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Procurement Canada

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Approvisionnement Canada

# Client Service Feedback Survey – #002

## September 2022

### Analysis Report

Public Services and Procurement Canada (PSPC)

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For more information on this report, please contact Public Services and Procurement Canada at: [TPSGC.Politiquesdepension-PensionPolicies.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.Politiquesdepension-PensionPolicies.PWGSC@tpsgc-pwgsc.gc.ca)

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*Ce rapport est aussi disponible en français*

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

Supplier Name: Advanis Inc.  
September 2022

This report presents the results and methodological details for the **Client Service Feedback Survey #002** conducted by Advanis Inc. on behalf of Public Services and Procurement Canada (PSPC). The survey was administered among 1,268 pension members, between August 3 and September 14, 2022.

Ce rapport est aussi disponible en français sous le titre: Sondage sur la rétroaction du service à la clientèle – #002.

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[TPSGC.Politiquesdepension-PensionPolicies.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.Politiquesdepension-PensionPolicies.PWGSC@tpsgc-pwgsc.gc.ca)

1451 Coldrey Avenue  
Ottawa, Ontario K1Z 7P8  
Canada

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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, 1,268 people completed the survey between August 3, 2022, and September 14, 2022. 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 July 3, 2022, and August 2, 2022. 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, and a report was provided to PSPC. This report presents the results for the second 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 \$27,163.43 (before taxes).

## 1.2 Key findings

### **Pension Centre respondents**

In general, respondents who contacted the Pension Centre were for the most part satisfied with the service they received (88.8%). The aspects they appreciated the most about their interaction were related to the staff. Indeed, they found the staff courteous (96.9%), helpful (91.7%) and knowledgeable (89.8%). They were less inclined to find that the automated phone system was easy to navigate, but the majority was still satisfied (77.4%).

The satisfaction levels were usually lower among CFSA respondents, those under 40 years old and non-active employees.

The main reason respondents called the Pension Centre was to request general information (52.3%) and they found that the information provided was easy to understand (82.1% gave a score of at least 8 on a scale of 10). However, the information provided and the knowledge of the staff was also the thing they thought could be improved the most (27.7%), especially those under 40 years old (44.6%).

Pension Centre respondents would be most likely to access their pension information from a home, personal computer (78.6%).

### **Online Portal respondents**

The majority of those who used the Online Portal were also satisfied with the service they received (74.0%). The ability to estimate the pension was the thing 47.7% liked the most. A proportion of 29.6% liked the fact that it was user-friendly the most.

More than 8 respondents out of 10 (81.6%) were satisfied by the ease of login and more than half said the information provided by the Online Portal was easy to understand (60.6% gave a score of at least 8 on a scale of 10).

Furthermore, having more information or more detailed information was the thing respondents would wish to see improved the most (34.9%).

Online Portal respondents would be most likely to access their pension information from a home, personal computer (82.3%).

## 1.3 Extrapolating the results to a broader audience

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

## 1.4 Political Neutrality Certification

### Political neutrality certification

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

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

Signed: 

Nicolas Toutant, Vice-President, Research and Evaluation

## 2.0 Methodology

### 2.1 Sample planning and data collection

The target population for the survey was both retired and active pension members, more specifically:

- Public Service Superannuation Plan active employees and retired members (PSSA), including Crown Corporation active employees and retired members.
- RCMP Superannuation Plan active officers and retired members (RCMPSA).
- Canadian Forces Superannuation Plan active regular force and reservist and retired members (CFSA)

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

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

Data collection started on August 3, 2022, and ended on September 14, 2022. A pretest took place on the phone on August 3, 2022, and online from August 9 to August 11, 2022. 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 (25 by phone and 21 on the web). The pretest data was retained for the analysis.

