



CDR
Business
Diagnostics

**British Columbia Government
Retired Employees' Association**

2021 General Members Survey:

Shuswap/Columbia

Branch 1000

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:	<i>BC Government Retired Employees' Association.</i>
Branch Name:	<i>Shuswap/Columbia (Branch 1000)</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>165</i>
Sampling Method:	<i>Census, no sampling used.</i>
Responses:	<i>42</i>
Response Rate:	<i>25.45%</i>
Confidence Level:	<i>.95</i>
Confidence Interval:	<i>+/- 13.10 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 **42** completed responses out of a total branch membership of **165**. The total completion rate for the survey was therefore **25.45%**, which makes the survey accurate within +/- **13.10** 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

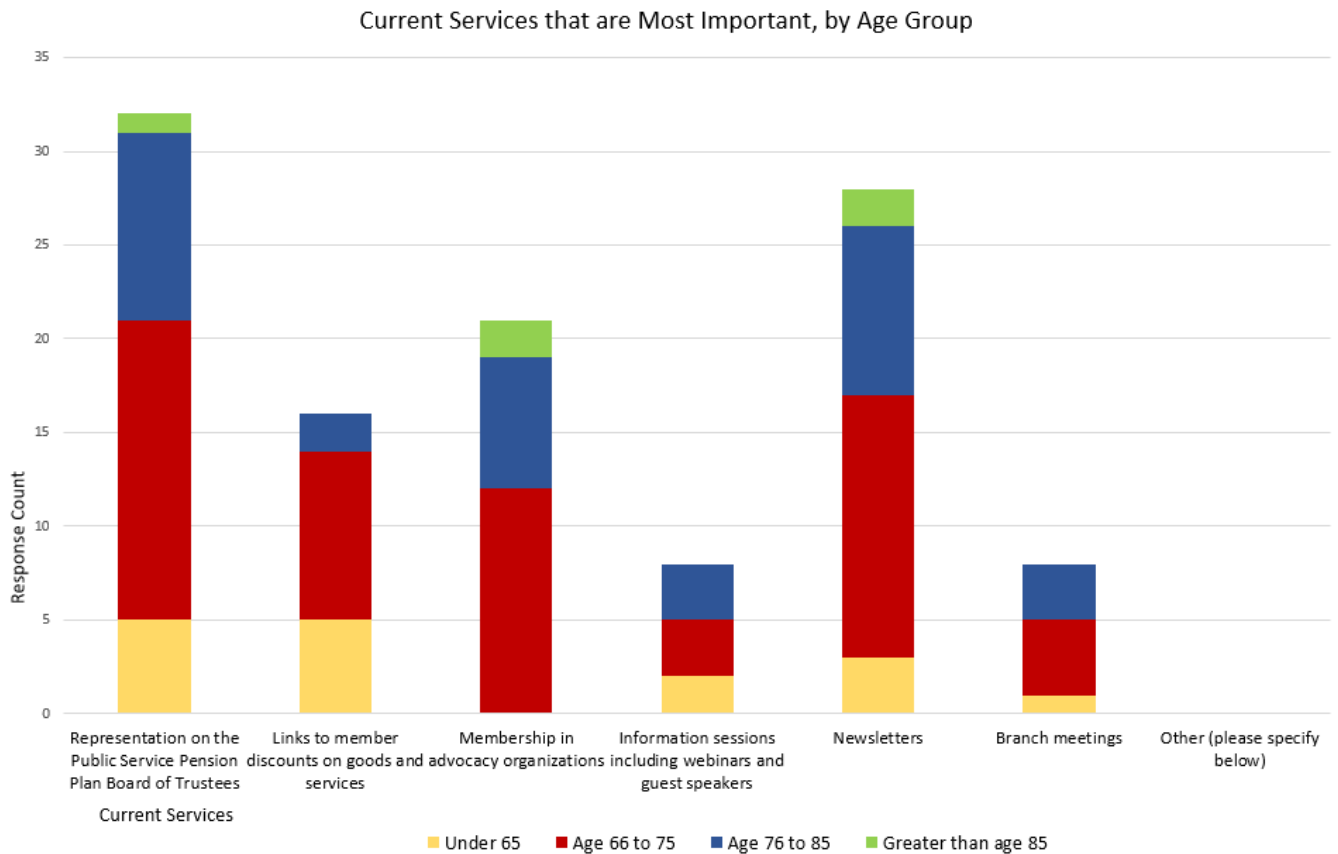
SUMMARY OF KEY FINDINGS

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*. 76.19% of survey respondents from this branch selected this service.

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

Chart 1



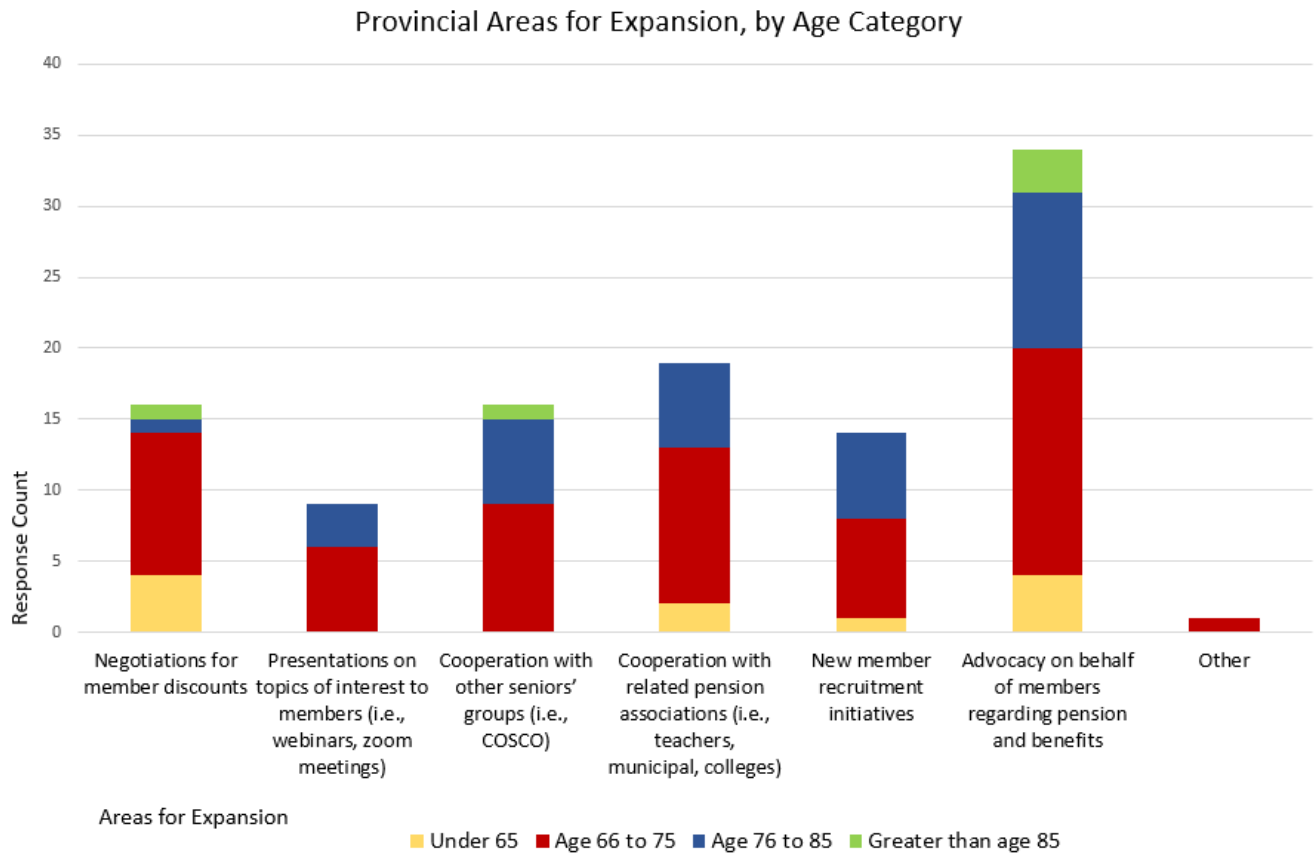
	< 65	66 to 75	76 to 85	> 85	Total
Representation on the Public Service Pension Plan Board of Trustees	5	16	10	1	32
Links to member discounts on goods and services	5	9	2	0	16
Membership in advocacy organizations	0	12	7	2	21
Information sessions including webinars and guest speakers	2	3	3	0	8
Newsletters	3	14	9	2	28
Branch meetings	1	4	3	0	8
Other	0	0	0	0	0
Total	16	58	34	5	113

