
The Impacts of Social and Cultural Services Provided by Civil Servants Pension Fund (CSPF) on Retired Members' Quality of Life Index

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Summary

Providing CSPF's retired members with social and cultural services is of great importance since such services can have some impacts on the quality of life of the members. Accordingly, the major focus of the current study was on the evaluation of the services; for so doing, the quantitative research method was employed and the data were collected using a survey questionnaire and through phone calls. The respondents were randomly selected from among 1,161,713 retired members from all the provinces in Iran. The sample comprised 1317 respondents. The provinces were divided into five areas taking account of the population residing in each province and their quality of life (very low, low, medium, high, and higher/very high), and from among the services provided for the retired members, four types of services were checked out, which are as follows: Medicare supplement insurance, emergency loans, travelling allowance, and allowances to buy eyeglasses, hearing aids, and walking sticks. The results of the study showed that the respondents were not satisfied with Medicare supplement insurance, and it did not have a significant impact on their quality of life; they were relatively satisfied with the loans, so it was found to have a low impact on their quality of life; allowances to buy eyeglasses, hearing aids, and walking sticks had similar low impacts on their quality of life; however, respondents' attitude towards travelling allowances was positive, and it was found to be highly effective in this regard.