



CDR
Business
Diagnostics

**British Columbia Government
Retired Employees' Association**

2021 General Members Survey:

***Nanaimo/Mid-Island
Branch 600***

March 2022



BusinessDiagnostics.ca



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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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TABLE OF CONTENTS

PROJECT OVERVIEW.....	4
SUMMARY OF KEY FINDINGS.....	5
QUANTITATIVE RESULTS BY QUESTION.....	10
About You.....	10
Member Needs and Preferences.....	11
Branch Operations.....	13
QUALITATIVE RESULTS.....	15

PROJECT OVERVIEW

SUMMARY REPORT INFORMATION

Company Name:	<i>BC Government Retired Employees' Association.</i>
Branch Name:	<i>Nanaimo/Mid-Island (Branch 600)</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>496</i>
Sampling Method:	<i>Census, no sampling used.</i>
Responses:	<i>178</i>
Response Rate:	<i>35.89%</i>
Confidence Level:	<i>.95</i>
Confidence Interval:	<i>+/- 5.89 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 **178** completed responses out of a total branch membership of **496**. The total completion rate for the survey was therefore **35.89%**, which makes the survey accurate within +/- **5.89** 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 the confidence interval is just beyond 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

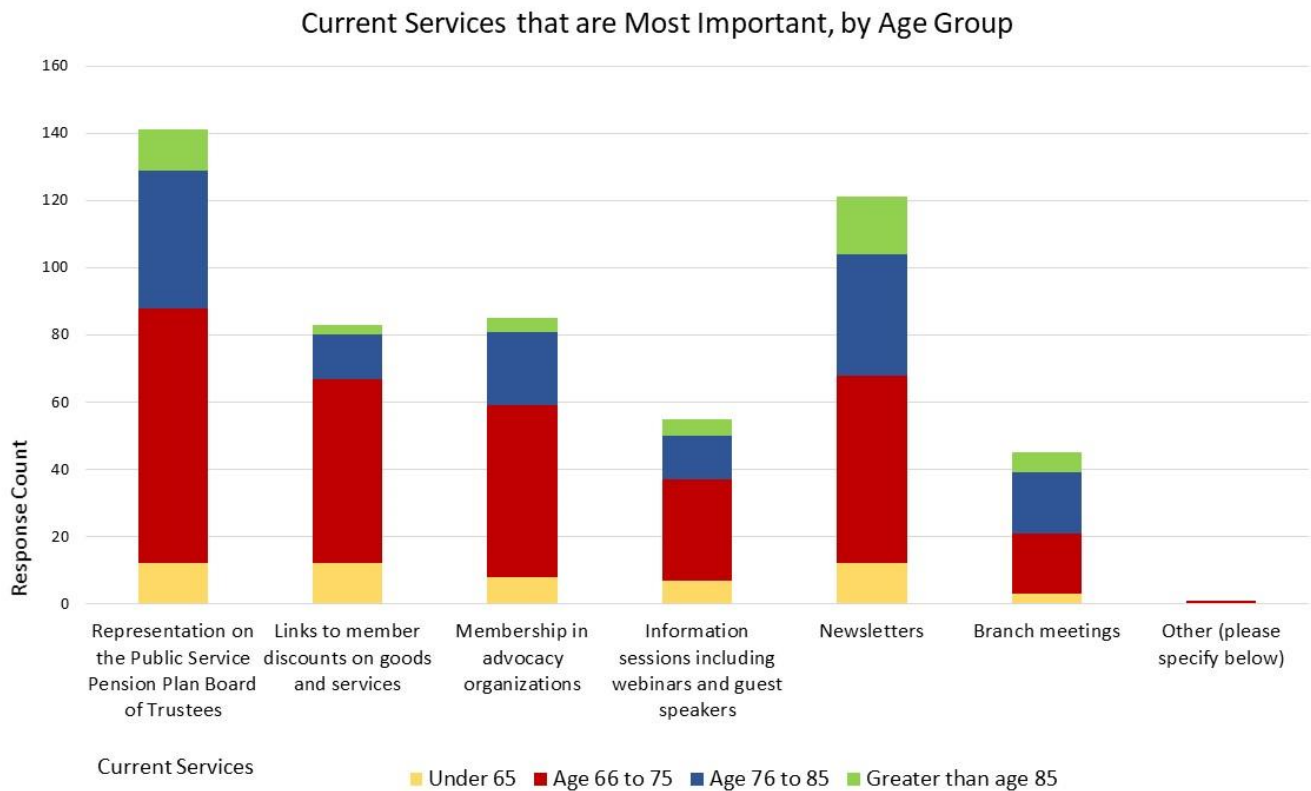
SUMMARY OF KEY FINDINGS

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*. 79.21% of survey respondents from this branch selected this service.

Another top service was *Newsletters*, selected by 67.98% of respondents.

Chart 1



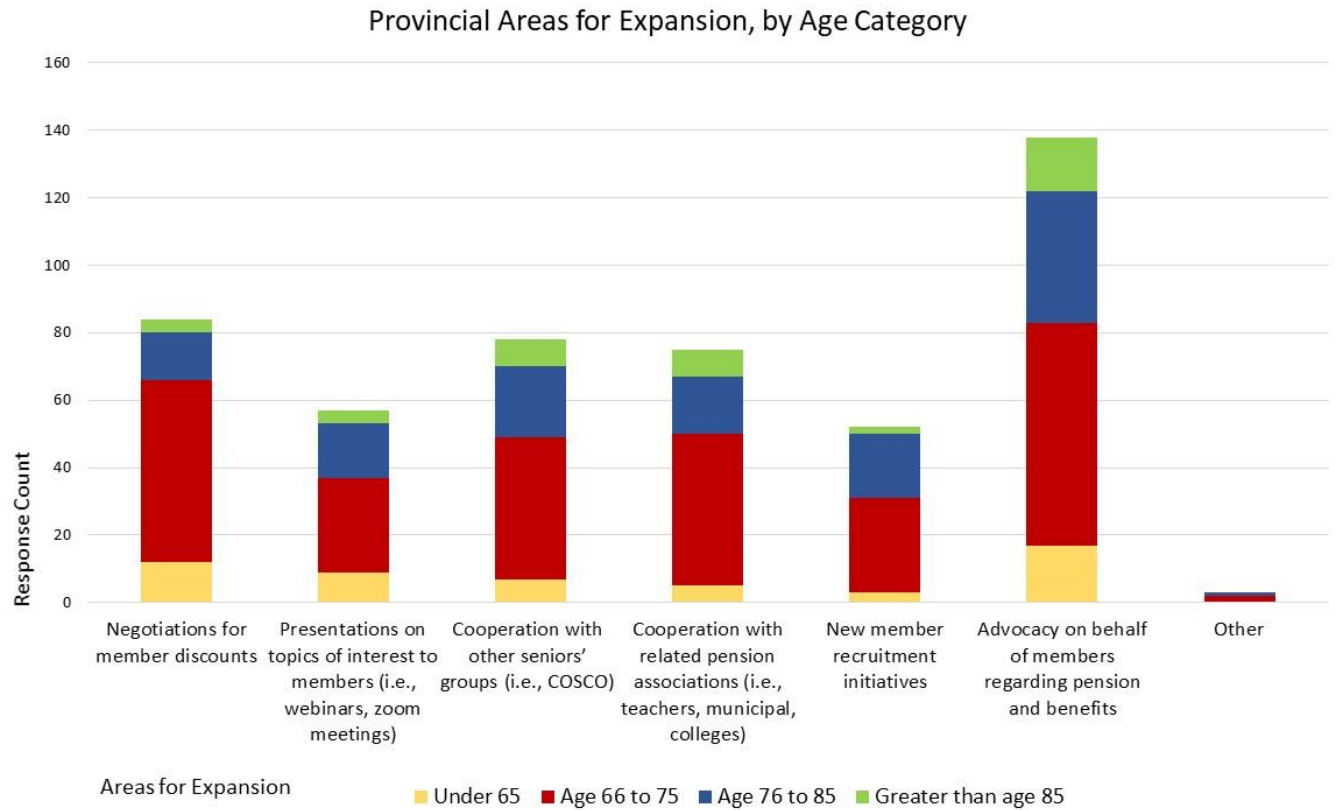
	< 65	66 to 75	76 to 85	> 85	Total
Representation on the Public Service Pension Plan Board of Trustees	12	76	41	12	141
Links to member discounts on goods and services	12	55	13	3	83
Membership in advocacy organizations	8	51	22	4	85
Information sessions including webinars and guest speakers	7	30	13	5	55
Newsletters	12	56	36	17	121
Branch meetings	3	18	18	6	45
Other	0	1	0	0	1
Total	54	287	143	47	531

