



**CDR**  
Business  
Diagnostics

**British Columbia Government  
Retired Employees' Association**

**2021 General Members Survey:**

***Cariboo  
Branch 1700***

***March 2022***



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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:	BC Government Retired Employees' Association.
Branch Name:	Cariboo (Branch 1700)
Survey Start:	December 6 <sup>th</sup> , 2021
Survey End:	January 22 <sup>nd</sup> , 2022
Report Date:	March 4th, 2022.

### SUMMARY STATISTICAL INFORMATION

Survey Population:	118
Sampling Method:	Census, no sampling used.
Responses:	56
Response Rate:	47.46%
Confidence Level:	.95
Confidence Interval:	+/- 9.53 points 19 times out of 20
Main Research Question:	What are the main activities that are a priority for BCGREA members, and what are the communication methods and frequencies preferred by members?

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 **56** completed responses out of a total branch membership of **118**. The total completion rate for the survey was therefore **47.46%**, which makes the survey accurate within +/- **9.53** 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](mailto:CollegiateDigital@protonmail.com)

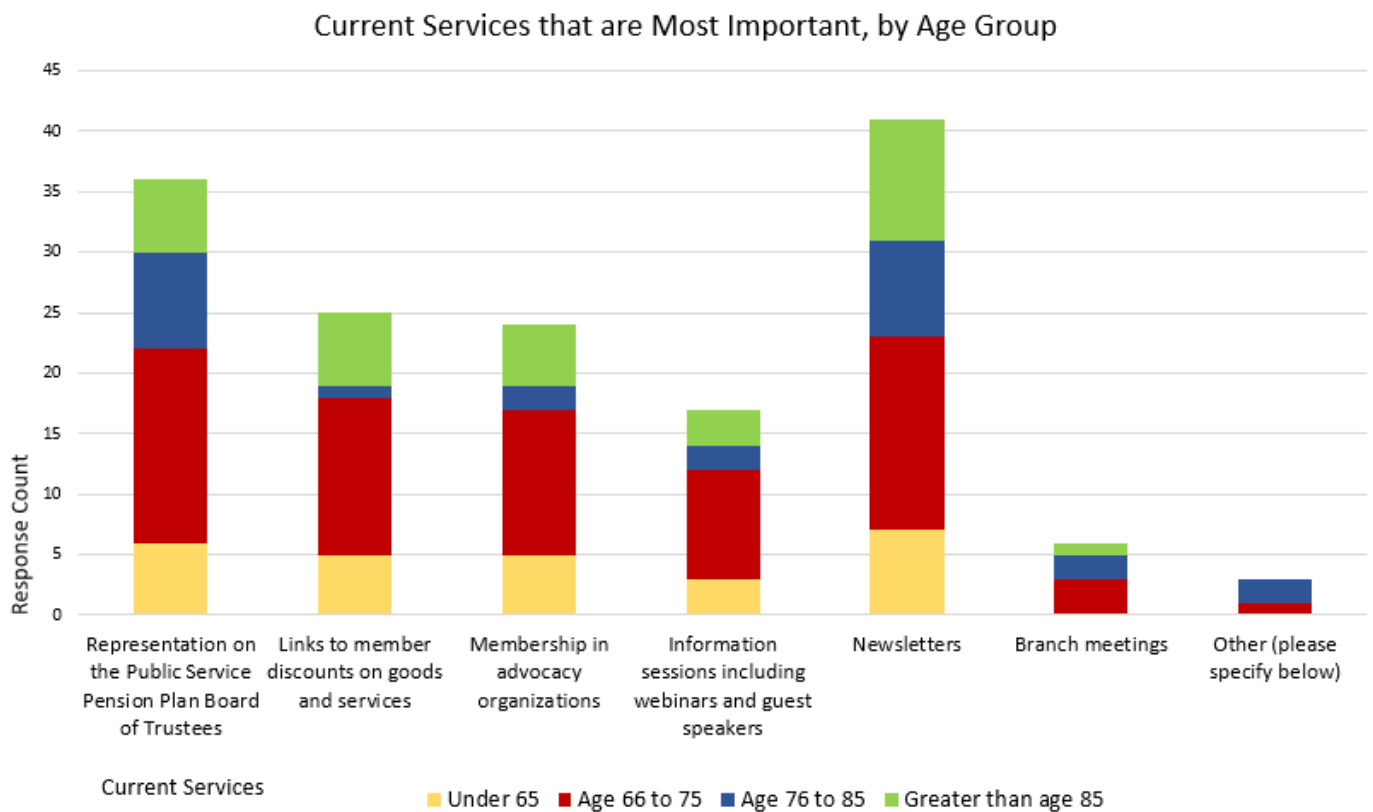
## SUMMARY OF KEY FINDINGS

### 1. Current Services

The current BCGREA service that is important to the most respondents is *Newsletters*. 73.21% of survey respondents from this branch selected this service.

Another top service is *Representation on the Public Service Pension Plan Board of Trustees*, selected by 64.29% of respondents.

Chart 1



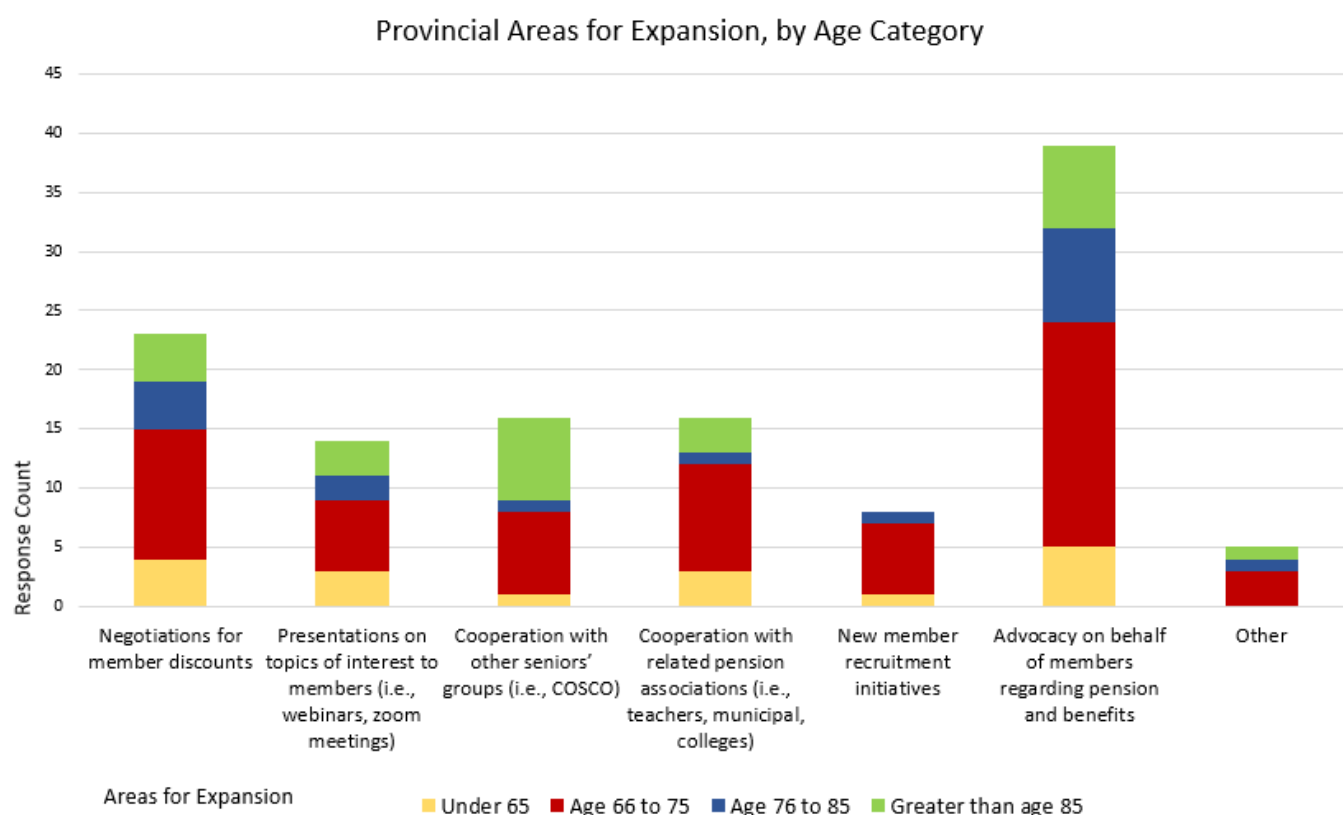
	< 65	66 to 75	76 to 85	> 85	Total
Representation on the Public Service Pension Plan Board of Trustees	6	16	8	6	36
Links to member discounts on goods and services	5	13	1	6	25
Membership in advocacy organizations	5	12	2	5	24
Information sessions including webinars and guest speakers	3	9	2	3	17
Newsletters	7	16	8	10	41
Branch meetings	0	3	2	1	6
Other	0	1	2	0	3
<b>Total</b>	<b>26</b>	<b>70</b>	<b>25</b>	<b>31</b>	<b>152</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 69.64% of respondents from this branch.

