



CDR
Business
Diagnostics

**British Columbia Government
Retired Employees' Association**

2021 General Members Survey:

***Kootenays
Branch 700***

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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PROJECT OVERVIEW

SUMMARY REPORT INFORMATION

Company Name:	BC Government Retired Employees' Association.
Branch Name:	Kootenays (Branch 700)
Survey Start:	December 6 th , 2021
Survey End:	January 22 nd , 2022
Report Date:	March 4 th , 2022.

SUMMARY STATISTICAL INFORMATION

Survey Population:	174
Sampling Method:	Census, no sampling used.
Responses:	75
Response Rate:	43.10%
Confidence Level:	.95
Confidence Interval:	+/- 8.56 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 **75** completed responses out of a total branch membership of **174**. The total completion rate for the survey was therefore **43.10%**, which makes the survey accurate within +/- **8.56** 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

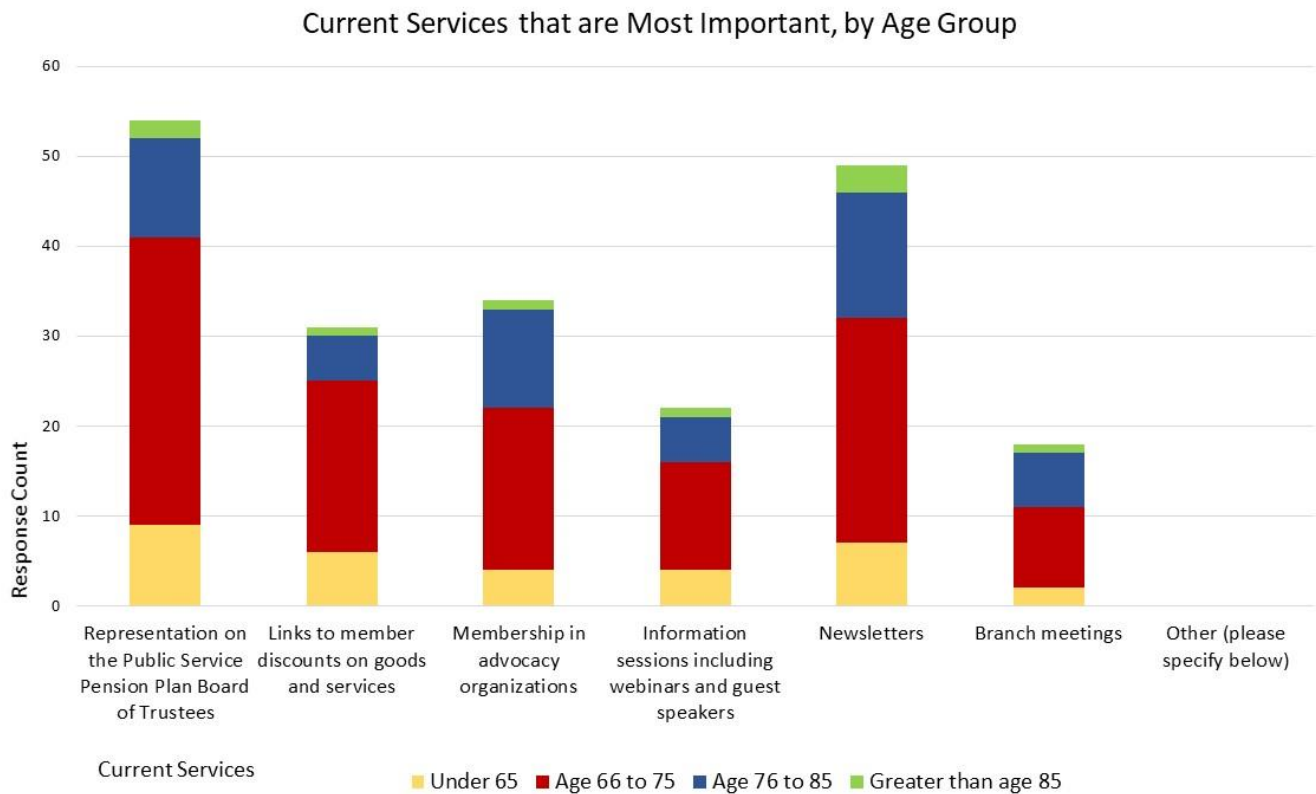
SUMMARY OF KEY FINDINGS

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*. 74.67% of survey respondents from this branch selected this service.

