



# Appendix 9: Membership Satisfaction Questionnaire

## Membership Satisfaction Questionnaire

This survey is intended for use by the club. All club members should complete it to help assess member satisfaction with club activities and projects. Please return your completed form to the club secretary. All responses are confidential.

Do you feel welcome in our Rotary club? ☐ Yes ☐ No

If no, why not? *(check all that apply)*

☐ Compared to me, other members are *(check all that apply)*:

☐ Older ☐ Younger ☐ Different gender ☐ Different ethnicity

☐ Other \_\_\_\_\_

☐ I haven't made an effort to meet other members.

☐ Club members haven't made an effort to interact with me.

☐ Other \_\_\_\_\_

Do you feel comfortable sharing concerns with club leaders? ☐ Yes ☐ No

If no, why not? *(check all that apply)*

☐ Club leaders have so many responsibilities; I don't want to burden them.

☐ Club leaders have their own agenda and aren't interested in other ideas.

☐ I haven't been a member long enough to feel comfortable approaching club leaders.

☐ I don't want to be perceived as a complainer.

☐ Other \_\_\_\_\_

How would you rate the level of our club's involvement in the following types of activities?

	Excessive	Adequate	Insufficient	Not Aware
Membership development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Member orientation and education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local service projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
International service projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Club public relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fundraising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Rotary Foundation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fellowship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Have you participated in club projects and activities? ☐ Yes ☐ No

How did you become involved? ☐ I volunteered ☐ I was asked

Please indicate your involvement in the following types of activities:

	Currently Involved	Would Like to Be Involved
Membership development	<input type="checkbox"/>	<input type="checkbox"/>
Member orientation and education	<input type="checkbox"/>	<input type="checkbox"/>
Local service projects	<input type="checkbox"/>	<input type="checkbox"/>
International service projects	<input type="checkbox"/>	<input type="checkbox"/>
Club public relations	<input type="checkbox"/>	<input type="checkbox"/>
Fundraising	<input type="checkbox"/>	<input type="checkbox"/>
The Rotary Foundation	<input type="checkbox"/>	<input type="checkbox"/>
Fellowship	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>

How would you rate your level of satisfaction with your participation in club activities and projects? ☐ Very satisfied ☐ Satisfied ☐ Dissatisfied

If dissatisfied, why? (check all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Insufficient knowledge  | <input type="checkbox"/> Lack of resources                  |
| <input type="checkbox"/> Personality conflicts   | <input type="checkbox"/> Lack of support from other members |
| <input type="checkbox"/> Cost                    | <input type="checkbox"/> Insufficient family involvement    |
| <input type="checkbox"/> Personal time conflicts | <input type="checkbox"/> Other _____                        |

How would you rate the following costs associated with membership in our club?

	Excessive	Reasonable	Inadequate
Club dues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekly meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Club fines/assessments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voluntary contributions to service projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voluntary contributions to The Rotary Foundation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you enjoy our weekly meetings? ☐ Yes ☐ No

Please rate the following aspects of our weekly meetings:

- |                          |                                     |                                       |                                       |
|--------------------------|-------------------------------------|---------------------------------------|---------------------------------------|
| Amount of Rotary content | <input type="checkbox"/> Excessive  | <input type="checkbox"/> Adequate     | <input type="checkbox"/> Insufficient |
| Length                   | <input type="checkbox"/> Excessive  | <input type="checkbox"/> Adequate     | <input type="checkbox"/> Insufficient |
| Program organization     | <input type="checkbox"/> Good       | <input type="checkbox"/> Poor         |                                       |
| Location                 | <input type="checkbox"/> Convenient | <input type="checkbox"/> Inconvenient |                                       |

If inconvenient, suggested location: \_\_\_\_\_

Meeting time ☐ Convenient ☐ Inconvenient

If inconvenient, suggested time: \_\_\_\_\_

Which of the following aspects of our meeting place do you find unsatisfactory? (check all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Service              | <input type="checkbox"/> Décor/atmosphere |
| <input type="checkbox"/> Meal quality         | <input type="checkbox"/> Meal variety     |
| <input type="checkbox"/> Parking availability | <input type="checkbox"/> Safety           |
| <input type="checkbox"/> Other _____          |   |

Which of the following changes would improve our club meetings? *(check all that apply)*

- ☐ Better speakers
- ☐ More focus on fellowship
- ☐ Increased variety of program topics
- ☐ Increased emphasis on vocational information
- ☐ More involvement of family
- ☐ Better time management
- ☐ More service opportunities
- ☐ More leadership opportunities

How would you rate the amount of our club's fellowship activities?

- ☐ Too many
- ☐ Right amount
- ☐ Too few

How would you rate the amount of Rotary information in our club bulletin?

- ☐ Excessive
- ☐ Adequate
- ☐ Insufficient

Which of the following words would you use to describe the club bulletin? *(check all that apply)*

- ☐ Interesting
- ☐ Boring
- ☐ Informative
- ☐ Uninformative
- ☐ Useful
- ☐ Limited

Is there anything else you'd like to see changed?

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What response does your spouse/partner/family have to your involvement in Rotary? *(check all that apply)*

- ☐ Feels proud of my involvement
- ☐ Thinks Rotary takes too much of my time
- ☐ Wants to know more/be involved
- ☐ Thinks Rotary is too expensive
- ☐ Wants to meet/interact with other Rotary spouses/partners/families
- ☐ Other \_\_\_\_\_

Thank you for taking the time to complete this questionnaire and for your commitment to improving our club.