Client Service Feedback Survey – #003
February 2023

Analysis Report

Public Services and Procurement Canada (PSPC)

Supplier name: Advanis Inc.
Contract number: EP082-212778/001/CY
Contract value: $ 29,506.36 (before taxes)
Award date: July 26, 2021
Delivery date: February 23, 2023

Prepared for:
Public Services and Procurement Canada
Pension Excellence Sector

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

Ce rapport est aussi disponible en français

Table of contents

Client Service Feedback Survey - #003
Analysis Report

1.0 Summary

1.1 Background and objectives

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

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

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

The probability-based study was conducted in English and French online and over the phone. Overall, 2,090 people completed the survey between November 15, 2022, and December 13, 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 October 10, 2022, and November 10, 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 second wave between August 3, 2022, and September 14, 2022. For both waves, a report was provided to PSPC. This report presents the results for the third 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 $29,506.36 (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 (88.7%). The aspects they appreciated the most about their interaction were related to the staff. Indeed, they found the staff courteous (96.2%), helpful (90.7%) and knowledgeable (89.1%). They were less inclined to find that the automated phone system was easy to navigate, but the majority was still satisfied (77.0%).

The satisfaction levels were usually lower among CFSA respondents and those under 40 years old.

The main reason respondents called the Pension Centre was to request general information (46.3%) and they found that the information provided was easy to understand (82.5% gave a score of at least 8 on a scale of 10). Having a better online access or online services (22.5%) and the delays (22.0%) were the things they thought could be improved the most, followed by the information provided (16.4%).

Pension Centre respondents would be most likely to access their pension information from a home, personal computer (79.5%).

Online Portal respondents

The majority of those who used the Online Portal were also satisfied with the service they received (75.4%). The ability to estimate their pension was the aspect respondents liked the most (37.8%). A proportion of 31.3% liked the fact that it was user-friendly the most.

A proportion of 8 respondents out of 10 (80.9%) were satisfied by the ease of login and the majority said the information provided by the Online Portal was easy to understand (62.7% gave a score of at least 8 on a scale of 10).

Furthermore, the calculator or the pension statement was the element respondents would wish to see improved the most (29.2%) followed by having more information or more detailed information (25.0%).

Online Portal respondents would be most likely to access their pension information from a home, personal computer (82.2%).

1.3 Extrapolating the results to a broader audience

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

1.4 Political Neutrality Certification

Political neutrality certification

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

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

Signed: *Nicolas Toutant*

Nicolas Toutant, Vice-President, Research and Evaluation

2.0 Methodology

2.1 Sample planning and data collection

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

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

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

Data collection started on November 15, 2022, and ended on December 13, 2022. A pretest took place on the phone and online from November 15, 2022, to November 16, 2022. The Government of Canada's

standards for pre-testing were adhered to, with pretests being conducted in both English and French. In total, 151 surveys were completed during the pretest (126 by phone and 25 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, 4,229 members were invited via email to participate in the study. From November 16 to November 17, 2022, 1,650 Online Portal potential respondents were invited. From November 17 to November 23, 2022, 2,579 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)	1,245
2	Invitation (FR) (Online Portal)	405
3	Invitation (EN) (Pension Centre)	2,031
4	Invitation (FR) (Pension Centre)	548
Total		**4,229**

Data collection on the phone was performed from November 15, 2022, to November 22, 2022, with potential Pension Centre respondents. A total of 2,717 members were called. Of those, 77 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 547 agreed to participate in the survey, however, 5 were not eligible.

In total, 2,090 respondents participated in the *Client Service Feedback Survey – #003*. Of those 2,090, a total of 1,439 were Pension Centre respondents and 651 were Online Portal respondents. All Online Portal respondents answered the web survey. A total of 542 Pension Centre respondents answered the survey on the phone and 897 answered on the web.

2.2 Questionnaire

The *Client Service Feedback Survey – #003 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 average survey length was 5 minutes and a half for completing the web survey and 9 minutes for completing the survey over the phone.