The second most-selected option was *Negotiations for member discounts*, selected by 41.07% of respondents from this branch.

Chart 2



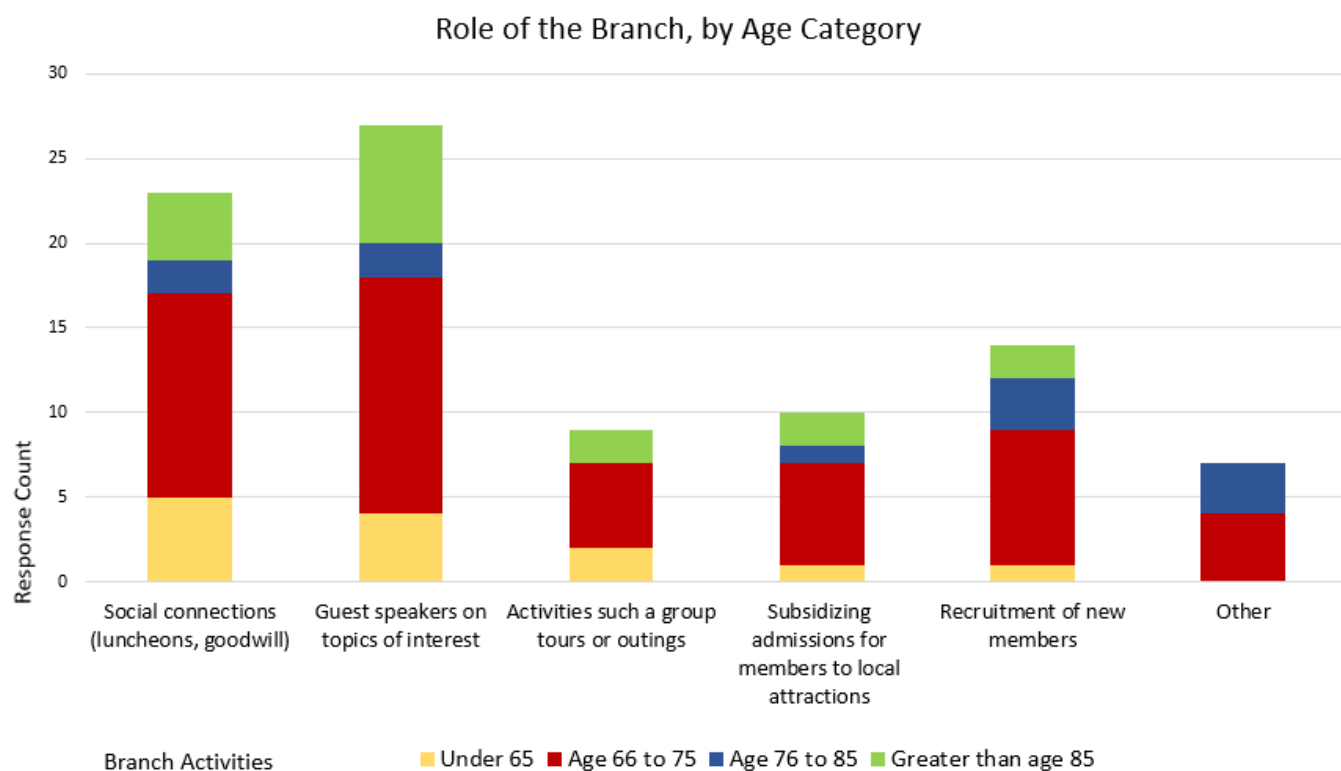
	< 65	66 to 75	76 to 85	> 85	Total
Negotiations for member discounts	4	11	4	4	23
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	3	6	2	3	14
Cooperation with other seniors' groups (i.e., COSCO)	1	7	1	7	16
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	3	9	1	3	16
New member recruitment initiatives	1	6	1	0	8
Advocacy on behalf of members regarding pension and benefits	5	19	8	7	39
Other	0	3	1	1	5
<b>Total</b>	<b>17</b>	<b>61</b>	<b>18</b>	<b>25</b>	<b>121</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 48.21% of respondents from this branch.