Another top service was *Newsletters*, selected by 66.67% of respondents.

Chart 1



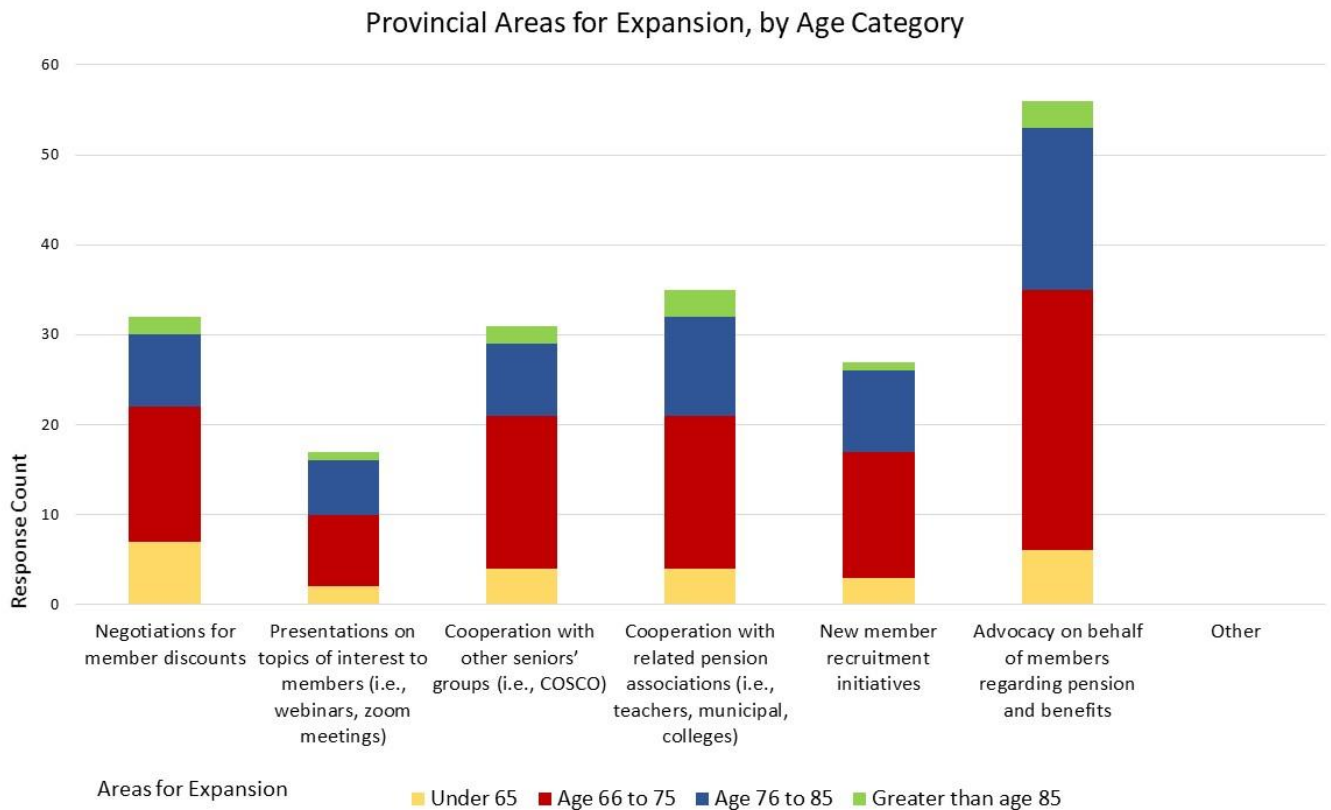
	< 65	66 to 75	76 to 85	> 85	Total
Representation on the Public Service Pension Plan Board of Trustees	9	32	11	2	54
Links to member discounts on goods and services	6	19	5	1	31
Membership in advocacy organizations	4	18	11	1	34
Information sessions including webinars and guest speakers	4	12	5	1	22
Newsletters	7	25	14	3	49
Branch meetings	2	9	6	1	18
Other	0	0	0	0	0
Total	32	115	52	9	208

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 77.33% of respondents from this branch.

The second most-selected option was *Cooperation with related pension associations*, selected by 48.00% of respondents from this branch.