2.3 Calls Monitoring

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

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

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

2.4 Weighting

The data was weighted according to the pension group of the respondents (PSSA members, CFSA members or RCMP members). Pension Centre and Online Portal respondents were weighted separately. The weights were calculated using the population files sent by PSPC. The first list contained all members who had called the Pension Centre and consented to participate between October 11, 2022, and November 10, 2022. The second list contained all members who had visited the Online Portal between October 10, 2022, and November 9, 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)

More than two thirds (68.9%) of respondents had recently called the Pension Centre. The others had recently visited the Online Portal (31.1%).

Table 2: Respondent type

Type	Counts	%
Pension Centre	1,439	68.9%
Online Portal	651	31.1%
Total	**2,090**	**100%**

Unweighted data – Sample field

The majority of Pension Centre respondents were PSSA members (87.9%). A proportion of 7.0% were part of the RCMP pension group and the remaining were CFSA members (5.1%). For Online Portal respondents, most were PSSA members (93.5%), while 3.4% were CFSA and 3.1% were RCMP members.

Table 3: Pension group

Pension group	Pension Centre (%)	Online Portal (%)
n =	1,439	651
PSSA	87.9%	93.5%
CFSA	5.1%	3.4%
RCMP	7.0%	3.1%
Total	**100%**	**100%**

Unweighted data – Sample field

Pension Centre respondents were still employed in a proportion of 62.4%, while 37.6% were retired or had another status (including survivors and non-retired, but not currently working for the Government of Canada). Almost all Online Portal respondents were currently employed (99.7%).

Table 4: Status

Status	Pension Centre (%)	Online Portal (%)
n =	1,439	651
Active (currently employed)	62.4%	99.7%
Non-Active (retired) and others	37.6%	0.3%
Total	**100%**	**100%**

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

A little more than half (51.1%) of Pension Centre respondents willing to give their age were between 40 and 59 years old, while 31.8% were 60 years old or older and 17.0% were less than 40. Among Online Portal respondents, more than two thirds (68.5%) were between 40 and 59 years old. A proportion of 17.1% was less than 40 and 14.4% were 60 or older.

Table 5: Age

Age	Pension Centre (%)	Online Portal (%)
n =	1,432	644
Less than 40	17.0%	17.1%
40 to 59	51.1%	68.5%
60 or older	31.8%	14.4%
Total	**100%**	**100%**

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

A proportion of (71.0%) of Pension Centre respondents were not members of a visible minority, living with a disability, LGBTQ2+ or Indigenous. This was also the case for 73.1% of Online Portal respondents.

Table 6: Population groups

Population groups*	Pension Centre (%)	Online Portal (%)
n =	1,439	651
None	65.8%	63.4%
Members of a visible minority	13.5%	12.4%
Persons with disabilities	8.5%	6.8%
LGBTQ2+	3.9%	3.7%
Indigenous peoples	3.2%	2.9%
Prefer not to answer	7.4%	13.2%

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

*Multiple selections were allowed at this question.

Among Pension Centre respondents, 56.3% were female and 43.7% were male. A proportion of 51.5% of Online Portal respondents identified as female and 48.5% as male.

Table 7: Gender

Gender	Pension Centre (%)	Online Portal (%)
n =	1,401	621
Male	43.7%	48.5%
Female	56.3%	51.5%
Non-Binary	---	---
Other	---	---
Total	**100%**	**100%**

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

4.2 Pension Centre results

4.2.1 Reasons for contacting the Pension Centre (weighted data)

The main reason for calling the Pension Centre was to request general pension information, a form or documentation (46.3%). Respondents under 40 years old selected this answer in a smaller proportion (27.9%) compared to those aged between 40 and 59 (48.7%) and those 60 or older (52.0%).

A quarter (25.0%) called regarding their pension payments or to request an estimate of their pension and almost a quarter (24.4%) called to request a buyback estimate and/or apply to buyback service. The latter was the most popular answer among respondents under 40 years old (46.7%).

