

**British Columbia Government
Retired Employees' Association**

2021 General Members Survey:

***North Island
Branch 200***

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>North Island (Branch 200)</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>302</i>
Sampling Method:	<i>Census, no sampling used.</i>
Responses:	<i>78</i>
Response Rate:	<i>25.83%</i>
Confidence Level:	<i>.95</i>
Confidence Interval:	<i>+/- 9.57 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 **78** completed responses out of a total branch membership of **302**. The total completion rate for the survey was therefore **25.83%**, which makes the survey accurate within +/- **9.57** 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

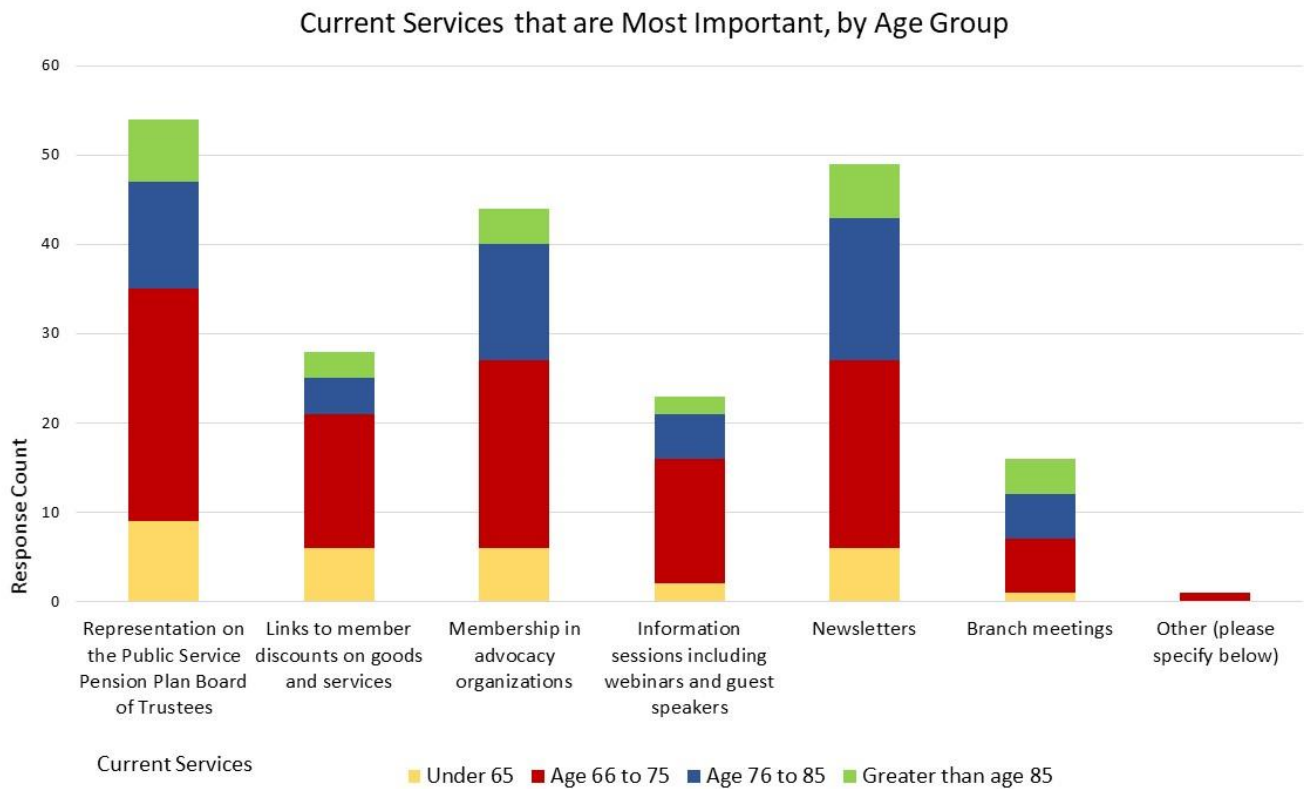
SUMMARY OF KEY FINDINGS

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*. 70.51% of survey respondents from this branch selected this service.