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 77.53% of respondents from this branch.

The second most-selected option was *Negotiations for member discounts*, selected by 47.19% of respondents from this branch.

Chart 2



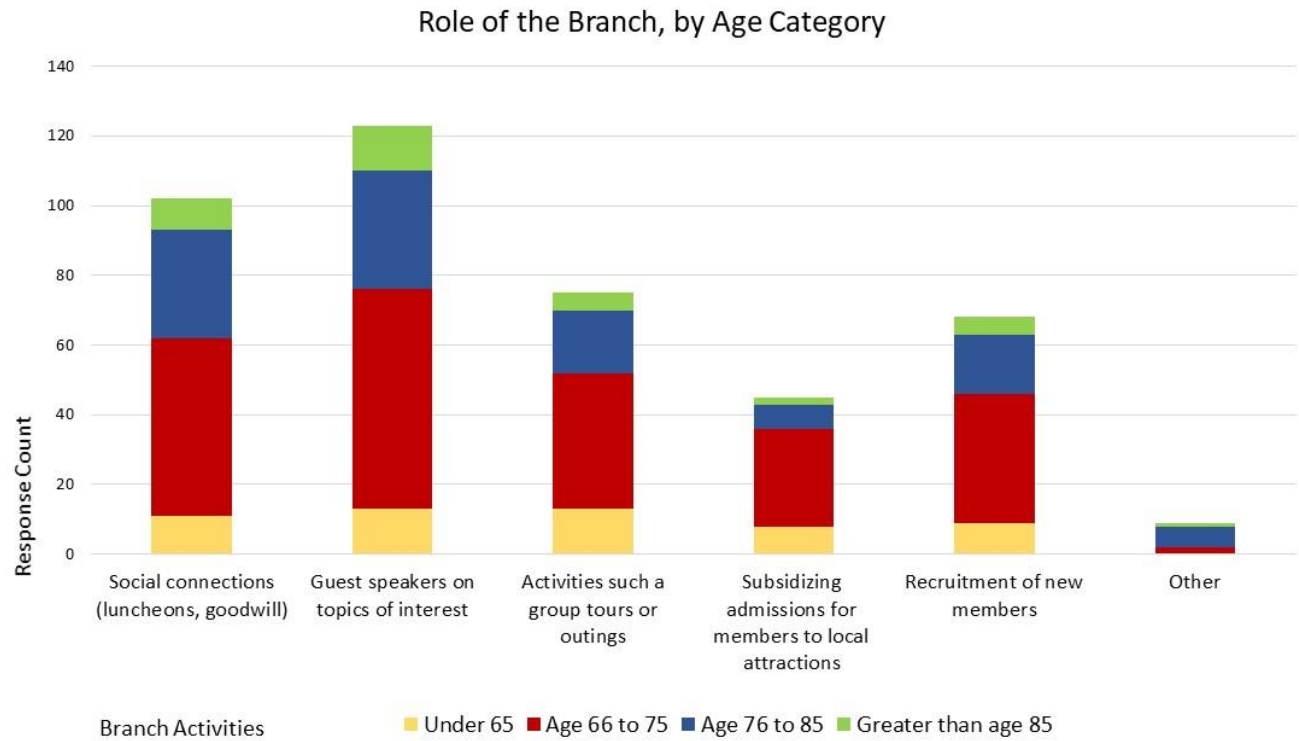
	< 65	66 to 75	76 to 85	> 85	Total
Negotiations for member discounts	12	54	14	4	84
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	9	28	16	4	57
Cooperation with other seniors' groups (i.e., COSCO)	7	42	21	8	78
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	5	45	17	8	75
New member recruitment initiatives	3	28	19	2	52
Advocacy on behalf of members regarding pension and benefits	17	66	39	16	138
Other	0	2	1	0	3
Total	53	265	127	42	487