Table 8: Reasons for calling the Pension Centre

What was the purpose of your call to the Pension Centre?*	Pension Centre (%)
n =	1,434
Request general pension information, a form or documentation	46.3%
Pension payments / Request an estimate of my pension	25.0%
Request a buyback estimate and/or apply to buy back service	24.4%
Life Events (Enrollments, marriage status, Supplementary Death Benefit)	11.9%
Update my profile (name, address, banking information, etc.)	11.6%
Obtain an update of the status of a transfer payment (transfer value, pension transfer agreement)	9.3%
Medical insurance/coverage/payment/benefits	2.4%
Other	7.0%

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 (88.7%). The satisfaction level was higher among employees who are 60 years old or older (91.7%) and lower for those under 40 (82.8%). It was also lower among CFSA respondents (75.3%).

Table 9: Satisfaction with the service received

How would you rate your experience with the service you received?	Pension Centre (%)
n =	1,439
NET Satisfied	88.7%
NET Dissatisfied	6.8%
Very Satisfied	68.5%
Somewhat Satisfied	20.1%
Neither Satisfied nor Dissatisfied	4.6%
Somewhat Dissatisfied	3.7%
Very Dissatisfied	3.1%
Total	**100%**

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

The courteousness of the staff was the item respondents were the most satisfied with (96.2%), followed by the helpfulness of the staff (90.7%) and their knowledge level (89.1%). The ease of navigating the automated phone system was the item they were the least satisfied with (77.0%).

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

Table 10: Satisfaction with different aspects of the Pension Centre

How would you rate your satisfaction related to the following?	Satisfied (%)	Neutral (%)	Dissatisfied (%)	Total (%)
The courteousness of staff (n = 1,437)	96.2%	2.3%	1.5%	100%
The helpfulness of staff (n = 1,436)	90.7%	4.7%	4.5%	100%
The knowledge level of staff (n = 1,431)	89.1%	7.0%	3.9%	100%
The clarity of the information provided to you (n = 1,432)	87.3%	6.9%	5.7%	100%
The timeliness of the service you received (n = 1,431)	85.4%	6.6%	8.1%	100%
The ease of navigating the automated phone system (n = 1,408)	77.0%	15.1%	7.9%	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)

Most (82.5%) considered that the information provided was easy to understand by giving a score of at least 8 on a 10-point scale. Respondents who were 60 years old or older gave a score of at least 8 out of 10 in a greater proportion (86.9%) than younger respondents. CFSA members were less inclined than others to give a score of at least 8 out of 10 (71.4%).

Table 11: Understanding the information provided

Was the information you were provided, easy to understand?	Pension Centre (%)
n =	1,426
NET (8 to 10)	82.5%
NET (4 to 7)	15.0%
NET (1 to 3)	2.5%
Total	**100%**

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

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

When respondents were asked what they liked most of their interaction with the Pension Center, 49.9% reported that agents they have interacted with were helpful, knowledgeable, or were able to provide answers. A proportion of 38.0% mentioned the agents' soft skills and 25.5% praised the efficiency of the Pension Centre. Among other things, responses in the "Other" category include people praising the follow-ups they received from the Pension Centre, the clarity of the information provided and the ability to receive service in the official language of their choice.

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

What is the one thing you liked most about your interaction with the Pension Centre?*	Pension Centre (%)
n =	1,319
Agents are helpful/knowledgeable/provide answers	49.9%
Agents' soft skills (ex: friendly, courteous, polite)	38.0%
Efficiency (ex: quick/easy to access/short delays)	25.5%
General comment about customer services	8.5%
Talking to a real person	5.6%
Other	7.9%

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.

Requesting an online access or online services is the most mentioned suggestion to improve the interaction with the Pension Centre (22.5%). It is closely followed by delays (22.0%) which include delays on the phone when waiting to receive a service from the Pension Centre, delays to process a request and delays to receive documentation. These suggestions are made in a similar proportion across all age groups. The information provided is also mentioned as something that could be improved by 16.4% of respondents as well as the phone system by 11.3%.

Other responses include requesting the ability to speak to a pension specialist and making the contact information of the Pension Centre easier to find. A high proportion of responses can be found in the "other" category since some respondents made suggestions or comments on services not related to their interaction on the phone with the Pension Centre.