The second most-selected option was *Social connections (luncheons, goodwill)*, selected by 41.07% of respondents from this branch.

Chart 3



	< 65	66 to 75	76 to 85	> 85	Total
Social connections (luncheons, goodwill)	5	12	2	4	23
Guest speakers on topics of interest	4	14	2	7	27
Activities such a group tours or outings	2	5	0	2	9
Subsidizing admissions for members to local attractions	1	6	1	2	10
Recruitment of new members	1	8	3	2	14
Other	0	4	3	0	7
<b>Total</b>	<b>13</b>	<b>49</b>	<b>11</b>	<b>17</b>	<b>90</b>

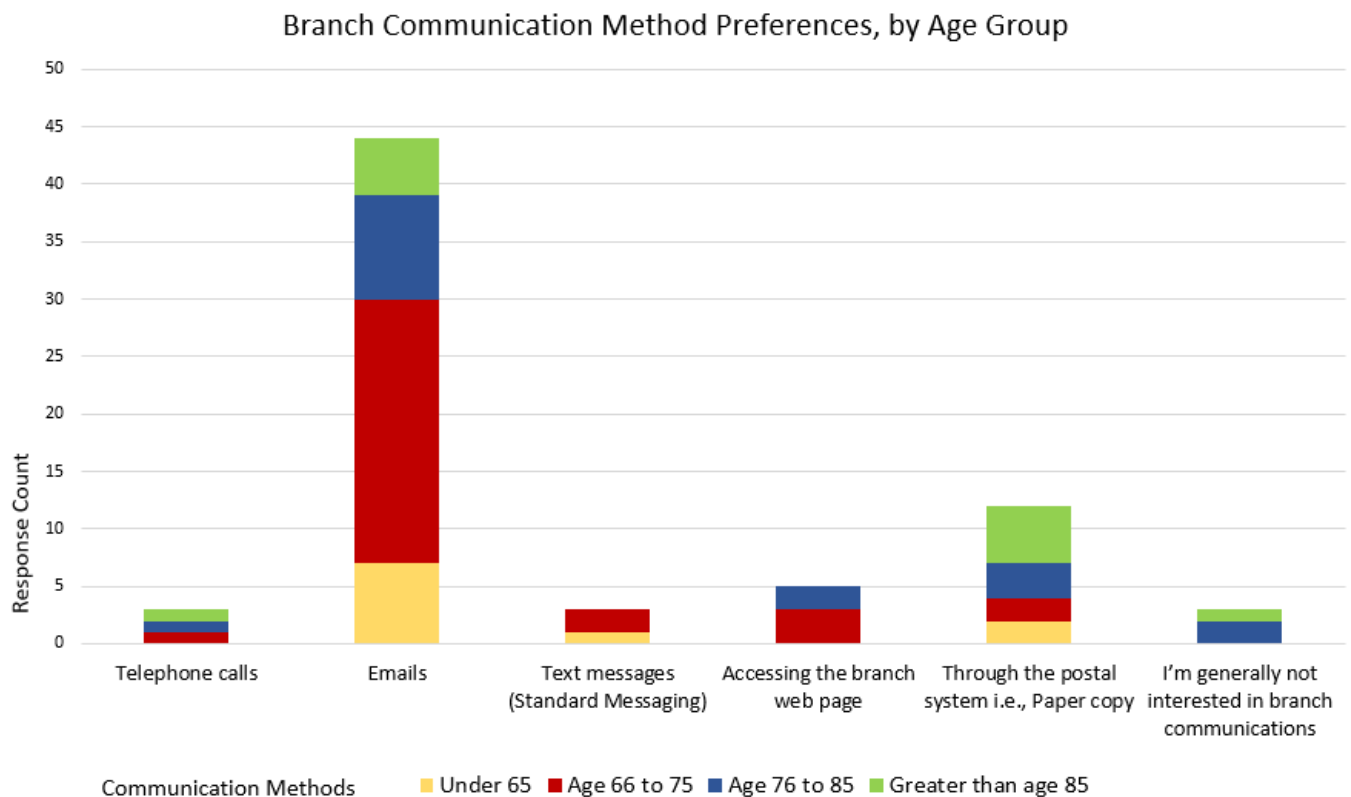
### 3. Communication Preferences

Overall, the most popular method of receiving branch communications is *Email*. This option was selected by 78.57% 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 21.43% 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	0	1	1	1	3
Emails	7	23	9	5	44
Text messages (Standard Messaging)	1	2	0	0	3
Accessing the branch web page	0	3	2	0	5
Through the postal system i.e., Paper copy	2	2	3	5	12
I'm generally not interested in branch communications	0	0	2	1	3
<b>Total</b>	<b>10</b>	<b>31</b>	<b>17</b>	<b>12</b>	<b>70</b>



