

**British Columbia Government  
Retired Employees' Association**

**2021 General Members Survey:**

***Kamloops  
Branch 500***

***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

<b>Company Name:</b>	<i>BC Government Retired Employees' Association.</i>
<b>Branch Name:</b>	<i>Kamloops (Branch 500)</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>377</i>
<b>Sampling Method:</b>	<i>Census, no sampling used.</i>
<b>Responses:</b>	<i>159</i>
<b>Response Rate:</b>	<i>42.18%</i>
<b>Confidence Level:</b>	<i>.95</i>
<b>Confidence Interval:</b>	<i>+/- 5.92 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 **159** completed responses out of a total branch membership of **377**. The total completion rate for the survey was therefore **42.18%**, which makes the survey accurate within +/- **5.92** 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 since the confidence interval for this branch is only just outside tolerance.

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)

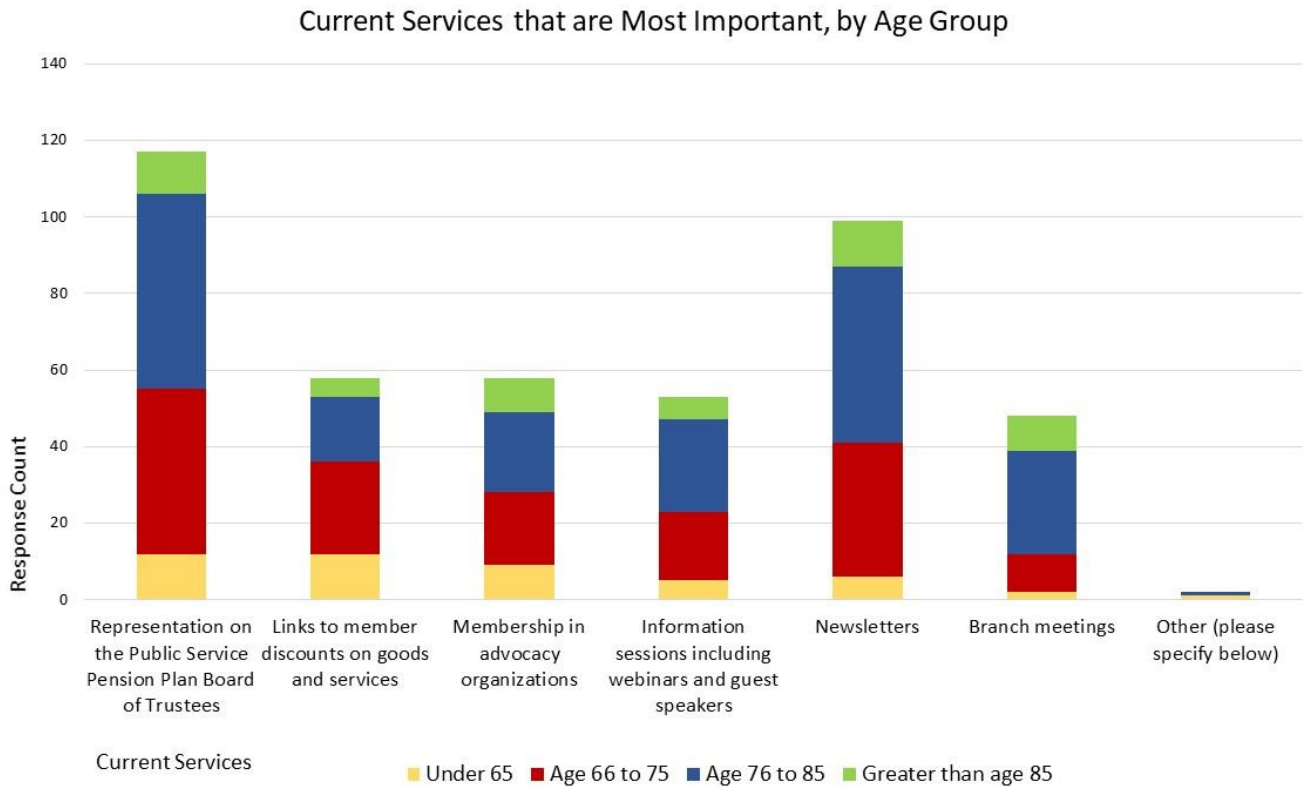
# SUMMARY OF KEY FINDINGS

## 1. Current Services

The current BCGREA service that is important to the most respondents is *Representation on the Public Service Pension Plan Board of Trustees*. 74.84% of survey respondents from this branch selected this service.

