

**British Columbia Government  
Retired Employees' Association**

**2021 General Members Survey:**

***Vancouver  
Branch 1100***

***March 2022***



The content of this report and associated research has been commissioned from Collegiate Digital Resources Ltd. on behalf of the British Columbia Government Retired Employees' Association.

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**Publish date:** March 4<sup>th</sup>, 2022

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## PROJECT OVERVIEW

### SUMMARY REPORT INFORMATION

<b>Company Name:</b>	<i>BC Government Retired Employees' Association.</i>
<b>Branch Name:</b>	<i>Vancouver (Branch 1100)</i>
<b>Survey Start:</b>	<i>December 6<sup>th</sup>, 2021</i>
<b>Survey End:</b>	<i>January 22<sup>nd</sup>, 2022</i>
<b>Report Date:</b>	<i>March 4<sup>th</sup>, 2022</i>

### SUMMARY STATISTICAL INFORMATION

<b>Survey Population:</b>	<i>700</i>
<b>Sampling Method:</b>	<i>Census, no sampling used.</i>
<b>Responses:</b>	<i>244</i>
<b>Response Rate:</b>	<i>34.86%</i>
<b>Confidence Level:</b>	<i>.95</i>
<b>Confidence Interval:</b>	<i>+/- 5.07 points 19 times out of 20</i>
<b>Main Research Question:</b>	<i>What are the main activities that are a priority for BCGREA members, and what are the communication methods and frequencies preferred by members?</i>

This research report is based on the *General Members Survey* conducted by CDR Business Diagnostics on behalf of the BC Government Retired Employees' Association. The purpose of the survey was to collect data regarding the activities that are a priority for members, and what communication tools and frequency of communications are preferred by members when receiving information from the Association. **This report is filtered to only include the responses submitted from the branch indicated above.**

The survey ran from December 6th, 2021, to January 22nd, 2022. The survey was run census style, with no sampling methods used or required. The response rate for this branch was **244** completed responses out of a total branch membership of **700**. The total completion rate for the survey was therefore **34.86%**, which makes the survey accurate within +/- **5.07** points, 19 times out of 20. Due to the fairly low response rate and the relatively high margin of error, the results in this report may not be representative of the entire branch membership; however, the report may still provide useful insights, particularly in this case where we are only outside the accepted confidence interval by a small amount.

The survey on which these results are based was completely anonymous and contained a mix of single answer and 'select all that apply' type quantitative questions, most of which had an 'Other' box to capture additional data. In addition, there was a one final open-ended qualitative question included at the end of the survey. Data was collected via a secure research server accessible only to staff at CDR Business Diagnostics.

All information is presented in aggregate form to ensure respondent anonymity pursuant to provincial and federal legislation and research ethical guidelines. All data for this survey was collected and managed in a manner consistent with the *Tri Council Policy Statement on the Ethical Conduct of Research*.

If you have any questions about this report, please email [CollegiateDigital@protonmail.com](mailto:CollegiateDigital@protonmail.com)