Chart 5

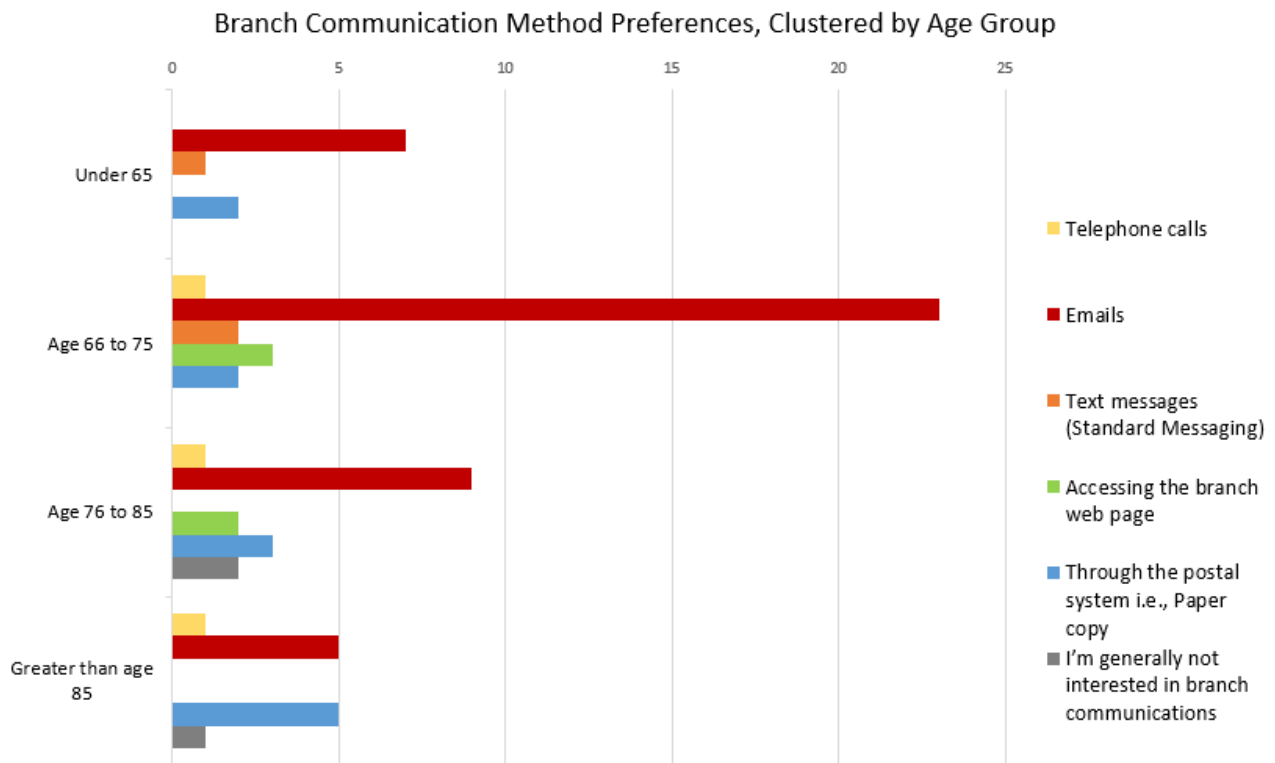
