

**British Columbia Government
Retired Employees' Association**

**2021 General Members Survey:
Western Communities
*Branch 2700***

June 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.

Contact: CollegiateDigital@protonmail.com

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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.....	10
Branch Operations.....	12
QUALITATIVE RESULTS.....	15

PROJECT OVERVIEW

SUMMARY REPORT INFORMATION

Company Name:	<i>BC Government Retired Employees' Association.</i>
Branch Name:	<i>Branch 2700</i>
Survey Start:	<i>December 6th, 2021</i>
Survey End:	<i>January 22nd, 2022</i>
Report Date:	<i>June 9th, 2022.</i>

SUMMARY STATISTICAL INFORMATION

Survey Population:	<i>367</i>
Sampling Method:	<i>Census, no sampling used.</i>
Responses:	<i>Online: 120 / Mail: 10 / Total: 130</i>
Response Rate:	<i>35.42%</i>
Confidence Level:	<i>.95</i>
Confidence Interval:	<i>+/- 6.92</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 **130** completed responses out of a total branch membership of **367**. The total completion rate for the survey was therefore **35.42%**, which makes the survey accurate within +/- **6.92** points, 19 times out of 20.

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

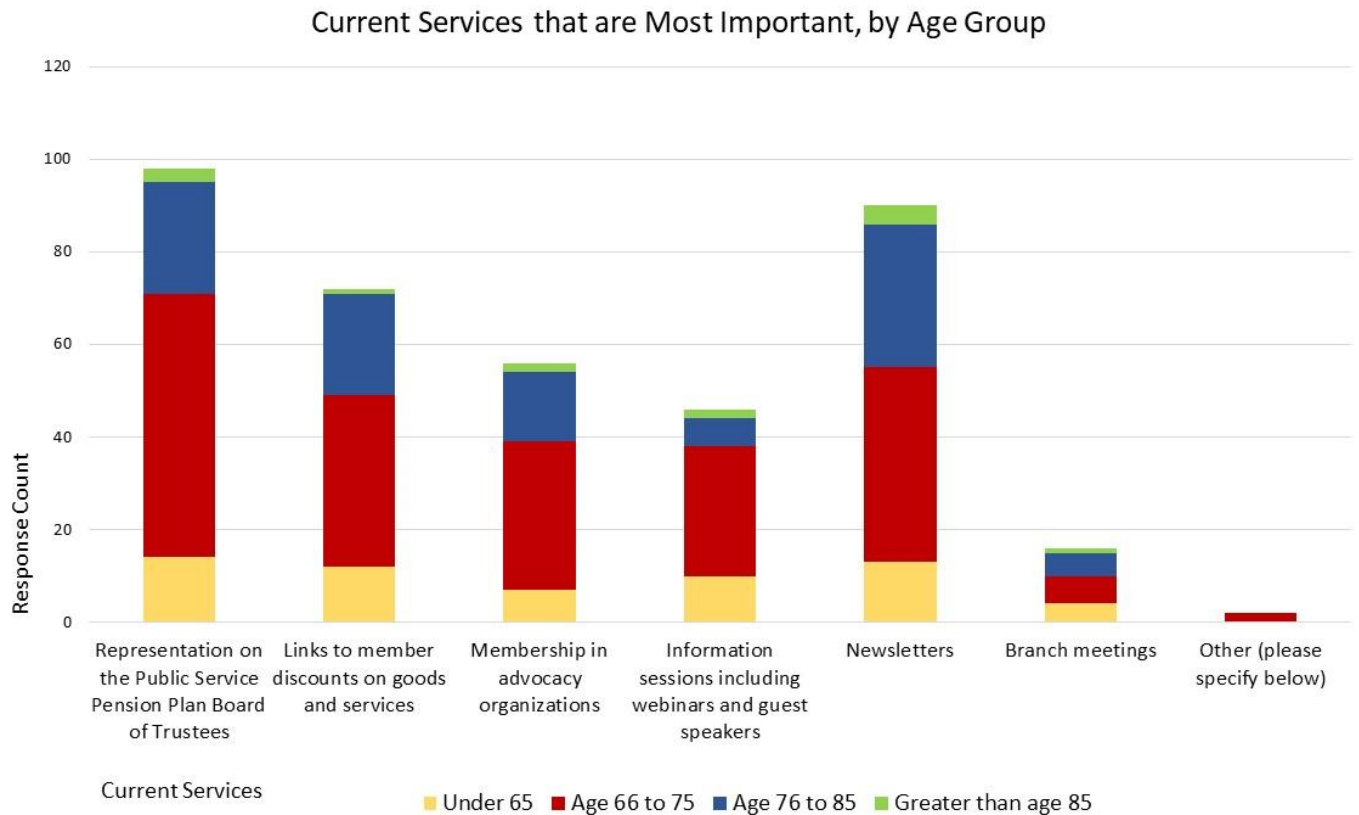
SUMMARY OF KEY FINDINGS

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*. 75.38% of survey respondents from this branch selected this service.

Another top service was *Newsletters*, selected by 69.23% of respondents.

Chart 1



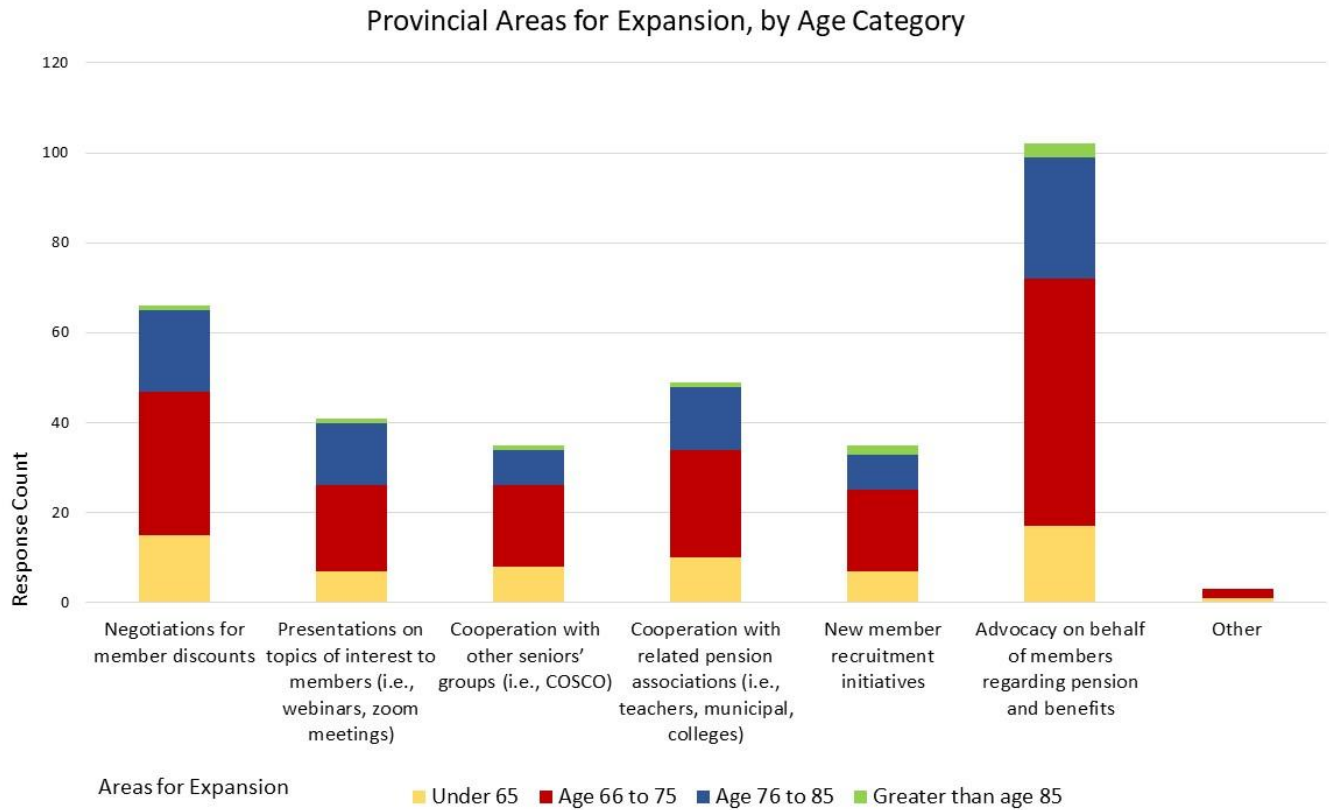
	< 65	66 to 75	76 to 85	> 85	Total
Representation on the Public Service Pension Plan Board of Trustees	14	57	24	3	98
Links to member discounts on goods and services	12	37	22	1	72
Membership in advocacy organizations	7	32	15	2	56
Information sessions including webinars and guest speakers	10	28	6	2	46
Newsletters	13	42	31	4	90
Branch meetings	4	6	5	1	16
Other	0	2	0	0	2
Total	60	204	103	13	380