Another top service was *Newsletters*, selected by 64.10% of respondents.

Chart 1



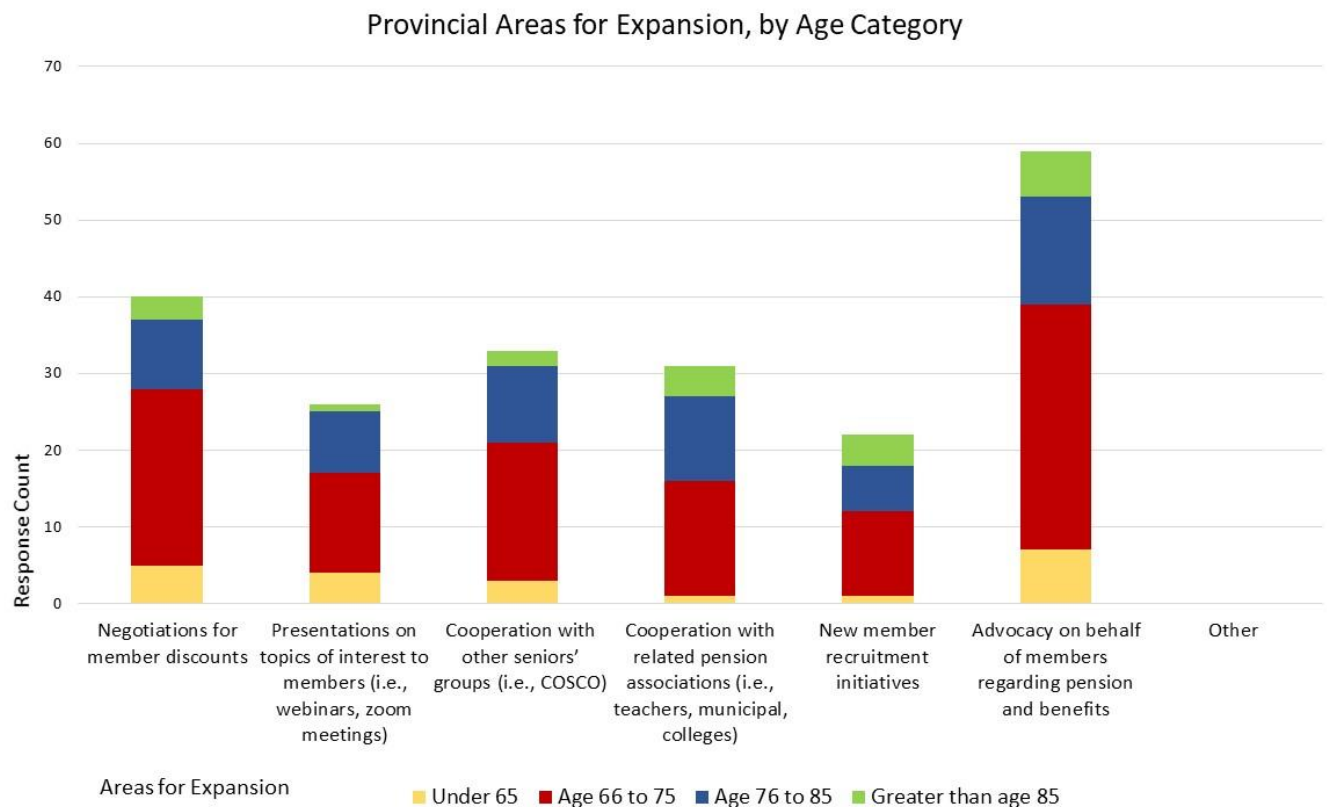
	< 65	66 to 75	76 to 85	> 85	Total
Representation on the Public Service Pension Plan Board of Trustees	9	26	12	7	54
Links to member discounts on goods and services	6	15	4	3	28
Membership in advocacy organizations	6	21	13	4	44
Information sessions including webinars and guest speakers	2	14	5	2	23
Newsletters	6	21	16	6	49
Branch meetings	1	6	5	4	16
Other	0	1	0	0	1
Total	30	104	55	26	215

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 76.92% of respondents from this branch.