Another top service was *Newsletters*, selected by 63.52% of respondents.

Chart 1



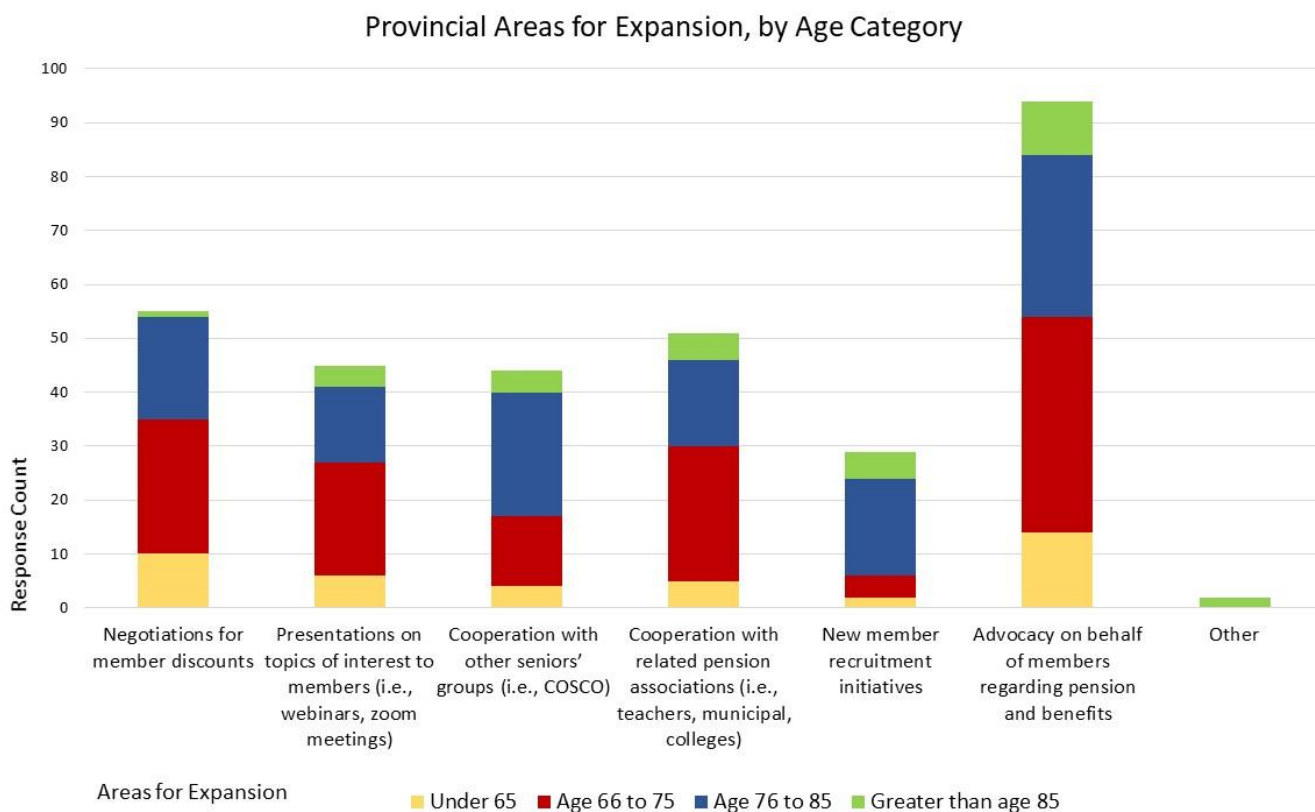
	< 65	66 to 75	76 to 85	> 85	Total
Representation on the Public Service Pension Plan Board of Trustees	12	43	51	11	<b>117</b>
Links to member discounts on goods and services	12	24	17	5	<b>58</b>
Membership in advocacy organizations	9	19	21	9	<b>58</b>
Information sessions including webinars and guest speakers	5	18	24	6	<b>53</b>
Newsletters	6	35	46	12	<b>99</b>
Branch meetings	2	10	27	9	<b>48</b>
Other	1	0	1	0	<b>2</b>
<b>Total</b>	<b>47</b>	<b>149</b>	<b>187</b>	<b>52</b>	<b>435</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 59.12% of respondents from this branch.