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 78.46% of respondents from this branch.

The second most-selected option was *Negotiations for member discounts*, selected by 50.77% of respondents from this branch.

Chart 2



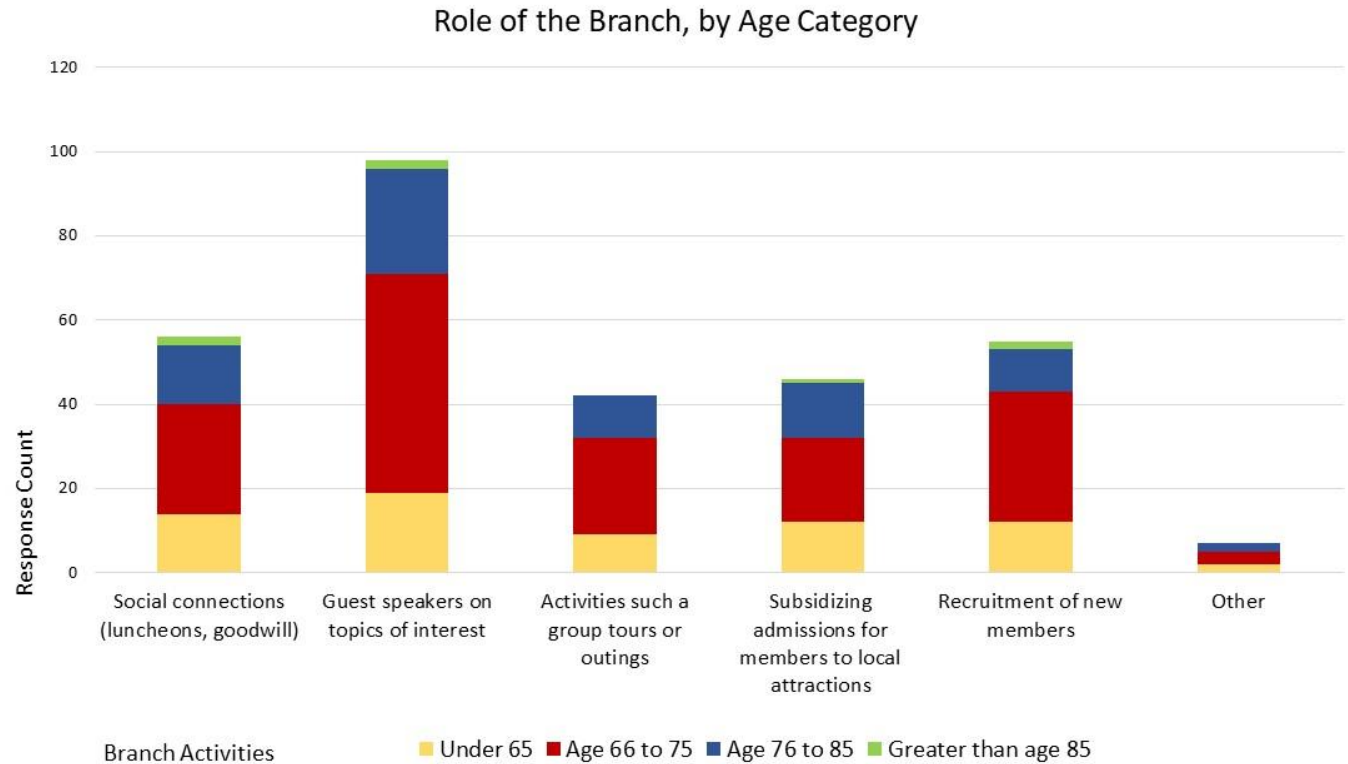
	< 65	66 to 75	76 to 85	> 85	Total
Negotiations for member discounts	15	32	18	1	66
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	7	19	14	1	41
Cooperation with other seniors' groups (i.e., COSCO)	8	18	8	1	35
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	10	24	14	1	49
New member recruitment initiatives	7	18	8	2	35
Advocacy on behalf of members regarding pension and benefits	17	55	27	3	102
Other	1	2	0	0	3
Total	65	168	89	9	331