Email invitations were sent for Online Portal potential respondents and Pension Centre potential respondents who had not answered the survey on the phone or had not stated their refusal. In total, 1,931 members were invited via email to participate in the study. From August 9 to August 11, 2022, 853 Online Portal potential respondents were invited and an additional 95 were invited on September 9, 2022. On August 18, 2022, 983 potential Pension Centre respondents were invited. Up to two email reminders were sent to those who had not yet completed the survey and had not stated their refusal to participate.

**Table 1: Number of initial invitations sent**

Message ID	Purpose	Total Sent
1	Invitation (EN) (Online Portal)	686
2	Invitation (FR) (Online Portal)	262
3	Invitation (EN) (Pension Centre)	789
4	Invitation (FR) (Pension Centre)	194
<b>Total</b>		<b>1,931</b>

Data collection on the phone was performed from August 3, 2022, to August 16, 2022, with potential Pension Centre respondents. A total of 1,729 members were called. Of those, 17 had a number that was not in service, a wrong number, or could not be reached for reasons related to their phone number. It is to be noted that 479 agreed to participate in the survey, however, 5 were not eligible.

In total, 1,268 respondents participated in the *Client Service Feedback Survey – #002*. Of those 1,268, a total of 859 were Pension Centre respondents and 409 were Online Portal respondents. All Online Portal respondents answered the web survey. A total of 474 Pension Centre respondents answered the survey on the phone and 385 answered on the web.

## 2.2 Questionnaire

The *Client Service Feedback Survey – #002* 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. After incorporating changes from PSPC, a final version in both official languages for both CATI and web was created.

The average survey length was 6 minutes for completing the web survey and 9 minutes and a half for completing the survey over the phone.



## 2.3 Calls Monitoring

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

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

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

## 2.4 Weighting

The data was weighted according to the pension group of the respondents (PSSA members, CFSA members or RCMP members). Pension Centre and Online Portal respondents were weighted separately. The weights were calculated using the population files sent by PSPC. The first list contained all members who had called the Pension Centre and consented to participate between July 4, 2022, and August 2, 2022. The second list contained all members who had visited the Online Portal between July 3, 2022, and August 1, 2022.

## 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)

About two thirds (67.7%) of respondents had recently called the Pension Centre. The others had recently visited the Online Portal (32.3%).

**Table 2: Respondent type**

Type	Counts	%
Pension Centre	859	67.7%
Online Portal	409	32.3%
<b>Total</b>	<b>1,268</b>	<b>100%</b>

Unweighted data – Sample field

The majority of Pension Centre respondents were PSSA members (85.7%). A proportion of 8.5% were CFSA members and the remaining were part of the RCMP pension group (5.8%). For Online Portal respondents, most were PSSA members (91.2%), while 4.6% were CFSA and 4.2% were RCMP members.

**Table 3: Pension group**

Pension group	Pension Centre (%)	Online Portal (%)
<b>n =</b>	859	409
PSSA	85.7%	91.2%
CFSA	8.5%	4.6%
RCMP	5.8%	4.2%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Unweighted data – Sample field

More than half (54.5%) of Pension Centre respondents were still employed, while 45.5% were retired or had another status (including survivors and non-retired, but not currently working for the Government of Canada). All Online Portal respondents were currently employed.

**Table 4: Status**

Status	Pension Centre (%)	Online Portal (%)
<b>n =</b>	859	409
Active (currently employed)	54.5%	100.0%
Non-Active (retired) and others	45.5%	0.0%
<b>Total</b>	<b>100%</b>	<b>100%</b>

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

A little more than half (52.7%) of Pension Centre respondents were between 40 and 59 years old, while 38.1% were 60 years old or older. Among Online Portal respondents, more than two thirds (67.7%) were between 40 and 59 years old and 17.7% were 60 or older.

**Table 5: Age**

Age	Pension Centre (%)	Online Portal (%)
<b>n =</b>	852	402
Less than 40	9.2%	14.7%
40 to 59	52.7%	67.7%
60 or older	38.1%	17.7%
<b>Total</b>	<b>100%</b>	<b>100%</b>

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

A proportion of (67.4%) of Pension Centre respondents were not members of a visible minority, living with a disability, LGBTQ2+ or Indigenous. This was also the case for more than half (60.1%) of Online Portal respondents.