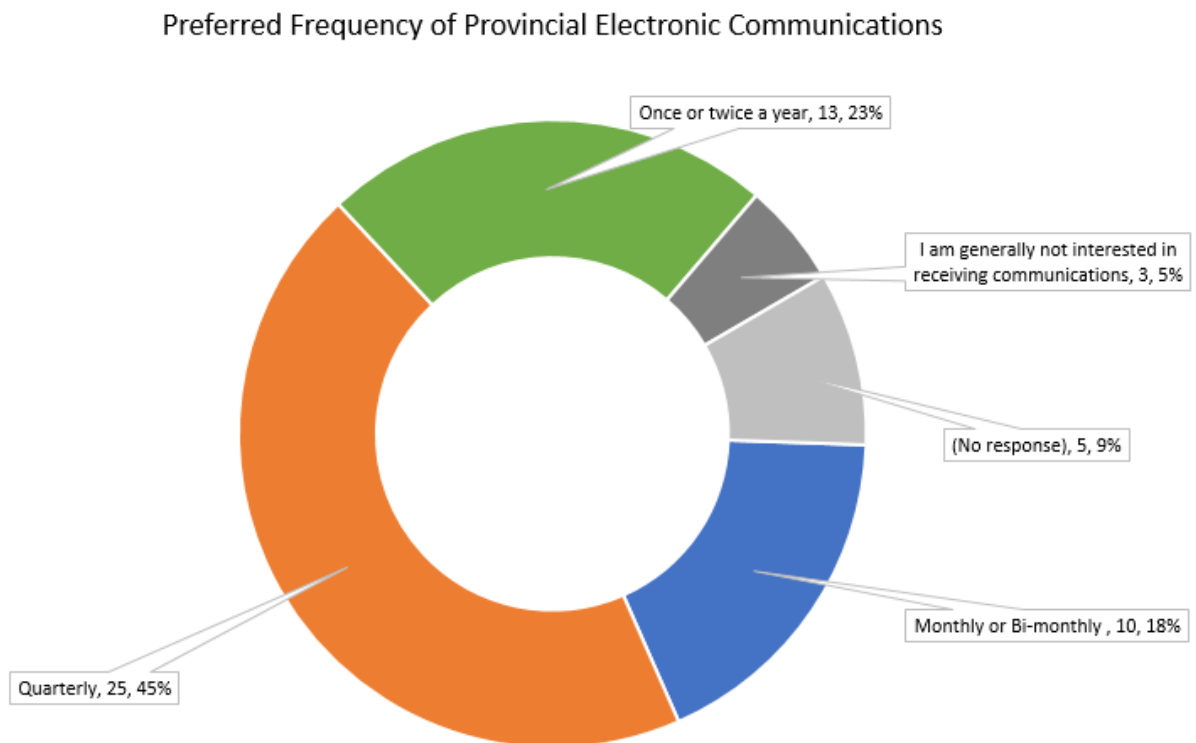