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 80.95% of respondents from this branch.

The second most-selected option was *Cooperation with related pension associations*, selected by 45.24% of respondents from this branch.

Chart 2



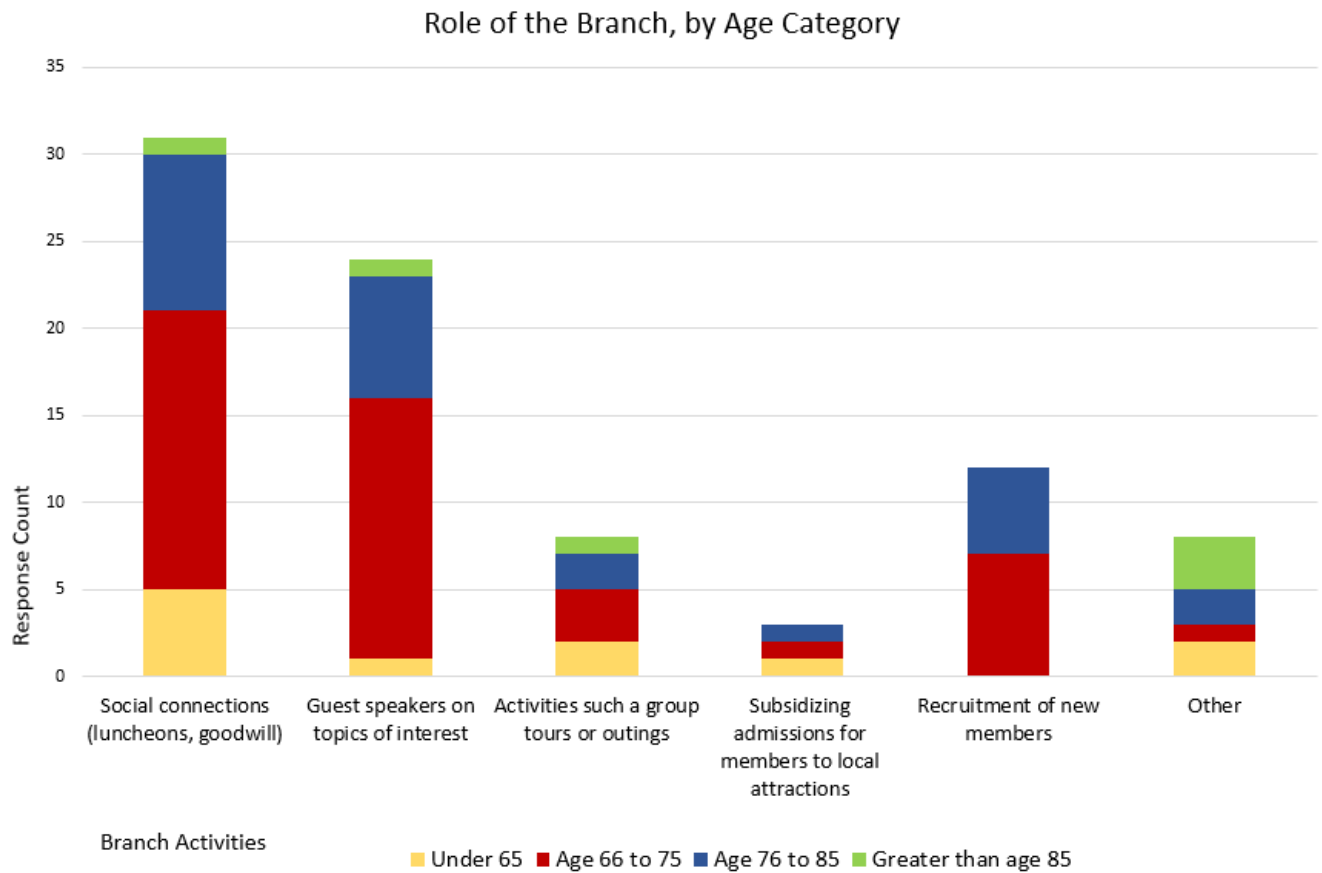
	< 65	66 to 75	76 to 85	> 85	Total
Negotiations for member discounts	4	10	1	1	16
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	0	6	3	0	9
Cooperation with other seniors' groups (i.e., COSCO)	0	9	6	1	16
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	2	11	6	0	19
New member recruitment initiatives	1	7	6	0	14
Advocacy on behalf of members regarding pension and benefits	4	16	11	3	34
Other	0	1	0	0	1
Total	11	60	33	5	109