**Table 6: Population groups**

Population groups*	Pension Centre (%)	Online Portal (%)
<b>n =</b>	859	409
None	67.4%	60.1%
Members of a visible minority	11.5%	14.7%
Persons with disabilities	9.9%	8.3%
Indigenous peoples	4.1%	4.6%
LGBTQ2+	3.0%	2.9%
Prefer not to answer	7.2%	12.2%

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

\*Multiple selections were allowed at this question.

Among Pension Centre respondents, 53.5% were female and 46.5% were male. A proportion of 54.2% of Online Portal respondents identified as female and 45.5% as male.

**Table 7: Gender**

Gender	Pension Centre (%)	Online Portal (%)
<b>n =</b>	839	380
Male	46.5%	45.5%
Female	53.5%	54.2%
Non-Binary	---	0.3%
Other	---	---
<b>Total</b>	<b>100%</b>	<b>100%</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 reason for calling the Pension Centre was to request general pension information, a form or documentation (52.3%). Respondents under 40 years old selected this answer in a smaller proportion (33.2%) compared to those aged between 40 and 59 (51.5%) and those 60 or older (57.7%).

More than a quarter (28.8%) called regarding their pension payments or to request an estimate of their pension. Almost a fifth (18.5%) called to request a buyback estimate and/or apply to buy back service. The latter was the most popular answer among respondents under 40 years old (42.7%).

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

What was the purpose of your call to the Pension Centre?*	Pension Centre (%)
<b>n =</b>	854
Request general pension information, a form or documentation	52.3%
Pension payments / Request an estimate of my pension	28.8%
Request a buyback estimate and/or apply to buy back service	18.5%
Life Events (Enrollments, marriage status, Supplementary Death Benefit)	13.8%
Update my profile (name, address, banking information, etc.)	10.5%
Obtain an update of the status of a transfer payment (transfer value, pension transfer agreement)	9.3%
Medical insurance/coverage/payment/benefits	4.2%
Other	6.0%

Q2a: What was the purpose of your call to the Pension Centre?

\*Multiple selections were allowed at this question.

## 4.2.2 Satisfaction with the Pension Centre (weighted data)

Overall, most Pension Centre respondents were satisfied with the service they received (88.8%). The satisfaction level was higher among employees who are still active (92.2%) compared to those who are retired or have another status (84.9%). It was also lower among CFSA respondents (76.7%) and those under 40 years old (80.3%).

**Table 9: Satisfaction with the service received**

How would you rate your experience with the service you received?	Pension Centre (%)
<b>n =</b>	859
NET Satisfied	88.8%
NET Dissatisfied	8.1%
Very Satisfied	69.3%
Somewhat Satisfied	19.5%
Neither Satisfied nor Dissatisfied	3.1%
Somewhat Dissatisfied	4.9%
Very Dissatisfied	3.2%
<b>Total</b>	<b>100%</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 (96.9%), followed by the helpfulness of the staff (91.7%) and their knowledge level (89.8%). The ease of navigating the automated phone system was the item they were the least satisfied with (77.4%).

The satisfaction levels are consistently lower among CFSA respondents, those under 40 years old and are generally lower for non-active members.

**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 = 859)	96.9%	1.8%	1.3%	100%
The helpfulness of staff (n = 859)	91.7%	4.6%	3.8%	100%
The knowledge level of staff (n = 857)	89.8%	5.6%	4.7%	100%
The clarity of the information provided to you (n = 857)	88.0%	5.6%	6.4%	100%
The timeliness of the service you received (n = 857)	85.2%	6.6%	8.2%	100%
The ease of navigating the automated phone system (n = 834)	77.4%	14.1%	8.5%	100%

Q3a: Thinking back on your recent experience with 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)

The majority (82.1%) 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 (86.2%) than younger respondents.

