

OFFICE OF THE GENERAL COUNSEL
Division of Operations-Management

MEMORANDUM OM 94-74

August 18, 1994

TO: All Regional Directors, Officers-in-Charge
and Resident Officers

FROM: William G. Stack, Associate General Counsel

SUBJECT: NLRB Customer Survey

As promised in Memorandum OM 94-66, enclosed are copies of the Agency's Customer Surveys concerning representation cases and unfair labor practice cases. As the survey is currently underway, and recipients of the survey may be mentioning it to members of our staff, please ensure that all employees are aware that the survey is available for their review.



W. G. S.

Enclosures

cc: NLRBU

MEMORANDUM OM 94-74



National Labor Relations Board
1099 14th Street, N. W.
Washington, D.C. 20570



NATIONAL LABOR RELATIONS BOARD

CUSTOMER SURVEY

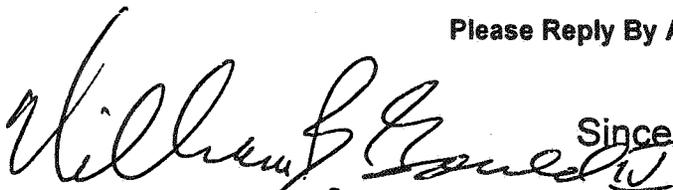
WE WOULD LIKE YOUR OPINION ON OUR SERVICE!

We are conducting a survey to see how the National Labor Relations Board can improve its service to you in processing REPRESENTATION CASES. We would appreciate hearing your view regarding the NLRB's handling of the recent representation case(s) you were involved in and about how we can improve our service through better allocation of our limited resources and staff. Your response is voluntary, but we will be receiving responses from many other customer groups, and your personal experience and response is very important to us as we make decisions regarding customer service.

Please take a few moments to review and answer the following questions and return them in the enclosed envelope which requires no postage. Your response is anonymous - please do not provide your name or any other personal identification information. Your responses will assist us in providing better service to you and others in the future.

**We know that surveys take time and that your time is valuable.
Your Response CAN Make A Difference!**

Please Reply By August 26, 1994


Sincerely,

William B. Gould IV
Chairman



Fred Feinstein
General Counsel

We estimate that it will take an average of 15 minutes per respondent to complete this survey. If you have any comments regarding this estimate or any other aspect of the survey, including suggestions for reducing the time needed to respond, send them to the Director of Administration, National Labor Relations Board, Room 7100, 1099 14th Street N.W., Washington, D.C. 20570 and to the Office of Management and Budget, Paperwork Reduction Project (3200-0028), Washington, D.C. 20503.



**National Labor Relations Board
Customer Survey
(REPRESENTATION CASES)**

Please answer the following questions concerning the service you have received from the office and employees of the National Labor Relations Board (NLRB) based upon your personal experience within the past twelve months. Please answer the questions based upon the one most recently closed representation case in which you were involved - OR - you may base your answers upon your general experience within the past 12 months if you regularly appear before the NLRB. If you base your answers on your general experience, please select answers which best describe your role or experience the majority of the time and be consistent throughout the survey.

1. Please indicate the basis for your answers.

___ [1] Recent single case ___ [2] General 12 month experience

2. In what Region was the petition filed? _____

3. What kind of petition was it?

___ [1] RC (Certification of Representative)

___ [2] RM (Representation - Employer Petition)

___ [3] RD (Decertification)

___ [4] UD (Withdrawal of Union Shop Authority)

___ [5] UC (Unit Clarification)

___ [6] AC (Amendment of Certification)

4. Were you the petitioning party? ___ [Y] Yes ___ [N] No

5. Was a union certified as the bargaining representative as a result of the election? ___ [Y] Yes ___ [N] No

6. Was an election conducted in your case? ___ [Y] Yes ___ [N] No
If NO, SKIP TO QUESTION 9.

If YES:

(a) Were there multiple voting locations? ___ [Y] Yes ___ [N] No

(b) Were mail ballots used? ___ [Y] Yes ___ [N] No

7. How many weeks did it take from the date the petition was filed until the date of the election?

___ [1] 3 to 4 weeks

___ [4] 11 to 12 weeks

___ [2] 5 to 7 weeks

___ [5] 13 to 26 weeks

___ [3] 8 to 10 weeks

___ [6] More than 26 weeks

8. a. Were there objections or determinative challenged ballots in your case?

___ [Y] Yes

___ [N] No

b. If yes, how many weeks did it take from the date of the challenges or objections until a Regional report or decision issued?