The second most-selected option was *Negotiations for member discounts*, selected by 35.85% of respondents from this branch.

Chart 2



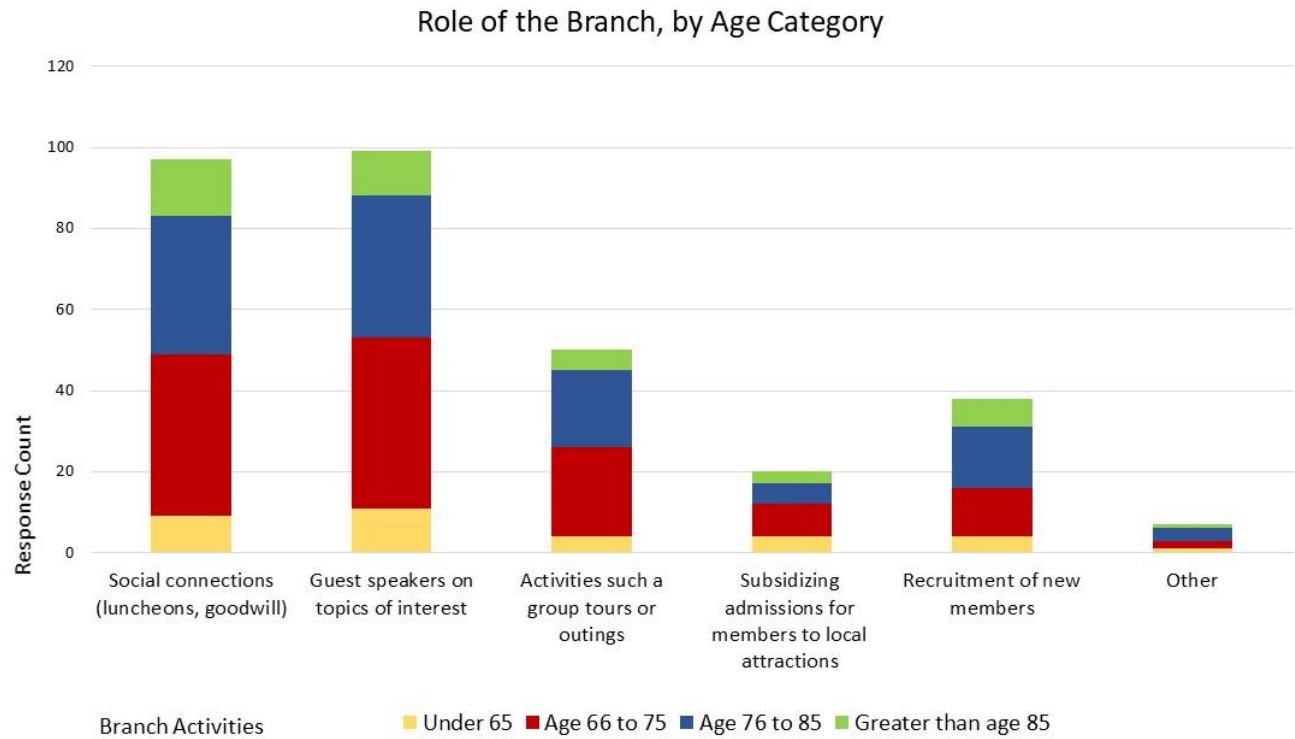
	< 65	66 to 75	76 to 85	> 85	Total
Negotiations for member discounts	10	25	19	1	55
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	6	21	14	4	45
Cooperation with other seniors' groups (i.e., COSCO)	4	13	23	4	44
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	5	25	16	5	51
New member recruitment initiatives	2	4	18	5	29
Advocacy on behalf of members regarding pension and benefits	14	40	30	10	94
Other	0	0	0	2	2
<b>Total</b>	<b>41</b>	<b>128</b>	<b>120</b>	<b>31</b>	<b>320</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 63.52% of respondents from this branch.

