

**British Columbia Government
Retired Employees' Association**

2021 General Members Survey:

***Prince George
Branch 1600***

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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PROJECT OVERVIEW

SUMMARY REPORT INFORMATION

Company Name:	<i>BC Government Retired Employees' Association.</i>
Branch Name:	<i>Prince George (Branch 1600)</i>
Survey Start:	<i>December 6th, 2021</i>
Survey End:	<i>January 22nd, 2022</i>
Report Date:	<i>March 4th, 2022.</i>

SUMMARY STATISTICAL INFORMATION

Survey Population:	<i>332</i>
Sampling Method:	<i>Census, no sampling used.</i>
Responses:	<i>135</i>
Response Rate:	<i>40.66%</i>
Confidence Level:	<i>.95</i>
Confidence Interval:	<i>+/- 6.51 points 19 times out of 20</i>
Main Research Question:	<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 **135** completed responses out of a total branch membership of **332**. The total completion rate for the survey was therefore **40.66%**, which makes the survey accurate within +/- **6.51** 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.

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

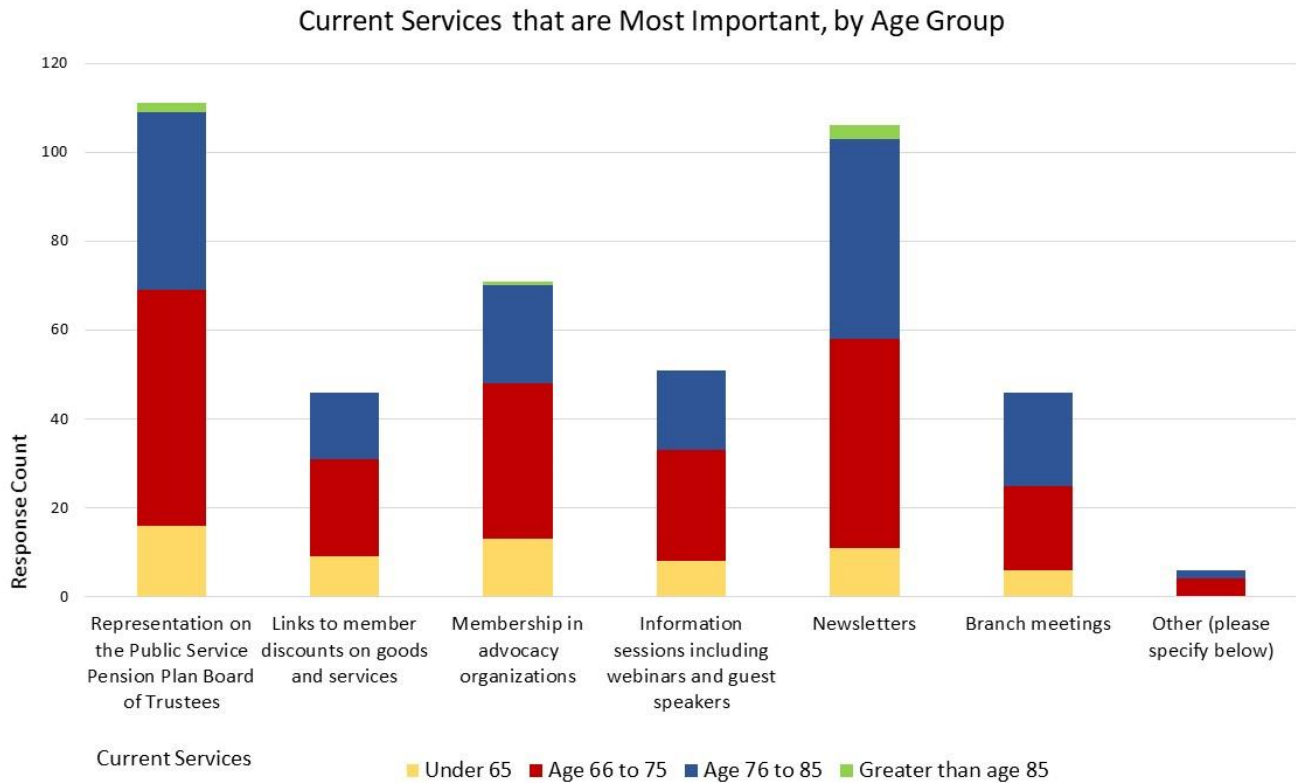
SUMMARY OF KEY FINDINGS

1. Current Services

The current BCGREA service that is important to the most respondents is *Representation on the Public Service Pension Plan Board of Trustees*. 82.22% of survey respondents from this branch selected this service.