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

What is the one thing that could be improved on most to make your interaction with the Pension Centre a more positive experience?*	Pension Centre (%)
n =	897
Online access (all modes) (ex: request an online access or online services)	22.5%
Delays	22.0%
Information (including more knowledgeable staff)	16.4%
Phone system	11.3%
Follow-up / updates	7.6%
Better access to agents (all modes)	7.0%
Documentation or paperwork (amount / quality)	4.0%
Website needs to be easier to navigate/user-friendly	3.1%
Agents' soft skills	2.5%
Better internal communication	1.3%
Other	18.0%

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 (79.5% 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 (44.9%).

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	79.5%	14.1%	6.4%	100%
Virtual meeting (Audio/Video call) with Pension Centre	60.4%	24.6%	15.0%	100%
Mobile application	52.8%	26.9%	20.3%	100%
Text (SMS) notices/reminders	52.3%	25.3%	22.4%	100%
Webchat/IM (Instant Messaging) with Pension Centre	44.9%	28.9%	26.2%	100%

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

*n = 1,439

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 (76.3%), especially for respondents between 40 and 59 years old (82.4%) and 60 years old or older (83.9%). This was also the main reason for using the Online Portal among those who are less than 40, but in a proportion of 46.3%.

Almost a fifth (18.4%) 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 (40.6% for those less than 40, 14.6% for those between 40 and 59 and 9.7% 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 (%)
n =	651
Get a pension estimate	76.3%
Service buyback estimator / payment status	18.4%
Update personal information (address, contact details, etc.)	13.7%
Survivor benefits estimator	8.4%
To answer a question / get information	3.1%
Other	5.7%

Q2b: What was the reason for your use of the Online Pension Portal?

*Multiple selections were allowed at this question.

4.3.2 Satisfaction with the Online Portal (weighted data)

Three quarters of Online Portal respondents mentioned they were satisfied with the service they received (75.4%). Respondents who are 60 years old or older were the most satisfied age group (83.9%) and those less than 40 the least satisfied (66.4%).

Table 16: Satisfaction with the service received

How would you rate your experience with the service you received?	Online Portal (%)
n =	651
NET Satisfied	75.4%
NET Dissatisfied	13.2%
Very Satisfied	35.4%
Somewhat Satisfied	40.0%
Neither Satisfied nor Dissatisfied	11.4%
Somewhat Dissatisfied	8.0%
Very Dissatisfied	5.2%
Total	**100%**

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

Most respondents (80.9%) were satisfied with the ease of login on the Online Portal. More than three quarters (76.3%) were satisfied with the ease of landing page navigation and 73.3% with the ease of self-service options. Satisfaction tends to increase with age since those in the less than 40 age group were consistently the least satisfied age group and those 60 or older the most satisfied.

Table 17: Satisfaction with different aspects of the Online Portal

How would you rate your satisfaction related to the following?	Satisfied (%)	Neutral (%)	Dissatisfied (%)	Total (%)
Ease of login (n = 648)	80.9%	12.8%	6.4%	100%
Ease of Landing Page navigation (n = 645)	76.3%	13.4%	10.3%	100%
Ease of self-service options (n = 643)	73.3%	15.3%	11.4%	100%

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

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

The information provided by the Online Portal was easy to understand for the majority. Indeed, a proportion of 62.7% 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 under 40 years old were less inclined to consider the information easy to understand (50.4%).

Table 18: Understanding the information provided

Was the information you were provided, easy to understand?	Online Portal (%)
n =	636
NET (8 to 10)	62.7%
NET (4 to 7)	32.5%
NET (1 to 3)	4.8%
Total	**100%**

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

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

The most liked aspect of respondents' interaction with the Online Portal was having the ability to estimate their pension (37.8%) followed by finding it user-friendly (31.3%). A proportion of 17.1% also mentioned enjoying the ability to access information. Responses in the "Other" category include, among other things, respondents praising the fact that it is secure and its online aspect.