Chart 2



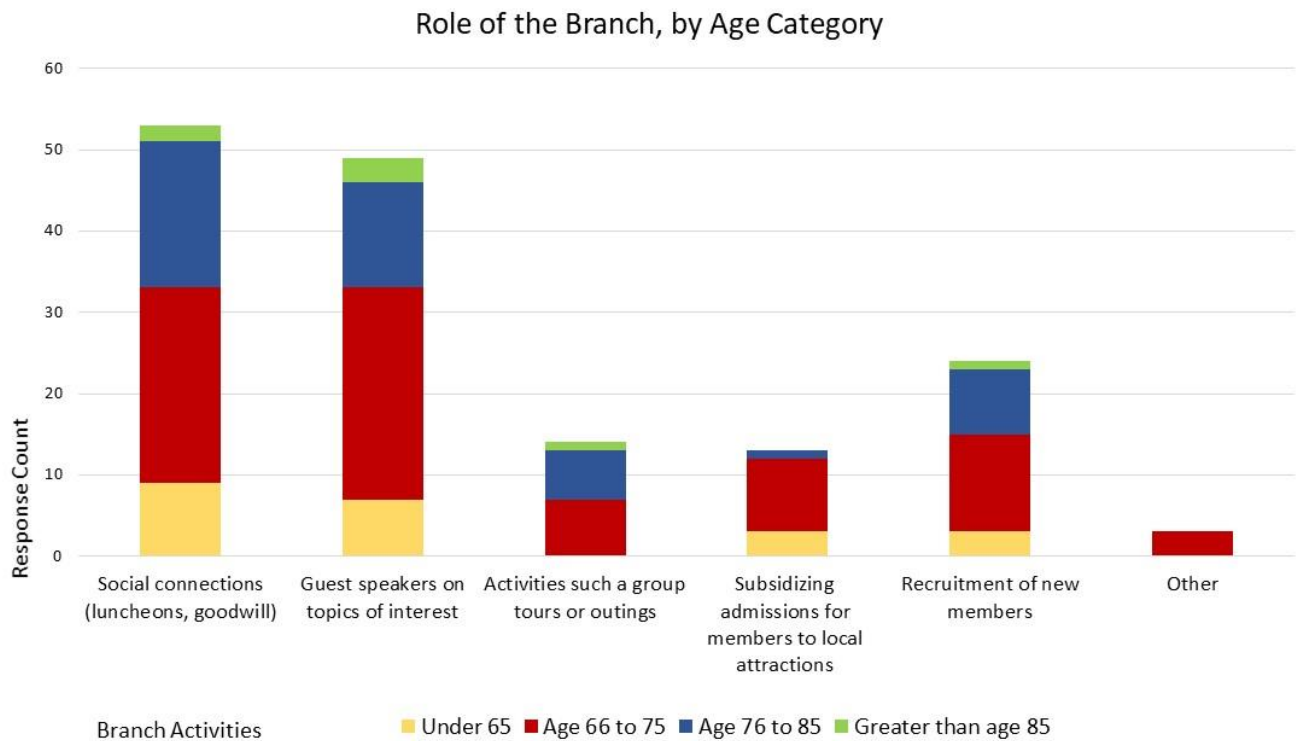
	< 65	66 to 75	76 to 85	> 85	Total
Negotiations for member discounts	7	15	8	2	32
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	2	8	6	1	17
Cooperation with other seniors' groups (i.e., COSCO)	4	17	8	2	31
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	4	17	11	3	35
New member recruitment initiatives	3	14	9	1	27
Advocacy on behalf of members regarding pension and benefits	6	29	18	3	56
Other	0	0	0	0	0
Total	26	100	60	12	198

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 72.00% of respondents from this branch.

The second most-selected option was *Guest speakers on topics of interest*, selected by 68.00% of respondents from this branch.