Another top service was *Newsletters*, selected by 78.52% of respondents.

Chart 1



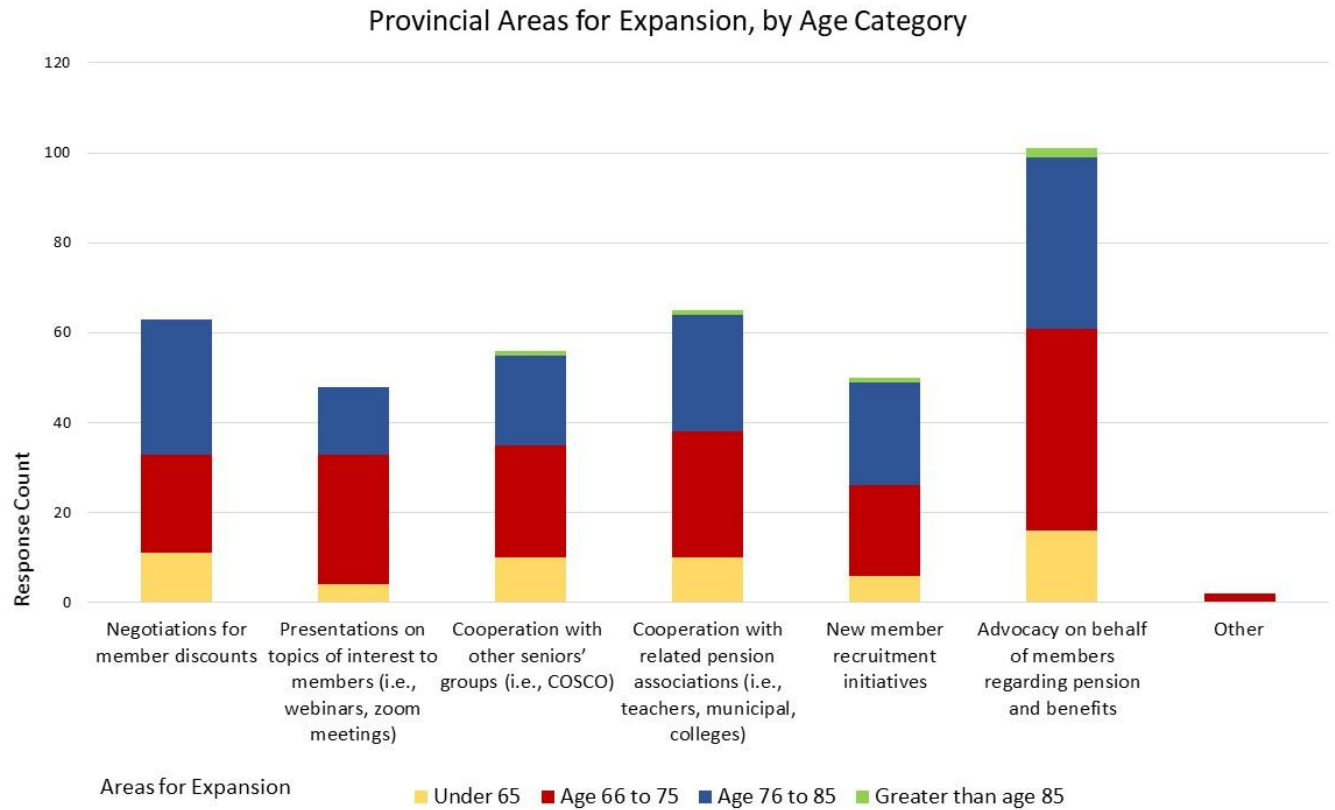
	< 65	66 to 75	76 to 85	> 85	Total
Representation on the Public Service Pension Plan Board of Trustees	16	53	40	2	111
Links to member discounts on goods and services	9	22	15	0	46
Membership in advocacy organizations	13	35	22	1	71
Information sessions including webinars and guest speakers	8	25	18	0	51
Newsletters	11	47	45	3	106
Branch meetings	6	19	21	0	46
Other	0	4	2	0	6
Total	63	205	163	6	437

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 74.81% of respondents from this branch.