The second most-selected option was *Social connections (luncheons, goodwill)*, selected by 61.64% of respondents from this branch.

Chart 3



	< 65	66 to 75	76 to 85	> 85	Total
Social connections (luncheons, goodwill)	9	40	34	14	<b>97</b>
Guest speakers on topics of interest	11	42	35	11	<b>99</b>
Activities such a group tours or outings	4	22	19	5	<b>50</b>
Subsidizing admissions for members to local attractions	4	8	5	3	<b>20</b>
Recruitment of new members	4	12	15	7	<b>38</b>
Other	1	2	3	1	<b>7</b>
<b>Total</b>	<b>33</b>	<b>126</b>	<b>111</b>	<b>41</b>	<b>311</b>

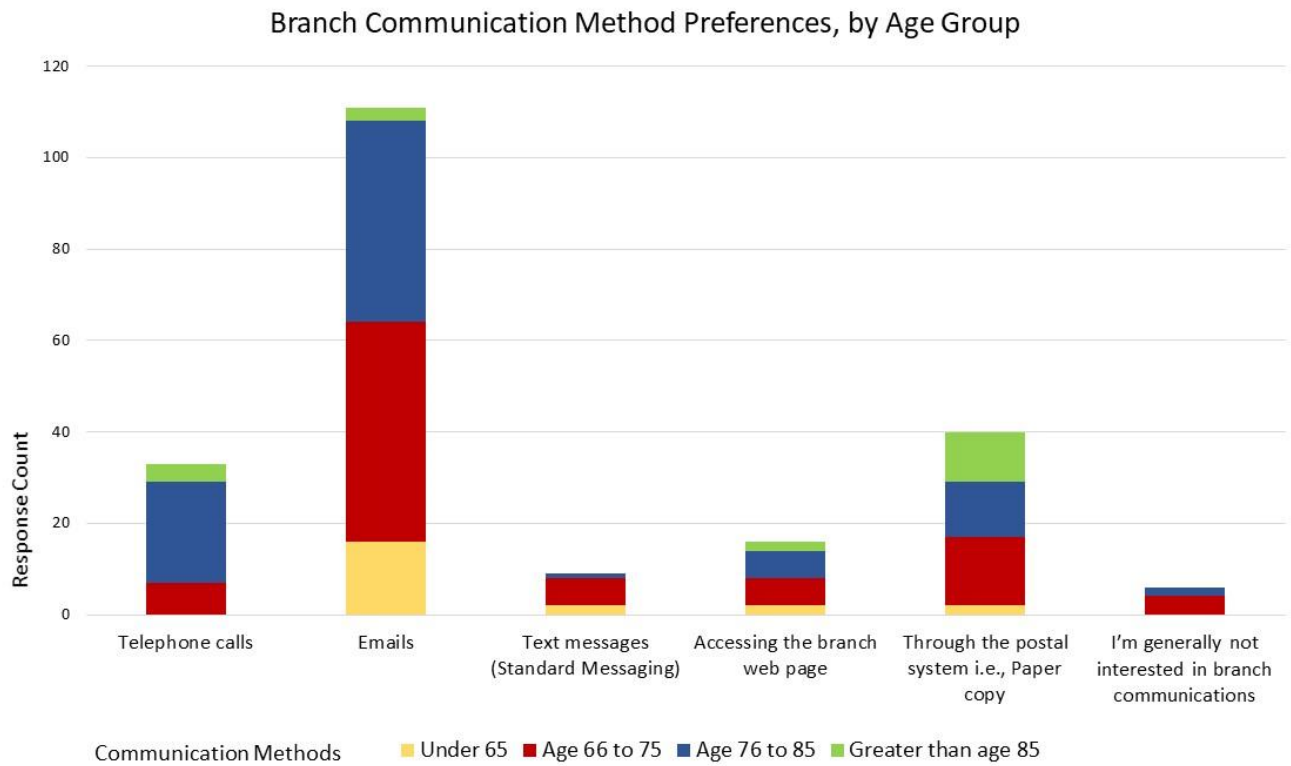
### 3. Communication Preferences

Overall, the most popular method of receiving branch communications is *Email*. This option was selected by 70.44% 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 25.79% of respondents from this branch.

Email is the most popular communication method for every age group in this branch, except for members *Greater than age 85*, 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	0	7	22	4	33
Emails	16	48	44	3	111
Text messages (Standard Messaging)	2	6	1	0	9
Accessing the branch web page	2	6	6	2	16
Through the postal system i.e., Paper copy	2	15	12	11	40
I'm generally not interested in branch communications	0	4	2	0	6
<b>Total</b>	<b>22</b>	<b>86</b>	<b>87</b>	<b>20</b>	<b>215</b>



Chart 5

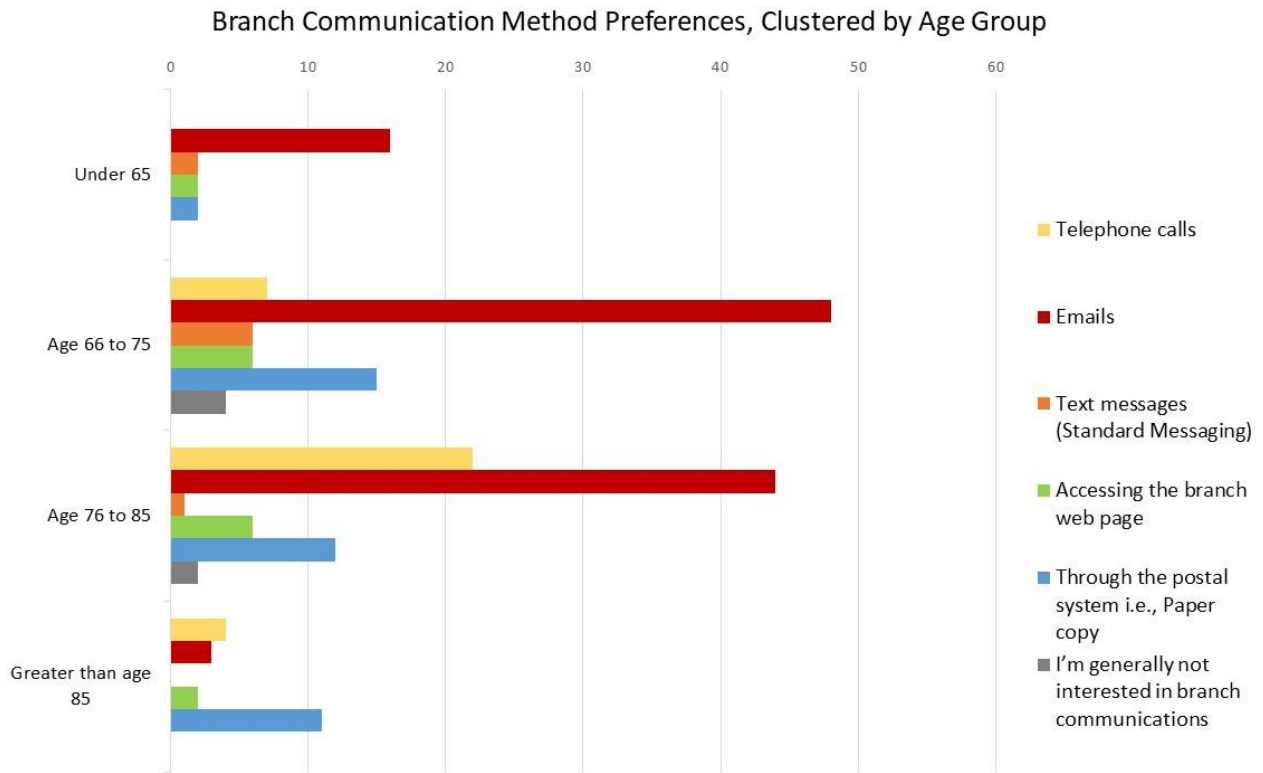
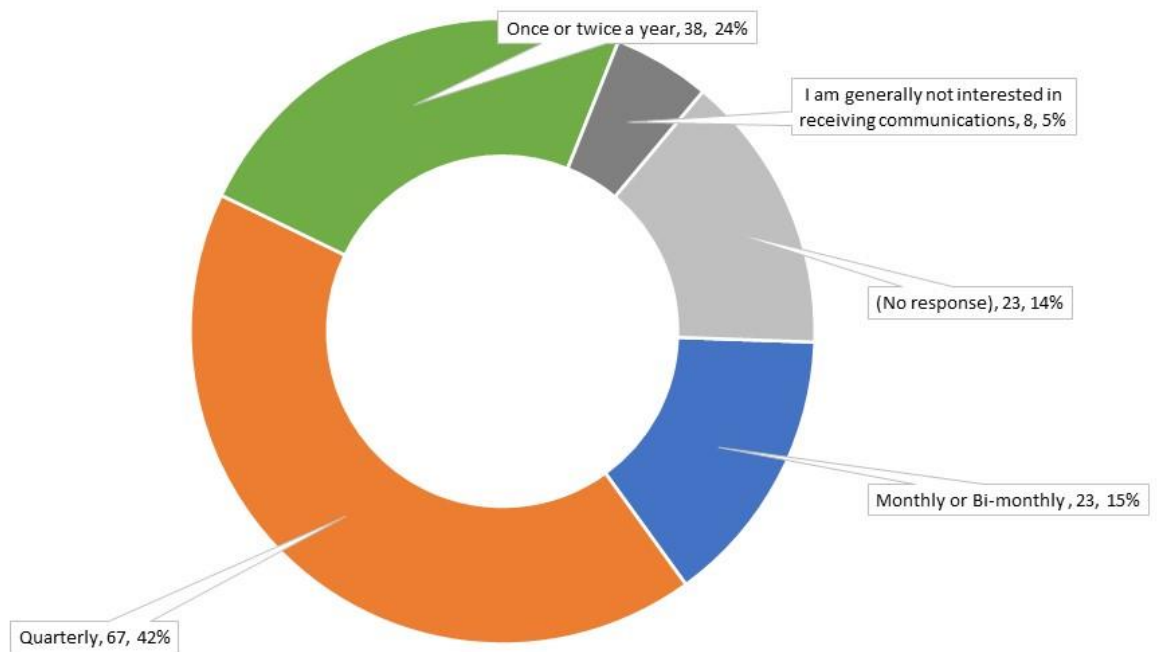


