

ASQ Section Member Satisfaction Survey (2005)

Las Vegas (705) Section Report (n = 12) * * *

The following reports the results of the Section Satisfaction survey for your Section. Your scores are compared to the scores for your region and for all other ASQ Sections. Respondents rated the performance on a 10-point scale in which "10" is the most positive and "1" is the least positive response.

	Mean Rating			
	2005 Section	2003 Section	2005 Region	2005 ASQ
<i>Perceptions of Your Section</i>				
My section offers significant networking opportunities with other professionals in my field	5.79 *	6.00	6.67	6.63
My section offers useful courses and training for professional development in my field	5.97 *	7.00	6.72	6.61
My section provides valuable resources and support pertaining to my specific industry and interests	5.54 *	7.00	6.19	6.22
My section's newsletter and other publications, in general, are critical to my job and career growth	5.38 *	2.00	5.22	5.01
My section provides information that makes me more productive	5.74 *	1.00	5.73	5.62
My section is a critical resource I have used to improve my job performance	4.76 * * *	1.00	5.26	5.15
My section provides me with valuable ideas that have helped me and my employer	5.46 * * *	5.00	5.63	5.52
The costs of my section's courses, workshops and materials are competitive considering the value they provide	7.52 * * *	-	6.74	6.71
My section leadership is accessible for questions, concerns and suggestions	8.08 *	9.00	7.12	7.15
My section provides open opportunities to be active in leadership	8.40 *	8.00	7.41	7.41

Notes: * Differences in scores could not be tested for statistical significance due to small sample size (below 10).

** Arrows indicate if your Section's rating score is statistically significantly above (↑) or below (↓) the rating for your 2003 Section scores.

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	Mean Rating			
	2005 Section	2003 Section	2005 Region	2005 ASQ
<i>Section Activities</i>				
How satisfied were you with the meetings you attended?	7.57 * * *	9.00	7.11	7.30
How satisfied were you with the section training course you attended?	10.00 * * *	-	8.25	7.84
How satisfied were you with the value of the Web site's content?	8.01 * + ^	-	6.77	6.75
How satisfied were you with your section's certification preparation materials?	10.00 * * *	-	8.13	7.83
Thinking of the section events, newsletter, other publications or resources you have used in the past 12 months, please rate your level of agreement with the following statement: I frequently learned new ideas that were relevant to my job	4.74 *	2.00	5.75	5.56
Thinking of the section events, newsletter, other publications or resources you have used in the past 12 months, please rate your level of agreement with the following statement: I frequently used the new ideas on my job	4.48 *	2.00	5.35	5.17
Thinking of the section events, newsletter, other publications or resources you have used in the past 12 months, please rate your level of agreement with the following statement: The new ideas I used on my job frequently resulted in a noticeable benefit or value creation	4.71 * * *	-	5.21	5.10

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	Mean Rating			
	2005 Section	2003 Section	2005 Region	2005 ASQ
<i>Overall Satisfaction with Your Section</i>				
How do you rate your overall satisfaction with your section?	6.73 *	6.00	6.38	6.48
How likely are you to encourage your business associates to attend section events?	7.00 *	5.00	5.95	5.96
To what degree does your section experience contribute positively to your overall ASQ membership experience?	7.00 *	4.00	5.84	5.97
To what degree does your section experience encourage you to continue being a member of ASQ?	7.07 *	-	5.99	5.98
<i>ASQ Satisfaction & Loyalty</i>				
Taking everything into consideration, how do you rate your overall satisfaction with your membership in ASQ?	7.63 *	9.00	7.36	7.05
How likely are you or your employer to renew your membership in ASQ?	8.82 *	10.00	8.18	8.37
How likely are you to recommend ASQ membership to a business associate?	8.12 *	10.00	7.29	7.32
Thinking about the costs of ASQ membership and the benefits you receive from ASQ, please rate the overall value you receive as a member of ASQ.	7.18 *	8.00	6.81	6.60
How likely are you to purchase products or services from ASQ in the next 12 months?	6.25 *	10.00	6.11	6.16
ASQ is the leading authority and voice of quality in today's world.	6.94 *	10.00	7.39	7.44
ASQ is the world's most comprehensive and inclusive community of those interested in quality.	6.37 *	10.00	7.43	7.46
ASQ is an active partner with individuals and organizations in the pursuit of business performance excellence.	6.98 *	8.00	7.17	7.22

