

APPENDIX D

RESULTS OF QUESTIONNAIRE TO NEWER MEMBERS\*

Sent to 286 U.S. members; 29 Canadian members  
 190 Responses: 60%  
 Results considered 165 responses

*Personal*

Ages of Newer Members		Involvement with Arbitration	
Years	Percent	Percent of Time	Percent of Newer Members
30-39	5	0-25	22
40-49	42	26-50	17
50-59	24	51-75	6
60-69	17	76-100	55
70+	12		

(average age 53)

*Academy Focus*

*Note:* Percentages may not add up to 100% due to missing data

1. The NAA should include nonlabor arbitrators as members.  
 Agree 15%    No Opinion 3%    Disagree 82%
2. The NAA should include mediators as members.  
 Agree 14%    No Opinion 5%    Disagree 81%
3. The NAA should take additional positive steps to assist both women and minorities interested in arbitration.  
 Agree 54%    No Opinion 20%    Disagree 24%  
 (training and mentoring were most often mentioned)

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\*This report was compiled by Bruce Fraser, Member, National Academy of Arbitrators, Scituate, Massachusetts. The questionnaire was sent to "newer" members admitted to the Academy since 1980. This group comprises almost half the members listed in the 1988-89 Academy Directory. Remarks in parentheses were added by Fraser when he submitted this report at the Annual Meeting on May 29, 1990, as part of a panel discussion by newer members, whose papers are presented in Chapter 10 of this volume.

4. The NAA should encourage the certification of arbitrators.  
Agree 25%    No Opinion 16%    Disagree 56%
5. The NAA should provide more support to new arbitrators.  
Agree 38%    No Opinion 27%    Disagree 32%
6. How?
7. The NAA reflects well my sense of what it should be.  
Agree 76%    No Opinion 12%    Disagree 11%

*Governance*

8. The NAA is under the influence of a small elite group of older members.  
Agree 60%    No Opinion 19%    Disagree 20%
9. If you agree, how might this be changed?
10. The nomination of officers fails to reflect the entire NAA.  
Agree 45%    No Opinion 32%    Disagree 19%
11. If you agree, how might this be changed?

*Committees*

(it was suggested that committees be regionalized)

12. Have you served on an NAA committee?  
Yes 59%    No 40%
13. Did you ever offer but were turned down?  
Yes 27%    No 67%
14. My service on the committee(s) was worthwhile.  
Agree 71%    No Opinion 11%    Disagree 18%
15. Committee membership fails to adequately represent newer members.  
Agree 26%    No Opinion 46%    Disagree 21%  
(there was usually no basis for an opinion since information on committee membership was lacking)
16. If so, how might this be changed?

*Annual Meeting*

17. Number of annual meetings you have attended:  
0–3: 48%; 4–6: 33%; 7 + : 9% [years in NAA not considered]  
(16% attended 1 meeting; 13%, 2.)
18. General opinion of programs.  
Excellent 39%    Good 57%    Poor 4%
19. Why do you attend? (check relevant reasons)  
*Note:* Numbers reflect frequency out of 165 questionnaires  
Program 112  
Workshop sessions 79  
NAA participation 119 (indicates desire to participate)  
Socialization 110  
Visibility with the parties 26  
Attractions of host city 77  
Feel an obligation 66  
Other (specify) 4
20. Why do you not attend? (check relevant reasons)  
Date of meeting 53 (note importance of meeting date)  
Program 14  
Feeling of isolation 17  
Travel costs 45  
Hotel costs 35  
Registration costs 30  
Presence of the parties 6  
Length of meeting 24  
Other (specify) 13
21. Except for session speakers, the entire annual meeting should be restricted to NAA members and interns.  
Agree 34%    No Opinion 6%    Disagree 59%
22. Are you familiar with the process by which members of labor and management are invited to the annual meeting?  
Yes 69%; No 30%
23. If so, are you satisfied with this process? Yes 54%; No 15%
24. If you are not satisfied, what changes do you suggest?

25. The dinner dance should be eliminated from the annual meeting.  
 Agree 34%    No Opinion 31%    Disagree 35%  
 (indicates some lack of enthusiasm for dinner dance)
26. Why?
27. Alcohol should be served on a cash basis only at the meeting.  
 Agree 47%    No Opinion 21%    Disagree 30%  
 (note high percentage in favor of requiring a *cash* bar)
28. Interns of NAA members should be permitted to attend the entire annual meeting.  
 Agree 50%    No Opinion 13%    Disagree 36%  
 (note high percentage who want interns to participate)

*Continuing Education*

29. Number of Continuing Education Meetings you have attended?  
 0-3: 83%; 4-7: 8%; 7+: 0%
30. General opinion of programs.  
 Excellent 35%    Good 21%    Poor 4%
31. Why do you attend? (Check those relevant)  
 Program 91  
 Socialization 61  
 Attractions of host city 24  
 Feel an obligation 33  
 Other (specify) 6
32. Why do you not attend? (check those relevant)  
 Date of meeting 59  
 Program 21  
 Feeling of isolation 8  
 Travel costs 40  
 Hotel costs 30  
 Registration costs 26  
 Other (specify) 12
33. Interns of NAA members should be permitted to attend the continuing education meeting.  
 Agree 64%    No Opinion 10%    Disagree 19%  
 (note high percentage who want interns to attend)

*Regions*

34. What activities are provided by your region?
35. These activities fulfill my expectations.  
 Agree 68%    No Opinion 13%    Disagree 12%
36. If you disagree, what more should be done?

*Education*

37. The NAA should do more to provide continuing education to its members.  
 Agree 47%    No Opinion 21%    Disagree 29%
38. If you agree, what do you suggest?
39. The NAA should provide arbitration training to advocates.  
 Agree 18%    No Opinion 13%    Disagree 67%

*Publications*

40. The volume from the Annual Meeting is a useful publication and should be continued.  
 Agree 85%    No Opinion 7%    Disagree 7%
41. *The Chronicle* is a useful publication and should be continued.  
 Agree 90%    No Opinion 9%    Disagree 1%
42. If you agree, what is its strongest feature?
43. The NAA should organize and publish a journal.  
 Agree 23%    No Opinion 32%    Disagree 41%  
 (note lack of enthusiasm for journal)
44. The NAA should underwrite the development of video cassettes and similar educational materials for member use.  
 Agree 34%    No Opinion 25%    Disagree 39%
45. The yearly Membership Directory is a useful publication.  
 Agree 89%    No Opinion 6%    Disagree 5%
46. The Membership Directory should be given to members only.  
 Agree 22%    No Opinion 22%    Disagree 55%

47. The NAA should make available more study guides.  
Agree 46% No Opinion 39% Disagree 11%  
(most did not know about study guides)

*General*

48. What do you see to be the major strengths of the NAA for you?
49. What do you see to be the major failings of the NAA for you?
50. My membership in the NAA plays a role in determining my caseload.  
Agree 47% No Opinion 24% Disagree 27%

*Comments/Suggestions/Ideas*

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