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 73.81% of respondents from this branch.

The second most-selected option was *Guest speakers on topics of interest*, selected by 57.14% of respondents from this branch.

Chart 3



	< 65	66 to 75	76 to 85	> 85	Total
Social connections (luncheons, goodwill)	5	16	9	1	31
Guest speakers on topics of interest	1	15	7	1	24
Activities such a group tours or outings	2	3	2	1	8
Subsidizing admissions for members to local attractions	1	1	1	0	3
Recruitment of new members	0	7	5	0	12
Other	2	1	2	3	8
Total	11	43	26	6	86

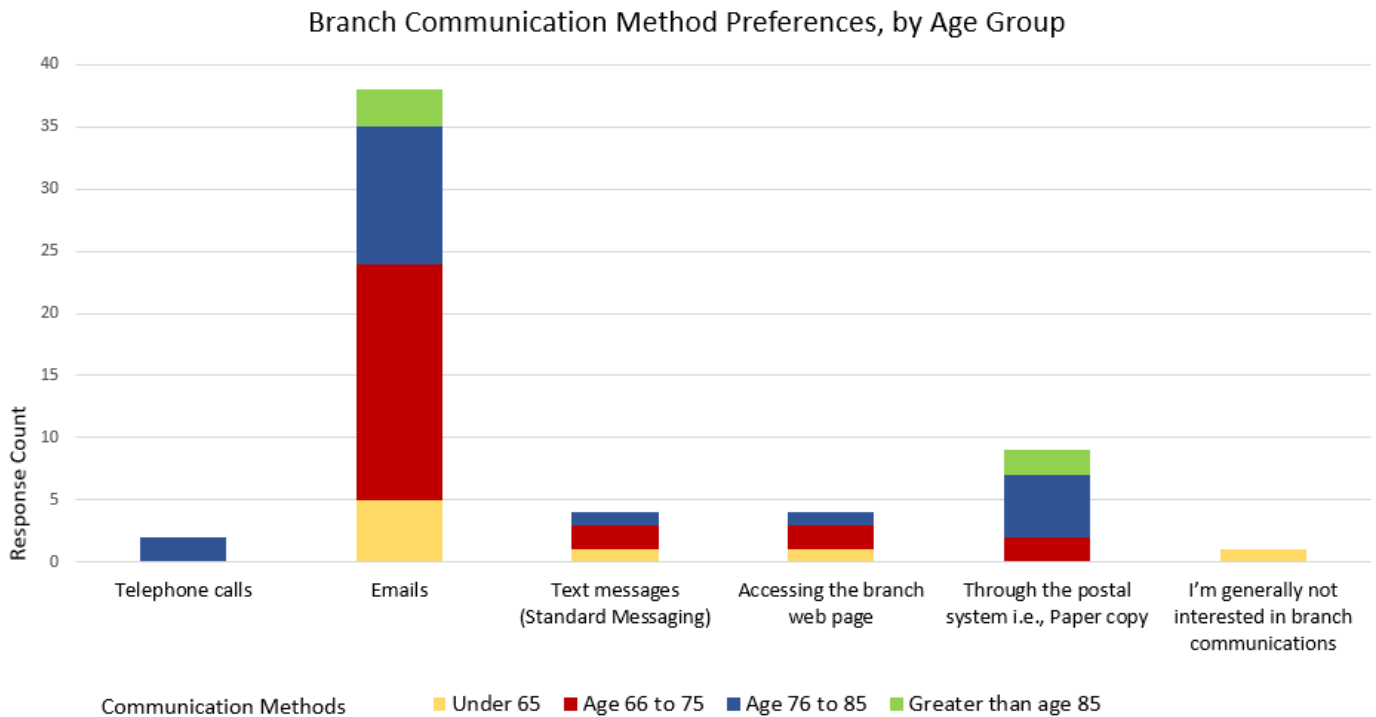
3. Communication Preferences

Overall, the most popular method of receiving branch communications is *Email*. This option was selected by 90.48% 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. (See *Chart 5* on the following page.)

Chart 4



	< 65	66 to 75	76 to 85	> 85	Total
Telephone calls	0	0	2	0	2
Emails	5	19	11	3	38
Text messages (Standard Messaging)	1	2	1	0	4
Accessing the branch web page	1	2	1	0	4
Through the postal system i.e., Paper copy	0	2	5	2	9
I'm generally not interested in branch communications	1	0	0	0	1
Total	8	25	20	5	58