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	Mean Rating			
	2005 Section	2003 Section	2005 Region	2005 ASQ
<i>Section Communications</i>				
Please rate your preference for: Email	8.82 * ^	10.00	8.29	8.20
Please rate your preference for: Newsletter – Electronic	8.54 *	10.00	8.13	7.89
Please rate your preference for: Newsletter – Print	4.43 * * *	1.00	5.85	5.87
Please rate your preference for: Postal Mail	4.71 *	5.00	5.44	5.25
Please rate your preference for: Web Site	9.00 * + ^	10.00	7.33	7.23

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Top 2 Box Rating

	2005 Section		2003 Section	2005 Region	2005 ASQ
<i>Perceptions of Your Section</i>					
My section offers significant networking opportunities with other professionals in my field	0.0%	*	0.0%	21.8%	21.5%
My section offers useful courses and training for professional development in my field	7.2%	*	0.0%	27.7%	24.9%
My section provides valuable resources and support pertaining to my specific industry and interests	0.0%	*	0.0%	15.5%	16.4%
My section's newsletter and other publications, in general, are critical to my job and career growth	8.7%	*	0.0%	13.3%	8.9%
My section provides information that makes me more productive	0.0%	*	0.0%	14.4%	12.0%
My section is a critical resource I have used to improve my job performance	9.6%	* * *	0.0%	11.6%	11.4%
My section provides me with valuable ideas that have helped me and my employer	10.6%	* * *	0.0%	14.4%	12.9%
The costs of my section's courses, workshops and materials are competitive considering the value they provide	28.7%	* * *	-	28.9%	26.6%
My section leadership is accessible for questions, concerns and suggestions	65.5%	* +	100.0%	34.1%	36.7%
My section provides open opportunities to be active in leadership	68.0%	*	0.0%	40.6%	40.9%

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Top 2 Box Rating

	2005 Section		2003 Section	2005 Region	2005 ASQ
<i>Section Activities</i>					
How satisfied were you with the meetings you attended?	9.6%	* * *	100.0%	30.8%	28.9%
How satisfied were you with the section training course you attended?	100.0%	* * *	-	43.8%	41.9%
How satisfied were you with the value of the Web site's content?	57.8%	* + ^	-	25.6%	21.0%
How satisfied were you with your section's certification preparation materials?	100.0%	* * *	-	53.3%	37.9%
Thinking of the section events, newsletter, other publications or resources you have used in the past 12 months, please rate your level of agreement with the following statement: I frequently learned new ideas that were relevant to my job	8.7%	*	0.0%	16.3%	11.6%
Thinking of the section events, newsletter, other publications or resources you have used in the past 12 months, please rate your level of agreement with the following statement: I frequently used the new ideas on my job	8.7%	*	0.0%	10.5%	8.6%
Thinking of the section events, newsletter, other publications or resources you have used in the past 12 months, please rate your level of agreement with the following statement: The new ideas I used on my job frequently resulted in a noticeable benefit or value creation	9.6%	* * *	-	11.0%	8.3%

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Top 2 Box Rating

	2005 Section		2003 Section	2005 Region
				2005 ASQ
<i>Overall Satisfaction with Your Section</i>				
How do you rate your overall satisfaction with your section?	21.6%	*	0.0%	19.0%
How likely are you to encourage your business associates to attend section events?	14.4%	*	0.0%	18.5%
To what degree does your section experience contribute positively to your overall ASQ membership experience?	14.4%	*	0.0%	18.0%
To what degree does your section experience encourage you to continue being a member of ASQ?	14.4%	*	-	23.8%
<i>ASQ Satisfaction & Loyalty</i>				
Taking everything into consideration, how do you rate your overall satisfaction with your membership in ASQ?	21.1%	*	100.0%	29.9%
How likely are you or your employer to renew your membership in ASQ?	66.7%	*	100.0%	62.1%
How likely are you to recommend ASQ membership to a business associate?	39.4%	*	100.0%	39.0%
Thinking about the costs of ASQ membership and the benefits you receive from ASQ, please rate the overall value you receive as a member of ASQ.	27.2%	*	0.0%	25.9%
How likely are you to purchase products or services from ASQ in the next 12 months?	12.2%	*	100.0%	21.6%
ASQ is the leading authority and voice of quality in today's world.	12.2%	*	100.0%	36.9%
ASQ is the world's most comprehensive and inclusive community of those interested in quality.	12.2%	*	100.0%	36.5%
ASQ is an active partner with individuals and organizations in the pursuit of business performance excellence.	12.2%	*	0.0%	32.2%