The second most-selected option was *Cooperation with related pension associations*, selected by 48.51% of respondents from this branch.

Chart 2



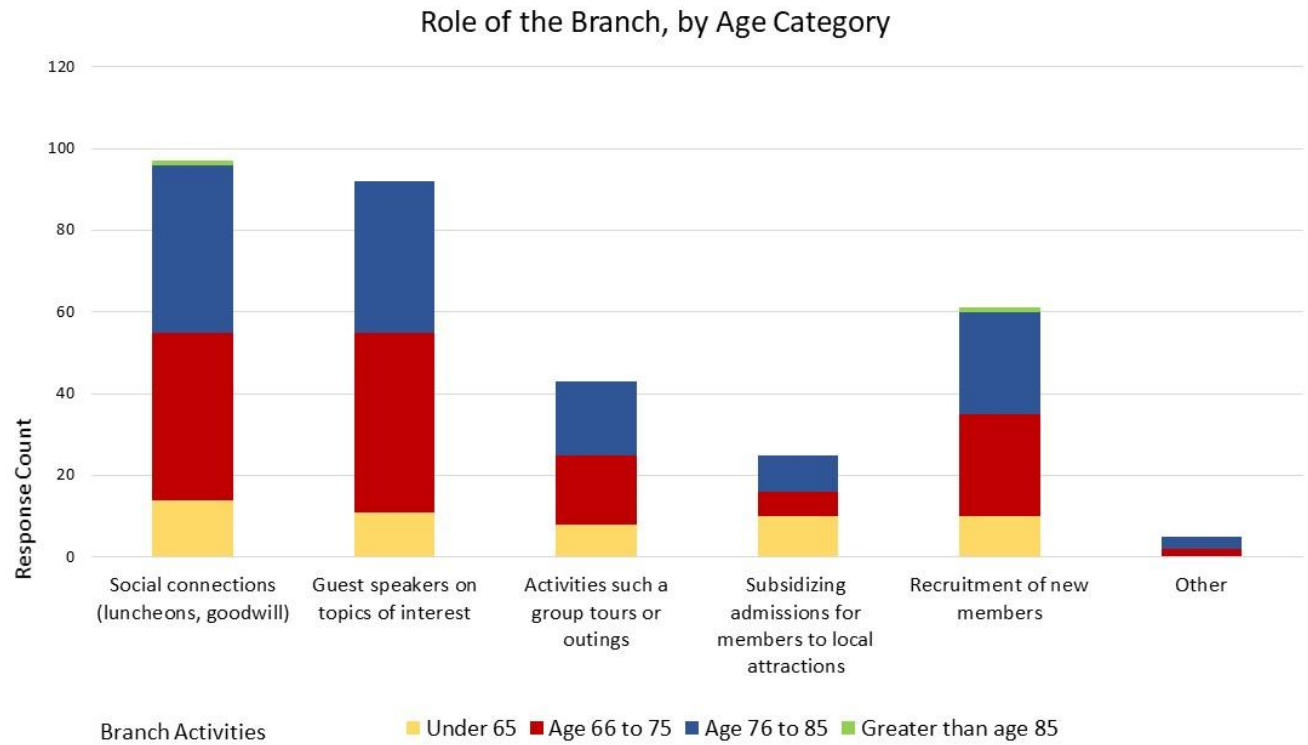
	< 65	66 to 75	76 to 85	> 85	Total
Negotiations for member discounts	11	22	30	0	63
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	4	29	15	0	48
Cooperation with other seniors' groups (i.e., COSCO)	10	25	20	1	56
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	10	28	26	1	65
New member recruitment initiatives	6	20	23	1	50
Advocacy on behalf of members regarding pension and benefits	16	45	38	2	101
Other	0	2	0	0	2
Total	57	171	152	5	385

3. The Role of the Branch

When asked about what their Branch should provide, the option selected most frequently was *Social connections (luncheons, goodwill)*, selected by 71.85% of respondents from this branch.

The second most-selected option was *Guest speakers on topics of interest*, selected by 68.15% of respondents from this branch.