Chart 3



	< 65	66 to 75	76 to 85	> 85	Total
Social connections (luncheons, goodwill)	9	24	18	2	53
Guest speakers on topics of interest	7	26	13	3	49
Activities such a group tours or outings	0	7	6	1	14
Subsidizing admissions for members to local attractions	3	9	1	0	13
Recruitment of new members	3	12	8	1	24
Other	0	3	0	0	3
Total	22	81	46	7	156

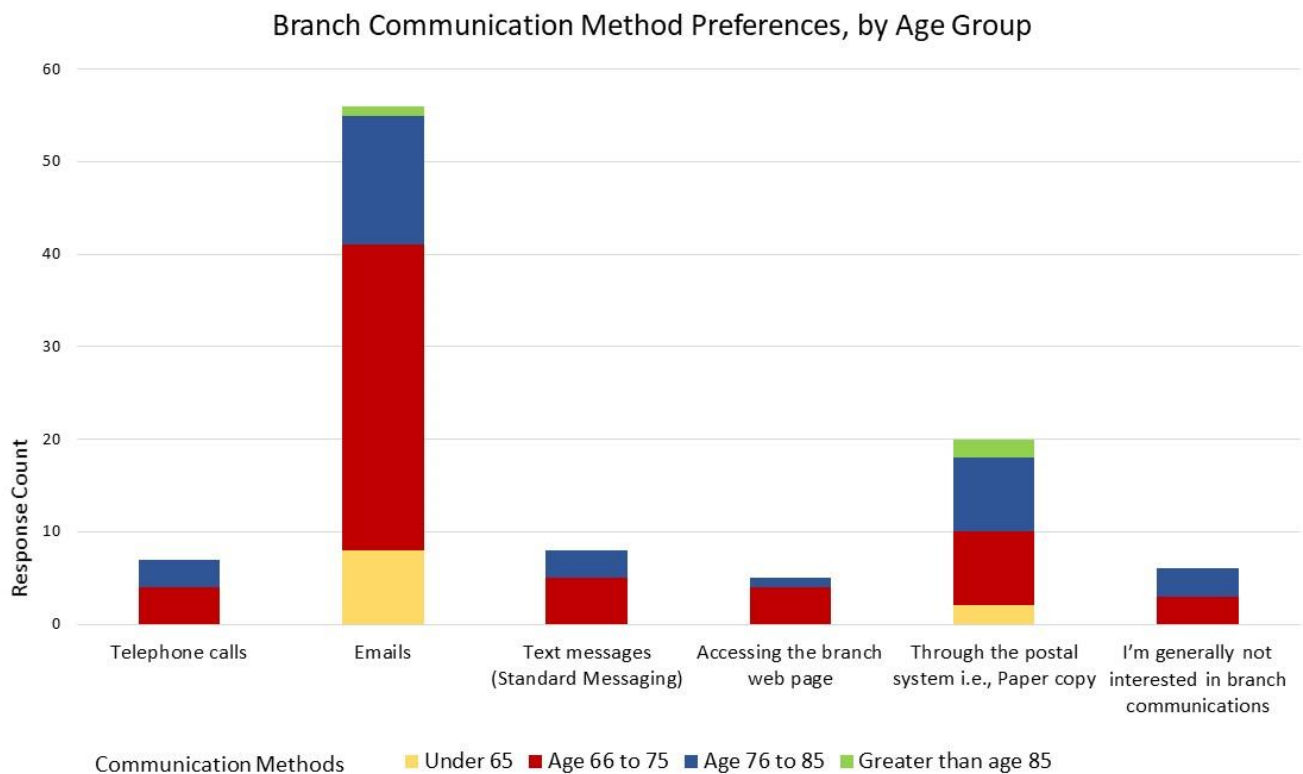
3. Communication Preferences

Overall, the most popular method of receiving branch communications is *Email*. This option was selected by 77.33% 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 26.67% of respondents from this branch.

Email is the most popular communication method for every age group in this branch, except among 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	4	3	0	7
Emails	8	33	14	1	56
Text messages (Standard Messaging)	0	5	3	0	8
Accessing the branch web page	0	4	1	0	5
Through the postal system i.e., Paper copy	2	8	8	2	20
I'm generally not interested in branch communications	0	3	3	0	6
Total	10	57	32	3	102