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<i>Section Communications</i>					
Please rate your preference for: Email	68.0%	*	100.0%	62.3%	59.8%
Please rate your preference for: Newsletter – Electronic	68.0%	*	100.0%	56.5%	53.6%
Please rate your preference for: Newsletter – Print	9.6%	* * *	0.0%	23.0%	22.9%
Please rate your preference for: Postal Mail	7.2%	*	0.0%	21.0%	17.8%
Please rate your preference for: Web Site	82.5%	* + ^	100.0%	43.5%	39.9%

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	<u>Section 2005</u>		<u>Section 2003</u>		<u>Region 2005</u>		<u>ASQ 2005</u>	
	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>
<i>Section Membership</i>								
In the last 12 months, approximately how many times have you contacted or been contacted by the leader of your section?								
No contacts	18.3%	2	0.0%	0	54.2%	103	56.0%	1,774
1-3 contacts	27.2%	3	0.0%	0	20.3%	39	21.2%	672
4-7 contacts	42.2%	5	100.0%	1	9.5%	18	9.6%	304
8-10 contacts	0.0%	0	0.0%	0	4.6%	9	5.0%	158
More than 10 contacts	12.2%	1	0.0%	0	11.5%	22	8.2%	261

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	<u>Section 2005</u>		<u>Section 2003</u>		<u>Region 2005</u>		<u>ASQ 2005</u>	
	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>
<i>Section Activities</i>								
Did you attend one or more section meetings in the last 12 months?								
Yes	63.9%	7	100.0%	1	44.8%	88	49.2%	1,599
No	36.1%	4	0.0%	0	55.2%	108	50.8%	1,651
Did you attend a section training course in the last 12 months?								
Yes	6.1%	1	0.0%	0	14.1%	27	13.9%	437
No	93.9%	11	100.0%	1	85.9%	165	86.1%	2,707
Did you visit your section's Web site in the last 12 months?								
Yes	100.0%	12	0.0%	0	69.4%	135	67.5%	2,128
No	0.0%	0	100.0%	1	30.6%	59	32.5%	1,026
Did you use certification preparation materials provided by your section in the last 12 months?								
Yes	7.2%	1	0.0%	0	15.3%	28	14.1%	420
No	92.8%	9	100.0%	1	84.7%	152	85.9%	2,556

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	<u>Section 2005</u>		<u>Section 2003</u>		<u>Region 2005</u>		<u>ASQ 2005</u>	
	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>
<i>About Yourself</i>								
What is your age?								
18 or younger	0.0%	0	0.0%	0	0.0%	0	0.1%	2
19-25	0.0%	0	0.0%	0	1.2%	2	0.8%	26
26-35	0.0%	0	0.0%	0	9.6%	19	11.5%	382
36-45	21.1%	2	0.0%	0	24.8%	50	27.5%	918
46-55	18.3%	2	100.0%	1	35.4%	71	36.5%	1,218
56-65	30.6%	4	0.0%	0	18.4%	37	18.6%	620
66 or older	30.0%	3	0.0%	0	10.7%	21	5.1%	169
How long have you been a member of ASQ?								
Less than one year	0.0%	0	0.0%	0	10.6%	21	7.6%	254
1-4 years	30.6%	4	100.0%	1	20.9%	42	25.1%	839
5-10 years	21.1%	2	0.0%	0	31.0%	62	27.6%	922
11-20 years	6.1%	1	0.0%	0	23.0%	46	28.0%	935
Over 20 years	42.2%	5	0.0%	0	14.5%	29	11.6%	387

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	Section 2005		Section 2003		Region 2005		ASQ 2005	
	%	n	%	n	%	n	%	n
<i>About Yourself</i>								
Which one of the following best describes your organization?								
Chemicals and Allied Products (including Pharmaceuticals)	0.0%	0			7.1%	14	8.1%	268
Medical Devices	0.0%	0			13.4%	26	9.0%	298
Fabricated Metals	0.0%	0			5.6%	11	8.7%	287
Industrial Machinery and Computer Equipment	0.0%	0			2.8%	6	4.3%	143
Electronics	7.2%	1			14.3%	28	7.5%	247
Transportation (Automotive, Aerospace and Rail)	0.0%	0			14.6%	29	13.4%	443
Measuring and Controlling Instruments	0.0%	0			0.0%	0	1.1%	35
Other - Manufacturing	0.0%	0			9.9%	20	18.6%	615
Hospitals	0.0%	0			0.0%	0	0.4%	13
Medical and Dental Laboratories	0.0%	0			0.4%	1	0.1%	3
Offices and Clinics of Doctors of Medicine	0.0%	0			0.0%	0	0.0%	1
Miscellaneous Health and Allied Services	0.0%	0			0.4%	1	1.0%	34
Government	39.2%	4			5.1%	10	4.3%	143
Financial/Insurance	0.0%	0			0.9%	2	1.8%	59
Transportation/Logistics Services	0.0%	0			0.7%	1	1.0%	32
Wholesale/Retail	0.0%	0			0.4%	1	1.3%	43
Consulting/Business Services	24.8%	2			9.0%	18	10.1%	335
Entertainment/Hospitality/Recreation	0.0%	0			0.0%	0	0.2%	6

