



Public Services and
Procurement Canada

Services publics et
Approvisionnement Canada

Client Service Feedback Survey 2021-2022

Executive Summary

Public Services and Procurement Canada (PSPC)

Supplier name: Advanis Inc.

Contract number: EP082-212778/001/CY

Contract value: \$ 28,773.00 (before taxes)

Award date: July 26, 2021

Delivery date: July 25, 2022

Prepared for:

Public Services and Procurement Canada
Pension Excellence Sector

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Registration number: POR 130-20

Ce rapport est aussi disponible en français

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

Key findings

Most pension members who answered the survey were satisfied with the service they received (78.9%). It was the case for 88.1% of those who contacted Pension Centre and 75.0% of those who used the Online Portal.

Requesting general pension information, a form or documentation was the main reason for contacting the Pension Centre (42.7%). Those who contacted the Pension Centre were especially satisfied with the courteousness (96.0%), the helpfulness (91.1%) and the knowledge of the staff (88.7%).

Getting a pension estimate was the main use of the Online Portal (69.8%). Online Portal users were satisfied with the ease of login (80.2%), the ease of landing page navigation (71.3%) and the ease of self-service options (71.3%).

More than two thirds (68.0%) reported the information was easy to understand (score of at least 8 on a scale of 1 to 10). This proportion was 81.7% for those who called the Pension Centre and of 62.1% for Online Portal users.

Eight respondents out of ten (80.0%) reported they were very likely (score of at least 8 on the 10-point likeliness scale) to access personal pension information from a home, personal laptop if this was available.

Among Pension Centre respondents, 56.2% liked that the agents were helpful, knowledgeable, or were able to provide answers the most. However, 46.1% mentioned that the information provided could be improved and 31.1% thought delays could be shortened.

What Online Portal users liked the most was its user-friendly aspect (33.9%) and having the ability to estimate their pension (31.1%). More than half (52.5%) thought that the information provided could be most improved.

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

Methodology

The target population for the survey was both retired and active pension members (PSSA members, CFSA members or RCMP members). The 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 respondents who recently visited the Online Portal were invited by email to participate in the survey. Potential respondents who recently called the Government of Canada Pension Centre were also invited to participate in the web survey and some were called using a computer-assisted telephone interviewing (CATI) methodology.

Data collection for the web survey started on March 30th, 2022, and ended on May 2nd, 2022. Data collection on the phone was performed from March 31st, 2022, to April 5th, 2022. In total, 1,622 respondents participated in the *Client Service Feedback Survey 2021-2022*. Of those a total of 1,255 were respondents who recently called the Pension Centre and 367 as respondents who recently visited the Online Portal. All Online Portal respondents answered the web survey. The average survey length was 5.6 minutes for completing the web survey and 6.9 minutes for completing the survey over the phone.

The data was weighted according to the pension group of the respondents (PSSA members, CFSA members or RCMP members) and whether the respondent recently contacted the Pension Centre on the phone or recently consulted the Online Portal (Pension Centre respondent vs. Online Portal respondent), using the population files sent by PSPC.

Total expenditure

The total cost of this research was \$28,773.00 (before taxes).

Political Neutrality Certification

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

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

Signed: 

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