Chart 5

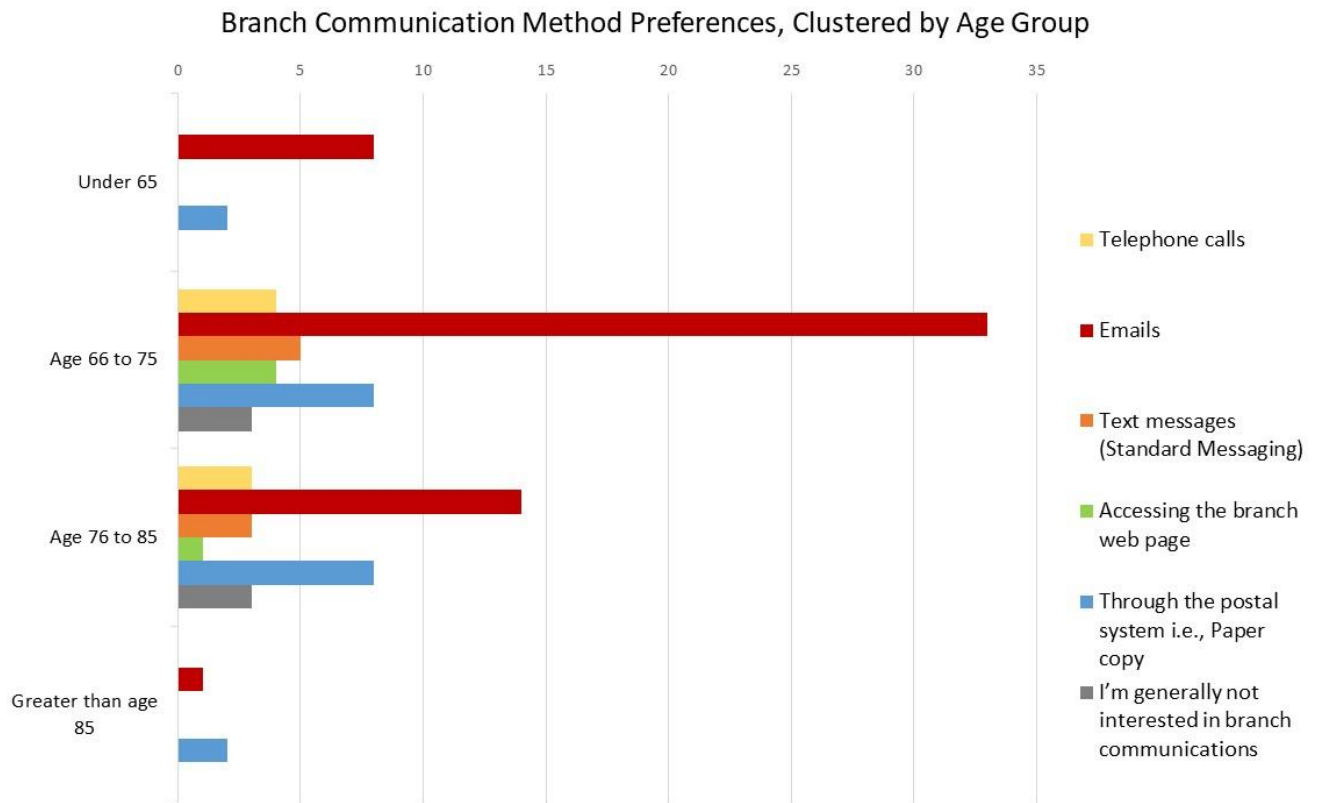
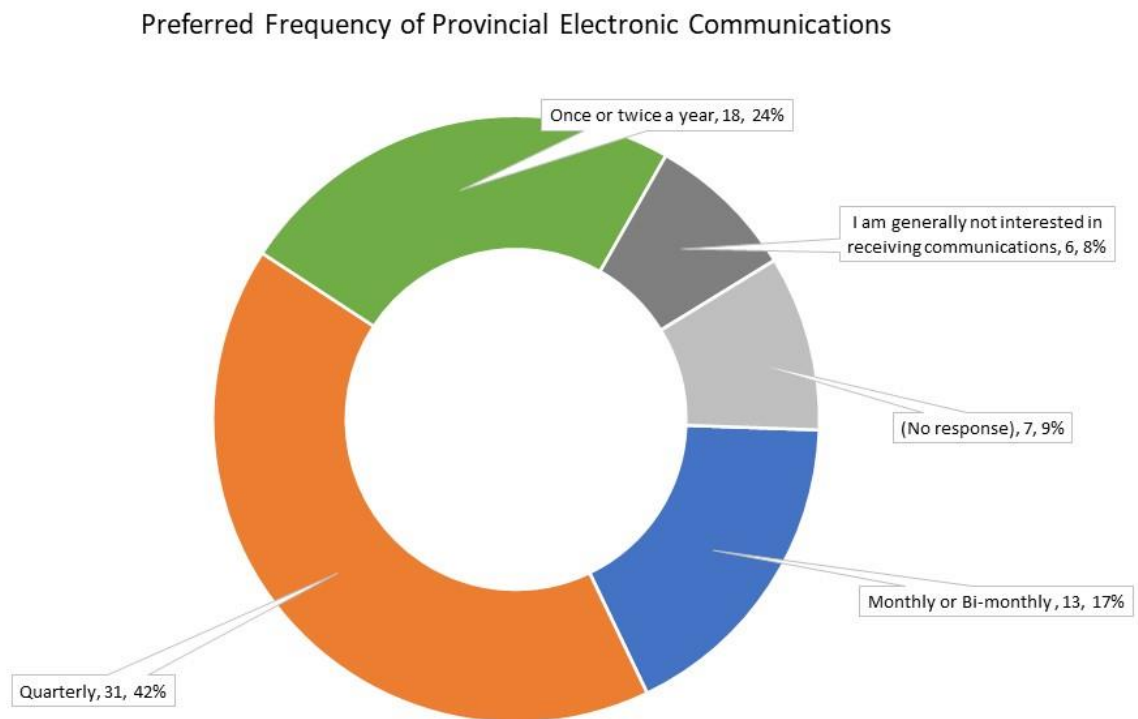