The second most-selected option was *Negotiations for member discounts*, selected by 52.56% of respondents from this branch.

Chart 2



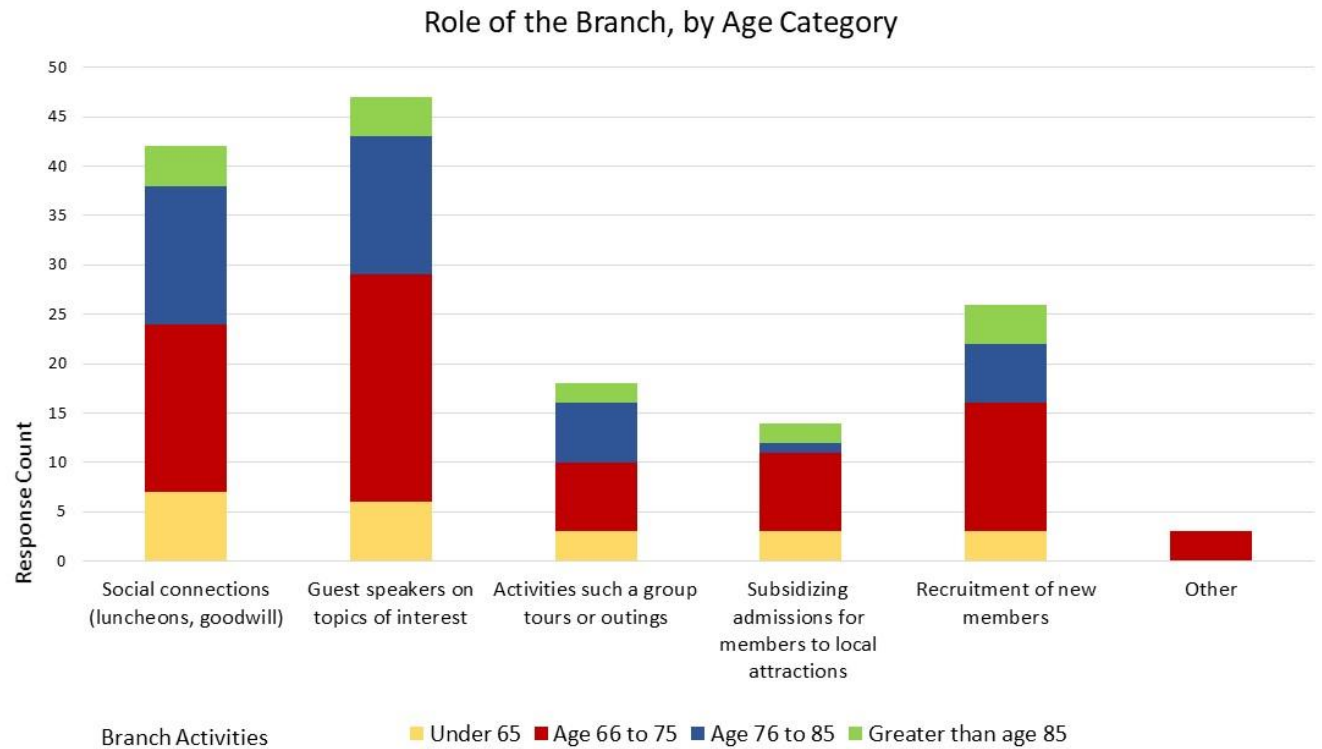
	< 65	66 to 75	76 to 85	> 85	Total
Negotiations for member discounts	5	23	9	3	40
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	4	13	8	1	26
Cooperation with other seniors' groups (i.e., COSCO)	3	18	10	2	33
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	1	15	11	4	31
New member recruitment initiatives	1	11	6	4	22
Advocacy on behalf of members regarding pension and benefits	7	32	14	6	59
Other	0	0	0	0	0
Total	21	112	58	20	211

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 60.26% of respondents from this branch.