Chart 6



## 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	7	12.50%
Age 66 to 75	26	46.43%
Age 76 to 85	12	21.43%
Greater than age 85	11	19.64%
(No response)	0	0.00%

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

Response	Number	Percentage
Cariboo (Quesnel, Williams Lake, 100 Mile House) (Branch 1700)	56	100.00%

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

Response	Number	Percentage
2Z0	1	1.79%
V0K	12	21.43%
V0L	2	3.57%
V0M	1	1.79%
V1S	1	1.79%
V2G	27	48.21%
V2J	9	16.07%
V3L	1	1.79%
(No response)	2	3.57%

### 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	17	30.36%
I wanted social contact with former coworkers and fellow retirees	7	12.50%
I saw information about the BCGREA at a preretirement seminar or Pension Life	24	42.86%
I wanted the discounts offered such as travel insurance, hearing aids, etc.	16	28.57%
I wanted to receive updates on pension status	27	48.21%
I wanted to have a representative for my interests on the Pension Board of Trustees	17	30.36%
Other (please specify below)	4	7.14%
(No response)	3	5.36%

Other (please specify below):

- This is the first time I have received this information and have really looked into it. Thank you.
- Financial support to pursue benefits to members.
- Later for insurance.
- Husband joined.
- Husband joined.
- Curious of benefit of membership so initially joined for a year or two.
- No real reason.
- It was offered at the place I worked.

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	36	64.29%
Links to member discounts on goods and services	25	44.64%
Membership in advocacy organizations (Council of Senior Citizens' Organizations of BC - COSCO, National Pensioners Federation - NPF, BC Health Coalition)	24	42.86%
Information sessions including webinars and guest speakers	17	30.36%
Newsletters	41	73.21%
Branch meetings	6	10.71%
Other (please specify below)	3	5.36%
(No response)	3	5.36%

Other (please specify below):

- Not familiar with any of the above.
- Pension info.
- Social events.

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

Response	Number	Percentage
Yes	42	75.00%
No	12	21.43%
(No response)	2	3.57%

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

- I am unable to reply as I do not know of the services.
- As we age, medical reports are required for driver's license. A set fee for completion of these forms should be mandated. Can this be looked into by the organization?
- Advocacy for personal medicine autonomy so my rights to privacy, informed consent to goods and services aren't violated!!! What happened to constitutional rights and freedoms?!
- Continued pursuit of affordable medical benefits.

- We provide support as a couple for senior's lodges and Friendship Centres as contacted by the centres.
- Mod activity in universal pharmacy.
- Advocating for improvements to extended health and dental coverage may be an opportunity for the BCGREA.
- Dental.
- Fight more for universal pharmaceutical.
- A crest or pin of Steller's jay with the initials BCGREA!

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

Response	Number	Percentage
Telephone calls	3	5.36%
Emails	44	78.57%
Text messages (Standard Messaging)	3	5.36%
Accessing the branch web page	5	8.93%
Through the postal system i.e., Paper copy	12	21.43%
I'm generally not interested in branch communications	3	5.36%
(No response)	1	1.79%

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

Response	Number	Percentage
Emails	41	73.21%
Text messages (Standard Messaging)	3	5.36%
Through the BCGREA webpage	5	8.93%
Through the postal system i.e., Paper copy	16	28.57%
I'm generally not interested in provincial communications	3	5.36%
(No response)	3	5.36%

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

Response	Number	Percentage
Emails	35	62.50%
Paper copy	24	42.86%
Posting on BCGREA website	3	5.36%
I'm generally not interested in provincial newsletters	1	1.79%
(No response)	0	0.00%

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

Response	Number	Percentage
Monthly or Bi-monthly	10	17.86%
Quarterly	25	44.64%
Once or twice a year	13	23.21%
I'm generally not interested in receiving communications	3	5.36%
(No response)	5	8.93%

## Branch Operations

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

Response	Number	Percentage
Regularly	2	3.57%
Occasionally	9	16.07%
Rarely	14	25.00%
Never	31	55.36%
(No response)	0	0.00%