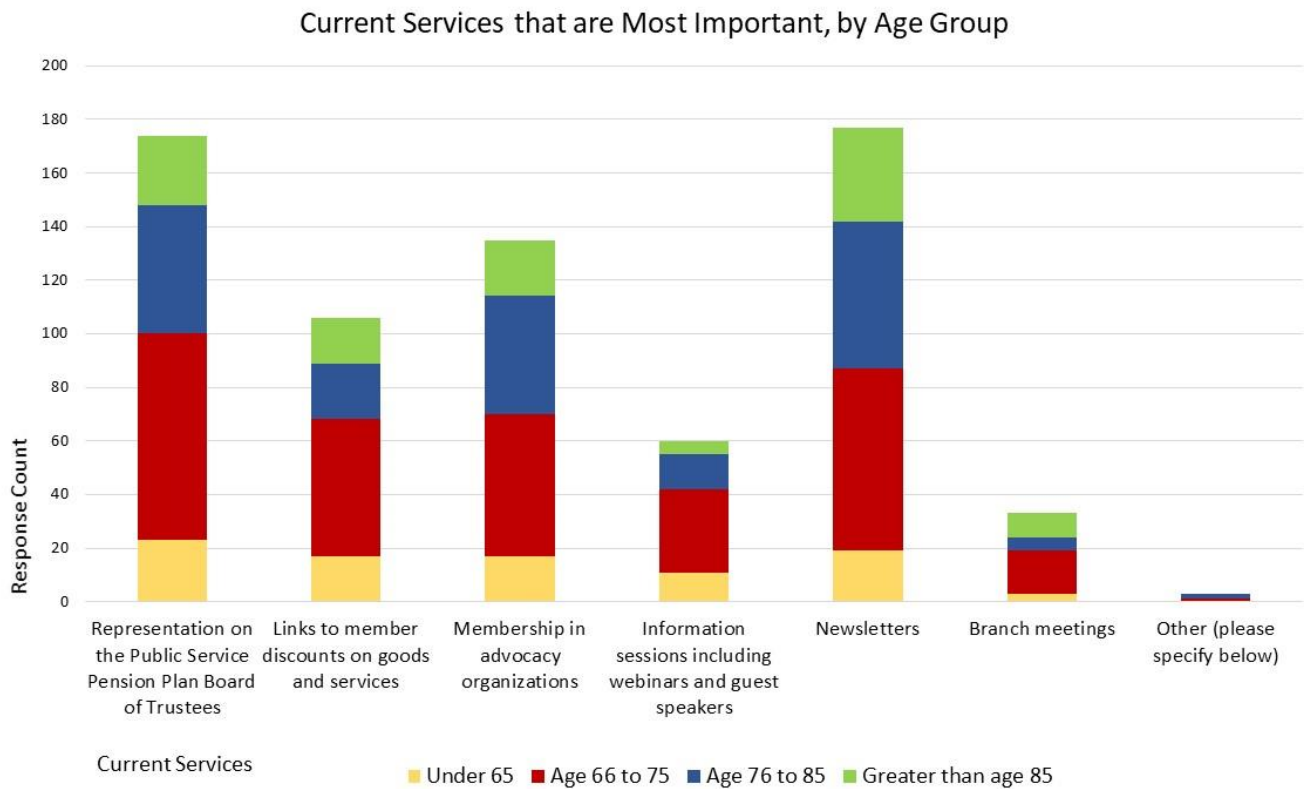
## SUMMARY OF KEY FINDINGS

### 1. Current Services

The current BCGREA service that is important to the most respondents is *Newsletters*. 73.77% of survey respondents from this branch selected this service.

Another top service was *Representation on the Public Service Pension Plan Board of Trustees*, selected by 72.13% of respondents.

Chart 1



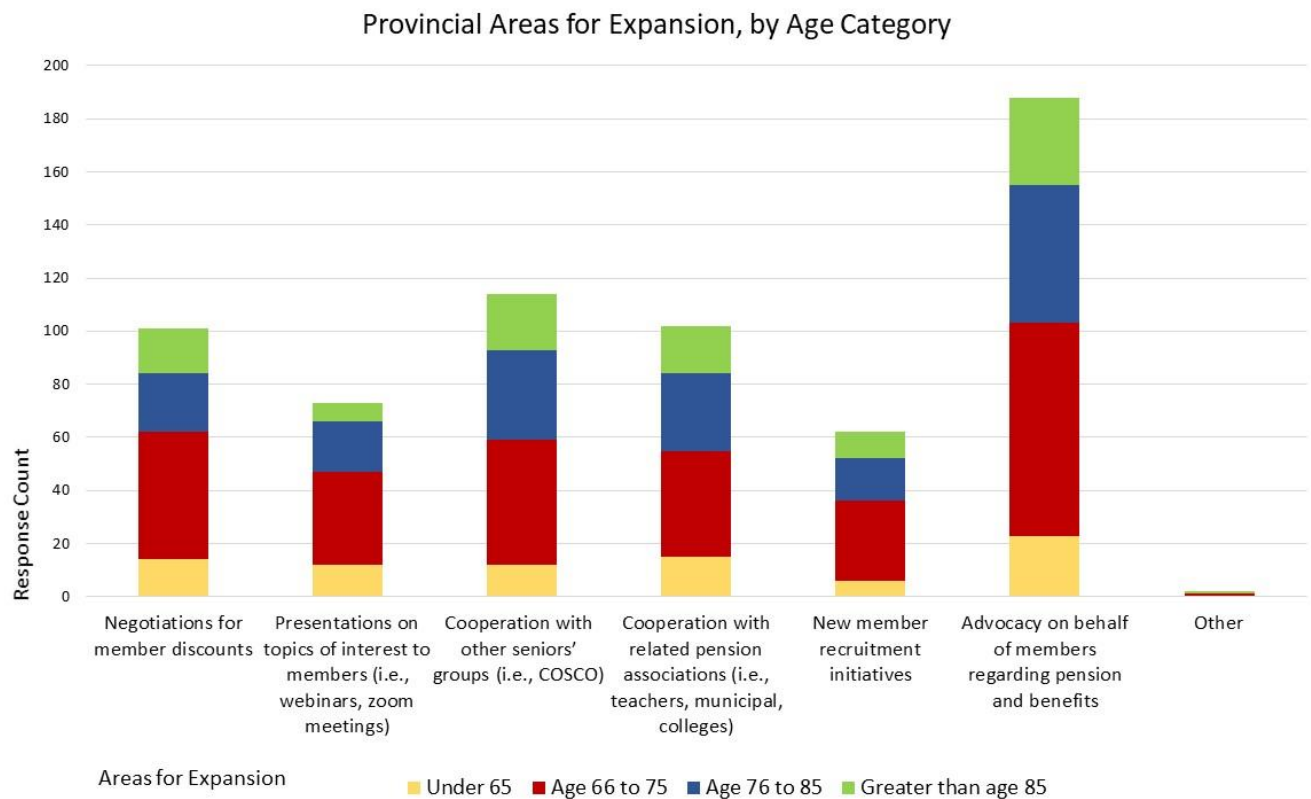
	< 65	66 to 75	76 to 85	> 85	Total
Representation on the Public Service Pension Plan Board of Trustees	23	77	48	26	174
Links to member discounts on goods and services	17	51	21	17	106
Membership in advocacy organizations	17	53	44	21	135
Information sessions including webinars and guest speakers	11	31	13	5	60
Newsletters	19	68	55	35	177
Branch meetings	3	16	5	9	33
Other	0	1	2	0	3
<b>Total</b>	<b>90</b>	<b>297</b>	<b>188</b>	<b>113</b>	<b>688</b>