**Table 11: Understanding the information provided**

Was the information you were provided, easy to understand?	Pension Centre (%)
<b>n =</b>	849
NET (8 to 10)	82.1%
NET (4 to 7)	15.9%
NET (1 to 3)	2.0%
<b>Total</b>	<b>100%</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 about their interaction with the Pension Center, 54.7% reported that agents they have interacted with were helpful, knowledgeable, or were able to provide answers. A proportion of 42.7% mentioned the agents' soft skills and 26.5% praised the efficiency of the Pension Centre. Among other things, responses in the "Other" category include people praising the documentation provided to them and the follow-ups they received from the Pension Centre.

**Table 12: Most liked thing about respondent's interaction with the Pension Centre**

What is the one thing you liked most about your interaction with the Pension Centre?*	Pension Centre (%)
<b>n =</b>	793
Agents are helpful/knowledgeable/provide answers	54.7%
Agents' soft skills (ex: friendly, courteous, polite)	42.7%
Efficiency (ex: quick/easy to access/short delays)	26.5%
Talking to a real person	6.2%
General comment about customer services	4.4%
Other	5.0%

**Q7a:** Overall, what is the one thing you liked most about your interaction with the Government of Canada Pension Centre?

\*Multiple selections were allowed at this question.

Even though more than half of respondents previously mentioned they liked the fact that agents were helpful or knowledgeable, the information provided by the Pension Centre is the most recurrent answer (27.7%) given by those who think something could be improved. A proportion of 44.6% of respondents of

less than 40 years old gave that answer, compared to 28.2% among the 40 to 59 age group and 21.3% of respondents that are 60 or older.

Online access is also mentioned as something that could be improved by 21.5% of respondents as well as delays for 18.3% of respondents. When mentioning delays, respondents mostly referred to delays on the phone when waiting to receive a service from the Pension Centre, delays to process a request and delays to receive documentation. Responses in the “Other” category include people asking for their pension statement and people requesting more assistance.

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

<b>What is the one thing that could be improved on most to make your interaction with the Pension Centre a more positive experience?*</b>	<b>Pension Centre (%)</b>
<b>n =</b>	537
Information (including more knowledgeable staff)	27.7%
Online access (all modes) (ex: request an online access or online services)	21.5%
Delays	18.3%
Better access to agents (all modes)	15.2%
Phone system	12.2%
Documentation or paperwork (amount / quality)	3.8%
Follow-up / updates	3.1%
Website needs to be easier to navigate/user-friendly	2.4%
Better internal communication	2.2%
Agents' soft skills	0.9%
Other	8.2%

**Q8a:** Overall, what is the one thing you believe could be improved on most to make your interaction 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 (78.6% gave a score of at least 8 on a 10-point likeliness scale). The contact option they would be the least likely to use is a webchat or Instant Messaging (41.6%).

**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	78.6%	15.0%	6.4%	100%
Virtual meeting (Audio/Video call) with Pension Centre	58.4%	24.2%	17.4%	100%
Text (SMS) notices/reminders	52.1%	26.5%	21.4%	100%
Mobile application	51.4%	25.3%	23.3%	100%
Webchat/IM (Instant Messaging) with Pension Centre	41.6%	29.1%	29.3%	100%

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

\*n = 859

## 4.3 Online portal results

### 4.3.1 Reasons for visiting the Online Portal (weighted data)

Getting a pension estimate was the main reason for using the Online Portal (80.0%), especially for respondents between 40 and 59 years old (84.5%) and 60 years old or older (86.9%).

Almost a fifth (18.5%) used the Online Portal for the buyback estimator or to get their payment status. The proportion of respondents using the Online Portal for this reason decreases with age (35.8% for those less than 40, 17.5% for those between 40 and 59 and 8.7% for those 60 or older).