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 (%)
n =	508
Ability to estimate pension/calculator	37.8%
User-friendly (ex: fast and easy to use/navigate)	31.3%
Ability to access information	17.1%
Positive comments about agents (e.g., being able to talk to an agent, knowledgeable, etc.)	6.4%
Quality of information	4.9%
Short delays (ex: no waiting time)	3.9%
General positive comments (e.g., good service, it's good, etc.)	3.7%
Other	9.0%

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, 29.2% of respondents said they would improve the calculator or requested to have the ability to see their pension statement and 25.0% would improve the information provided on the Online Portal.

Other responses include having the ability to update information directly on the portal, to transfer documents online or to download or export information. Some respondents also made suggestions or comments on services not related to their use of the Online 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 =	425
Calculator / pension statement	29.2%
Information (more information or detailed information)	25.0%
Easier access (ex: mobile app, being able to access outside of work system)	11.9%
User-friendly / modernize platform	11.1%
Chat/being able to talk to an agent	8.2%
Short delays / faster response time (e.g., more timely return calls/messages)	7.3%
Other	21.3%

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, 82.2% 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 (47.1%).

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	82.2%	12.2%	5.6%	100%
Virtual meeting (Audio/Video call) with Pension Centre	61.7%	26.3%	12.0%	100%
Mobile application	54.8%	26.8%	18.4%	100%
Webchat/IM (Instant Messaging) with Pension Centre	53.4%	29.1%	17.5%	100%
Text (SMS) notices/reminders	47.1%	28.1%	24.8%	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 = 651

5.0 Conclusion

Pension Centre respondents

Respondents were generally satisfied with the service they received when calling the Pension Centre (88.7%). They were especially satisfied with the courteousness (96.2%), helpfulness (90.7%) and knowledge level of the staff (89.1%).

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 (49.9%), followed by the agents' soft skills (38.0%).

Navigating the automated phone system received the lowest level of satisfaction, even though more than three quarters were satisfied (77.0%). Across all metrics, the satisfaction levels were usually lower among CFSA respondents and those under 40 years old.

Requesting general pension information was the main reason for calling the Pension Centre (46.3%), especially for respondents aged 60 or older (52.0%) and those between 40 and 59 (48.7%). Overall, respondents also found the information they were provided easy to understand. Indeed, 82.5% gave a score of at least 8 on a 10-point scale regarding this aspect.

However, when asked if something should be improved, having an online access or online services was the most frequent answer (22.5%) followed closely by delays (22.0%) (includes delays on the phone, to process a request and to receive documentation).

The contact option Pension Centre respondents would be the most likely to use was a personal computer (79.5%). The webchat or Instant Messaging was the one they would be the least likely to use (44.9%).

Online Portal respondents

A proportion of 75.4% of Online Portal respondents were satisfied with the service they received and 8 out 10 were satisfied with the ease of login (80.9%). When asked about what they liked the most about the Online Portal, the most recurrent answer was the ability to calculate their pension (37.8%), followed by the fact that it is considered user-friendly (31.3%). The ability to access information was the third thing respondent liked the most about the Online Portal (17.1%).

When asked if the information provided was easy to understand, a majority (62.7%) gave a score of at least 8 on a 10-point scale. When asked about what could be improved about the Online Portal, the calculator or the pension statement aspect of it was the most frequent answer (29.2%).

The contact option Online Portal respondents would be the most likely to use was also a personal computer (82.2%). The SMS notices or reminder was the one they would be least likely to use (47.1%).

6.0 Appendix

Appendix A: Methodology

The *Client Service Feedback Survey – #003* 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 3,588 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 8,171 active members who recently visited the Online Portal and included information to reach them by email only. Data collection started on November 15, 2022, and ended on December 13, 2022.

In total, 4,229 members were invited via email to participate in the study. From November 16 to November 17, 2022, 1,650 Online Portal potential respondents were invited. From November 17 to November 23, 2022, 2,579 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 2,717 Pension Centre potential respondents were called. Data collection on the phone was performed from November 15, 2022, to November 22, 2022.