Chart 6

### 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	17	10.69%
Age 66 to 75	57	35.85%
Age 76 to 85	64	40.25%
Greater than age 85	19	11.95%
(No response)	2	1.26%

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

Response	Number	Percentage
Kamloops (Branch 500)	159	100.00%

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

Response	Number	Percentage
1V0	1	0.63%
V0E	12	7.55%
V0K	4	2.52%
V1K	5	3.14%
V1S	10	6.29%
V1W	1	0.63%
V2	2	1.26%
V2B	34	21.38%
V2C	45	28.30%
V2E	23	14.47%
V2H	7	4.40%
V2J	1	0.63%
V3R	1	0.63%
V4T	3	1.89%
V8J	2	1.26%
V8P	1	0.63%
VOK	1	0.63%
(No response)	6	3.77%

## 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	58	36.48%
I wanted social contact with former coworkers and fellow retirees	57	35.85%
I saw information about the BCGREA at a preretirement seminar or Pension Life	53	33.33%
I wanted the discounts offered such as travel insurance, hearing aids, etc.	43	27.04%
I wanted to receive updates on pension status	90	56.60%
I wanted to have a representative for my interests on the Pension Board of Trustees	60	37.74%
Other (please specify below)	4	2.52%
(No response)	7	4.40%

Other (please specify below):

- I felt important because all government and employees should support their BCGE assoc.
- Monthly contact with former workers.
- Help with court proceedings against govt cuts to our health care plans.
- My husband worked for Ministry of Highways.
- Employment with the BC Gov't.
- I realized if you don't have a pension, you are in trouble.
- My husband was a member. He passed away.
- Transferred from BCGEU to BCGREA.
- Keep current on issues.
- My husband worked for the highways.
- Support court challenge to changes in retirement benefits.
- My husband was a member.

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	119	74.84%
Links to member discounts on goods and services	58	36.48%
Membership in advocacy organizations (Council of Senior Citizens' Organizations of BC - COSCO, National Pensioners Federation - NPF, BC Health Coalition)	59	37.11%
Information sessions including webinars and guest speakers	55	34.59%
Newsletters	101	63.52%
Branch meetings	49	30.82%
Other (please specify below)	2	1.26%
(No response)	8	5.03%

Other (please specify below):

- Thank you for your services.
- All.
- Unknown, I just joined and don't know what you do.
- While in PG, I loved attending the Christmas get-together. To Reconnect with past co-workers.

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

Response	Number	Percentage
Yes	120	75.47%
No	19	11.95%
(No response)	20	12.58%

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

- I think that the BCGREA provides excellent support and communication.
- I am very grateful for the valuable services that are now available and that have only come about through the hard work of the BCGREA board.
- Regular communication and updates (monthly) rather than once per year.
- As a senior it is hard to locate people to do housework, yard work clean eave troughs.
- I remain believing in Bursary donations, when a branch can afford to do so to a member or a youth to further their education.
- Large print information, as my eyesight is very poor. No computer anymore. Thank you for the update. Happy New Year to all. This is written by her friend.
- Advocacy for health supports.
- SCHOLARSHIPS OF APPROX. \$500 TO \$1,000. TO A GRADE 12 STUDENT THAT QUALIFIES! BY APPLICATION!
- I am not sure if this is relevant, but I feel that Seniors should not have to pay for the vaccine for shingles. I know that a motion was made several years ago but I have not heard of any follow-up to that motion. Otherwise, I feel that the services offered are excellent.
- Happy with what I've seen.
- Better health benefits.
- Advocacy for members or spouses that need additional help as they age i.e... Dementia.
- Lobby Banks for reduced rates of services.
- Cost of health services.
- Pharma/Medic Care Representation.
- Information & available services for assisted living (in home) plus other available resources or partnerships.
- This is a difficult one as suggesting of increasing services might increase risk for or increase cost for the BCGREA. I have not seen a financial or business plan for the association, so I remain open to any idea but cautious about imposing risk.

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

Response	Number	Percentage
Telephone calls	33	20.75%
Emails	112	70.44%
Text messages (Standard Messaging)	9	5.66%
Accessing the branch web page	16	10.06%
Through the postal system i.e., Paper copy	41	25.79%
I'm generally not interested in branch communications	6	3.77%
(No response)	14	8.81%

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

Response	Number	Percentage
Emails	114	71.70%
Text messages (Standard Messaging)	5	3.14%
Through the BCGREA webpage	22	13.84%
Through the postal system i.e., Paper copy	48	30.19%
I'm generally not interested in provincial communications	7	4.40%
(No response)	13	8.18%

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

Response	Number	Percentage
Emails	97	61.01%
Paper copy	64	40.25%
Posting on BCGREA website	24	15.09%
I'm generally not interested in provincial newsletters	4	2.52%
(No response)	13	8.18%

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

Response	Number	Percentage
Monthly or Bi-monthly	23	14.47%
Quarterly	67	42.14%
Once or twice a year	38	23.90%
I'm generally not interested in receiving communications	8	5.03%
(No response)	23	14.47%

## Branch Operations

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

Response	Number	Percentage
Regularly	34	21.38%
Occasionally	22	13.84%
Rarely	23	14.47%
Never	65	40.88%
(No response)	15	9.43%