___ [1] less than 4 weeks

___ [4] 11 to 13 weeks

___ [2] 4 to 6 weeks

___ [5] 14 to 20 weeks

___ [3] 7 to 10 weeks

___ [6] More than 20 weeks

9. This question concerns hearing(s) which may have been held in the case either before or after the election. If NO hearings were held in the case, SKIP TO QUESTION 10.

a. How many actual days of hearing were there:

Before the election?

After the election?

___ [1] 1 day or less

___ [1] 1 day or less

___ [2] 2 to 3 days

___ [2] 2 to 3 days

___ [3] 4 to 7 days

___ [3] 4 to 7 days

___ [4] More than 7 days

___ [4] More than 7 days

9. b. How many days did it take from the time the hearing opened until the hearing closed:

Before the election?

After the election?

___ [1] 1 day or less

___ [1] 1 day or less

___ [2] 2 to 3 days

___ [2] 2 to 3 days

___ [3] 4 to 10 days

___ [3] 4 to 10 days

___ [4] More than 10 days

___ [4] More than 10 days

This question concerns requests for review and exceptions, which were filed with the Board in Washington. If none were filed, skip to question 11.

10. How many weeks did it take from the time a request for review or exceptions were filed with the Board in Washington until the Board issued a final decision?

___ [1] less than 4 weeks

___ [4] 11 to 13 weeks

___ [2] 4 to 6 weeks

___ [5] 14 to 20 weeks

___ [3] 7 to 10 weeks

___ [6] More than 20 weeks

For each of the following, on a scale of 1 to 5, how satisfied were you? Please circle the appropriate number. If a statement does not apply to you please circle NA.

Very
Dissatisfied

Very
Satisfied

11. Please rate the staff of the Regional Office on:

a. Expertise	1	2	3	4	5	NA
b. Impartiality/Objectivity	1	2	3	4	5	NA
c. Courtesy	1	2	3	4	5	NA
d. Helpfulness	1	2	3	4	5	NA

**Very
Dissatisfied**

**Very
Satisfied**

12. Please rate the NLRB's performance in keeping you informed of:

a. The status of your case	1	2	3	4	5	NA
b. The issues in your case	1	2	3	4	5	NA
c. Efforts toward an election agreement	1	2	3	4	5	NA
d. The need for a hearing	1	2	3	4	5	NA
e. The arrangements for an election	1	2	3	4	5	NA

Questions 11 and 12 relate to the period of time between the filing of the petition and the election.

13. Please rate the Regional Office on the thoroughness and quality of its service in the following areas:

a. Investigation	1	2	3	4	5	NA
b. Efforts to secure an election agreement	1	2	3	4	5	NA
c. Resolving issues	1	2	3	4	5	NA
d. Conducting a hearing	1	2	3	4	5	NA
e. Decision after a hearing	1	2	3	4	5	NA

Very
Dissatisfied

Very
Satisfied

14. Please rate the NLRB on how long it took from the filing of the petition to:

a. The election	1	2	3	4	5	NA
b. The hearing	1	2	3	4	5	NA
c. The decision after the hearing	1	2	3	4	5	NA

15. Please rate the NLRB on the election it conducted:

a. Instructions to parties	1	2	3	4	5	NA
b. Instructions to observers	1	2	3	4	5	NA
c. Secrecy of balloting	1	2	3	4	5	NA
d. Selection of election date	1	2	3	4	5	NA
e. Control by Board agent	1	2	3	4	5	NA
f. Location of polling place	1	2	3	4	5	NA
g. Opportunity of employees to vote	1	2	3	4	5	NA
h. Challenged ballot procedure	1	2	3	4	5	NA
i. Use of mail ballots	1	2	3	4	5	NA
j. Counting of ballots	1	2	3	4	5	NA
k. Bilingual services	1	2	3	4	5	NA

Questions 16 and 17 concern objections to the election and determinative challenged ballots. If the case had neither, skip to question 18.

	Very Dissatisfied	Very Satisfied
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16. Please rate the Regional Office on the thoroughness and quality of its service in the following areas:

a. Investigation	1	2	3	4	5	NA
b. Resolving issues	1	2	3	4	5	NA
c. Conducting a hearing	1	2	3	4	5	NA
d. Report or decision	1	2	3	4	5	NA

17. Please rate the NLRB on how long it took from the time of the election to:

a. Conduct the investigation	1	2	3	4	5	NA
b. Conduct the hearing	1	2	3	4	5	NA
c. Issue a report or decision	1	2	3	4	5	NA

Questions 18 and 19 relate to the filing of a request for review or exceptions with the Board in Washington. If none of these were filed in the case, skip to question 20.