## 2. Provincial Areas for Expansion

When asked to choose areas where the BCGREA provincial body should expand their efforts, the option selected most frequently was *Advocacy on behalf of members regarding pension and benefits*, selected by 77.87% of respondents from this branch.

The second most-selected option was *Cooperation with other seniors' groups (i.e., COSCO)*, selected by 47.54% of respondents from this branch.

Chart 2



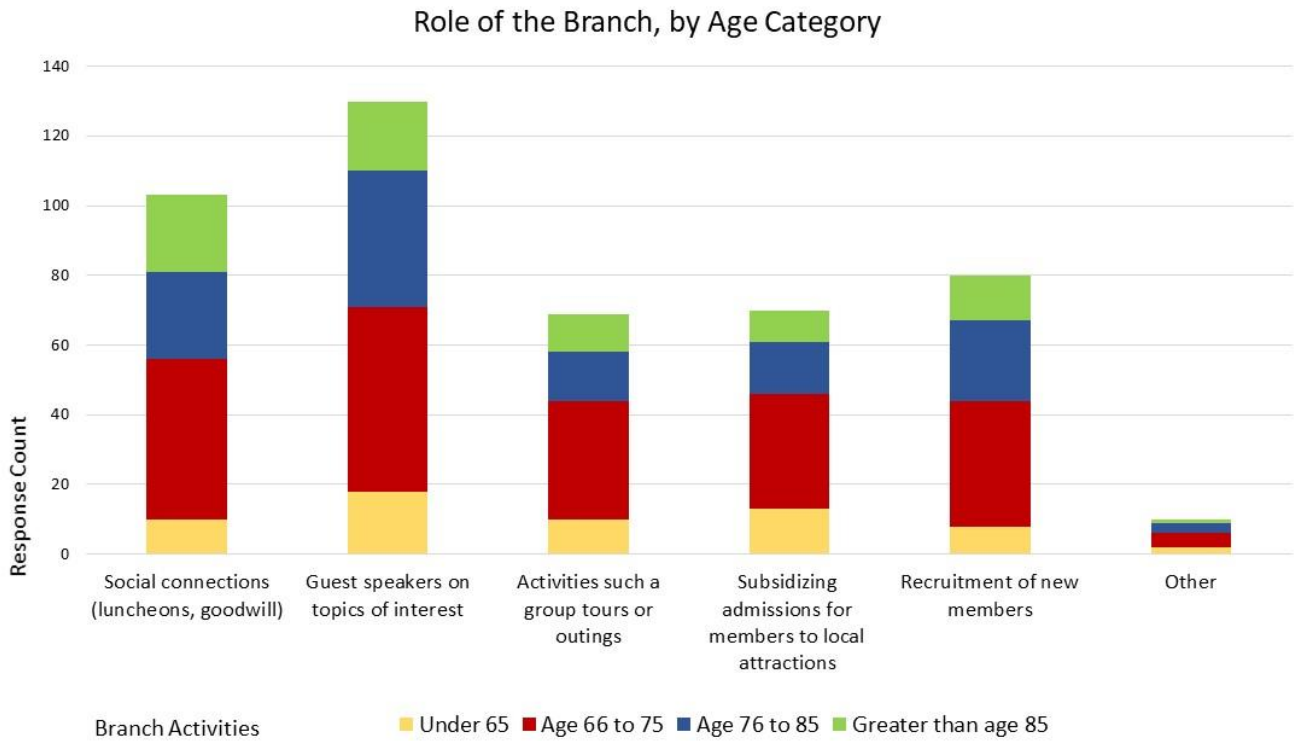
	< 65	66 to 75	76 to 85	> 85	Total
Negotiations for member discounts	14	48	22	17	101
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	12	35	19	7	73
Cooperation with other seniors' groups (i.e., COSCO)	12	47	34	21	114
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	15	40	29	18	102
New member recruitment initiatives	6	30	16	10	62
Advocacy on behalf of members regarding pension and benefits	23	80	52	33	188
Other	0	1	0	1	2
<b>Total</b>	<b>82</b>	<b>281</b>	<b>172</b>	<b>107</b>	<b>642</b>

