

Discussion of
The Effectiveness of Digital Pension
Tools: A Case Study on the Dutch
Website 'My Pension Overview'
Louise Nell

By Wiebke Eberhardt
Netspar Pension Day 2015



Maastricht University



Netspar

- Providing tailored, relevant information to participants
- Usability of digital pension tools
- Role of user characteristics



To what extent do **prior knowledge** and **language skill** affect **finding** and **understanding** information in financial digital tools?



Comparison of 2011 and 2015 version



- Demographics:
 - Age
 - Gender
 - Education & income
 - Employment & sector
- Competence
 - Financial & pension knowledge
 - Vocabulary & reading ability

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- Document performance test:
 - Finding
 - Understanding

Questions Procedure

- Sample bias: snowball sampling?
- Did everyone complete the survey? If not, who dropped out?
- Weighting financial knowledge questions (14 questions, scale 1-11)?
- Definition of finding and understanding score

Questions Results

- Gender bias in “don’t know” answers?
- Correlation education & results vocab/reading skill test?
- Why not include all demographics/characteristics in one regression? Control for them? How do results change?
- If you combine samples for old and new website, maybe add dummy (e.g. 0=old, 1=new)?

Questions Results

- Age has a negative influence on finding → did you see different results in your earlier studies on the (paper) UPO?
- “Tailored” data → no jargon for less educated? Differentiate between participants?
- Difference 2011 and 2015?



- Interesting perspective: in how far did **changes to MPO** lead to better **finding & understanding**?
- Looking forward to results of **how other (demographic) factors influence** finding & understanding