The second most-selected option was *Social connections (luncheons, goodwill)*, selected by 53.85% of respondents from this branch.

Chart 3



	< 65	66 to 75	76 to 85	> 85	Total
Social connections (luncheons, goodwill)	7	17	14	4	42
Guest speakers on topics of interest	6	23	14	4	47
Activities such a group tours or outings	3	7	6	2	18
Subsidizing admissions for members to local attractions	3	8	1	2	14
Recruitment of new members	3	13	6	4	26
Other	0	3	0	0	3
Total	22	71	41	16	150

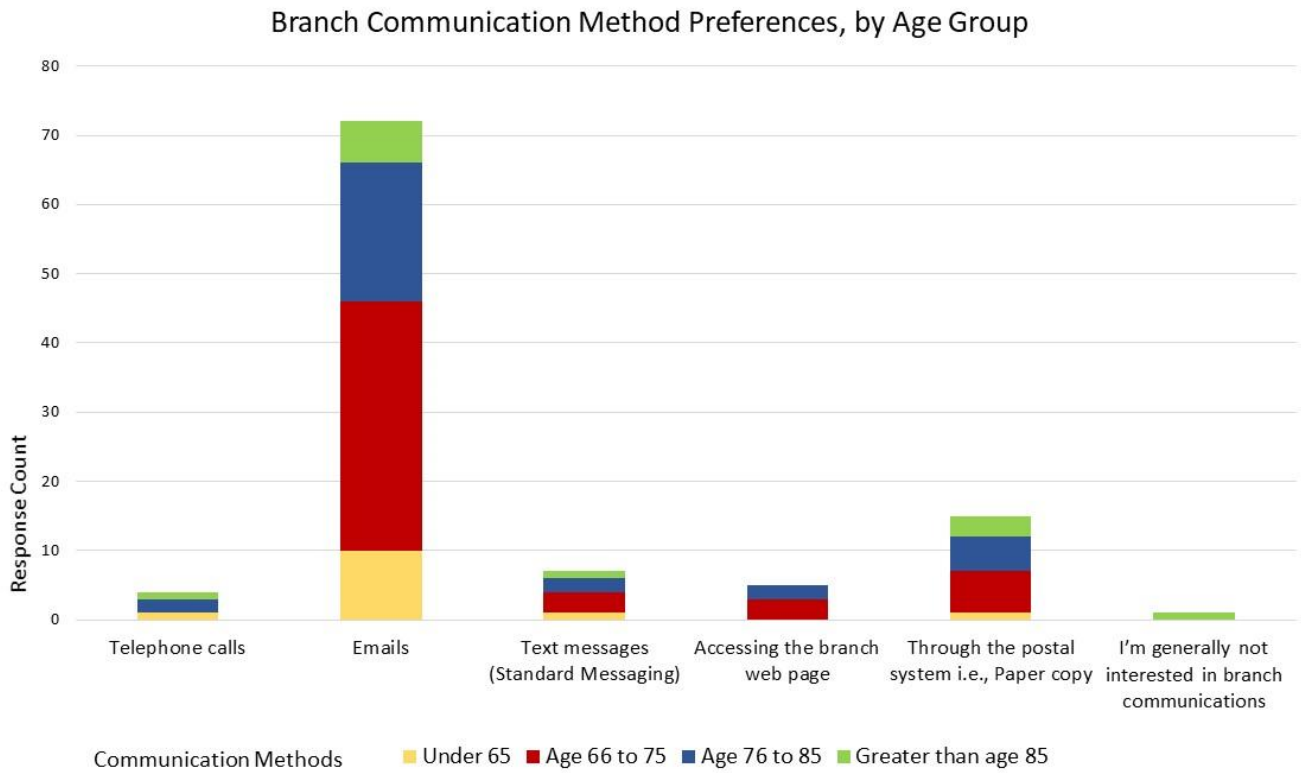
3. Communication Preferences

Overall, the most popular method of receiving branch communications is *Email*. This option was selected by 93.59% 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 20.51% of respondents from this branch.