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	<u>Section 2005</u>		<u>Section 2003</u>		<u>Region 2005</u>		<u>ASQ 2005</u>	
	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>
<i>About Yourself</i>								
Other - Services	28.8%	3			8.8%	17	4.4%	146
Elementary/Secondary (or K-12)	0.0%	0			0.4%	1	0.5%	16
Higher Education	0.0%	0			6.0%	12	2.9%	95
Business, Secretarial, Vocational	0.0%	0			0.0%	0	0.5%	16
Libraries	0.0%	0			0.0%	0	0.0%	0
Educational Services	0.0%	0			0.0%	0	0.3%	10
Other - Education	0.0%	0			0.4%	1	0.4%	12

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	Section 2005		Section 2003		Region 2005		ASQ 2005	
	%	n	%	n	%	n	%	n
<i>About Yourself</i>								
Which one of the following best describes your title or function?								
Senior Officer (President/Vice President/C-Level)	7.2%	1	0.0%	0	4.2%	8	4.7%	156
Director	0.0%	0	0.0%	0	12.5%	25	7.9%	263
Manager	56.9%	6	100.0%	1	35.1%	69	29.9%	991
Supervisor	7.2%	1	0.0%	0	4.2%	8	5.0%	167
Engineer	7.2%	1	0.0%	0	19.3%	38	22.1%	732
Technician	0.0%	0	0.0%	0	3.5%	7	6.7%	222
Inspector	0.0%	0	0.0%	0	1.6%	3	2.7%	89
Internal Consultant	7.2%	1	0.0%	0	2.7%	5	3.4%	113
Independent Consultant	7.2%	1	0.0%	0	4.6%	9	4.5%	150
Educator	0.0%	0	0.0%	0	2.1%	4	1.2%	41
Student	0.0%	0	0.0%	0	0.0%	0	0.5%	18
Other	7.2%	1	0.0%	0	10.2%	20	11.2%	371
Who pays for your ASQ membership?								
Myself	39.4%	5	0.0%	0	44.6%	89	33.3%	1,113
My company/employer	45.6%	5	100.0%	1	49.4%	98	62.8%	2,097
Both share costs	0.0%	0	0.0%	0	1.7%	3	2.1%	70
Other	15.0%	2	0.0%	0	4.3%	9	1.7%	58

Note: *** Results should be interpreted with caution if the sample n is under 30. For questions that report frequencies for your Section, the total sum may exceed the sample n due to weighting.

ASQ Section Member Satisfaction Survey (2005)

Las Vegas (705) Section Report (n = 12)***

The following reports the results of the Section Satisfaction survey for your Section. Your scores are compared to the scores for your region and for all other ASQ Sections. Respondents rated the performance on a 10-point scale in which "10" is the most positive and "1" is the least positive response.

	Section 2005		Section 2003		Region 2005		ASQ 2005	
	%	n	%	n	%	n	%	n
<i>About Yourself</i>								
Gender?								
Male	85.6%	8	100.0%	1	75.1%	143	75.2%	2,438
Female	14.4%	1	0.0%	0	24.9%	47	24.8%	805
Where do you currently reside?								
United States	100.0%	12	100.0%	1	97.0%	195	91.5%	3,057
All other countries	0.0%	0	0.0%	0	3.0%	6	8.5%	283
What type of membership do you hold?								
Regular	51.7%	6			81.3%	163	80.3%	2,681
Senior or Fellow	48.3%	6			16.6%	33	16.3%	545
Associate	0.0%	0			0.9%	2	1.5%	49
Student	0.0%	0			1.2%	2	1.8%	61
Forum	0.0%	0			0.0%	0	0.1%	4

Note: *** Results should be interpreted with caution if the sample n is under 30. For questions that report frequencies for your Section, the total sum may exceed the sample n due to weighting.