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

What was the reason for your use of the Online Pension Portal?*	Online Portal (%)
<b>n =</b>	403
Get a pension estimate	80.0%
Service buyback estimator / payment status	18.5%
Update personal information (address, contact details, etc.)	13.9%
Survivor benefits estimator	7.2%
To answer a question / get information	5.3%
Other	3.0%

**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)

Almost three quarters of Online Portal respondents mentioned they were satisfied with the service they received (74.0%). Respondents between 40 and 59 years old were the most satisfied age group (79.0%) and those less than 40 the least satisfied (50.6%).



**Table 16: Satisfaction with the service received**

How would you rate your experience with the service you received?	Online Portal (%)
<b>n =</b>	409
NET Satisfied	74.0%
NET Dissatisfied	16.4%
Very Satisfied	38.6%
Somewhat Satisfied	35.4%
Neither Satisfied nor Dissatisfied	9.6%
Somewhat Dissatisfied	9.2%
Very Dissatisfied	7.1%
<b>Total</b>	<b>100%</b>

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

Most respondents (81.6%) were satisfied with the ease of login on the Online Portal. Three quarters (75.0%) were satisfied with the ease of landing page navigation and 68.6% with the ease of self-service options.

**Table 17: Satisfaction with different aspects of the Online Portal**

How would you rate your satisfaction related to the following?	Satisfied (%)	Neutral (%)	Dissatisfied (%)	Total (%)
Ease of login (n = 407)	81.6%	10.7%	7.7%	100%
Ease of Landing Page navigation (n = 405)	75.0%	15.0%	10.0%	100%
Ease of self-service options (n = 402)	68.6%	21.4%	10.0%	100%

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

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

The information provided by the Online Portal was easy to understand for most. Indeed, a proportion of 60.6% 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).

**Table 18: Understanding the information provided**

Was the information you were provided, easy to understand?	Online Portal (%)
<b>n =</b>	399
NET (8 to 10)	60.6%
NET (4 to 7)	33.7%
NET (1 to 3)	5.8%
<b>Total</b>	<b>100%</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 (41.7%) followed by finding it user-friendly (29.6%). About a fifth (18.0%) also mentioned enjoying the ability to access information. Responses in the "Other" category include, among other things, respondents praising the self-serving approach of the portal and the fact that it is regularly updated.

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

What is the one thing you liked most about your interaction with the Online Pension Portal?*	Online Portal (%)
<b>n =</b>	302
Ability to estimate pension/calculator	41.7%
User-friendly (ex: fast and easy to use/navigate)	29.6%
Ability to access information	18.0%
Short delays (ex: no waiting time)	9.9%
Quality of information	7.5%
Positive comments about agents (e.g., being able to talk to an agent, knowledgeable, etc.)	4.4%
General positive comments (e.g., good service, it's good, etc.)	4.1%
Other	7.7%

**Q7b:** Overall, what is the one thing you liked most about your interaction with the Online Pension Portal?

\*Multiple selections were allowed at this question.

Among responses obtained, more than a third (34.9%) of respondents said they would improve the information provided on the Online Portal.

Furthermore, even though the ability to estimate their pension was the most liked thing about the Online Portal, almost a quarter (23.8%) would improve the calculator or requested to have the ability to see their pension statement. "Other" responses include different feature requests and pointing out technical problems/inefficiencies on the portal.

**Table 20: Thing that could be improved on most to improve interaction with the Online Portal**

What is the one thing that could be improved on most to make your interaction with the Online Portal a more positive experience?*	Online Portal (%)
n =	264
Information (more information or detailed information)	34.9%
Calculator / pension statement	23.8%
Easier access (ex: mobile app, being able to access outside of work system)	13.6%
User-friendly / modernize platform	13.0%
Chat/being able to talk to an agent	12.2%
Short delays / faster response time (e.g., more timely return calls/messages)	11.4%
Other	8.6%

**Q8b:** Overall, what is the one thing you believe could be improved on most to make your interaction with 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, 82.3% reported they would use it by giving a score of at least 8 on a 10-point likeliness scale. The contact option they would be the least likely to use are SMS notices or reminders (43.8%).