18. Please rate the Board on how long it took to issue its decision.	1	2	3	4	5	NA
19. Please rate the Board on the thoroughness and quality of its decision.	1	2	3	4	5	NA

Answer the following questions based upon your overall experience with the NLRB

	Very Dissatisfied			Very Satisfied		
20. Describe your overall satisfaction with the level of communication you receive from the NLRB in processing cases.	1	2	3	4	5	NA
21. Describe your overall satisfaction with the quality of service you receive from the NLRB in processing cases.	1	2	3	4	5	NA
22. Describe your overall satisfaction with how long it takes for the NLRB to process cases.	1	2	3	4	5	NA
23. Describe your overall satisfaction with the quality of bilingual service provided by the NLRB.	1	2	3	4	5	NA

For the following question, please circle the appropriate number. If a statement does not apply to you please circle NA. It is not expected that everyone answering the survey will have had sufficient experience with NLRB proceedings to feel comfortable providing an answer to each subquestion. In that case, you may skip to the next subquestion.

	Not Useful					Very Useful
24. On a scale of 1 to 5, how useful would the following be to resolve representation cases more promptly and effectively?						
a. Use rule making to resolve common legal issues in representation cases.	1	2	3	4	5	NA
b. Greater use of mail ballots.	1	2	3	4	5	NA

	Not Useful			Very Useful		
c. Requiring continuous days of hearing.	1	2	3	4	5	NA
d. Elimination of post-hearing briefs in most cases.	1	2	3	4	5	NA
e. Limiting hearing or scope of hearing.	1	2	3	4	5	NA
f. After a preliminary investigation where some issues require a hearing, proceed immediately to hearing on OBJECTIONS and/or determinative CHALLENGED BALLOTS.	1	2	3	4	5	NA

25. What suggestions do you have to improve the service of the NLRB in processing representation cases?

26. Please describe yourself:

- | | |
|---|--|
| <input type="checkbox"/> [1] Individual | <input type="checkbox"/> [4] Management Attorney |
| <input type="checkbox"/> [2] Union Attorney | <input type="checkbox"/> [5] Employer Representative |
| <input type="checkbox"/> [3] Union Representative | <input type="checkbox"/> [6] Consultant |

27. How many times have you been involved in a representation case within the past 12 months?

____ [1] 1-2 times

____ [2] 3-5 times

____ [3] 6 or more times

28. How many different NLRB field offices have you been involved with during the past 12 months?

____ [1] 1 office

____ [2] 2-4 offices

____ [3] 5 or more offices

DO NOT SIGN THIS FORM

THANK YOU very much for your time and effort in answering these questions. Your thoughtful responses will greatly assist us in improving our service to you and others in the future.

PLEASE place this survey in the enclosed envelope and drop it in any mail box!!



National Labor Relations Board
1099 14th Street, N. W.
Washington, D. C. 20570



NATIONAL LABOR RELATIONS BOARD

CUSTOMER SURVEY

WE WOULD LIKE YOUR OPINION ON OUR SERVICE!

We are conducting a survey to see how the National Labor Relations Board can improve its service to you in processing UNFAIR LABOR PRACTICE CASES. We would appreciate hearing your view regarding the NLRB's handling of the recent unfair labor practice case(s) you were involved in and about how we can improve our service through better allocation of our limited resources and staff. Your response is voluntary, but we will be receiving responses from many other customer groups, and your personal experience and response is very important to us as we make decisions regarding customer service.

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Please Reply By August 26, 1994

William B. Gould IV
Chairman

Sincerely,

Fred Feinstein
General Counsel

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**National Labor Relations Board
Customer Survey
UNFAIR LABOR PRACTICE CASES**

Please answer the following questions concerning the service you have received from the office and employees of the National Labor Relations Board (NLRB) based upon **your personal experience within the past twelve months**. Please answer the questions based upon the **one most recently closed unfair labor practice case** in which you were involved - OR - you may base your answers upon your general experience **within the past 12 months** if you regularly appear before the NLRB. If you base your answers on your general experience, please select answers which best describe your role or experience the **majority of the time** and **be consistent throughout the survey**.