Chart 6



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	10	13.33%
Age 66 to 75	37	49.33%
Age 76 to 85	21	28.00%
Greater than age 85	5	6.67%
(No response)	2	2.67%

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

Response	Number	Percentage
Kootenays (Branch 700)	75	100.00%

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

Response	Number	Percentage
T2Z	1	1.33%
T4N	1	1.33%
V0B	6	8.00%
V0G	3	4.00%
V0H	1	1.33%
V1A	1	1.33%
V1C	7	9.33%
V1L	32	42.67%
V1N	8	10.67%
V1P	1	1.33%
V1R	6	8.00%
V6J	1	1.33%
V7L	1	1.33%
VIL	1	1.33%
(No response)	5	6.67%

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	25	33.33%
I wanted social contact with former coworkers and fellow retirees	24	32.00%
I saw information about the BCGREA at a preretirement seminar or Pension Life	33	44.00%
I wanted the discounts offered such as travel insurance, hearing aids, etc.	23	30.67%
I wanted to receive updates on pension status	46	61.33%
I wanted to have a representative for my interests on the Pension Board of Trustees	38	50.67%
Other (please specify below)	3	4.00%
(No response)	4	5.33%

Other (please specify below):

- To support the organization.
- Spouse of BCGREA member.
- We need input on seniors' issues.
- For social connection, and to learn about current community issues.
- Discussions on improving dental and medical benefits.

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	56	74.67%
Links to member discounts on goods and services	31	41.33%
Membership in advocacy organizations (Council of Senior Citizens' Organizations of BC - COSCO, National Pensioners Federation - NPF, BC Health Coalition)	35	46.67%
Information sessions including webinars and guest speakers	24	32.00%
Newsletters	50	66.67%
Branch meetings	19	25.33%
Other (please specify below)	0	0.00%
(No response)	4	5.33%

Other (please specify below):

- It is so many years since I have taken any part in the union as I am 89.
- Presentations on active efforts to improve benefits regarding dental and medical.

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

Response	Number	Percentage
Yes	59	78.67%
No	12	16.00%
(No response)	4	5.33%

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

- Computer and online training.
- If charitable donations are made, it would be nice to have a speaker from that organization give a short talk on how the money is spent and any highlights of the year.
- Completing the right to die with dignity forms and wills.
- Outreach for seniors who become house bound due to health issues.
- Information about medical coverage changes.
- Improved medical and dental coverages.
- Newsletters or emails that describe current efforts to improve benefits.

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

Response	Number	Percentage
Telephone calls	7	9.33%
Emails	58	77.33%
Text messages (Standard Messaging)	8	10.67%
Accessing the branch web page	5	6.67%
Through the postal system i.e., Paper copy	20	26.67%
I'm generally not interested in branch communications	6	8.00%
(No response)	2	2.67%

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

Response	Number	Percentage
Emails	57	76.00%
Text messages (Standard Messaging)	6	8.00%
Through the BCGREA webpage	10	13.33%
Through the postal system i.e., Paper copy	26	34.67%
I'm generally not interested in provincial communications	0	0.00%
(No response)	1	1.33%

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

Response	Number	Percentage
Emails	44	58.67%
Paper copy	36	48.00%
Posting on BCGREA website	3	4.00%
I'm generally not interested in provincial newsletters	0	0.00%
(No response)	2	2.67%