Chart 5

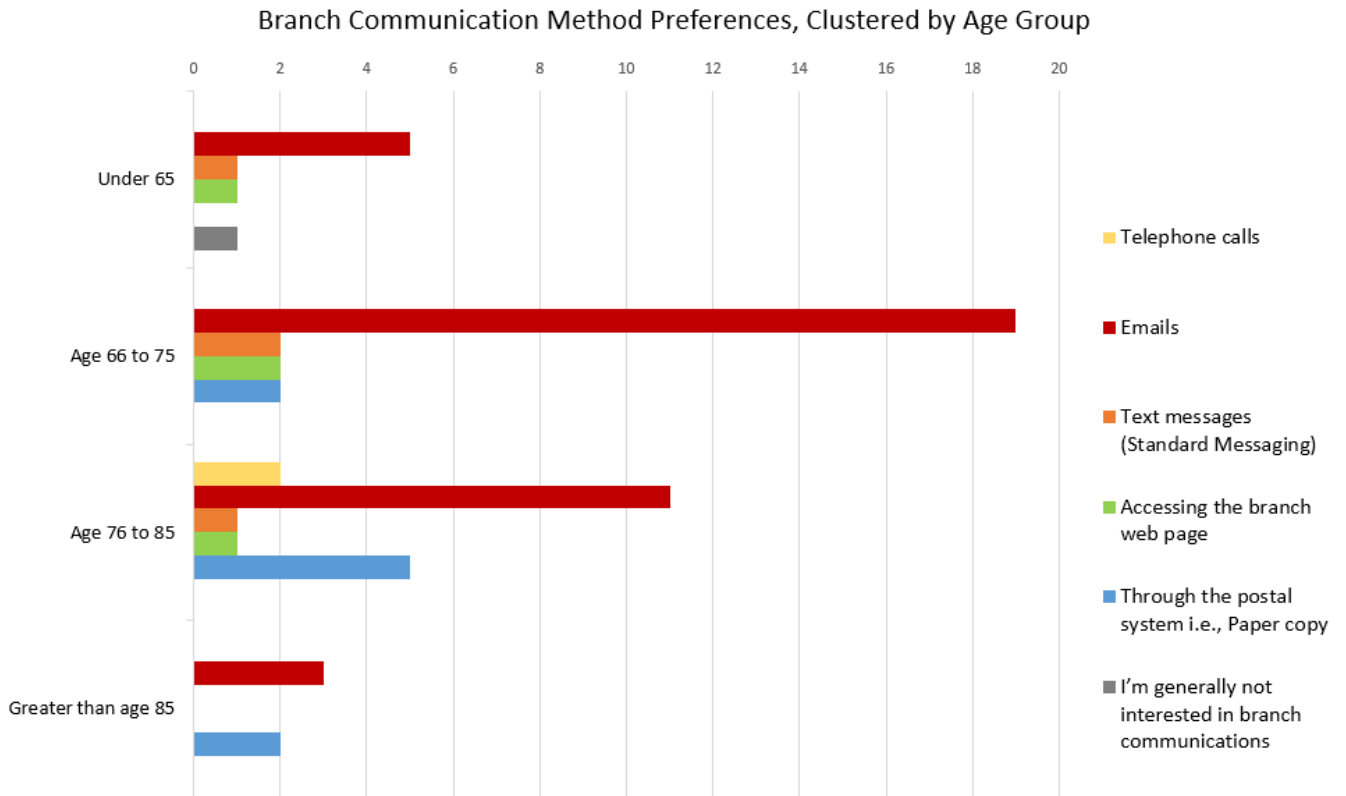