1. Please indicate the basis for your answers.

____ [1] Recent single case ____ [2] General 12 month experience

2. In what Region was the charge filed? _____

3. Were you the charging party in the case? ____ [Y] Yes ____ [N] No

4. What kind of charge was it?

____ [1] Against employer - CA case

____ [2] Against union - CB case

____ [3] Other (CC case, CD case, etc.)

5. Please check all of the following that apply to the case:

____ [1] Case dismissed
by Region

____ [7] Trial held

____ [2] Case deferred

____ [8] Violation(s) found by NLRB judge
or Board

____ [3] Case withdrawn

____ [9] Case dismissed by NLRB judge

____ [4] Case settled

____ [10] Case dismissed by Board

____ [5] Complaint issued

____ [11] Compliance achieved after
decision by NLRB judge or Board

____ [6] Injunction sought by NLRB

6. How long did it take from the filing of the charge until you were asked by the Board agent to present your initial evidence?

___ [1] Less than 1 week

___ [3] 3 to 4 weeks

___ [2] 1 to 2 weeks

___ [4] More than 4 weeks

7. Once you were asked to present your initial evidence, how much time did the Regional Office give you to meet its deadline for the submission of evidence?

___ [1] 1 to 2 days

___ [3] 8 to 14 days

___ [2] 3 to 7 days

___ [4] More than 14 days

8. How many weeks did it take from the date the charge was filed until you were told of the Region's decision?

___ [1] Less than 1 week

___ [3] 5 to 8 weeks

___ [2] 1 to 4 weeks

___ [4] More than 8 weeks

If the Region decided not to issue a complaint (the case was dismissed or withdrawn), skip to question 13.

9. How many days did the Region allow for the settlement of the case between its decision of merit and the issuance of complaint?

___ [1] 1 day

___ [3] 4 to 5 days

___ [2] 2 to 3 days

___ [4] More than 5 days

10. How long did it take from the time the complaint issued until a trial began?

___ [1] Less than 2 months

___ [3] 7 to 10 months

___ [2] 2 to 6 months

___ [4] More than 10 months

11. How long did it take from the time the trial closed until the judge's decision?

___ [1] Less than 2 months

___ [3] 7 to 10 months

___ [2] 2 to 6 months

___ [4] More than 10 months

12. How long did it take from the date of the judge's decision until the Board's decision?

___ [1] Less than 2 months

___ [3] 7 to 10 months

___ [2] 2 to 6 months

___ [4] More than 10 months

13. If the charge was dismissed and an appeal was filed, how long did it take from the appeal until you were told of the decision on the appeal?

___ [1] Less than 1 month

___ [3] 3 to 4 months

___ [2] 1 to 2 months

___ [4] More than 4 months

For each of the following, on a scale of 1 to 5, how satisfied were you? Please circle the appropriate number. If a statement does not apply to you please circle "NA".

	Very Dissatisfied					Very Satisfied
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14. Please rate the staff of the Regional Office on:

a. Expertise	1	2	3	4	5	NA
b. Objectivity/Impartiality	1	2	3	4	5	NA
c. Courtesy	1	2	3	4	5	NA
d. Helpfulness	1	2	3	4	5	NA

	Very Dissatisfied					Very Satisfied
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15. Please rate the NLRB's performance in keeping you informed of:

a. The status of the case	1	2	3	4	5	NA
b. The issues in the case	1	2	3	4	5	NA
c. The evidence needed	1	2	3	4	5	NA
d. Deadlines for submissions	1	2	3	4	5	NA
e. Efforts to settle the case	1	2	3	4	5	NA
f. The reasons for Regional actions	1	2	3	4	5	NA
g. Litigation of the case	1	2	3	4	5	NA
h. Reinstatement, backpay or other remedies	1	2	3	4	5	NA

16. Please rate the Regional Office on the thoroughness and quality of its service in the following areas:

a. Investigation	1	2	3	4	5	NA
b. Regional Office decision	1	2	3	4	5	NA
c. Settlement	1	2	3	4	5	NA
d. Litigation	1	2	3	4	5	NA
e. Injunction litigation	1	2	3	4	5	NA
f. Deferral to grievance/ arbitration	1	2	3	4	5	NA

	Very Dissatisfied					Very Satisfied
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17. Please rate the NLRB on its overall ability to secure:

a. Reinstatement	1	2	3	4	5	NA
b. Backpay	1	2	3	4	5	NA
c. Posting of remedial notice	1	2	3	4	5	NA
d. Other remedies	1	2	3	4	5	NA