**Table 21: Contact options (Online Portal respondents)**

How likely would it be for you to use the following contact options?*	NET (8 to 10)	NET (4 to 7)	NET (1 to 3)	Total (%)
Accessing personal pension information from a home, personal laptop	82.3%	12.3%	5.4%	100%
Virtual meeting (Audio/Video call) with Pension Centre	67.9%	22.1%	10.0%	100%
Webchat/IM (Instant Messaging) with Pension Centre	53.0%	28.3%	18.7%	100%
Mobile application	52.3%	26.0%	21.7%	100%
Text (SMS) notices/reminders	43.8%	32.3%	23.8%	100%

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

\*n = 409

## 5.0 Conclusion

### **Pension Centre respondents**

Respondents were generally satisfied with the service they received when calling the Pension Centre (88.8%). They were especially satisfied with the courteousness (96.9%), helpfulness (91.7%) and knowledge level of the staff (89.8%).

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 (54.7%), followed by the agents' soft skills (42.7%).

Navigating the automated phone system received the lowest level of satisfaction, even though more than three quarters were satisfied (77.4%). The satisfaction levels were usually lower among CFSA respondents, those under 40 years old and non-active employees.

Requesting general pension information was the main reason for calling the Pension Centre (52.3%), especially for respondents aged 60 or older (57.7%). Overall, respondents also found the information they were provided easy to understand. Indeed, 82.1% gave a score of at least 8 on a 10-point scale regarding this aspect.

However, when asked if something should be improved, the information provided and the knowledge of the staff was the most frequent answer (27.7%), especially among respondents under 40 years old (44.6%).

The contact option Pension Centre respondents would be the most likely to use was a personal computer (78.6%). The webchat or Instant Messaging was the one they would be the least likely to use (41.6%).

### **Online Portal respondents**

A proportion of 74.0% of Online Portal respondents were satisfied with the service they received and more than 8 out of 10 were satisfied with the ease of login (81.6%). When asked about what they liked the most about the Online Portal, the most recurrent answer was the ability to calculate their pension (41.7%), followed by the fact that it is considered user-friendly (29.6%). The ability to access information was the third thing respondent liked the most about the Online Portal (18.0%).

When asked if the information provided was easy to understand, more than half (60.6%) gave a score of at least 8 on a 10-point scale. However, when asked about what could be improved about the Online Portal, having more information or more detailed information was the most frequent answer (34.9%).

The contact option Online Portal respondents would be the most likely to use was also a personal computer (82.3%). The SMS notices or reminder was the one they would be least likely to use (43.8%).

## 6.0 Appendix

### Appendix A: Methodology

The *Client Service Feedback Survey – #002* 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 1,794 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 6,018 active members who recently visited the Online Portal and included information to reach them by email only. Data collection started on August 3, 2022, and ended on September 14, 2022.

In total, 1,931 members were invited via email to participate in the study. From August 9 to August 11, 2022, 853 Online Portal potential respondents were invited and an additional 95 were invited on September 9, 2022. On August 18, 2022, 983 potential Pension Centre respondents were invited. Up to two email reminders were sent to those who had not yet completed the survey and had not stated their refusal to participate. A total of 1,729 Pension Centre potential respondents were called. Data collection on the phone was performed from August 3, 2022, to August 16, 2022.