Email is the most popular communication method for every age group in this branch. (See *Chart 5* on the following page.)

Chart 4



	< 65	66 to 75	76 to 85	> 85	Total
Telephone calls	1	0	2	1	4
Emails	10	36	20	6	72
Text messages (Standard Messaging)	1	3	2	1	7
Accessing the branch web page	0	3	2	0	5
Through the postal system i.e., Paper copy	1	6	5	3	15
I'm generally not interested in branch communications	0	0	0	1	1
Total	13	48	31	12	104

Chart 5

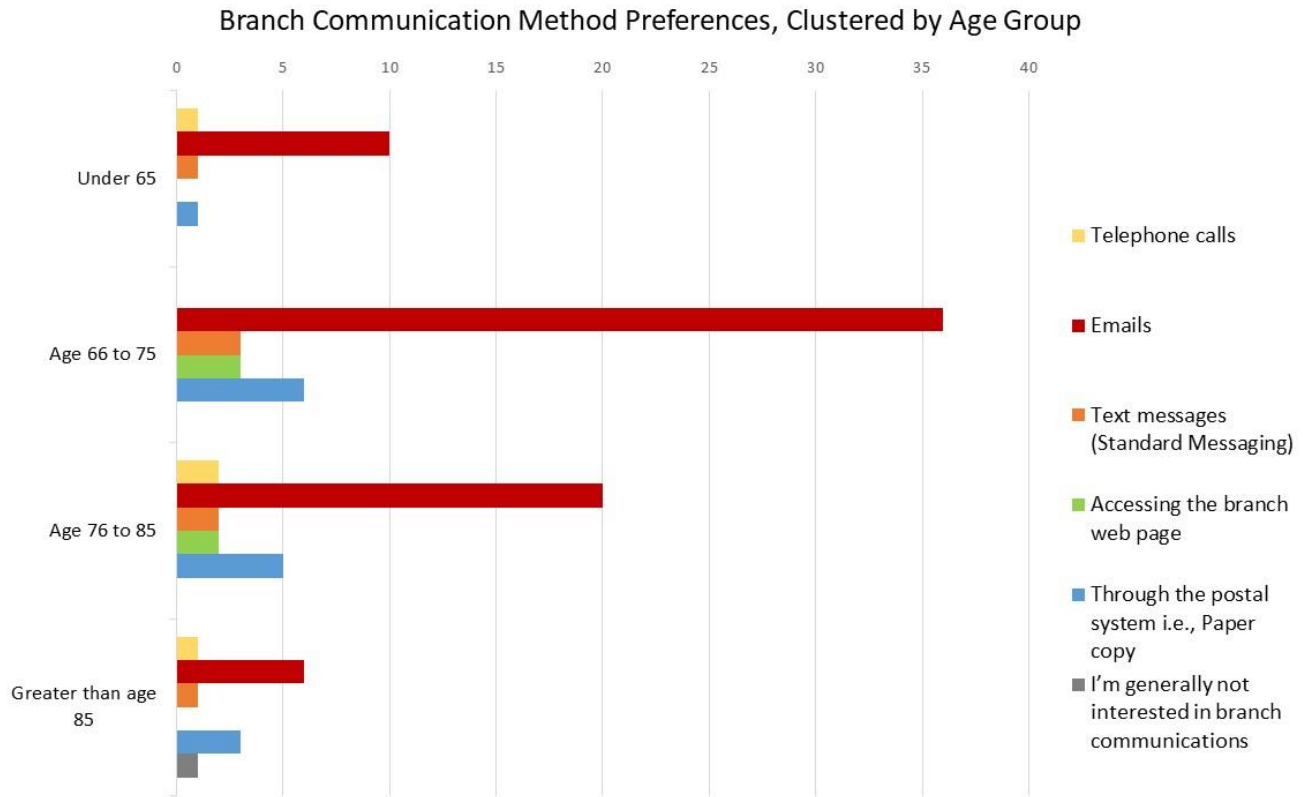
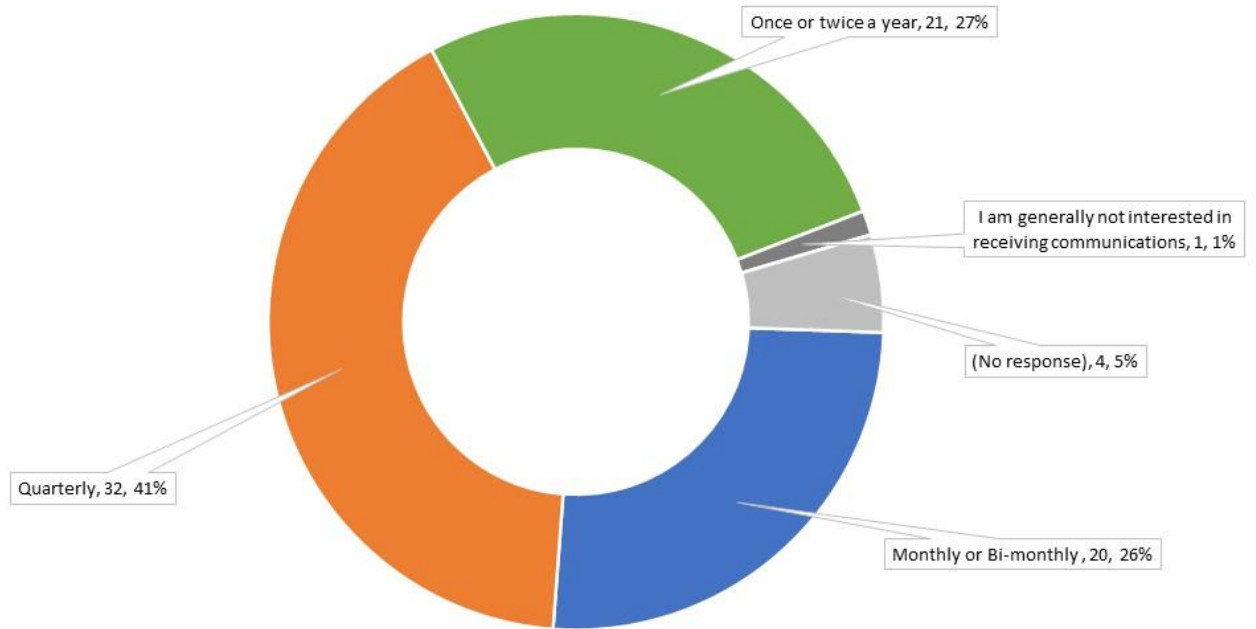