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 75.38% of respondents from this branch.

The second most-selected option was *Social connections (luncheons, goodwill)*, selected by 43.08% of respondents from this branch.

Chart 3



	< 65	66 to 75	76 to 85	> 85	Total
Social connections (luncheons, goodwill)	14	26	14	2	56
Guest speakers on topics of interest	19	52	25	2	98
Activities such a group tours or outings	9	23	10	0	42
Subsidizing admissions for members to local attractions	12	20	13	1	46
Recruitment of new members	12	31	10	2	55
Other	2	3	2	0	7
Total	68	155	74	7	304

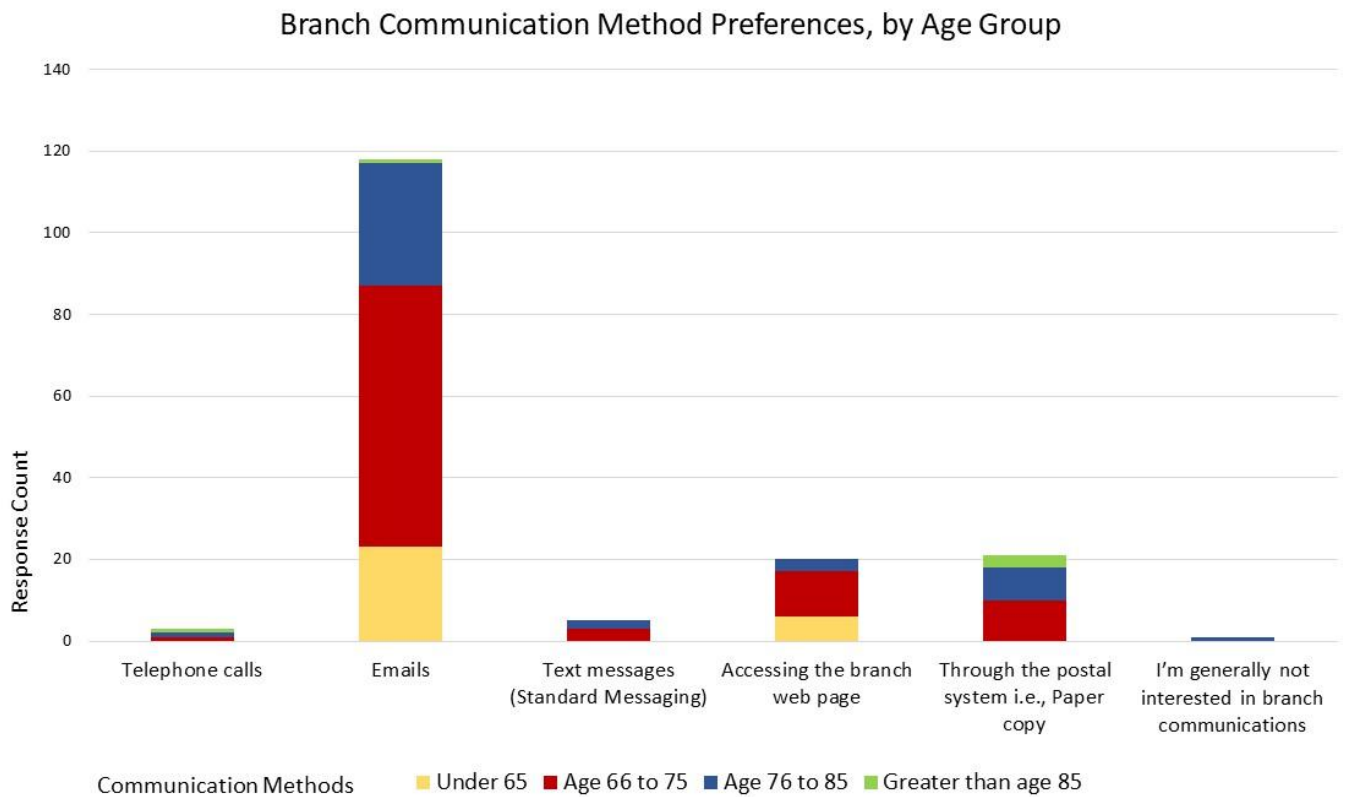
3. Communication Preferences

Overall, the most popular method of receiving branch communications is *Email*. This option was selected by 90.77% 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 16.15% 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	1	1	1	3
Emails	23	64	30	1	118
Text messages (Standard Messaging)	0	3	2	0	5
Accessing the branch web page	6	11	3	0	20
Through the postal system i.e., Paper copy	0	10	8	3	21
I'm generally not interested in branch communications	0	0	1	0	1
Total	29	89	45	5	168

