

How long have you been a member of the Federation of Public Employees?
(Please check one.)

Less than one year	1-5 years	5-10 years	10-15 years	More than 15 years

Overall, how would you rate your satisfaction with the Federation of Public Employees?
(Please check one.)

Completely satisfied	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Completely dissatisfied

Would you be willing to recommend the union to other co-workers? (Please check one.)

Definitely would recommend	Probably would recommend	Probably would not recommend	Definitely would not recommend

Would you like to provide any additional comments about your union experience or provide contact information for union involvement opportunities such as becoming a shop steward?

I now want to ask you some questions about your satisfaction with the Grievance aspect of your membership with the Federation of Public Employees. You will be asked to rate these issues using the following scale: (Completely satisfied, Very satisfied, Somewhat satisfied, Neither satisfied nor dissatisfied, Somewhat dissatisfied, Completely dissatisfied).

If you did not have any experience with the Grievance aspect of your membership during the past year, just mark that you had no experience.

How would you rate your satisfaction with the following issues: (Please circle one.)

	Completely satisfied					Completely dissatisfied	No Experience
Involvement of the Shop Steward in your grievance(s)	1	2	3	4	5	6	7
Performance of the Business	1	2	3	4	5	6	7

Representative who worked on your grievance(s)							
Legal counsel who participated in your grievance	1	2	3	4	5	6	7
Legal counsel you had an appointment with in the past year	1	2	3	4	5	6	7
Information you received that describes your grievance/ grievance process	1	2	3	4	5	6	7
Call(s) to your Business Representative in the past year regarding a grievance	1	2	3	4	5	6	7
Your overall satisfaction with the way your grievance was/ is handled within the past year	1	2	3	4	5	6	7

Would you like to provide any additional comments about your grievance process experience?

Now I would like to ask you some questions about your experience with your Business Representative during the past year.

How many times in the past year have you received assistance from your Business Representative?
 (Enter number) _____

Overall, how would you rate your satisfaction with your Business Representative during the past year? (Please check one.)

Completely satisfied	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Completely dissatisfied

Would you be willing to recommend your Business Representative to a co-worker?
 (Please check one.)

Definitely would recommend	Probably would recommend	Probably would not recommend	Definitely would not recommend

All of the following questions will ask you to rate your satisfaction using the same rating categories we used for the previous questions: (Completely satisfied, Very satisfied, Somewhat satisfied, Neither satisfied nor dissatisfied, Somewhat dissatisfied, Completely dissatisfied). (Please circle one.)

	Completely satisfied					Completely dissatisfied	No Experience
Thoroughness of your last meeting with your Business Representative	1	2	3	4	5	6	7
Convenience of your Business Representative's office hours	1	2	3	4	5	6	7
Ease of making an appointment with your Business Representative	1	2	3	4	5	6	7
Length of time spent in the waiting area	1	2	3	4	5	6	7
Ease of reaching your Business Representative by phone	1	2	3	4	5	6	7
Business Representative's knowledge of your bargaining unit issues	1	2	3	4	5	6	7
Business Representative's knowledge of labor laws	1	2	3	4	5	6	7
Business Representative's knowledge of the Collective Bargaining Agreement	1	2	3	4	5	6	7
Contact with your Business Representative on your job-site in the past year	1	2	3	4	5	6	7
Business Representative's assistance/helpfulness	1	2	3	4	5	6	7
Business Representative's attitude/personality	1	2	3	4	5	6	7
Business Representative's punctuality	1	2	3	4	5	6	7

Would you like to provide any additional comments about your Business Representative?

Now I would like to ask you some questions about your experience with your Bargaining Unit Meetings during the past year. (Please check one.)

	Yes	No
Do you attend the bargaining membership meetings?		
Do you find the meetings to be informative?		
Do your meetings start on time?		
Do we address key issues when negotiating the Collective Bargaining Agreement?		

All of the following questions will ask you to rate your satisfaction using the same rating categories we used for the previous questions: (Completely satisfied, Very satisfied, Somewhat satisfied, Neither satisfied nor dissatisfied, Somewhat dissatisfied, Completely dissatisfied). (Please circle one.)

	Completely satisfied					Completely dissatisfied	No Experience
Choice of meeting date	1	2	3	4	5	6	7
Choice of meeting time	1	2	3	4	5	6	7
Choice of meeting location	1	2	3	4	5	6	7
Information on Collective Bargaining Agreements	1	2	3	4	5	6	7
Thoroughness of Collective Bargaining Agreements	1	2	3	4	5	6	7

Would you like to provide any additional comments about your Bargaining Unit Meetings?

Now I would like to ask you some questions about your experience with union literature during the past year. (Please check one.)

	Yes	No
Do we provide enough educational material to inform the membership about issues such as employees' rights, health and life insurance, etc.?		
Do you receive the Federation Forum?		
Do you read the Federation Forum?		

Would you like to provide any additional comments/suggests about the Federation Forum's content?

Demographic Intro

In closing, I would like to ask you a few general questions for classification purposes.

Which of the following categories includes your age? (Please circle one.)

18-34	35-44	45-54	55-64	65 or older
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Indicate gender (Please circle one.)

Male	Female
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This concludes our survey. On behalf of the Federation of Public Employees I would like to thank you for your cooperation.