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

Response	Number	Percentage
Yes	45	28.30%
No	92	57.86%
(No response)	22	13.84%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	8	47.06%
	No	9	52.94%
66 to 75	Yes	18	31.58%
	No	36	63.16%
76 to 85	Yes	15	23.44%
	No	34	53.13%
> 85	Yes	4	21.05%
	No	11	57.89%

\*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)	98	61.64%
Guest speakers on topics of interest	101	63.52%
Activities such a group tours or outings	50	31.45%
Subsidizing admissions for members to local attractions	20	12.58%
Recruitment of new members	39	24.53%
Other (please specify below)	7	4.40%
(No response)	34	21.38%

Other (please specify below):

- Once we are able to have branch meetings again will incorporate a few of the ideas.
- Update on services provided.
- Dispersing and updating information to us on issues involving our pension.
- The above activities are great for those residents in the base community I have never attended a meeting because I am over 100 km away from the branch.
- Representation on the PSP board.

- I see no useful role for branches.
- What happened to the monthly luncheons? I was under the impression that it was someone's responsibility to phone members asking if they would attend?
- Representing member's interests.
- Due to unexpected circumstances, I have not been able to attend my local branch meetings.
- Providing face to face updates on pension and retirement issues.
- Imparting information relative to retirement pensions and programs
- Supporting the organization.
- I do not live in my Branch area; I selected the Branch I wished to join.
- I am retired!

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	57	35.85%
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	46	28.93%
Cooperation with other seniors' groups (i.e., COSCO)	46	28.93%
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	52	32.70%
New member recruitment initiatives	30	18.87%
Advocacy on behalf of members regarding pension and benefits	94	59.12%
Other (please specify below)	2	1.26%
(No response)	32	20.13%

Other (please specify below)

- Just keep up the good work.
- Healthcare advocacy.
- Negotiations for better health benefits.

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	114	71.70%
No	16	10.06%
(No response)	29	18.24%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	15	88.24%
	No	2	11.76%
66 to 75	Yes	49	85.96%
	No	6	10.53%
76 to 85	Yes	36	56.25%
	No	8	12.50%
> 85	Yes	12	63.16%
	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

- Hoping to arrange a zoom meeting in the very near future to touch base with our branch members.

### Issues Associated with Green Shield

- Not happy that we changed medical providers, much preferred Blue Cross as they offer travel insurance coverage.
- Currently I am having a problem with our EHB provider, Green Shield. They have interfered with and altered a prescription written for me by a licensed physician. I do not think this is acceptable and even question its legality. I suspect I may not be first member they have done this to. I would hope the BCGREA would bring this matter to the attention of the PSP and request they confront Green Shield regarding their behaviour.

### Membership Support for the BCGREA / Executive

- Keep up the good work!
- Thank you for the great work and support you have and continue to give. It is greatly appreciated!
- Kamloops branch does a great job.
- You are all doing a great job. Have a great New Year and a very Happy New Year. Keep safe.
- Nothing special just a thank-you to those that put in the time and effort looking after our interests!
- Since I joined, I have been satisfied with people who have gave their time and at 93 years of age happy to have others look after my interests. *[Researcher's Note: Personal identifying information removed to protect anonymity of respondent].*

### Other

- I miss the luncheons, meetings info.
- Due to my age and declining health, I am not able to take part in branch meetings. They are a good representation for each area.
- Stop the covid! Happy New Year! One and all.

- I disagree with the association mailing advertisements from commercial endeavours. I do not pay my membership to provide postage for commercial providers.
- Not at this time. Good questions on the survey.
- I have recently joined and have not been a member for a year yet. I have very limited experience with the workings of the association.

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

- A one-time communication and list of all the benefits available for members. Thank you sincerely.
- Develop a strong body for representation and support of retirees to help to ensure all of our benefits and pension rates are enhanced, not eroded, example extended benefits.
- Keep advocating for the group. Any information is useful.
- Soliciting member feedback on service providers i.e., extended health.

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

- After Covid-19 arrange worldwide tours.

## 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).