

## 1. Membership Feedback Survey 2017

**The Employers Consultative Association would like to hear from you our members on how we can improve our lists of products and services to you.**

**Thank you for giving us the opportunity to serve you better.**

**Please help us by taking a few minutes to tell us about the service that you have received so far.**

**Do not hesitate to add any comments or suggestion on how to improve our services with you.**

**We appreciate your business and want to make sure we meet your expectations.**

**Thank you for taking the time to fill out this survey. Feel free to contact Ms. Keisha Paul  
Membership Relations Officer for any other queries or issues.**

**Phone: 868-638-6463 Ext. 228 | Mobile : 296-9192 | Fax: 868-675-4866 | Email: [kpaul@ecatt.org](mailto:kpaul@ecatt.org)**

1. How would describe the general access to the products and services of ECA and ESC?

- Excellent
- Good
- Fair - Needs Improvement
- Terrible- I am hesitant to use any services in the near future

2. Kindly specify which of the following services you usually use (tick all that apply)

- Industrial Relations (e.g. Tel. Advice, Consultation, Representation)
- HR Services (e.g. Retainers, Policy Guides)
- Training
- Research/Library (Compensation, Publications)
- Other (please specify)

3. How would you rate the services provided of the ECA/ ESC?

	Excellent	Very Good	Good	Satisfactory	Poor/ Unsatisfactory
Research e.g. Compensation , Judgement Summaries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IR Services e.g. Advice , Representation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HR Services e.g. Policy Review	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publications/ Library Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training Programmes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any further feedback on services

4. How would you rate the overall pricing of Products?

	Extremely High	High but Competitive	Good/ Affordable	Underpriced/ Below Market
Membership Fees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IR Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training Programmes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any other feedback

5. How would you rate the value for money of the service?

- Excellent
- Above average
- Average
- Below average
- Poor

6. How would you rate our Customer Service?

	Excellent	Very Good	Good	Satisfactory	Poor/Unsatisfactory
Courtesy from Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Representative's Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Representative's Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of Access to services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any other comments

7. How would you rate the ECA / ESC and its services?

☆☆☆☆☆

8. Aside from the issues you have already described/rated, are there any other comments you wish to share?