Chart 5

Branch Communication Method Preferences, Clustered by Age Group

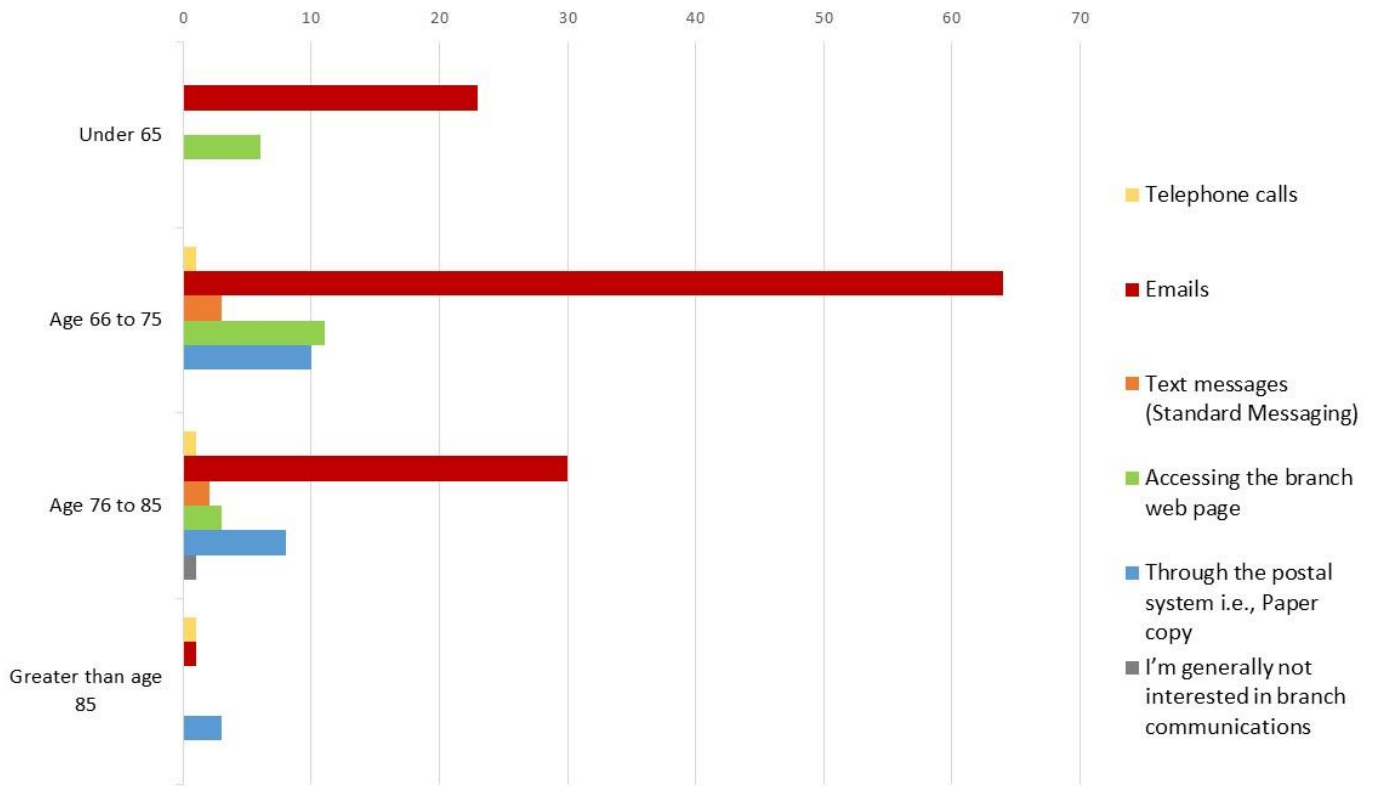
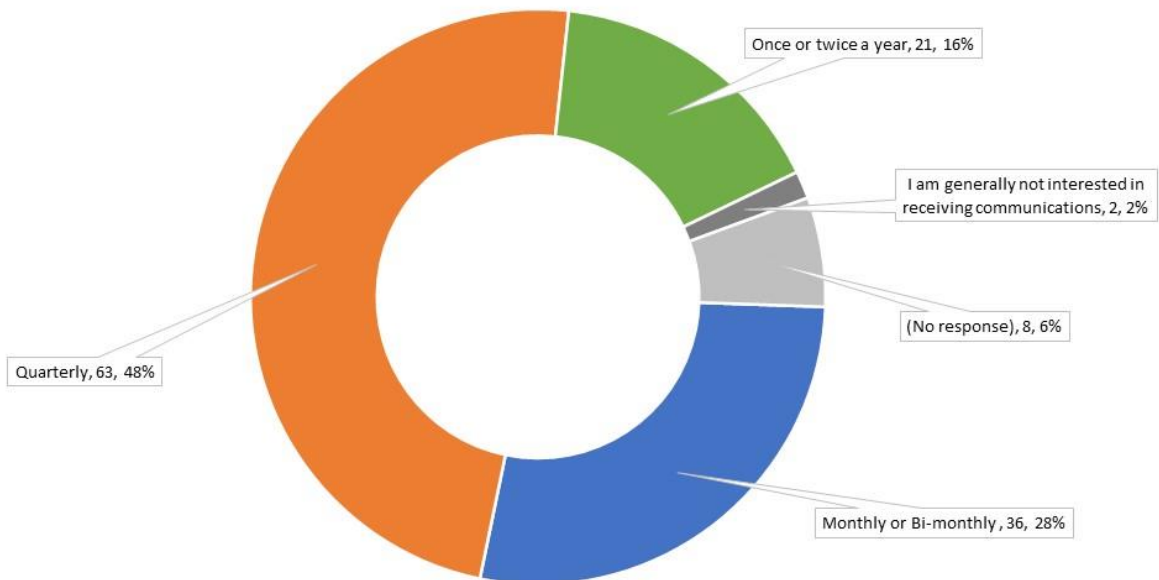