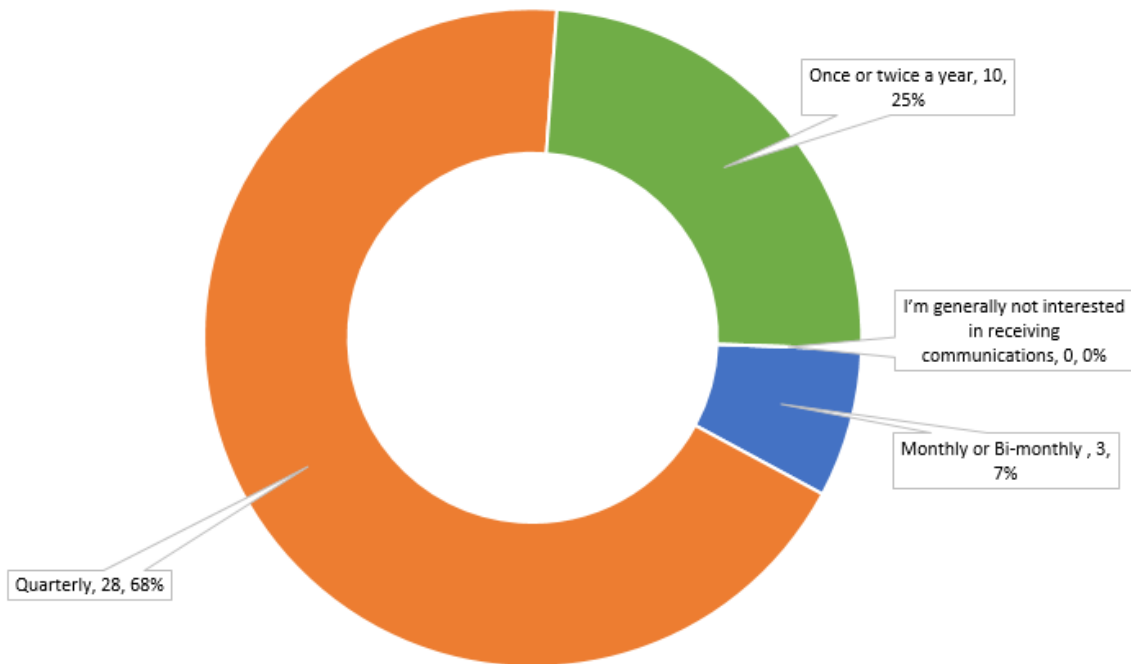