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 69.10% of respondents from this branch.

The second most-selected option was *Social connections (luncheons, goodwill)*, selected by 57.30% of respondents from this branch.

Chart 3



	< 65	66 to 75	76 to 85	> 85	Total
Social connections (luncheons, goodwill)	11	51	31	9	102
Guest speakers on topics of interest	13	63	34	13	123
Activities such a group tours or outings	13	39	18	5	75
Subsidizing admissions for members to local attractions	8	28	7	2	45
Recruitment of new members	9	37	17	5	68
Other	0	2	6	1	9
Total	54	220	113	35	422

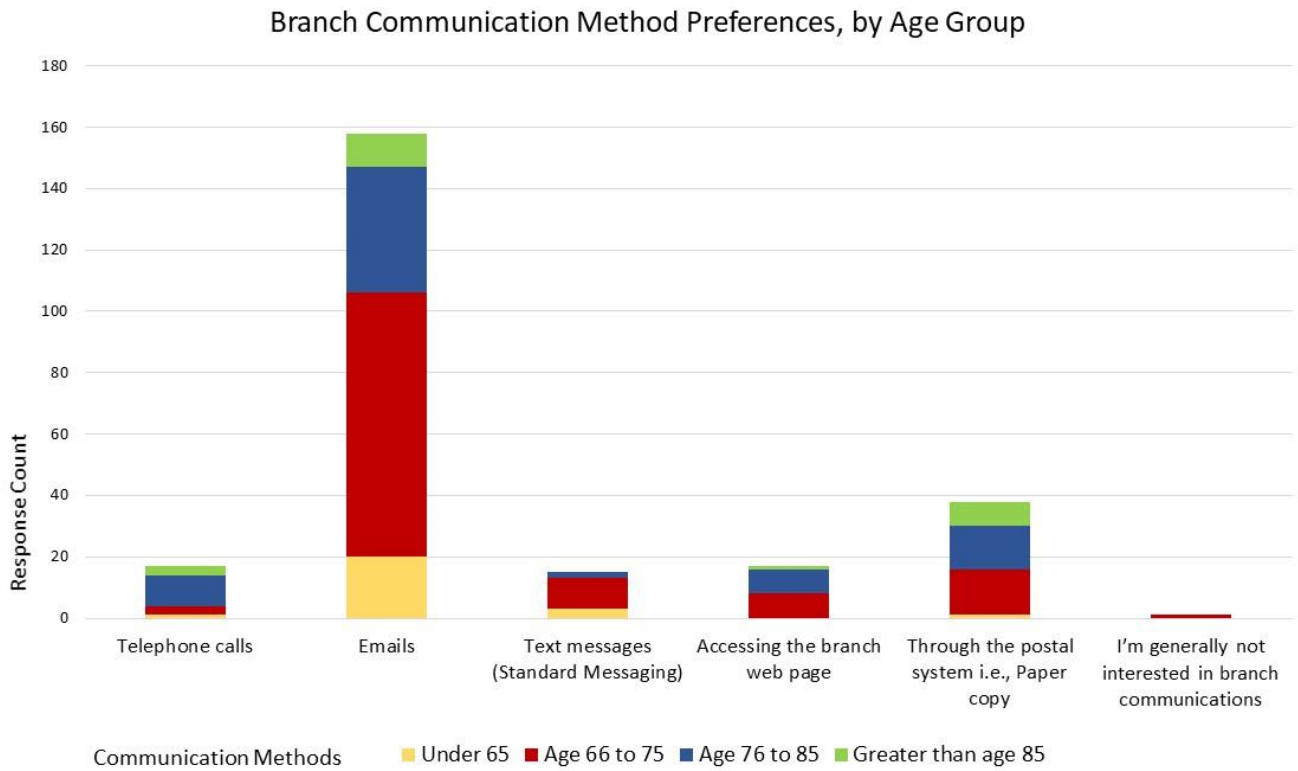
3. Communication Preferences

Overall, the most popular method of receiving branch communications is *Email*. This option was selected by 88.76% 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 21.35% 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	3	10	3	17
Emails	20	86	41	11	158
Text messages (Standard Messaging)	3	10	2	0	15
Accessing the branch web page	0	8	8	1	17
Through the postal system i.e., Paper copy	1	15	14	8	38
I'm generally not interested in branch communications	0	1	0	0	1
Total	25	123	75	23	246

