



# 2024 Stakeholder Perception Survey and Focus Groups Results

## Summary of Discussion

The Office of Stakeholder Relations (STRL) monitors and assesses CalPERS' reputation with key stakeholder segments to help support, shape, and implement the Strategic Plan goals and initiatives for the organization. STRL administers the annual Stakeholder Perception Survey (SPS). The survey solicits anonymous feedback from CalPERS' active and retired members, employers, and stakeholder association representatives regarding their perceptions of CalPERS. The survey was administered between April 4 – 21, 2024. Questions within the survey pertain to the CalPERS customer experience, confidence in the management of the organization and retirement security, and CalPERS work to keep members educated and informed. This presentation provides an overview of the survey highlights and perception trends amongst the stakeholder groups.

For a second year, CalPERS partnered with EMC Research to conduct focus groups with a subset of surveyed stakeholder group members to supplement the findings. EMC will present the feedback and results of the focus groups.