Chart 6

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	7	16.67%
Age 66 to 75	19	45.24%
Age 76 to 85	12	28.57%
Greater than age 85	4	9.52%
(No response)	0	0.00%

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

Response	Number	Percentage
Shuswap/Columbia (Salmon Arm) (Branch 1000)	42	100.00%

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

Response	Number	Percentage
V0A	4	9.52%
V0E	17	40.48%
V1E	15	35.71%
V3S	1	2.38%
(No response)	5	11.90%

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	12	28.57%
I wanted social contact with former coworkers and fellow retirees	7	16.67%
I saw information about the BCGREA at a preretirement seminar or Pension Life	15	35.71%
I wanted the discounts offered such as travel insurance, hearing aids, etc.	11	26.19%
I wanted to receive updates on pension status	26	61.90%
I wanted to have a representative for my interests on the Pension Board of Trustees	21	50.00%
Other (please specify below)	2	4.76%
(No response)	3	7.14%

Other (please specify below):

- Not pleased with our Green Shield EHB package.
- I wanted to support the hard work of the BCGREA by paying my dues.
- Spouse.
- Always supported / belonged to union.

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	32	76.19%
Links to member discounts on goods and services	16	38.10%
Membership in advocacy organizations (Council of Senior Citizens' Organizations of BC - COSCO, National Pensioners Federation - NPF, BC Health Coalition)	21	50.00%
Information sessions including webinars and guest speakers	8	19.05%
Newsletters	28	66.67%
Branch meetings	8	19.05%
Other (please specify below)	0	0.00%
(No response)	3	7.14%

Other (please specify below):

- [No Responses submitted]

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

Response	Number	Percentage
Yes	31	73.81%
No	7	16.67%
(No response)	4	9.52%

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

- Salvation army doing a good job!
- It is helpful to call a member of your branch for assistance for whatever reason.
- Be the voice lobbying for extended health and dental benefit.
- Concise point form reports of new information and concerns.
- BCGREA Communications.

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

Response	Number	Percentage
Telephone calls	2	4.76%
Emails	38	90.48%
Text messages (Standard Messaging)	4	9.52%
Accessing the branch web page	4	9.52%
Through the postal system i.e., Paper copy	9	21.43%
I'm generally not interested in branch communications	1	2.38%
(No response)	1	2.38%

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

Response	Number	Percentage
Emails	36	85.71%
Text messages (Standard Messaging)	5	11.90%
Through the BCGREA webpage	9	21.43%
Through the postal system i.e., Paper copy	9	21.43%
I'm generally not interested in provincial communications	0	0.00%
(No response)	1	2.38%

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

Response	Number	Percentage
Emails	29	69.05%
Paper copy	14	33.33%
Posting on BCGREA website	7	16.67%
I'm generally not interested in provincial newsletters	1	2.38%
(No response)	2	4.76%

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

Response	Number	Percentage
Monthly or Bi-monthly	3	7.14%
Quarterly	28	66.67%
Once or twice a year	10	23.81%
I'm generally not interested in receiving communications	0	0.00%
(No response)	1	2.38%

Branch Operations

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

Response	Number	Percentage
Regularly	11	26.19%
Occasionally	8	19.05%
Rarely	13	30.95%
Never	10	23.81%
(No response)	0	0.00%