18. Please rate the NLRB on how long it took to progress through each stage of the case:

a. Regional Office decision	1	2	3	4	5	NA
b. Settlement	1	2	3	4	5	NA
c. Injunction litigation	1	2	3	4	5	NA
d. Opening of trial	1	2	3	4	5	NA
e. Decision of NLRB judge	1	2	3	4	5	NA
f. Decision of Board	1	2	3	4	5	NA
g. Petition for court enforcement of Board order	1	2	3	4	5	NA
h. Securing compliance	1	2	3	4	5	NA

	Very Dissatisfied					Very Satisfied
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19. If the case was dismissed by the region and appealed, please rate the Office of Appeals on the following:

a. How long it took to receive the decision	1	2	3	4	5	NA
b. Impartiality/Objectivity	1	2	3	4	5	NA
c. Consideration of legal and factual issues	1	2	3	4	5	NA
d. Clarity of written decision	1	2	3	4	5	NA

20. If the case went to trial, please rate the NLRB Division of Judges on the following:

a. Courtesy	1	2	3	4	5	NA
b. Impartiality/Objectivity	1	2	3	4	5	NA
c. Scheduling successive trial dates	1	2	3	4	5	NA
d. Consideration of legal and factual issues	1	2	3	4	5	NA
e. Clarity of written decision	1	2	3	4	5	NA

21. If a decision was issued by the Board in Washington, please rate the Board's decision on the following:

a. Impartiality/Objectivity	1	2	3	4	5	NA
b. Consideration of legal and factual issues	1	2	3	4	5	NA
c. Clarity of written decision	1	2	3	4	5	NA

Answer the following questions based upon your overall experience with the NLRB

	Very Dissatisfied			Very Satisfied		
	1	2	3	4	5	NA
22. Describe your overall satisfaction with the NLRB's compliance procedures.						
23. Describe your overall satisfaction with the level of communication you receive from the NLRB in processing cases.						
24. Describe your overall satisfaction with the quality of service you receive from the NLRB in processing cases.						
25. Describe your overall satisfaction with the timeliness you receive from the NLRB in processing cases.						
26. Describe your overall satisfaction with the quality of bilingual service provided by the NLRB.						

For the following question, please circle the appropriate number. If a statement does not apply to you please circle NA. It is not expected that everyone answering the survey will have had sufficient experience with NLRB proceedings to feel comfortable providing an answer to each subquestion. In that case, you may skip to the next subquestion.

	Not Useful				Very Useful	
27. On a scale of 1 to 5, how useful would the following be in more effectively resolving unfair labor practice cases?						
a. Use rule making to resolve common legal issues in unfair labor practice cases.	1	2	3	4	5	NA
b. Prioritizing investigations based on severity of allegations, even if this means other investigations are delayed.	1	2	3	4	5	NA
c. Placing high-priority cases on an expedited administrative trial, briefing and decision track.	1	2	3	4	5	NA
d. Increasing the use of injunctive relief.	1	2	3	4	5	NA
e. Giving increased priority to initial contract bargaining cases and cases involving discrimination in organizing campaigns.	1	2	3	4	5	NA
f. Placing greater emphasis on preserving respondents' assets, where necessary to ensure proper remedies.	1	2	3	4	5	NA
g. Giving greater emphasis to developing more meaningful remedies.	1	2	3	4	5	NA

	Not Useful			Very Useful		
	1	2	3	4	5	NA
h. Giving greater emphasis to obtaining effective settlements at all stages of case processing.	1	2	3	4	5	NA
i. Giving greater emphasis to stopping violations of the Act by "repeat violators".	1	2	3	4	5	NA

28. What suggestions do you have to improve the service of the NLRB in processing unfair labor practice cases?

29. Please describe yourself:

- | | |
|---|--|
| <input type="checkbox"/> [1] Individual | <input type="checkbox"/> [4] Management Attorney |
| <input type="checkbox"/> [2] Union Attorney | <input type="checkbox"/> [5] Employer Representative |
| <input type="checkbox"/> [3] Union Representative | <input type="checkbox"/> [6] Consultant |

30. How many times have you been involved in an unfair labor practice case within the past 12 months?

___ [1] 1-2 times ___ [2] 3-5 times ___ [3] 6 or more times

31. How many different NLRB field offices have you been involved with during the past 12 months?

___ [1] 1 office ___ [2] 2-4 offices ___ [3] 5 or more offices

DO NOT SIGN THIS FORM

THANK YOU very much for your time and effort in answering these questions. Your thoughtful responses will greatly assist us in improving our service to you and others in the future.

PLEASE place this survey in the enclosed envelope and drop it in any mail box!!