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

Response	Number	Percentage
Monthly or Bi-monthly	13	17.33%
Quarterly	31	41.33%
Once or twice a year	18	24.00%
I'm generally not interested in receiving communications	6	8.00%
(No response)	7	9.33%

Branch Operations

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

Response	Number	Percentage
Regularly	17	22.67%
Occasionally	12	16.00%
Rarely	18	24.00%
Never	26	34.67%
(No response)	2	2.67%

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

Response	Number	Percentage
Yes	23	30.67%
No	50	66.67%
(No response)	2	2.67%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	4	40.00%
	No	6	60.00%
66 to 75	Yes	13	35.14%
	No	24	64.86%
76 to 85	Yes	4	19.05%
	No	17	80.95%
> 85	Yes	1	20.00%
	No	2	40.00%

*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)	54	72.00%
Guest speakers on topics of interest	51	68.00%
Activities such a group tours or outings	15	20.00%
Subsidizing admissions for members to local attractions	13	17.33%
Recruitment of new members	25	33.33%
Other (please specify below)	3	4.00%
(No response)	8	10.67%

Other (please specify below):

- Providing updates on how provincial decisions can affect individuals.
- Information.
- General information.
- Information about pensions and benefits.
- Our local meetings conflict with a long-time volunteer activity but still believe the Branches are important.
- Discounts on needed items.
- The most important exercise should be to improve dental and health benefits. In my opinion, the dental benefit is not adequate.

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	33	44.00%
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	18	24.00%
Cooperation with other seniors' groups (i.e., COSCO)	32	42.67%
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	36	48.00%
New member recruitment initiatives	28	37.33%
Advocacy on behalf of members regarding pension and benefits	58	77.33%
Other (please specify below)	0	0.00%
(No response)	7	9.33%

Other (please specify below)

- I think that both the provincial and local branches are doing a commendable job in all of the above. I also think that times have changed a lot and retirees aren't as interested in "belonging" to a group including BCGREA.
- Stronger advocacy on medical.
- We need better Benefits. I just received a letter saying one of Meds the coverage is dropping from 70 to 60%. That is not right.
- I will welcome the time when we can all meet and enjoyed topic/presentation by speakers.

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	53	70.67%
No	15	20.00%
(No response)	7	9.33%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	7	70.00%
	No	3	30.00%
66 to 75	Yes	29	78.38%
	No	6	16.22%
76 to 85	Yes	13	61.90%
	No	5	23.81%
> 85	Yes	2	40.00%
	No	1	20.00%

*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.

Membership Support for the BCGREA / Executive

- Doing a great job thanks!
- Keep up the good work!
- Great club with active president.
- Our president is a great leader.

Other

- This is the first time that you got in touch with me. So how can I be there for you or anything else? I have been retired for over 20 years.
- Moved to Alberta as of Nov. 20/21. [*Researcher's Note: Personal identifying information removed to protect anonymity of respondent*].
- I realize some of the Branches are struggling but I believe there should be a mechanism for dormant sites to have representation at the provincial level.
- This organization acts too much like a union. That turns me off. Maybe it is unintentional but makes me nervous.

Role/Involvement in Pension/Benefits Negotiations

- I'm not active in the association and I seldom take part in local branch activities. But it's good to know that you're there for us, if any issues come up regarding our pensions and benefits.
- Advocate for a lower deductible on our extended health benefits.... \$250 annual deductible per person is way too much considering the municipal plan has an annual deductible of \$25 per family.
- I think we took a hit with lesser quality benefits when I retired. Granted, that is negotiated, but it could be better.

Suggestions for New BCGREA Initiatives

- I really appreciate the guest speakers who come to our meeting in order to share their topic of expertise.
- I'm still pretty new at retirement. However, I think it would be interesting to have a mentorship program with stewards coming up with BCGEU. I also think it would be of value to continue in some capacity with BCGEU as presenters and or trainers. I feel that there isn't enough capacity

with area reps to provide the needed training and or support to current stewards. I feel too much valuable experience is lost when local executive and/or Stewart's retire.

- These are changing times. Issues such as political differences - other societal issues - require good verbal connection with people who have different viewpoints. Good communication skills can be effective in addressing divisive issues. Would enjoy a qualified speaker on today's issues.

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.