Chart 3



	< 65	66 to 75	76 to 85	> 85	Total
Social connections (luncheons, goodwill)	14	41	41	1	97
Guest speakers on topics of interest	11	44	37	0	92
Activities such as group tours or outings	8	17	18	0	43
Subsidizing admissions for members to local attractions	10	6	9	0	25
Recruitment of new members	10	25	25	1	61
Other	0	2	3	0	5
Total	53	135	133	2	323

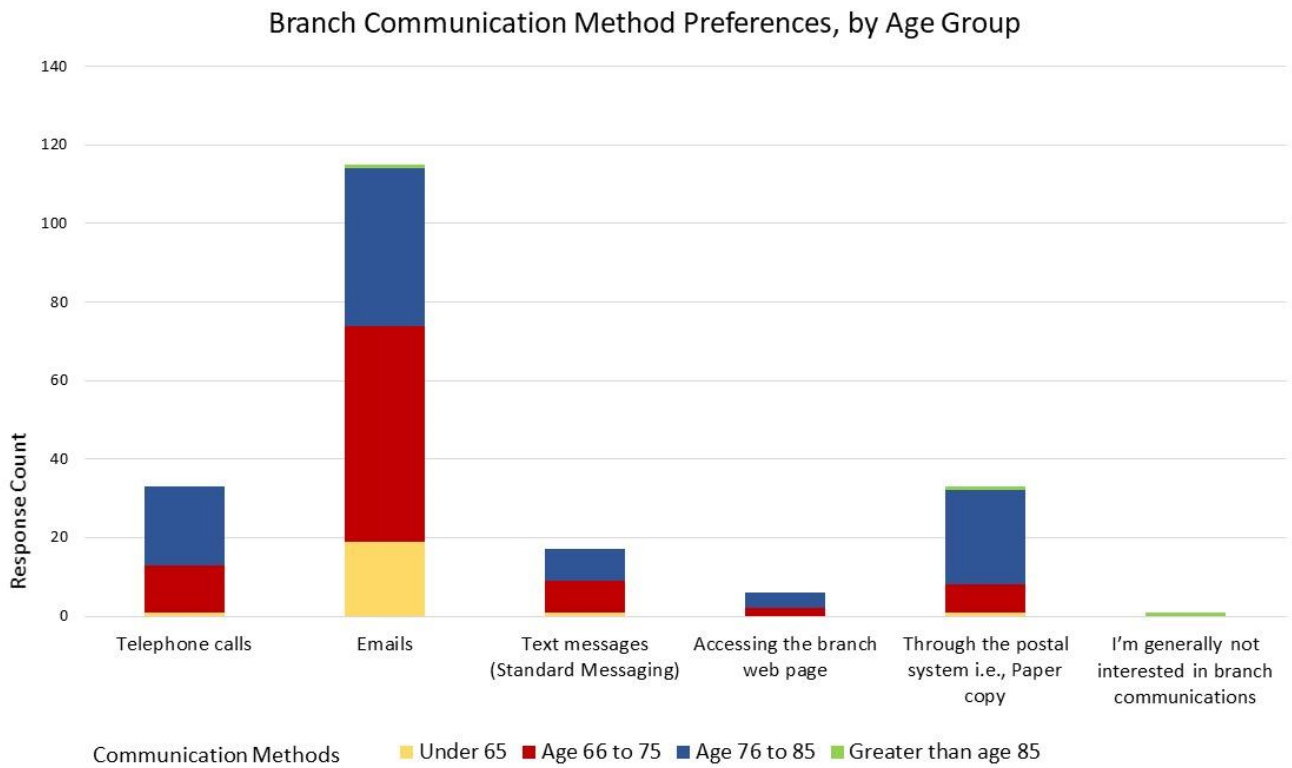
3. Communication Preferences

Overall, the most popular method of receiving branch communications is *Email*. This option was selected by 85.19% 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 24.44% 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 like *Email* and *Through the postal system i.e., Paper copy* equally. (See *Chart 5* on the following page.)