### 3. The Role of the Branch

When asked about what their Branch should provide, the option selected most frequently was *Guest speakers on topics of interest*, selected by 54.10% of respondents from this branch.

The second most-selected option was *Social connections (luncheons, goodwill)*, selected by 43.03% of respondents from this branch.

Chart 3



	< 65	66 to 75	76 to 85	> 85	Total
Social connections (luncheons, goodwill)	10	46	25	22	103
Guest speakers on topics of interest	18	53	39	20	130
Activities such as group tours or outings	10	34	14	11	69
Subsidizing admissions for members to local attractions	13	33	15	9	70
Recruitment of new members	8	36	23	13	80
Other	2	4	3	1	10
<b>Total</b>	<b>61</b>	<b>206</b>	<b>119</b>	<b>76</b>	<b>462</b>

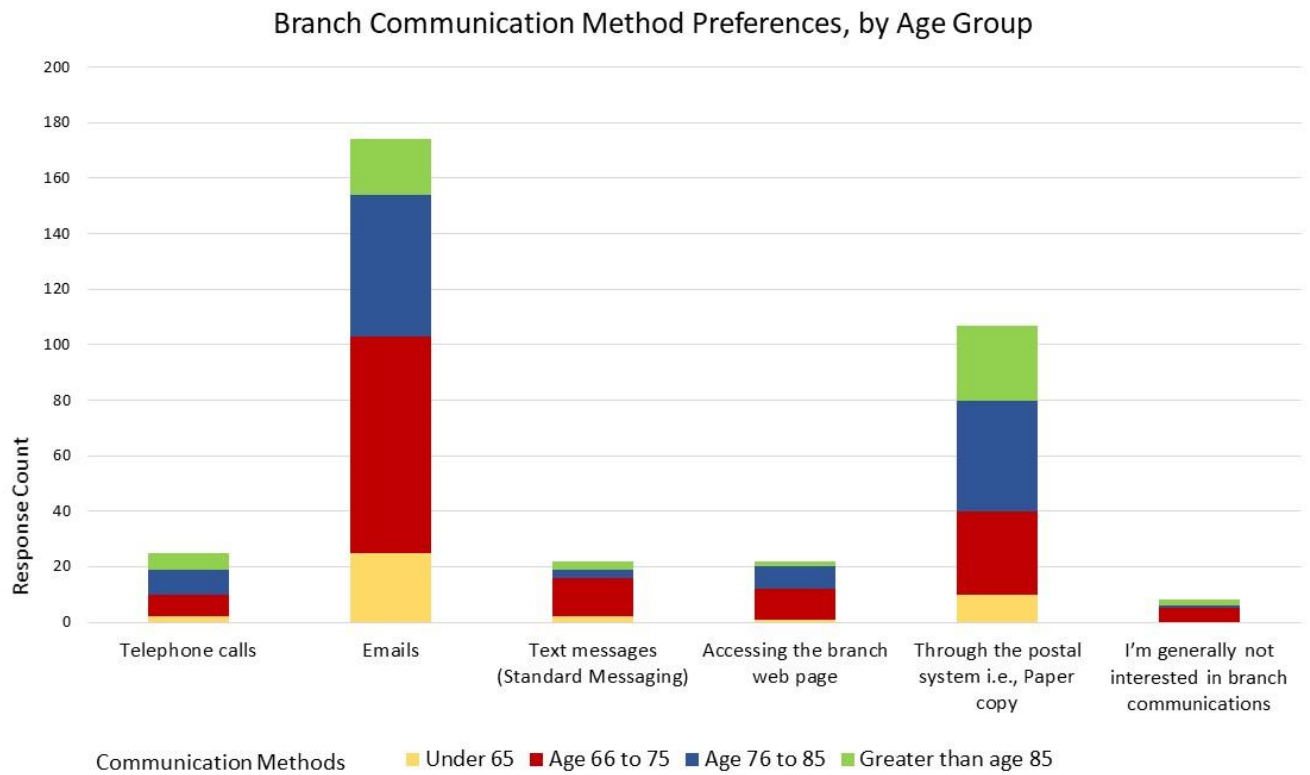
### 3. Communication Preferences

Overall, the most popular method of receiving branch communications is *Email*. This option was selected by 72.13% of respondents from this branch.

Overall, the second most popular method of receiving branch communications is *Through the postal system i.e., Paper copy*. This option was selected by 44.26% of respondents from this branch.

*Email* is the most popular communication method for every age group in this branch, except for the *Greater than age 85* group, who prefer *Through the postal system i.e., Paper copy*. (See *Chart 5* on the following page.)

Chart 4



	< 65	66 to 75	76 to 85	> 85	Total
Telephone calls	2	8	9	6	25
Emails	25	78	51	20	174
Text messages (Standard Messaging)	2	14	3	3	22
Accessing the branch web page	1	11	8	2	22
Through the postal system i.e., Paper copy	10	30	40	27	107
I'm generally not interested in branch communications	0	5	1	2	8
<b>Total</b>	<b>40</b>	<b>146</b>	<b>112</b>	<b>60</b>	<b>358</b>