Chart 5

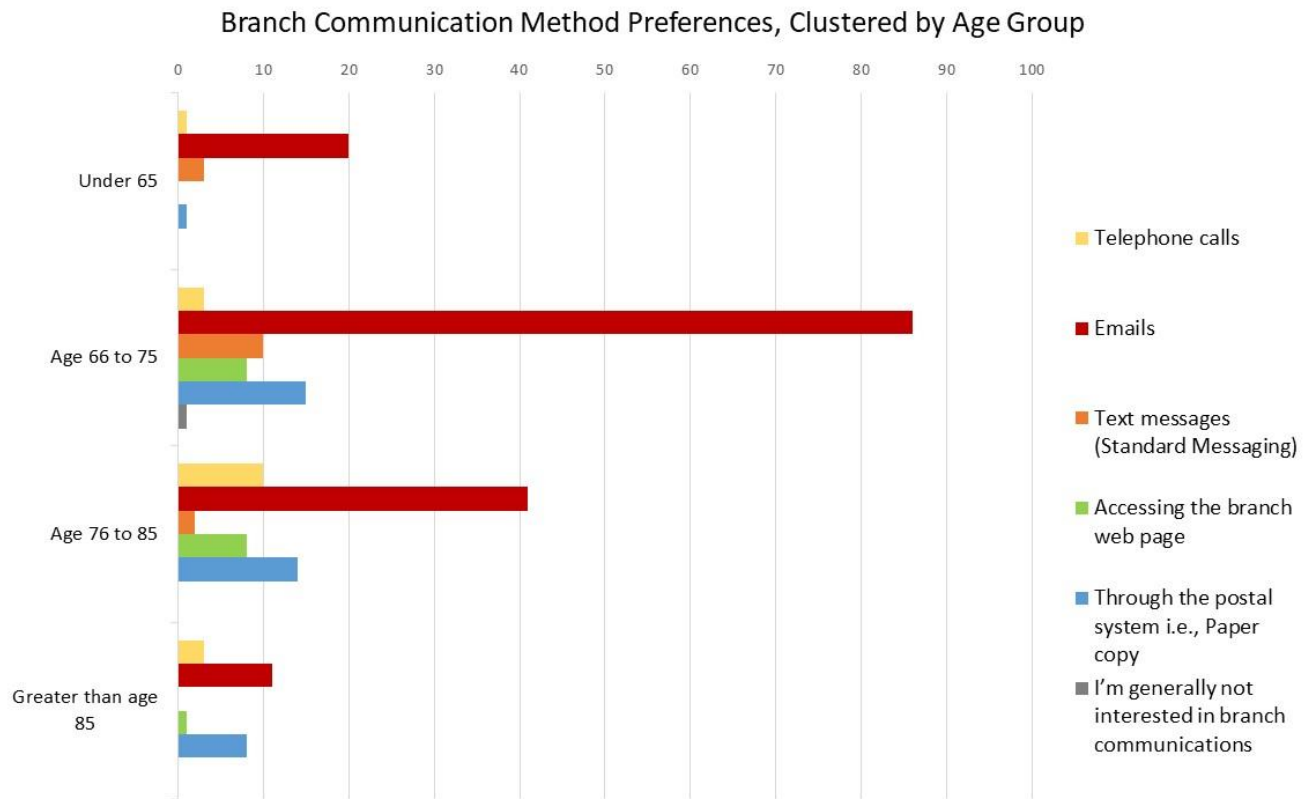
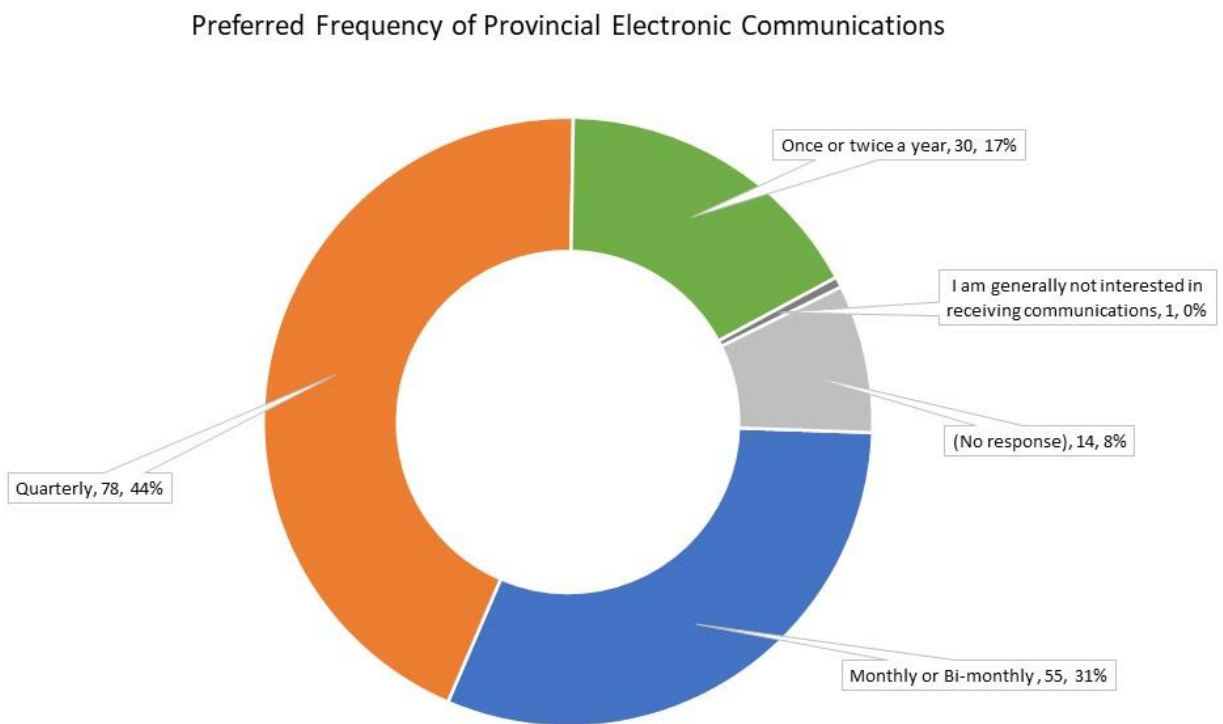


Chart 6



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	20	11.24%
Age 66 to 75	89	50.00%
Age 76 to 85	50	28.09%
Greater than age 85	19	10.67%
(No response)	0	0.00%