Chart 4



	< 65	66 to 75	76 to 85	> 85	Total
Telephone calls	1	12	20	0	33
Emails	19	55	40	1	115
Text messages (Standard Messaging)	1	8	8	0	17
Accessing the branch web page	0	2	4	0	6
Through the postal system i.e., Paper copy	1	7	24	1	33
I'm generally not interested in branch communications	0	0	0	1	1
Total	22	84	96	3	205

Chart 5

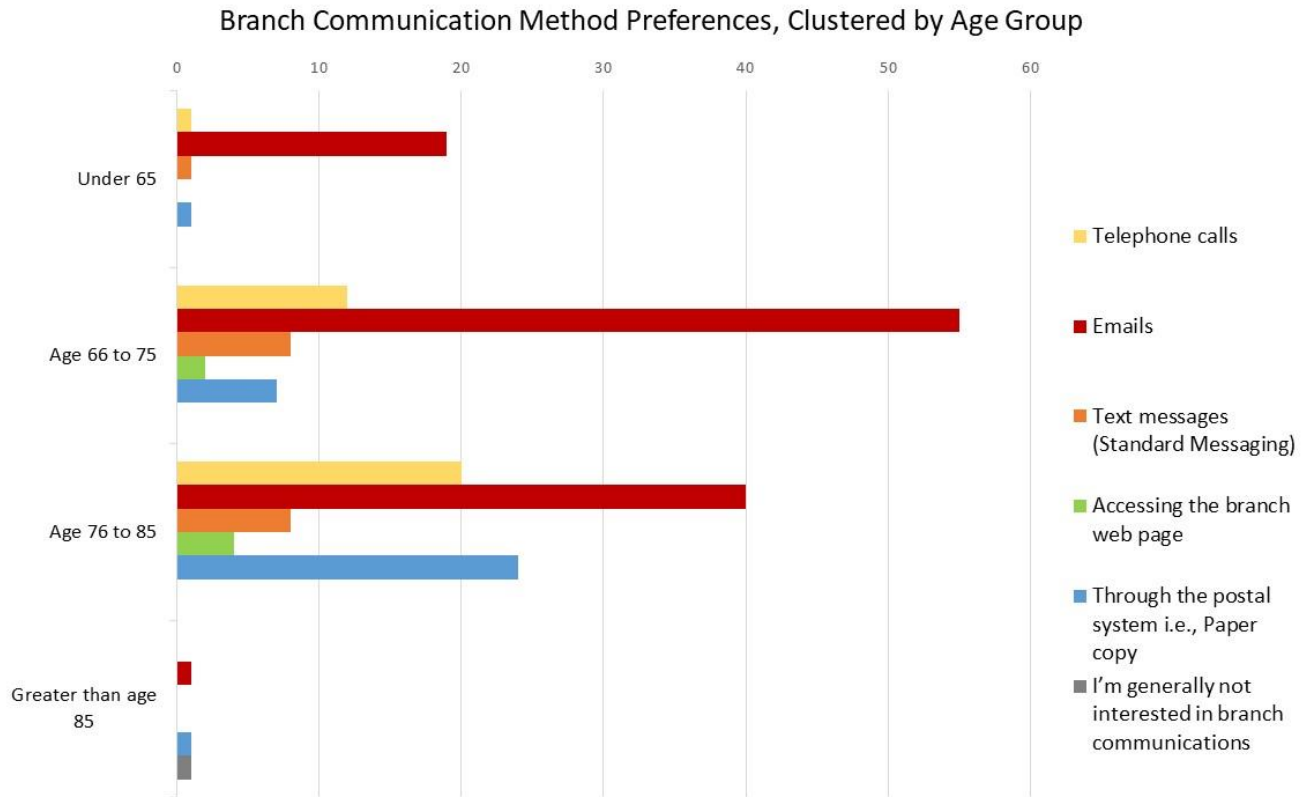
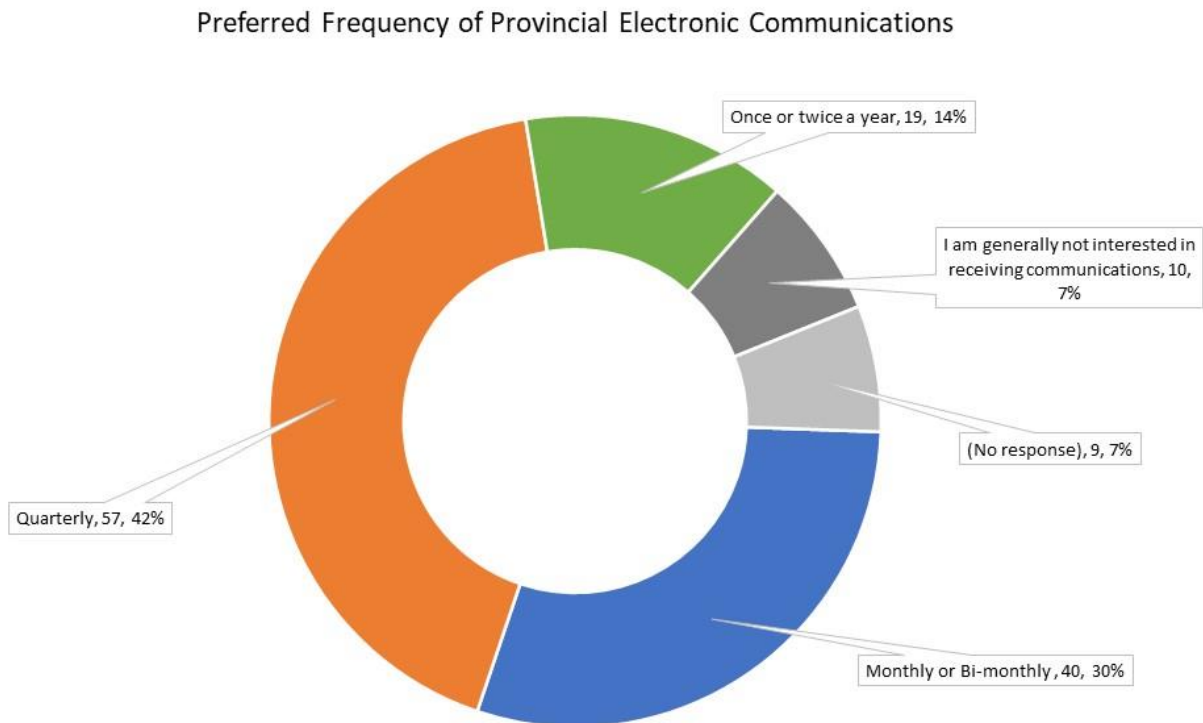


