

Membership Satisfaction Survey sample

Membership Satisfaction Survey

1. How relevant is the Chamber to YOUR BUSINESS?

1 2 3 4 5 6 7 8 9 10
Not relevant at all Extremely Relevant

2. Which of the following programs and services are beneficial to you? (Select all that apply)

- List programs here

3. What value do you get from the Chamber in comparison to your annual membership investment?

- Value is less than investment
- Value is equal to investment
- Value is greater than investment
- Value is twice the investment or more

4. In regard to your answer for question 3, why do you feel that way?

5. Other than the economy, what would you say is the biggest challenge facing your business?

- Taxes / Fees
- Employment issues / labor force issues
- Local regulations
- State regulations
- Federal regulations

- Profitability / Growth
- Competition
- Legal exposure / liability concerns
- Access to capital / financing
- Other

6. How important is it to you that the Chamber be involved in creating a strong local/regional economy?

1 2 3 4 5 6 7 8 9 10
Not important at all Extremely important

7. How do you think the Chamber performs when it comes to creating a strong local/regional economy?

1 2 3 4 5 6 7 8 9 10
Very Poorly Extremely Well

8.

- What other things could the Chamber do to create a stronger local/regional economy for you to give their performance a higher ranking?

23. What other things could the Chamber do in the area of political action for you to give their performance a higher rating?

24. Comparing your own political views/opinions to the Chamber's, do you think the Chamber is politically:

- More liberal
- More conservative
- On the same page with me
- Don't know/no opinion

25. Which of the following do you think should be the **main** purpose of the Chamber?

- Create a strong local/regional economy
- Represent the interests of business with government
- Promote the community
- Provide education and business resources
- Provide networking/referral opportunities
- Political action such as pass ballot initiatives or getting candidates elected

26. How influential do you feel the Chamber is on public policy issues in your community?

Not influential at all **1 2 3 4 5 6 7 8 9 10** **Don't Know** Extremely influential

27. If a friend of yours was not a member of the Chamber, would you recommend joining the Chamber to your friend?

1 2 3 4 5 6 7 8 9 10
Definitely NOT Definitely YES

28. How would you rate the President of the Chamber as a community leader?

1 2 3 4 5 6 7 8 9 10
Not a community leader at all Very strong community leader

29. On a scale of 1-10, how active are you in the Chamber?

1 2 3 4 5 6 7 8 9 10
Not active at all Extremely active

30. How long have you been a member of the Chamber?

- Less than 1 year
- 1 to 2 years
- 3 to 5 years
- 6 to 10 years
- More than 10 years

31. From the list below, what one classification best fits your organization?

- Accounting
- Advertising
- Aerospace / Aviation / Automotive
- Agriculture / Forestry / Fishing
- Biotechnology
- Business / Professional Services
- Business Services (Hotels, Lodging Places)
- Computers (Hardware, Desktop Software)
- Communications
- Construction / Home Improvement
- Consulting
- Education

- Engineering / Architecture
- Entertainment / Recreation
- Finance / Banking / Insurance
- Food Service
- Government / Military
- Healthcare / Medical
- Internet
- Legal
- Manufacturing
- Marketing / Market Research / Public Relations
- Media / Printing / Publishing
- Mining

- Non-Profit
- Pharmaceutical / Chemical
- Research / Science
- Real Estate
- Retail
- Telecommunications
- Transportation / Distribution
- Utilities
- Wholesale
- Other
- Retired

32. How many people does your company employ?

- 5 or less employees
- 6-10
- 11-20
- 21-49
- Over 50 employees

33. Please indicate the description that best fits your position with your organization

- Owner, CEO, GM
- Management staff
- Other