## Appendix B: Email invitations sent

**Table 22: Emails sent**

<b>Email sent</b>	<b>Pension Centre</b>	<b>Online Portal</b>	<b>Total</b>
<b>1 - Initial invite</b>	<b>1,024</b>	<b>1,098</b>	<b>2,122</b>
bounced	41	150	191
clicked	445	492	937
opened	448	111	559
sent	90	345	435
<b>2 - First reminder</b>	<b>800</b>	<b>619</b>	<b>1,419</b>
bounced	4	11	15
clicked	247	225	472
opened	380	33	413
sent	169	350	519
<b>3 - Second reminder</b>	<b>687</b>	<b>513</b>	<b>1,200</b>
bounced	2	2	4
clicked	119	84	203
opened	322	18	340
sent	244	409	653
<b>Total</b>	<b>2,511</b>	<b>2,230</b>	<b>4,741</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

## Appendix C: Data collection statistics (Pension Centre)

	Pension Centre survey	%
<b>AVAILABLE</b>	<b>1,751</b>	<b>100.0%</b>
<b>USED</b>	<b>1,751</b>	<b>100.0%</b>
Not in service	27	1.5%
Duplicate	1	0.1%
Not residential	1	0.1%
Problem with the line	1	0.1%
Fax	2	0.1%
Wrong number/Bounced email	17	1.0%
<b>NOT VALID</b>	<b>49</b>	<b>2.8%</b>
<b>VALID</b>	<b>1,702</b>	<b>97.2%</b>
Not eligible	5	0.3%
<b>OUT OF SAMPLE</b>	<b>5</b>	<b>0.3%</b>
<b>SAMPLE</b>	<b>1,697</b>	<b>96.9%</b>
No answer	5	0.3%
Answering Machine	338	19.9%
Appointments	164	9.7%
Incomplete	8	0.5%
Household refusal	142	8.4%
Respondent refusal	160	9.4%
Final refusal	11	0.6%
Prolonged absence	10	0.6%

<b>Total Completes</b>	<b>859</b>	<b>50.6%</b>
<b>Web Completes</b>	<b>385</b>	<b>44.8%</b>
<b>CATI Completes</b>	<b>474</b>	<b>55.2%</b>

<b>% REFUSALS</b>	<b>18.4%</b>
<b>% COMPLETES</b>	<b>50.6%</b>
<b>RESPONSE RATE (CATI ONLY)</b>	<b>36.1%</b>
<b>RESPONSE RATE (TOTAL)</b>	<b>50.6%</b>



## Appendix D: Response rate

For the consultation among Pension Centre respondents, the response rate was calculated by dividing the number of respondents (859) by the number of eligible members in the sample (1,697) for a response rate of 50.6%.

For Online Portal respondents, the response rate was calculated by dividing the number of respondents (409) by the number of initial email invitations who reached potential respondents (948). Hence the response rate for the Online portal portion of this study was 43.1%.

## 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 July 4, 2022, and August 2, 2022. The second list contained all members who had visited the Online Portal between July 3, 2022, and August 1, 2022.

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

**Table 23: Weights**

<b>Weights by Pension Groups</b>	<b>Pension Centre</b>	<b>Online Portal</b>
<b>n =</b>	859	409
(1) PSSA	0.97976	1.01634
(2) CFSA	1.21344	0.81913
(3) RCMP	0.98637	0.84354

## 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 2022



### 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 Centre 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+pension22@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**

(if Type 1 GoC Pension Centre) 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](#) 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: 20220803-AD981. Click [here](https://www.canadianresearchinsightscouncil.ca/rvs/home/) to verify the legitimacy of this survey.

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(if Type 2 Online Portal condition) 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 [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: 20220803-AD981. Click [here](https://www.canadianresearchinsightscouncil.ca/rvs/home/) to verify the legitimacy of this survey.

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**Q2a** Show if Type 1 GoC Pension Centre condition

(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 Type 2 Online Portal condition

(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 Type 1 GoC Pension Centre condition*

(Show if CATI) Thinking back on your recent experience with 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 with 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 Type 2 Online Portal condition*

(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 from the pension expert on the phone.*

(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 from the pension expert on the phone, or the information found on the portal.

