

IDB Retirees Website Survey Results

In line with its project to refurbish and revamp the Retirees' website (www.ajbid.org), the Retirees Association sent an electronic survey (see attached) to all its members on October 21st, 2009. The purpose of said survey was to gather information on current website usage, on suggestions for improvement, additional functionality, and overall enhancement options for the website.

The survey was sent to 883 retirees. Three hundred and thirty (330) responded, which amounts to a 37.4% response rate and is considered very good for accurate and useful results.

Demographics. Over the majority of retirees who responded – 65.8%- currently live in the USA, while 22.5% live in Latin America. Roughly 40% of respondents have been retired from the IDB for over ten years, 30% between three and ten years, and 25% for less than three years.

Member Access to Website. Of the total number of respondents (330), 11.5% indicated that they consult the website “Frequently”, while 30.7% said they consult it “Occasionally”, 24.6% said “Rarely” and 25.9% said “Never”. Reasons given for not accessing the site varied, but most respondents said that they “did not know the Retiree Association had a website”, which would imply the strong need for the Association to further advertise the existence of its site. Roughly 8% of respondents pointed out they simply preferred to have “direct contact” with retirees and 5.4% preferred calling the Retirees' Office directly for specific information. Another 5.4% simply felt that the information contained in the website would not be useful to them. Insofar as specific comments received on this question (“*If you do not consult the Retirees Website, why?*”), many respondents emphasized the importance of having an “updated” website, and in some cases used this as a reason not to consult the site.

If they accessed the website, surveyed members were asked what particular information they consulted. The *Bimonthly Newsletters* received the highest number of responses (26.1%) followed by the information pertaining to the *Elections of Board members* (18.5%), and the *Minutes of the Board Meetings* (16.9%). This particular result would seem to indicate that the recent decision of the Board to place such Minutes on the website has been well received by the members. Another 15.4% of respondents indicated that they consult the *Annual Report*, and 15.1% access the *CIGNA Insurance forms*, which can be printed out online.

Potential Additional Information and Links to Website. The survey asked what additional information the retirees would want to see on the website. Having “*A Link to the IDB Phone Directory*” and “*A link to the Retirees Directory*” were on top of the list (26.2% of total), followed by “*An option to contact the Retirees Association Office*” directly (11.1%) and having “*Links to other websites of interest*”, such as Health, Medical Insurance, Nutrition, Long Term Care Insurance, Life Insurance, etc. (9.7%).

Respondents also pointed out that having information on “*Current IDB Organizational Chart and Officers*” would also be desirable on a revamped website (8.6%). Other information of interest resulted as follows:

- Information on current events 7.2%
- An option to contact members of the Retirees Board of Directors 7.2%
- FAQ (Frequently Asked Questions) 6.5%
- Current Board of Directors and Terms 6.0%
- Cultural events in DC or Latin America 5.7%
- An option to chat or blog with other retirees 4.3%
- Information on volunteer opportunities 3.5%
- Steps to be followed at retirement 2.6%
- Other information 1.3%

Additional Comments. The Survey’s last question was open ended, and provided respondents with an opportunity to give additional comments to the Website and its enhancement. Thirty one percent (31%) of respondents answered this question, offering a variety of suggestions, ranging from having a link to the Bank’s Intranet, a link to “Chasqui”, access to other Bank forms (such as Repatriation, Tax Forms, etc.), posting the provisions of the Bank’s Health Insurance Plan and Retirement Plan, having additional information on Health Insurance in general, including the steps to follow when switching over to Medicare as prime insurer, steps to follow when losing a loved one, having up to date information on Cost of Living Adjustment, Bank regulations on repatriation and taxes; direct link to staff responsible for insurance and pensions, a link to the webmaster, and additional information of interest for “senior citizens”. A suggestion was made to have a combination of open website with some pages accessible only to members. Interestingly, a few respondents felt the retirees website was “too formal”, lacked “humor”, and should be refurbished to address these points.

Conclusions. The survey results not only confirm the need to refurbish and revamp the retirees website, as well as ensure its flawless maintenance, but they also provide the type of information necessary to better tailor this undertaking to meet the specific needs of the retirees.