Chart 6

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	10	12.82%
Age 66 to 75	36	46.15%
Age 76 to 85	23	29.49%
Greater than age 85	8	10.26%
(No response)	1	1.28%

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

Response	Number	Percentage
North Island (Branch 200)	78	100.00%

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

Response	Number	Percentage
T8V	1	1.28%
V0N	3	3.85%
V0P	4	5.13%
V0R	5	6.41%
V0T	1	1.28%
V0X	1	1.28%
V5T	1	1.28%
V7Z	1	1.28%
V8A	5	6.41%
V9H	9	11.54%
V9J	3	3.85%
V9M	8	10.26%
V9N	13	16.67%
V9W	18	23.08%
VON	1	1.28%
VOP	1	1.28%
(No response)	3	3.85%

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	9	11.54%
I wanted social contact with former coworkers and fellow retirees	14	17.95%
I saw information about the BCGREA at a preretirement seminar or Pension Life	39	50.00%
I wanted the discounts offered such as travel insurance, hearing aids, etc.	21	26.92%
I wanted to receive updates on pension status	47	60.26%
I wanted to have a representative for my interests on the Pension Board of Trustees	32	41.03%
Other (please specify below)	2	2.56%
(No response)	2	2.56%

Other (please specify below):

- Husband works for Campbell River Highways.
- I was a Union Steward while I was working so felt it was important to join the BCGREA.
- Widow of employee.
- I am a unionist.
- I wanted to support a group that could provide influence on policies that could negatively impact those of us who are retired or at least make us aware of such policies so that we can lobby.