Chart 6



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	19	14.07%
Age 66 to 75	62	45.93%
Age 76 to 85	51	37.78%
Greater than age 85	3	2.22%
(No response)	0	0.00%

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

Response	Number	Percentage
Prince George (Branch 1600)	135	100.00%

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

Response	Number	Percentage
N6H	2	1.48%
S0K	1	0.74%
V0J	17	12.59%
V0K	3	2.22%
V0R	1	0.74%
V1H	1	0.74%
V1S	1	0.74%
V2	1	0.74%
V2C	1	0.74%
V2J	2	1.48%
V2K	21	15.56%
V2L	12	8.89%
V2M	28	20.74%
V2N	35	25.93%
V4A	1	0.74%
VOJ	1	0.74%
(No response)	7	5.19%

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	47	34.81%
I wanted social contact with former coworkers and fellow retirees	48	35.56%
I saw information about the BCGREA at a preretirement seminar or Pension Life	56	41.48%
I wanted the discounts offered such as travel insurance, hearing aids, etc.	23	17.04%
I wanted to receive updates on pension status	74	54.81%
I wanted to have a representative for my interests on the Pension Board of Trustees	61	45.19%
Other (please specify below)	9	6.67%
(No response)	5	3.70%

Other (please specify below):

- I joined from the death of my husband.
- Worked at crown counsel.
- I am the spouse of a retired member.
- Started work at the N.I.H.U in Vanderhoof and joined then.
- I was concerned about possible changes to retirement benefits. I wanted to support those fighting for member concerns and benefits.
- I am the widow of a member.
- Christmas party which hasn't happened since I retired.
- I feel the representation is the most important.
- I wanted representation dealing with Government and anything involved with retirement.
- I am the widow of a BCGREA member.
- I was active in the BCGEU and wanted to continue that activism.
- All other information that the BCGREA sent out to members.
- Arm Twisted.
- If we didn't have this organization retired government employees would have no voice with the prov govt. Especially during contract time.
- Just want the organization to have good numbers to increase bargaining power.

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	111	82.22%
Links to member discounts on goods and services	46	34.07%
Membership in advocacy organizations (Council of Senior Citizens' Organizations of BC - COSCO, National Pensioners Federation - NPF, BC Health Coalition)	71	52.59%
Information sessions including webinars and guest speakers	51	37.78%
Newsletters	106	78.52%
Branch meetings	46	34.07%
Other (please specify below)	6	4.44%
(No response)	1	0.74%

Other (please specify below):

- When available - in meeting with people.
- Sometimes there is something interesting.
- Christmas Luncheon.
- Branch meetings have not occurred since late 2019 to my knowledge.
- Fairly well situated & healthy.
- Haven't really received any services since I retired. Considering quitting but difficult to quit.
- Branch socials.
- Advocacy for improved retirement medical plan.
- Dinners.