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

Response	Number	Percentage
Yes	9	21.43%
No	31	73.81%
(No response)	2	4.76%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	2	28.57%
	No	5	71.43%
66 to 75	Yes	4	21.05%
	No	13	68.42%
76 to 85	Yes	2	16.67%
	No	10	83.33%
> 85	Yes	1	25.00%
	No	3	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)	31	73.81%
Guest speakers on topics of interest	24	57.14%
Activities such a group tours or outings	8	19.05%
Subsidizing admissions for members to local attractions	3	7.14%
Recruitment of new members	12	28.57%
Other (please specify below)	8	19.05%
(No response)	4	9.52%

Other (please specify below):

- Just information.
- Pension information, extended health benefits and the like.
- Representation to the pension board.
- Keeping us up to date on pension and extended health benefits.
- Just current info.

- Just information.
- Giving one-on-one assistance, if needed.
- Others may wish to participate at the branch level, but not me.
- Keeping members updated on any changes regarding pension plan and medical.

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	16	38.10%
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	9	21.43%
Cooperation with other seniors' groups (i.e., COSCO)	16	38.10%
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	19	45.24%
New member recruitment initiatives	14	33.33%
Advocacy on behalf of members regarding pension and benefits	34	80.95%
Other (please specify below)	1	2.38%
(No response)	2	4.76%

Other (please specify below)

- Physio and other EHB have increased in cost and our Green Shield has next to no health professional coverage.
- Just want current information on highlights of pension issues and updates, if any, on extended health benefits.
- Updates on old class action re lost med. 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	28	66.67%
No	11	26.19%
(No response)	3	7.14%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	4	57.14%
	No	3	42.86%
66 to 75	Yes	12	63.16%
	No	7	36.84%
76 to 85	Yes	9	75.00%
	No	1	8.33%
> 85	Yes	3	75.00%
	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 are grouped by themes that are presented alphabetically.

Issues Associated with Green Shield

- The executive groups need to focus on the huge deductible imposed by whoever and managed by Green Shield. My wife and I do not require a lot of medications and limited eyeglass needs BUT when we need the service we seem to be always still in our deductible. This is of minimal value to us. When our deductible fees went from \$250 / year / couple to \$250 per person that was a direct hit to our financial well being. Please return our deductible to the \$250 per couple.
- I am not really sure as I joined just as Covid started so never did meet any members. I did try to talk to a few people about the EHB package that was chosen over Blue Cross but it seems we are stuck for now. I really think this is a critical benefit and my past co-workers in the municipal plan have better EHB coverage with a larger premium but they actually can get physio if they have a stroke, etc.

Membership Support for the BCGREA / Executive

- The executive has been doing a good job representing those of us who live in rural areas and hope we are not forgotten as this organization moves forward.
- Thank you to all volunteers.
- I do appreciate what the executive does for the benefit of all the retired members.
- I appreciate all the work that my Branch Executive as well the Provincial Executive does to keep our Branch informed on the work the BCGREA does on behalf of the membership. I believe that the BCGREA has an important role in being our voice for retirees. Thank-you for everyone's hard work.
- Our executive has been doing the job here really, really well but no one else seems to want to step up. Also, many of us are older and dealing with either health issues ourselves or our spouses have health issue.....it's hard.

Other

- Sorry I cannot participate. *[Researcher's Note: Personal identifying information removed to protect anonymity of respondent]* and find that age limits many activities.
- I have moved out of province and will miss branch meetings!
- I chose to stay with the Shuswap group when I moved here to Cranbrook 3 yrs. ago and *[Researcher's Note: Personal identifying information removed to protect anonymity of respondent]*. said it was ok so I didn't put in my postal code here in Cranbrook.

Suggestions for New BCGREA Initiatives

- When I retired there were several seminars on the BCGREA which I would like to see happen again. The new retirees are no longer joining as they are not getting any information on what the BCRGEA represents or can get us information on like our health benefits.

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.