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

#### Q5

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

*[READ LIST]*

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

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

## Q6

(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

## 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 *(Exclusive)*
- 7 Prefer not to answer *(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 Prefer not to answer

**Q7a** Show if Type 1 GoC Pension Centre condition

Overall, what is the one thing you liked most about your interaction 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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**Q7b** Show if Type 2 Online Portal condition

Overall, what is the one thing you liked most about your interaction with 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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**Q8a** Show if Type 1 GoC Pension Centre condition

Overall, what is the one thing you believe could be improved on most to make your interaction 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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**Q8b** Show if Type 2 Online Portal condition

Overall, what is the one thing you believe could be improved on most to make your interaction with 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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**t2**

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

Status Code: -1

## 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+pension22@advanis.ca](mailto:sday+pension22@advanis.ca)

## Appendix H: French questionnaire

# Canada Pension Members 2022



### Intro CATI

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

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

Je suis \_\_\_\_ 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 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+pension22@advanis.ca.

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

### **intro3**

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

En participant à ce sondage, vous consentez à l'utilisation de vos réponses à des fins de recherches et statistiques. La base de données 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**

Aucun problème. L'appel ne sera pas enregistré.

### **Intro Web**

(si Type 1 GdC Centre des Pensions condition) 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](#) 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.

Veillez cliquer sur le bouton « Commencer » pour continuer

**Votre participation est volontaire et vos réponses resteront strictement confidentielles.**

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Engagement du CRIC

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

(si Type 2 Portail en Ligne condition) 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 [accédé au 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.

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**Q2a** *Montrer si Type 1 GdC Centre des Pensions condition*

(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 Type 2 Portail en Ligne condition*

(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 L'estimateur de prestations de survivant \*
- 5 Autre (veuillez préciser) : \_\_\_\_\_

*\* Ces niveaux sont présentés dans un ordre aléatoire*



**Q3a** *Montrer si Type 1 GdC Centre des Pensions condition*

(Montrer si CATI) En pensant à votre expérience récente avec le 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 avec le 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 Type 2 Portail en Ligne condition*

(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 de l'expert en retraite au téléphone.*

(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 de l'expert en retraite au téléphone ou de l'information trouvée sur le portail.

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

#### Q5

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

*[LIRE LA LISTE]*

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

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

## Q6

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

*[LIRE LA LISTE]*

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

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

*\* Ces niveaux sont présentés dans un ordre aléatoire*

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

## D1

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

*(Montrer si CATI) [LIRE LA LISTE]*

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

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

## D2

Dans quel groupe d'âge vous situez-vous?

*(Montrer si CATI) [LIRE LA LISTE]*

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

## D3

Appartenez-vous à l'un des groupes suivants?

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

*(Montrer si Web) Sélectionnez tout ce qui s'applique*

- 2 Autochtones \*
- 3 LGBTQ2+ \*
- 4 Personnes handicapées \*
- 5 Membres d'une minorité visible \*
- 1 Non, je n'appartiens à aucun de ces groupes *(Exclusif)*
- 7 Je préfère ne pas répondre *(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 Type 1 GdC Centre des Pensions condition*

Dans l'ensemble, quelle est la chose que vous avez le plus appréciée dans votre interaction 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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**Q7b** *Montrer si Type 2 Portail en Ligne condition*

Dans l'ensemble, quelle est la chose que vous avez le plus appréciée dans votre interaction avec le 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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**Q8a** *Montrer si Type 1 GdC Centre des Pensions condition*

Dans l'ensemble, qu'est-ce qui pourrait être amélioré le plus pour faire de votre interaction 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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**Q8b** *Montrer si Type 2 Portail en Ligne condition*

Dans l'ensemble, qu'est-ce qui pourrait être amélioré le plus pour faire de votre interaction avec le 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.*

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**t2**

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

Code de statut: -1

## Page d'aide

CRIC: Advanis est membre enregistré du Conseil canadien de la recherche sur la recherche. Advanis respecte et supporte cet engagement. Ceci peut être consulté à:

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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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