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

Response	Number	Percentage
Yes	113	83.70%
No	19	14.07%
(No response)	3	2.22%

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

- I'm satisfied the way things are.
- Follow-up to ensure seniors are okay.
- Increase advocacy and information for/ about seniors OVER the age of 65 years!
- A simple process for members to ask questions and get answers quickly. The simpler, the better.
- Carry on advocating for yearly pension increases and continuation of medical benefits without cutbacks to benefits.
- Have some branch meetings in Prince George nonexistent since late 2019 retired in late 2019.
- Perhaps a focus on the health needs of the members.
- Names, address and phone numbers of local organizations that may be of assistance to members.

- Seniors are stuck with having to pay for much needed prescriptions that can be expensive. BCGREA needs to lobby/advocate for free pharma care for seniors in by.
- We should encourage and promote social activities of our membership.
- Regular meetings and updates.
- What is happening in different communities throughout our province?
- I believe more advocacy to improve medical plans for retirees. Currently there is a high deductible, and the plan overall could be significantly better.
- Very tempting to add some but this organization is basically a group of hands-on volunteers or working type Board at the Provincial and Branch levels! Also, donating to other social organizations would have been nice this year as our Branch 1600 traditionally supports PGCOS Senior Christmas Hamper Program with non-perishable goods and cash from Lucky Draws from the regular meetings. Of course, no meetings have been held for some time. This year it is going to be left up to individual members to donate towards the Seniors Christmas Hampers Program. But I worry mostly about inappropriate and permanent over-commitments that will compromise future donations. So as a result, I have checked the "NO" box as a additional service.

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

Response	Number	Percentage
Telephone calls	33	24.44%
Emails	115	85.19%
Text messages (Standard Messaging)	17	12.59%
Accessing the branch web page	6	4.44%
Through the postal system i.e., Paper copy	33	24.44%
I'm generally not interested in branch communications	1	0.74%
(No response)	2	1.48%

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

Response	Number	Percentage
Emails	110	81.48%
Text messages (Standard Messaging)	12	8.89%
Through the BCGREA webpage	14	10.37%
Through the postal system i.e., Paper copy	41	30.37%
I'm generally not interested in provincial communications	3	2.22%
(No response)	3	2.22%

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

Response	Number	Percentage
Emails	95	70.37%
Paper copy	57	42.22%
Posting on BCGREA website	12	8.89%
I'm generally not interested in provincial newsletters	1	0.74%
(No response)	2	1.48%

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

Response	Number	Percentage
Monthly or Bi-monthly	40	29.63%
Quarterly	57	42.22%
Once or twice a year	19	14.07%
I'm generally not interested in receiving communications	10	7.41%
(No response)	9	6.67%

Branch Operations

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

Response	Number	Percentage
Regularly	35	25.93%
Occasionally	35	25.93%
Rarely	22	16.30%
Never	42	31.11%
(No response)	1	0.74%

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

Response	Number	Percentage
Yes	49	36.30%
No	79	58.52%
(No response)	7	5.19%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	9	47.37%
	No	9	47.37%
66 to 75	Yes	22	35.48%
	No	38	61.29%
76 to 85	Yes	18	35.29%
	No	29	56.86%
> 85	Yes	0	0.00%
	No	3	100.00%

*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)	97	71.85%
Guest speakers on topics of interest	92	68.15%
Activities such a group tours or outings	43	31.85%
Subsidizing admissions for members to local attractions	25	18.52%
Recruitment of new members	61	45.19%
Other (please specify below)	5	3.70%
(No response)	14	10.37%

Other (please specify below):

- Keeping members aware of senior benefits that we are entitled to.
- Recently moved to prince George from Cranbrook due to covid unable to access local activities.
- Continued information regarding any changes.
- Live quarterly meetings.
- However, I live 175km from the nearest branch, so active participation is difficult.
- Create a regular small newsletter, regarding activities and information etc., sent to local members following local meeting so that those of us residing outside our branch and can't attend meetings can still be kept informed on a local level.
- Keeping the membership up to date with what's going on with our retirement benefits.