Chart 5

Branch Communication Method Preferences, Clustered by Age Group

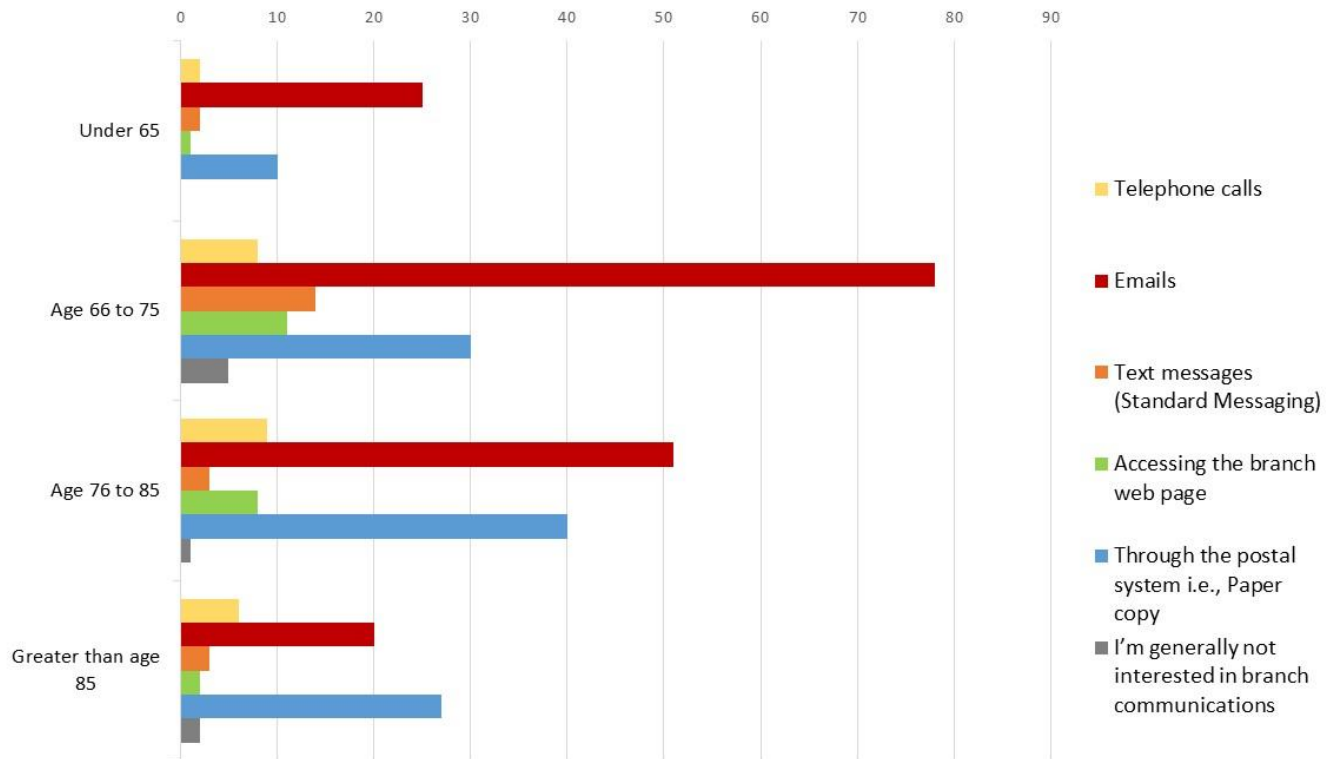
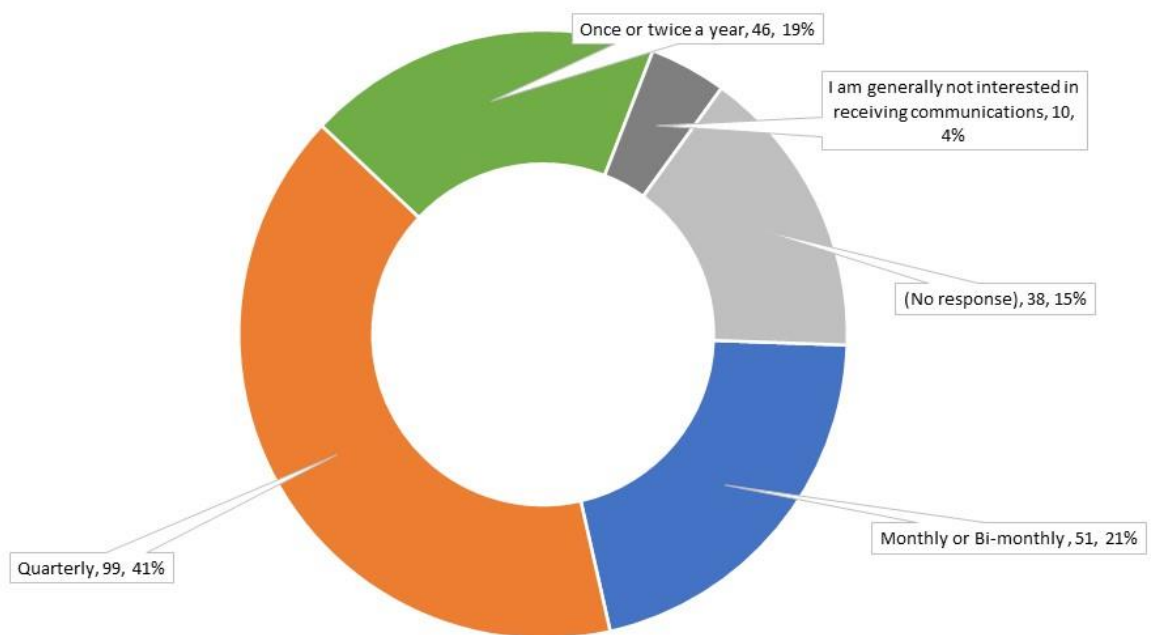


Chart 6

Preferred Frequency of Provincial Electronic Communications



## QUANTITATIVE RESULTS BY QUESTION

This section shows the distribution of the responses selected for each question. The tables below provide the number of times each answer was selected, and the percentage of the total respondents this represents. All results in this section combine the online survey data and the mail-in data.

