro CATI

Good afternoon/evening. I would like to speak to <<sample.name>>.

[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 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.

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+pension006@advanis.ca

- 1 Yes, continue on the phone
- 3 Callback later
- 2 No - Refused (did not agree to email or SMS)

**record** Show if isCATI (custom: <<current\_mode\_is("cati")>>)

Please be aware that this call may be recorded for quality assurance purposes and that your participation is voluntary. Your responses are confidential and will be grouped with those from other participants. This project also has been registered with the Canadian Research Insights Council.

## Intro Web

**wcag** Show if OfferWCAG (custom: <<current\_mode\_is("web")>> and <<offer\_wcag()>>)

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

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.

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.

**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 \(opens in a new window\)](#)

(<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+pension006@advanis.ca](mailto:sday+pension006@advanis.ca) (<mailto:sday+pension006@advanis.ca>)

- 1 Assistive Survey for those with a disability (Screen reader enabled)
- 2 Start Survey

## Q1

Most recently, did you...?

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

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

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

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

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

What was the purpose of 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.

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

What was the reason for your use of the Online Pension Portal? Was it...?  
(if Used online Portal (Q1 = 2)) For the remainder of this survey, please respond based on your experience with the Online Pension Portal.

What was the reason for your use of the Online Pension Portal? Was it...?

*READ LIST. RECORD ALL MENTIONS*

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

What was the reason for your use of the Online Pension Portal?

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

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 center (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>>.*

- 1 1 - Did not understand at all
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 10 - Easy to understand
- 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 Satisfied
- 3 Neutral
- 2 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?

**My pension plan supports 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?

**My pension plan supports 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) / ] *(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 center (Q1 = 1)*

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

*(Show if CATI) 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.*

*(Show if Web) 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.*

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- .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?

*(Show if CATI) 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.*

*(Show if Web) 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.*

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.8 I prefer not to answer

**Q8a** Show if Called Pension center (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?

*(Show if CATI) 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.*

*(Show if Web) 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.*

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.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?

*(Show if CATI) 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.*

*(Show if Web) 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.*

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.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>)

**CATIEnd**      *Show if isCATI (custom: <<current\_mode\_is("cati")>>)*

We have asked you all of our questions. We hope you've found this interesting, and we sincerely thank you for your time.

**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>

**Contact info:** Sue Day at 1-888-883-7094

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

## Canada Pension Members wave 6



### Intro ITAO

Bonjour/Bonsoir. J'aimerais parler à <<sample.name>>.

[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 Approvisionnement 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 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.

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 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+pension006@advanis.ca](mailto:sday+pension006@advanis.ca).

- 1 Oui, continuer au téléphone
- 3 Rappeler plus tard
- 2 Non - Refus (n'a pas accepté le courriel ni le message texte)

## record

Sachez que cet appel pourrait être enregistré à des fins d'assurance qualité et que votre participation est volontaire. Vos réponses sont confidentielles et seront regroupées avec celles des autres participants. Ce projet est également enregistré auprès du Conseil de recherche et d'intelligence marketing canadien.

## Intro Web

**wcag** *Montrer si OfferWCAG (personnalisation: <<current\_mode\_is("web")>> and <<offer\_wcag()>>)*

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

Services publics et Approvisionnement 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.

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.

### **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 \(s'ouvre dans une nouvelle fenêtre\)](#)

(<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+pension006@advanis.ca](mailto:sday+pension006@advanis.ca) (<mailto:sday+pension001@advanis.ca>)

- 1 Sondage assisté pour les personnes souffrant d'un handicap (lecteur d'écran activé)
- 2 Commencer le sondage

## Q1

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

- 1 Appelé le Centre des pensions du gouvernement du Canada
- 2 Utilisé le portail de pension en ligne des employés

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

(Montrer si CATI) (si a appelé le Centre des Pensions (Q1 = 1)) Pour le reste de cette enquête, veuillez répondre en fonction de votre [appel au Centre des pensions](#).

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.

(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](#).

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) (si a appelé le Centre des Pensions (Q1 = 1)) Pour le reste de cette enquête, veuillez répondre en fonction de votre [appel au Centre des pensions](#).

Quel était le but 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](#).

Quel était le but de votre appel au Centre des pensions?

*Sélectionnez toutes les réponses qui s'appliquent*

- 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) (si a appelé le Centre des Pensions (Q1 = 1)) Pour le reste de cette enquête, veuillez répondre en fonction de votre [appel au Centre des pensions](#).

Pour quelle raison avez-vous utilisé le portail de pension en ligne? Était-ce pour..?

(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](#).



Pour quelle raison avez-vous utilisé le portail de pension en ligne? Était-ce pour..?

*LIRE LA LISTE. ENREGISTRER TOUTES LES MENTIONS*

(Montrer si Web) (si a appelé le Centre des Pensions (Q1 = 1)) Pour le reste de cette enquête, veuillez répondre en fonction de votre [appel au Centre des pensions](#).

Pour quelle raison avez-vous utilisé le portail de pension en ligne?

(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](#).

Pour quelle raison avez-vous utilisé le portail de pension en ligne?

*Sélectionnez toutes les réponses qui s'appliquent*

- 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>>.*

- 1 1 - Je n'ai pas du tout compris
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 10 - Facile à comprendre
- 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 Satisfait(e)
- 3 Neutre
- 2 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?

**Mon régime de retraite soutient 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?

**Mon régime de retraite soutient mon bien-être financier.**

- 1 Totalement en 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) (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?

*(Montrer si CATI) 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.*

*(Montrer si Web) 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.*

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- 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?

*(Montrer si CATI) 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.*

*(Montrer si Web) 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.*

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.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?

*(Montrer si CATI) 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.*

*(Montrer si Web) 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.*

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.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?

*(Montrer si CATI) 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.*

*(Montrer si Web) 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.*

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.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/)

© 2023 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>)

**CATIEnd** *Montrer si isCATI (personnalisation: <<current\_mode\_is("cati")>>)*

Nous vous avons posé toutes nos questions. Nous espérons que vous avez trouvé le sondage intéressant et nous vous remercions sincèrement pour votre temps.

## Page d'aide

**CRIC:** Advanis est un membre enregistré du Conseil de recherche et d'intelligence marketing canadien Canadian et respecte l'engagement de ce dernier. Vous pouvez le consulter à cette adresse:  
<https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2020/09/CRIC-Pledge-to-Canadians.pdf>

**Contact:** Sue Day at 1-888-883-7094

Si vous souffrez de stress ou de difficultés émotionnelles en ce moment, il peut être utile de parler à quelqu'un. J'ai un numéro sans frais que je peux vous donner si vous souhaitez parler à quelqu'un.  
Canada: 1-800-784-2433 or 1-800-273-TALK (1-800-273-8255)  
US: 1-800-273-8255