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	63	46.67%
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	48	35.56%
Cooperation with other seniors' groups (i.e., COSCO)	56	41.48%
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	65	48.15%
New member recruitment initiatives	50	37.04%
Advocacy on behalf of members regarding pension and benefits	101	74.81%
Other (please specify below)	2	1.48%
(No response)	7	5.19%

Other (please specify below)

- Zoom and webinars are above my computer knowledge.
- Medical plan issues.
- Whichever areas the membership designates important.
- Universal pharma care.

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	79	58.52%
No	52	38.52%
(No response)	4	2.96%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	9	47.37%
	No	9	47.37%
66 to 75	Yes	34	54.84%
	No	28	45.16%
76 to 85	Yes	34	66.67%
	No	15	29.41%
> 85	Yes	2	66.67%
	No	0	0.00%

**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 have been grouped by themes that are presented alphabetically.

Communications Systems and Content

- Appreciate all information and correspondence from BCGREA.
- Trip to Prince George for brunch meetings not going to happen. Back to an occasional local meeting when covid is finished and zoom meetings in the meantime.
- Provincial Zoom meeting if possible.
- I feel, so far, that they have provided information and support in a timely fashion.
- Electronic Communication on as needed basis.

Issues Associated with Green Shield

- Yes! Green Shield shorted me on coverage for hearing aids. Paid for only ONE.

Membership Support for the BCGREA / Executive

- Keep up the good work, supporting and representing us retirees. Strength in numbers. Thanks.
- I would like to thank all that have stepped up to be involved with the executive groups, from the locals to the Provincial levels. Thank you for your valuable time and energy.
- I want to thank all the volunteers.
- Keep up the good work. Don't get bogged down by the few dissenters. We represent the largest majority and try to satisfy as many as possible.
- Keep up the good work.
- I just want to say that this association provides wonderful communication to their members. We are well informed so all issues as they relate the membership. I am not a very active member, but I do enjoy reaping the benefits that lots of folks work hard to provide to all members. Thank you.
- The local committee does a great job in representing the retirees in the area!

Other

- I'm satisfied with what I have.
- Don't have much to do with Union people. Their looking after me re: medical etc. and paycheque is still coming. Thank you
- I have nothing to add but I appreciate your developing and sending this survey.
- I would be willing to help with my local branch, depending on my prior commitments.

- Really have not received any visible services since my retirement 3 yrs. ago. I don't know enough about what advocacy Assn does on my behalf. Low value to me so far. I realize SOME of this due to covid, but rest of world is doing webinars, zoom calls etc.
- The reason I did not previously attend meetings was that I retired just as the pandemic began. I would have liked to have gone to branch meetings.
- Absolutely my interests would NOT be met at the provincial level.

Role/Involvement in Pension/Benefits Negotiations

- I find that I have lost interest in meetings. The government has the ability of not really addressing our issues. Seems to be ongoing negotiations on our really quite pathetic medical plan. Yet the useless MPs get golden pensions, good medical plans and all the perks. We really have no power or means to combat a lot of issues. This is my reason for lack of interest.
- It would be nice to get at least 10% of what the natives get. Can you imagine no taxes on vehicles or petrol?
- In comparison with the Indian's gifts i.e., the \$1000 Xmas bonus given to all natives in Ft. St. James this Christmas and who knows how many other bands, it would be nice if the governments would kick in with a little bonus for all of us Seniors who have dedicated there working lives and paying taxes for as long as they live. Our pensions are not a BENEFIT they were earned by each pensioner's contribution to the fund.
- It is important to have a group oversee the main benefits for pensioners, such as the pension, medical coverage, etc. At the local level recruitment is a key factor because without members there would be no branches and the provincial group would also suffer. I do not participate in the branch meetings because of other obligations that take me away from home for extended periods.
- Much more Advocacy for better medical benefits.

Suggestions for New BCGREA Initiatives

- There was a time when Branches were a social hub for members to connect with fellow retirees, but that is disappearing. I believe that more effort needs to be put into making Branch meetings more of a social function.

Travel / Distance Issues

- Difficult for retirees in the hinterland to help at the branch level.

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, by phone at 1(250) 661-2405 or visit us on the Web at BusinessDiagnostics.ca.