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

Response	Number	Percentage
Yes	17	30.36%
No	37	66.07%
(No response)	2	3.57%

By Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	5	71.43%
	No	2	28.57%
66 to 75	Yes	6	23.08%
	No	19	73.08%
76 to 85	Yes	3	25.00%
	No	8	66.67%
> 85	Yes	3	27.27%
	No	8	72.73%

\*Percentage based on the number of respondents in the age group (Question 1)

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

Response	Number	Percentage
Social connections (luncheons, goodwill)	23	41.07%
Guest speakers on topics of interest	27	48.21%
Activities such a group tours or outings	9	16.07%
Subsidizing admissions for members to local attractions	10	17.86%
Recruitment of new members	14	25.00%
Other (please specify below)	7	12.50%
(No response)	8	14.29%

Other (please specify below):

- Again - unable to agree as I do not really know how, what, where etc.
- Information on pertinent issues.
- Pension news.
- Wouldn't utilize many of the "social" function's due other opportunities and active interests.
- Pension news.

- It's been good to me but we are a bit far out to be in personal touch, BUT GOOD JOB.
- Never get a call from my branch in William's Lake.

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	23	41.07%
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	14	25.00%
Cooperation with other seniors' groups (i.e., COSCO)	16	28.57%
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	16	28.57%
New member recruitment initiatives	8	14.29%
Advocacy on behalf of members regarding pension and benefits	39	69.64%
Other (please specify below)	5	8.93%
(No response)	7	12.50%

Other (please specify below)

- Satisfied.
- I believe we need a stronger relationship with the BCGEU at AGMS.
- Advocacy on issues related to seniors.
- I didn't know anything about the organization when I retired so better outreach to new retirees would be beneficial.

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	40	71.43%
No	10	17.86%
(No response)	6	10.71%

By Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	6	85.71%
	No	0	0.00%
66 to 75	Yes	17	65.38%
	No	7	26.92%
76 to 85	Yes	10	83.33%
	No	1	8.33%
> 85	Yes	7	63.64%
	No	2	18.18%

\*Percentage based on the number of respondents in the age group (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**

- Any changes to our pension, such as changes to our health providers
- Not this time. I'm not sure if who is the branch contact in William's Lake. Poor communication, I guess.

### **Issues Associated with Green Shield**

- Why did we change from Blue Cross to Green Shield for Medical coverage? It seems now that we are paying a lot more then when we were covered by Blue Cross.

### **Membership Support for the BCGREA / Executive**

- "For me" I think they are doing a great job!
- Thank you for what you're doing on our behalf.
- While I really have not participated actively, I certainly appreciate being kept in the loop the newsletters etc., thank you.

### **Other**

- I would support branches via charitable donations but we don't have any here.
- Just joined the BCGREA, so I don't have anything to suggest just yet!
- As far as I know, my branch isn't very active.
- Because my employment was quite separate from most government agencies, I don't feel a real connection to other BCGREA members but nor do I receive any communication from the local branch. I have no idea what it does in my community.

### **Role/Involvement in Pension/Benefits Negotiations**

- Believe we enjoy great representation at the table in keeping our pension plan relevant and fair. That is my primary if not only reason for maintaining my membership.
- I think it is vitally important for the executive to lobby for divestment of pension funds from the fossil fuel industry in order to ensure sustainability. In addition, the BCGREU should develop a general policy on ethical investments.

### **Suggestions for New BCGREA Initiatives**

- BCGREA Executive, consider widening the scope of organizations to negotiate discounts with. I'm thinking of organizations associated with an outdoor/active lifestyle. Examples of these could be outdoor gear retailers, active tourism providers and natural/organic food retailers.

### **Travel / Distance Issues**

- First you people do a fine job, thank you very much. The meetings are usually in Williams Lake, its a bit far, could there be an annual meeting in Quesnel, again thank you for your work.
- Some of us reside on remote rural locations; therefore, it is not practical nor feasible to directly participate in events at all times!



## 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).