Appendix B: Email invitations sent

Table 22: Emails sent

Email sent	Pension Centre	Online Portal	Total
1 - Initial invite	**2,579**	**1,650**	**4,229**
bounced	112	204	316
clicked	1,050	731	1,781
opened	1,087	169	1,256
sent	330	546	876
2 - First reminder	**1,976**	**1,088**	**3,064**
bounced	3	47	50
clicked	517	304	821
opened	929	89	1,018
sent	527	648	1,175
3 - Second reminder	**1,753**	**907**	**2,660**
bounced	1	1	2
clicked	264	144	408
opened	714	63	777
sent	774	699	1,473
Total	**6,308**	**3,645**	**9,953**

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 (Pension Centre)

	Pension Centre Survey	%
AVAILABLE	**3517**	**100.0%**
USED	**3517**	**100.0%**
Not in service	39	1.1%
Duplicate	2	0.1%
No Phone number	0	0.0%
Not residential	0	0.0%
Problem with the line	13	0.4%
Fax	14	0.4%
Wrong number/Bounced email	38	1.1%
NOT VALID	**106**	**3.0%**
VALID	**3411**	**97.0%**
Not eligible	5	0.1%
Language barrier	1	0.0%
Age - illness	6	0.2%
Other	0	0.0%
OUT OF SAMPLE	**12**	**0.3%**
SAMPLE	**3399**	**96.6%**
No answer	494	14.5%
Answering Machine	777	22.9%
Appointments	293	8.6%
Incomplete	28	0.8%
Household refusal	95	2.8%
Respondent refusal	268	7.9%
Final refusal	5	0.1%
Recruited to web	0	0.0%

Total Completes	**1439**	**42.3%**
Web Completes	**897**	**62.3%**
CATI Completes	**542**	**37.7%**

% REFUSALS	**10.8%**
% COMPLETES	**42.3%**
RESPONSE RATE (CATI ONLY)	**21.8%**
RESPONSE RATE	**42.3%**

Appendix D: Response rate

For the consultation among Pension Centre respondents, the response rate was calculated by dividing the number of respondents (1,439) by the number of eligible members in the sample (3,399) for a response rate of 42.3%.

For Online Portal respondents, the response rate was calculated by dividing the number of respondents (651) by the number of initial email invitations who reached potential respondents (1,446). Hence the response rate for the Online portal portion of this study was 45.0%.

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 October 11, 2022, and November 10, 2022. The second list contained all members who had visited the Online Portal between October 10, 2022, and November 9, 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

Weights by Pension Groups	Pension Centre	Online Portal
n =	1,439	651
(1) PSSA	1.008	0.953
(2) CFSA	0.988	1.724
(3) RCMP	0.909	1.629

Appendix F: Additional notes

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

Canada Pension Members Fall/Winter 2022

![ADVANIS]

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.

- ❍ 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: 20221108-AD912. Click here (https://www.canadianresearchinsightscouncil.ca/rvs/home/) to verify the legitimacy of this survey.

If you experience any difficulties with the survey, or for an alternative means of accessing the survey, please contact Advanis by telephone at 1-866-509-6986 or by e-mail at : sday+pension22@advanis.ca

© 2022 Advanis Privacy Policy (https://www.advanis.ca/privacy_policy2.html) CRIC Pledge (https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2020/09/CRIC-Pledge-to-Canadians.pdf)

(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: 20221108-AD912. Click here (https://www.canadianresearchinsightscouncil.ca/rvs/home/) to verify the legitimacy of this survey.

If you experience any difficulties with the survey, or for an alternative means of accessing the survey, please contact Advanis by telephone at 1-866-509-6986 or by e-mail at : sday+pension22@advanis.ca

© 2022 Advanis Privacy Policy (https://www.advanis.ca/privacy_policy2.html) CRIC Pledge (https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2020/09/CRIC-Pledge-to-Canadians.pdf)

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

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

[READ LIST]

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

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

*Levels marked with * are randomized*

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

D1

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

(Show if CATI) [READ LIST]

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

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

D2

What age group do you fall under?