### About You

#### 1. My age falls within the following group:

Response	Number	Percentage
Under 65	28	11.48%
Age 66 to 75	97	39.75%
Age 76 to 85	72	29.51%
Greater than age 85	43	17.62%
(No response)	4	1.64%

#### 2. I belong to the following branch of the BCGREA:

Response	Number	Percentage
Vancouver (Branch 1100)	244	100.00%

#### 3. The first three digits of my postal code are:

Response	Number	Percentage
1E7	1	0.41%
604	1	0.41%
C1A	1	0.41%
T3A	1	0.41%
V0N	6	2.46%
V1M	1	0.41%
V2B	1	0.41%
V2R	1	0.41%
V2X	1	0.41%
V3B	2	0.82%
V3C	3	1.23%
V3H	1	0.41%
V3M	2	0.82%
V3S	1	0.41%
V3W	2	0.82%
V4A	1	0.41%
V4B	7	2.87%
V4K	2	0.82%
V4L	1	0.41%
V4M	3	1.23%
V5B	3	1.23%
V5C	4	1.64%
V5G	4	1.64%
V5H	1	0.41%
V5J	1	0.41%

Response	Number	Percentage
V5K	4	1.64%
V5L	2	0.82%
V5M	3	1.23%
V5N	6	2.46%
V5P	2	0.82%
V5R	2	0.82%
V5S	7	2.87%
V5T	1	0.41%
V5V	1	0.41%
V5W	3	1.23%
V5X	1	0.41%
V5Y	4	1.64%
V5Z	6	2.46%
V6A	2	0.82%
V6B	4	1.64%
V6E	7	2.87%
V6G	6	2.46%
V6H	7	2.87%
V6J	8	3.28%
V6K	5	2.05%
V6L	2	0.82%
V6M	2	0.82%
V6N	3	1.23%
V6P	1	0.41%
V6R	5	2.05%
V6S	1	0.41%
V6T	2	0.82%
V6V	3	1.23%
V6X	1	0.41%
V6Y	5	2.05%
V6Z	2	0.82%
V7	1	0.41%
V7A	3	1.23%
V7C	2	0.82%
V7E	6	2.46%
V7G	2	0.82%
V7H	6	2.46%
V7J	1	0.41%
V7K	2	0.82%
V7L	4	1.64%
V7M	3	1.23%
V7N	2	0.82%
V7P	8	3.28%
V7R	2	0.82%
V7S	2	0.82%
V7T	1	0.41%
V7V	4	1.64%
V7W	1	0.41%
V8A	2	0.82%
V8B	2	0.82%
V8E	1	0.41%
V8S	1	0.41%

Response	Number	Percentage
V9G	1	0.41%
No Response	27	11.07%

## Member Needs and Preferences

4. I initially joined the BCGREA for the following reasons (check all that apply):

Response	Number	Percentage
I was invited to join by a member, friend or colleague	49	20.08%
I wanted social contact with former coworkers and fellow retirees	34	13.93%
I saw information about the BCGREA at a preretirement seminar or Pension Life	110	45.08%
I wanted the discounts offered such as travel insurance, hearing aids, etc.	74	30.33%
I wanted to receive updates on pension status	159	65.16%
I wanted to have a representative for my interests on the Pension Board of Trustees	119	48.77%
Other (please specify below)	12	4.92%
(No response)	8	3.28%

Other (please specify below):

- [Comments available in full version of this report]

5. Current services provided by the BCGREA that are most important or relevant to me include (check all that apply):

Response	Number	Percentage
Representation on the Public Service Pension Plan Board of Trustees	176	72.13%
Links to member discounts on goods and services	107	43.85%
Membership in advocacy organizations (Council of Senior Citizens' Organizations of BC - COSCO, National Pensioners Federation - NPF, BC Health Coalition)	137	56.15%
Information sessions including webinars and guest speakers	60	24.59%
Newsletters	180	73.77%
Branch meetings	33	13.52%
Other (please specify below)	3	1.23%
(No response)	9	3.69%

Other (please specify below):

- [Comments available in full version of this report]

6. I support branches making charitable donations to seniors' groups in their communities.

Response	Number	Percentage
Yes	195	79.92%
No	35	14.34%
(No response)	14	5.74%

7. I believe that the BCGREA should also provide the following additional services to its members: (please specify below)

- [Comments available in full version of this report]

8. When receiving communications from my local branch of the BCGREA, I generally prefer (check all that apply):

Response	Number	Percentage
Telephone calls	26	10.66%
Emails	176	72.13%
Text messages (Standard Messaging)	22	9.02%
Accessing the branch web page	22	9.02%
Through the postal system i.e., Paper copy	108	44.26%
I'm generally not interested in branch communications	8	3.28%
(No response)	6	2.46%

9. When receiving communications from my provincial executive of the BCGREA, I generally prefer (check all that apply):

Response	Number	Percentage
Emails	165	67.62%
Text messages (Standard Messaging)	16	6.56%
Through the BCGREA webpage	24	9.84%
Through the postal system i.e., Paper copy	110	45.08%
I'm generally not interested in provincial communications	9	3.69%
(No response)	13	5.33%