Chart 6

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	23	17.69%
Age 66 to 75	66	50.77%
Age 76 to 85	37	28.46%
Greater than age 85	4	3.08%
(No response)	0	0.00%

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

Response	Number	Percentage
Western Communities (Branch 2700)	130	100.00%

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

Response	Number	Percentage
V9B	50	38.46%
V9C	35	26.92%
V9L	26	20.00%
V9Z	19	14.62%

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	19	14.62%
I wanted social contact with former coworkers and fellow retirees	12	9.23%
I saw information about the BCGREA at a preretirement seminar or Pension Life	61	46.92%
I wanted the discounts offered such as travel insurance, hearing aids, etc.	44	33.85%
I wanted to receive updates on pension status	79	60.77%
I wanted to have a representative for my interests on the Pension Board of Trustees	52	40.00%
Other (please specify below)	7	5.38%
(No response)	4	3.08%

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	98	75.38%
Links to member discounts on goods and services	72	55.38%
Membership in advocacy organizations (Council of Senior Citizens' Organizations of BC - COSCO, National Pensioners Federation - NPF, BC Health Coalition)	56	43.08%
Information sessions including webinars and guest speakers	46	35.38%
Newsletters	90	69.23%
Branch meetings	16	12.31%
Other (please specify below)	2	1.54%
(No response)	3	2.31%

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	95	73.08%
No	28	21.54%
(No response)	7	5.38%

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	3	2.31%
Emails	118	90.77%
Text messages (Standard Messaging)	5	3.85%
Accessing the branch web page	20	15.38%
Through the postal system i.e., Paper copy	21	16.15%
I'm generally not interested in branch communications	1	0.77%
(No response)	1	0.77%

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

Response	Number	Percentage
Emails	114	87.69%
Text messages (Standard Messaging)	6	4.62%
Through the BCGREA webpage	22	16.92%
Through the postal system i.e., Paper copy	25	19.23%
I'm generally not interested in provincial communications	4	3.08%
(No response)	1	0.77%

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

Response	Number	Percentage
Emails	100	76.92%
Paper copy	36	27.69%
Posting on BCGREA website	24	18.46%
I'm generally not interested in provincial newsletters	3	2.31%
(No response)	3	2.31%

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

Response	Number	Percentage
Monthly or Bi-monthly	36	27.69%
Quarterly	63	48.46%
Once or twice a year	21	16.15%
I'm generally not interested in receiving communications	2	1.54%
(No response)	8	6.15%

Branch Operations

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

Response	Number	Percentage
Regularly	9	6.92%
Occasionally	23	17.69%
Rarely	24	18.46%
Never	72	55.38%
(No response)	2	1.54%

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

Response	Number	Percentage
Yes	24	18.46%
No	100	76.92%
(No response)	6	4.62%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	5	21.74%
	No	17	73.91%
66 to 75	Yes	12	18.18%
	No	51	77.27%
76 to 85	Yes	7	18.92%
	No	28	75.68%
> 85	Yes	0	0.00%
	No	4	100.00%

*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)	56	43.08%
Guest speakers on topics of interest	98	75.38%
Activities such a group tours or outings	42	32.31%
Subsidizing admissions for members to local attractions	46	35.38%
Recruitment of new members	55	42.31%
Other (please specify below)	7	5.38%
(No response)	9	6.92%

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	66	50.77%
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	41	31.54%
Cooperation with other seniors' groups (i.e., COSCO)	35	26.92%
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	49	37.69%
New member recruitment initiatives	35	26.92%
Advocacy on behalf of members regarding pension and benefits	102	78.46%
Other (please specify below)	3	2.31%
(No response)	12	9.23%

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	90	69.23%
No	36	27.69%
(No response)	4	3.08%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	17	73.91%
	No	6	26.09%
66 to 75	Yes	51	77.27%
	No	14	21.21%
76 to 85	Yes	20	54.05%
	No	14	37.84%
> 85	Yes	2	50.00%
	No	2	50.00%

*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.

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

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.