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	55	70.51%
Links to member discounts on goods and services	29	37.18%
Membership in advocacy organizations (Council of Senior Citizens' Organizations of BC - COSCO, National Pensioners Federation - NPF, BC Health Coalition)	44	56.41%
Information sessions including webinars and guest speakers	23	29.49%
Newsletters	50	64.10%
Branch meetings	16	20.51%
Other (please specify below)	1	1.28%
(No response)	1	1.28%

Other (please specify below):

- I have been moving around for the last few years, so have not participated in person as much as I had envisioned.
- News updates on pension and benefit changes, potential temp job opportunities and financial investments opportunities.
- Thank you.

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

Response	Number	Percentage
Yes	63	80.77%
No	12	15.38%
(No response)	3	3.85%

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

- Programs to help me to be counted as a senior who is left out in the cold because I don't have a computer or cell phone. Like booking for blood tests by phone. I am stressed out because I don't get answers without a computer or cell. Just throw us under a bus. We don't seem to count anymore!
- It would be helpful if BCGREA supplied information on discounts regarding travel and local businesses i.e., seniors' day(s).
- Charitable donations should occur to seniors to the amount that it does not put the association into a "tricky" financial picture within the short and long term. If there are funds available, then members children attending post secondary education could be eligible for a scholarship if they complete the required paperwork.
- Advocate for extended health and dental benefits.
- Existing services are adequate.
- Housing information for seniors.

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

Response	Number	Percentage
Telephone calls	4	5.13%
Emails	73	93.59%
Text messages (Standard Messaging)	8	10.26%
Accessing the branch web page	5	6.41%
Through the postal system i.e., Paper copy	16	20.51%
I'm generally not interested in branch communications	1	1.28%
(No response)	1	1.28%

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

Response	Number	Percentage
Emails	70	89.74%
Text messages (Standard Messaging)	9	11.54%
Through the BCGREA webpage	7	8.97%
Through the postal system i.e., Paper copy	14	17.95%
I'm generally not interested in provincial communications	2	2.56%
(No response)	1	1.28%

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

Response	Number	Percentage
Emails	55	70.51%
Paper copy	28	35.90%
Posting on BCGREA website	6	7.69%
I'm generally not interested in provincial newsletters	1	1.28%
(No response)	2	2.56%

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

Response	Number	Percentage
Monthly or Bi-monthly	20	25.64%
Quarterly	32	41.03%
Once or twice a year	21	26.92%
I'm generally not interested in receiving communications	1	1.28%
(No response)	4	5.13%

Branch Operations

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

Response	Number	Percentage
Regularly	6	7.69%
Occasionally	15	19.23%
Rarely	19	24.36%
Never	38	48.72%
(No response)	0	0.00%

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

Response	Number	Percentage
Yes	27	34.62%
No	45	57.69%
(No response)	6	7.69%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	7	70.00%
	No	3	30.00%
66 to 75	Yes	13	36.11%
	No	20	55.56%
76 to 85	Yes	4	17.39%
	No	16	69.57%
> 85	Yes	2	25.00%
	No	6	75.00%

*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)	42	53.85%
Guest speakers on topics of interest	47	60.26%
Activities such a group tours or outings	19	24.36%
Subsidizing admissions for members to local attractions	15	19.23%
Recruitment of new members	26	33.33%
Other (<i>please specify below</i>)	3	3.85%
(No response)	13	16.67%

Other (please specify below):

- Why bother.
- Keeping members informed.
- Pension information.
- Communication of issues and developments.
- Being a voice for all retirees.
- Providing information.
- No role for branches.