10. When receiving provincial newsletters, I generally prefer to receive them via (check all that apply):

Response	Number	Percentage
Emails	144	59.02%
Paper copy	129	52.87%
Posting on BCGREA website	23	9.43%
I'm generally not interested in provincial newsletters	5	2.05%
(No response)	8	3.28%

11. I would prefer to receive electronic communication from the provincial BCGREA:

Response	Number	Percentage
Monthly or Bi-monthly	51	20.90%
Quarterly	99	40.57%
Once or twice a year	46	18.85%
I'm generally not interested in receiving communications	10	4.10%
(No response)	38	15.57%

## Branch Operations

12. Prior to the pandemic, I generally attended branch meetings:

Response	Number	Percentage
Regularly	9	3.69%
Occasionally	18	7.38%
Rarely	54	22.13%
Never	154	63.11%
(No response)	9	3.69%

13. I would be willing to help with my local branch activities if requested.

Response	Number	Percentage
Yes	48	19.67%
No	179	73.36%
(No response)	17	6.97%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	9	32.14%
	No	18	64.29%
66 to 75	Yes	19	19.59%
	No	72	74.23%
76 to 85	Yes	15	20.83%
	No	55	76.39%
> 85	Yes	5	11.63%
	No	31	72.09%

\*Percentage of respondents in the age category, as indicated in Question 1.

14. I see the role of the branch as providing: (check all that apply):

Response	Number	Percentage
Social connections (luncheons, goodwill)	105	43.03%
Guest speakers on topics of interest	132	54.10%
Activities such a group tours or outings	69	28.28%
Subsidizing admissions for members to local attractions	72	29.51%
Recruitment of new members	82	33.61%
Other (please specify below)	10	4.10%
(No response)	41	16.80%

Other (please specify below):

- [Comments available in full version of this report].

15. I think that the BCGREA provincial body should expand their efforts in the following areas (check all that apply):

Response	Number	Percentage
Negotiations for member discounts	103	42.21%
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	74	30.33%
Cooperation with other seniors' groups (i.e., COSCO)	116	47.54%
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	105	43.03%
New member recruitment initiatives	64	26.23%
Advocacy on behalf of members regarding pension and benefits	190	77.87%
Other (please specify below)	2	0.82%
(No response)	20	8.20%

Other (please specify below)

- [Comments in full version only]

16. If the branch I belong to became dormant, I would be satisfied with my interests being met exclusively at the provincial level.

Response	Number	Percentage
Yes	171	70.08%
No	57	23.36%
(No response)	16	6.56%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	15	53.57%
	No	11	39.29%
66 to 75	Yes	70	72.16%
	No	23	23.71%
76 to 85	Yes	52	72.22%
	No	15	20.83%
> 85	Yes	32	74.42%
	No	7	16.28%

\*Percentage of respondents in the age category, as indicated in Question 1.

## QUALITATIVE RESULTS

The survey included one final open-ended question, worded as follows:

*Is there anything else you would like the BCGREA Provincial executive group to know or consider moving forward?*

The written responses submitted by survey respondents in this branch are included below in their entirety. They have not been edited in any way other than to remove any identifying information, and to correct obvious spelling and grammar errors. Responses are grouped by themes that are presented alphabetically.

- [\[Comments available in full version of this report\]](#)



## ABOUT US

CDR Business Diagnostics is a small business specializing in organizational diagnostic services and custom research projects to clients worldwide. While we are incorporated in British Columbia, Canada, we leverage modern digital technology to its fullest in order to provide service to clients wherever we are needed. We work with mid- to large-sized organizations, whether public, private, or non-profit.

**Our Vision:** *Healthy and effective clients with a strong competitive edge.*

At CDR Business Diagnostics, we believe that the best decisions are informed decisions, based on factual evidence, sound methodology, and an objective lens. We believe that all organizations can benefit from increased knowledge of themselves and their environment.

Collegiate Digital Resources was founded in 2012 by Dr. Richard Brown, an experienced practitioner of organization development and diagnostics, with well over 15 years of public and private sector experience.

We can be reached by email at [CollegiateDigital@protonmail.com](mailto:CollegiateDigital@protonmail.com), by phone at 1(250) 661-2405 or visit us on the Web at [BusinessDiagnostics.ca](http://BusinessDiagnostics.ca).