

ASQ Section Member Satisfaction Survey (2010)

Chicago (1201) Section Report (n = 127) * * *

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				
	2010 Section		2009 Section	2010 Region	2010 ASQ
<i>Perceptions of Your Section</i>					
My section offers significant networking opportunities with other professionals in my field	7.45		7.35	7.37	7.19
My section offers useful courses and training for professional development in my field	7.67	^	7.32	7.31	6.96
My section provides valuable resources and support pertaining to my specific industry and interests	7.11		6.98	7.04	6.77
My section provides information that makes me more productive	6.96		6.35	6.89	6.68
My section leadership is accessible for questions, concerns and suggestions	7.58		7.63	7.66	7.67
<i>Overall Satisfaction with Your Section</i>					
How do you rate your overall satisfaction with your section?	7.59		7.47	7.50	7.37
<i>ASQ Satisfaction & Loyalty</i>					
Taking everything into consideration, how do you rate your overall satisfaction with your membership in ASQ?	7.44	↓	8.15	7.57	7.53
How likely are you or your employer to renew your membership in ASQ?	8.40		8.92	8.73	8.71
How likely are you to recommend ASQ membership to a business associate?	7.64		8.08	7.95	8.00

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 2009 Section scores.

** + / - indicate if your Section's rating score is statistically significantly above (+) or below (-) the rating for your Region at the 95% confidence level.

** ^ / v indicate if your Section's rating score is statistically significantly above (^) or below (v) the rating for ASQ at the 95% confidence level.

*** Results should be interpreted with caution if the sample n is under 30.

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Top 2 Box Rating

	2010 Section		2009 Section	2010 Region	2010 ASQ
<i>Perceptions of Your Section</i>					
My section offers significant networking opportunities with other professionals in my field	33.1%		33.3%	28.5%	28.1%
My section offers useful courses and training for professional development in my field	39.3%	+ ^	36.7%	30.8%	27.8%
My section provides valuable resources and support pertaining to my specific industry and interests	26.7%		29.3%	22.3%	21.6%
My section provides information that makes me more productive	22.3%		23.3%	21.2%	21.2%
My section leadership is accessible for questions, concerns and suggestions	34.9%	↓	51.8%	39.5%	42.6%
<i>Overall Satisfaction with Your Section</i>					
How do you rate your overall satisfaction with your section?	36.3%		35.5%	31.8%	33.5%
<i>ASQ Satisfaction & Loyalty</i>					
Taking everything into consideration, how do you rate your overall satisfaction with your membership in ASQ?	32.5%		44.3%	32.0%	32.7%
How likely are you or your employer to renew your membership in ASQ?	62.7%		75.8%	68.4%	67.5%
How likely are you to recommend ASQ membership to a business associate?	50.4%		50.0%	49.4%	50.3%

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	Section 2010		Section 2009		Region 2010		ASQ 2010	
	%	n	%	n	%	n	%	n
<i>About Yourself</i>								
What is your age?								
18 or younger	0.0%	0	0.0%	0	0.0%	0	0.0%	1
19-25	1.6%	2	1.6%	1	0.9%	9	0.7%	51
26-35	7.9%	10	9.7%	6	12.1%	115	9.2%	645
36-45	23.6%	30	25.8%	16	21.9%	208	22.5%	1,578
46-55	38.6%	49	33.9%	21	39.8%	378	39.4%	2,759
56-65	22.8%	29	27.4%	17	23.0%	218	24.2%	1,693
66 or older	5.5%	7	1.6%	1	2.2%	21	4.0%	278
How long have you been a member of ASQ?								
Less than one year	15.7%	20	NA		11.8%	112	12.7%	891
1 year to less than 4 years	18.9%	24	NA		23.5%	224	21.3%	1,500
4 years to less than 7 years	17.3%	22	NA		13.7%	131	14.1%	990
7 years to less than 20 years	33.1%	42	NA		37.5%	357	39.6%	2,788
20 years or more	15.0%	19	NA		13.5%	129	12.3%	866
Gender?								
Male	74.2%	92	77.4%	48	71.4%	669	73.2%	5,065
Female	25.8%	32	22.6%	14	28.6%	268	26.8%	1,852

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	%	n	%	n	%	n	%	n
<i>About Yourself</i>								
What is your ASQ market segment?								
Manufacturing	48.0%	61	46.8%	29	60.3%	575	47.7%	3,354
Services	38.6%	49	27.4%	17	27.2%	259	30.7%	2,157
Government	0.0%	0	0.0%	0	0.5%	5	1.7%	123
Healthcare	4.7%	6	3.2%	2	4.6%	44	4.2%	299
Education	0.8%	1	1.6%	1	2.1%	20	2.0%	138
Other	7.9%	10	21.0%	13	5.1%	49	5.9%	412
International	0.0%	0	0.0%	0	0.1%	1	7.9%	553
Where do you currently reside?								
United States or Canada*	100.0%	127	100.0%	62	99.9%	952	98.8%	6,950
All other countries	0.0%	0	0.0%	0	0.1%	1	1.2%	86
What type of membership do you hold?								
Regular (\$129)**	33.9%	43	29.0%	18	41.0%	389	37.4%	2,598
Senior or Fellow (\$129)	56.7%	72	67.7%	42	51.1%	485	55.1%	3,829
Associate (\$74)	7.1%	9	3.2%	2	6.0%	57	5.6%	390
Forum/Division (\$31)	0.0%	0	0.0%	0	0.0%	0	0.1%	9
Student (\$25)	2.4%	3	0.0%	0	1.9%	18	1.8%	126

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** 2009 wording was "Full (\$129)."

* 2009 included only United States.

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	%	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)	5.5%	7	0.0%	0	3.4%	32	3.7%	257
Director	12.6%	16	8.2%	5	9.2%	88	9.4%	664
Manager	31.5%	40	32.8%	20	27.5%	262	28.2%	1,985
Supervisor	8.7%	11	8.2%	5	4.8%	46	4.9%	347
Engineer	15.0%	19	24.6%	15	23.7%	226	21.4%	1,506
Technician	1.6%	2	4.9%	3	6.0%	57	4.4%	309
Inspector	2.4%	3	0.0%	0	2.0%	19	2.0%	141
Internal Consultant	1.6%	2	0.0%	0	5.3%	50	5.2%	367
Independent Consultant	7.1%	9	11.5%	7	4.4%	42	5.2%	367
Educator	1.6%	2	0.0%	0	1.9%	18	1.6%	115
Student	0.8%	1	0.0%	0	0.5%	5	0.5%	38
Other	8.7%	11	9.8%	6	8.0%	76	9.6%	674
In Transition/Unemployed	2.4%	3			2.5%	24	2.8%	195
In Transition/Retirement	0.8%	1			0.7%	7	0.9%	63

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	<u>Section 2010</u>		<u>Section 2009</u>		<u>Region 2010</u>		<u>ASQ 2010</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>								
Who pays for your ASQ membership?								
Myself	40.9%	52	35.5%	22	31.9%	304	38.7%	2,719
My company/employer	56.7%	72	58.1%	36	62.6%	596	55.7%	3,919
Both share costs	0.0%	0	4.8%	3	2.7%	26	3.6%	256
Other	2.4%	3	1.6%	1	2.7%	26	1.9%	137

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