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	41	52.56%
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	26	33.33%
Cooperation with other seniors' groups (i.e., COSCO)	33	42.31%
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	32	41.03%
New member recruitment initiatives	23	29.49%
Advocacy on behalf of members regarding pension and benefits	60	76.92%
Other (<i>please specify below</i>)	0	0.00%
(No response)	6	7.69%

Other (please specify below)

- I'm not sure how the provincial and branch bodies are funded, so I'm not comfortable suggesting further responsibilities - if all volunteer, then I don't expect more effort from individuals. Cooperation with other groups to streamline efforts and increase profile on membership and issues is a good idea.
- Thank you for your advocacy.

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	56	71.79%
No	18	23.08%
(No response)	4	5.13%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	7	70.00%
	No	3	30.00%
66 to 75	Yes	28	77.78%
	No	8	22.22%
76 to 85	Yes	15	65.22%
	No	5	21.74%
> 85	Yes	5	62.50%
	No	2	25.00%

*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

- I have not attended any meetings or social events as I have found none of the topics interested me or I have other interests now, however, I do feel its important to continue hearing from this group and I appreciate the information and connection we currently have with them. I don't really know what to ask of them going forward.

Membership Support for the BCGREA / Executive

- I haven't been involved in the association very much, so I'm not really qualified to make assessments about whether expansion of contributions by the branches or the provincial bodies are needed. I also don't know whether volunteers or paid employees do the work, so I'm uncomfortable expressing expectations. I do read the information that comes to me currently and am confirming my contact info to ensure that I'm getting updates. Thanks for all your work to ensure we are informed and that our issues are publicized.
- I appreciate the time and effort put in by members who agree to be board members and attend meetings, on behalf of those of us who are not able to.
- Thank you to each of you for all the time and effort in pursuing the issues and solving the problems with our pension system! I appreciate all that you do for us as a whole. I also know at this time in our lives there are many of us who are unable to contribute like we could when we were younger.

Other

- I cannot help much if anything, as I use a power chair and my breathing requires me to be on 24hr. Oxygen.

Outreach for New Members

- The lack of interest in supporting the local branch by volunteering for the executive is a challenge as most members are getting older and feel they have done their time. Or they have a chronic illness that stops them from being able to volunteer with the local branch. So we need to recruit newer members who would presumably be younger and healthier and find volunteering with the BCGREA something that would interest them.

- New member recruitment is extremely important, and I appreciate the recognition and efforts in this direction pre-pandemic.

Role/Involvement in Pension/Benefits Negotiations

- I am surprised that not everyone that has pensioned out is a member of ---or really even know--- much about the BCGREA and what it can offer. I feel in some way the BCGREA needs to be able to provide or show pensioners why it is important to become a member, for example showing strength as a group to protect our pensions or be able to take advantage of all sorts of discounts and deals.
- I believe it is critical to have a representative to advocate on behalf of people they represent to governments, sections of government, the pension commission and to be available to members for consultation and advocacy. Also given the BCGREA represent a substantial number of people perhaps advocating on our behalf with commercial entities for advantages for its membership...I understand this happens...I am encouraging that and perhaps expanding in this regard.

Suggestions for New BCGREA Initiatives

- Helping us to get real live people to get phone help.

Travel / Distance Issues

- Attended meetings regularly until I had to take a ferry to attend. Our local closed.
- I can not have a cell phone, text etc. due to a dead zone, it feels like services are geared to city dwellers. Please remember that many can not access the tech. world due to rural and remote homes or financial problems.
- I live on the Sunshine Coast and do not have a branch close by. Ferry is the only way to attend meetings. I appreciate the email updates from the local branch 200. I would be active with the branch; however, I'm not moving to Vancouver Island. Enjoy the season with family and friends.
- As I get older, I find that it would help to have a few members who could help with transportation of those who cannot drive themselves. Since some of our members have to take a ferry to get to a Branch meeting, we have offered to pay the ferry fare and pick them up at the terminal but so far this hasn't worked. It might be that these members feel insecure about the offer.

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.