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

Response	Number	Percentage
Nanaimo/Mid-Island (Branch 600)	178	100.00%

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

Response	Number	Percentage
V0N	2	1.12%
V0R	28	15.73%
V2W	1	0.56%
V3B	1	0.56%
V8K	2	1.12%
V9A	1	0.56%
V9G	11	6.18%
V9K	4	2.25%
V9L	18	10.11%
V9N	2	1.12%
V9P	8	4.49%
V9R	18	10.11%
V9S	11	6.18%
V9T	31	17.42%
V9V	17	9.55%
V9X	8	4.49%
V9Y	4	2.25%
VOR	1	0.56%
(No response)	10	5.62%

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	36	20.22%
I wanted social contact with former coworkers and fellow retirees	37	20.79%
I saw information about the BCGREA at a preretirement seminar or Pension Life	90	50.56%
I wanted the discounts offered such as travel insurance, hearing aids, etc.	48	26.97%
I wanted to receive updates on pension status	113	63.48%
I wanted to have a representative for my interests on the Pension Board of Trustees	72	40.45%
Other (please specify below)	6	3.37%
(No response)	3	1.69%

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	141	79.21%
Links to member discounts on goods and services	83	46.63%
Membership in advocacy organizations (Council of Senior Citizens' Organizations of BC - COSCO, National Pensioners Federation - NPF, BC Health Coalition)	85	47.75%
Information sessions including webinars and guest speakers	55	30.90%
Newsletters	121	67.98%
Branch meetings	45	25.28%
Other (please specify below)	1	0.56%
(No response)	5	2.81%

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	148	83.15%
No	23	12.92%
(No response)	7	3.93%

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	17	9.55%
Emails	158	88.76%
Text messages (Standard Messaging)	15	8.43%
Accessing the branch web page	17	9.55%
Through the postal system i.e., Paper copy	38	21.35%
I'm generally not interested in branch communications	1	0.56%
(No response)	4	2.25%

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

Response	Number	Percentage
Emails	151	84.83%
Text messages (Standard Messaging)	20	11.24%
Through the BCGREA webpage	21	11.80%
Through the postal system i.e., Paper copy	45	25.28%
I'm generally not interested in provincial communications	1	0.56%
(No response)	4	2.25%

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

Response	Number	Percentage
Emails	140	78.65%
Paper copy	64	35.96%
Posting on BCGREA website	22	12.36%
I'm generally not interested in provincial newsletters	1	0.56%
(No response)	4	2.25%

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

Response	Number	Percentage
Monthly or Bi-monthly	55	30.90%
Quarterly	78	43.82%
Once or twice a year	30	16.85%
I'm generally not interested in receiving communications	1	0.56%
(No response)	14	7.87%

Branch Operations

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

Response	Number	Percentage
Regularly	24	13.48%
Occasionally	20	11.24%
Rarely	37	20.79%
Never	90	50.56%
(No response)	7	3.93%

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

Response	Number	Percentage
Yes	56	31.46%
No	110	61.80%
(No response)	12	6.74%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	6	30.00%
	No	13	65.00%
66 to 75	Yes	26	29.21%
	No	58	65.17%
76 to 85	Yes	19	38.00%
	No	27	54.00%
> 85	Yes	5	26.32%
	No	12	63.16%

*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)	102	57.30%
Guest speakers on topics of interest	123	69.10%
Activities such a group tours or outings	75	42.13%
Subsidizing admissions for members to local attractions	45	25.28%
Recruitment of new members	68	38.20%
Other (please specify below)	9	5.06%
(No response)	23	12.92%

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	84	47.19%
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	57	32.02%
Cooperation with other seniors' groups (i.e., COSCO)	78	43.82%
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	75	42.13%
New member recruitment initiatives	52	29.21%
Advocacy on behalf of members regarding pension and benefits	138	77.53%
Other (please specify below)	3	1.69%
(No response)	17	9.55%

Other (please specify below)

- [Comments available in full version of this report]

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	117	65.73%
No	51	28.65%
(No response)	10	5.62%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	11	55.00%
	No	7	35.00%
66 to 75	Yes	63	70.79%
	No	23	25.84%
76 to 85	Yes	30	60.00%
	No	16	32.00%
> 85	Yes	13	68.42%
	No	5	26.32%

*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.

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

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