(Show if CATI) [READ LIST]

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

D3

Do you belong to any of the following groups?

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

(Show if Web) Select all that apply

- ❑ 2   Indigenous peoples *
- ❑ 3   LGBTQ2+ *
- ❑ 4   Persons with disabilities *
- ❑ 5   Members of a visible minority *
- ❑ 1   No, I do not belong to any of the following groups   *(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.

_____
_____
_____
_____
_____

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.

_____
_____
_____
_____
_____

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.

_____

_____

_____

_____

_____

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.

_____

_____

_____

_____

_____

t2

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

Status Code: -1

Help Page

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

This survey is registered with the Canadian Research Insights Council's (CRIC) Research Verification Service. The project verification number is: 20221108-AD912. Click here (https://www.canadianresearchinsightscouncil.ca/rvs/home/) to verify the legitimacy of this survey.

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

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

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

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

IF ASKED FOR AN ALTERNATIVE MEANS OF COMPLETING THE SURVEY: If you experience any difficulties with the survey, or for an alternative means of accessing the survey, please contact Advanis by telephone at 1-866-509-6986 or by e-mail at : sday+pension22@advanis.ca

Appendix H: French questionnaire

Canada Pension Members Fall/Winter 2022

ADVANIS

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

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

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

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

Veuillez cliquer sur le bouton « Commencer » pour continuer

Votre participation est volontaire et vos réponses resteront strictement confidentielles.
Cette enquête est enregistrée auprès du Conseil de recherche et d'intelligence marketing canadien (CRIC). Le numéro de vérification du projet est : 20221108-AD912. Cliquez ici (https://www.canadianresearchinsightscouncil.ca/rvs/home/?lang=fr) pour vérifier l'authenticité de cette enquête.
Si vous éprouvez des difficultés en lien avec le sondage ou souhaitez remplir le sondage à l'aide d'un moyen alternatif, veuillez contacter Advanis par téléphone au 1-866-509-6986 ou par courriel au sday+pension22@advanis.ca.
© 2022 Advanis Politique de confidentialité (https://www.advanis.net/fr/politique-de-confidentialit%C3%A9) 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.

Veuillez cliquer sur le bouton « Commencer » pour continuer

Votre participation est volontaire et vos réponses resteront strictement confidentielles.
Cette enquête est enregistrée auprès du Conseil de recherche et d'intelligence marketing canadien (CRIC). Le numéro de vérification du projet est : 20221108-AD912. Cliquez ici (https://www.canadianresearchinsightscouncil.ca/rvs/home/?lang=fr) pour vérifier l'authenticité de cette enquête.
Si vous éprouvez des difficultés en lien avec le sondage ou souhaitez remplir le sondage à l'aide d'un moyen alternatif, veuillez contacter Advanis par téléphone au 1-866-509-6986 ou par courriel au sday+pension22@advanis.ca.
© 2022 Advanis Politique de confidentialité (https://www.advanis.net/fr/politique-de-confidentialit%C3%A9) Engagement du CRIC
 (https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2020/09/Engagement-du-CRIC-aupres-des-Canadiens.pdf)

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.

_____
_____
_____
_____
_____

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.

_____
_____
_____
_____
_____

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.

_____
_____
_____
_____
_____

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.

(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.

_____
_____
_____
_____
_____

t2

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

Code de statut: -1

Page d'aide

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

Cette enquête est enregistrée auprès du Conseil de recherche et d'intelligence marketing canadien (CRIC). Le numéro de vérification du projet est : 20221108-AD912. Cliquez ici (https://www.canadianresearchinsightscouncil.ca/rvs/home/?lang=fr) pour vérifier l'authenticité de cette enquête.

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

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

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

POUR UNE MANIÈRE ALTERNATIVE DE REMPLIR LE SONDAGE : Si vous éprouvez des difficultés en lien avec le sondage ou souhaitez remplir le sondage à l'aide d'un moyen alternatif, veuillez contacter Advanis par téléphone au 1-866-509-6986 ou par courriel au sday+pension22@advanis.ca.