

"These findings show something we rarely see:
improvement in all dimensions of employee relations."

Michael O'Neil, researcher

Coalition Union Members' Views on Our Jobs, Employer, Unions and Partnership

In February and March 2005, the Coalition of Kaiser Permanente Unions commissioned a scientific telephone poll. The goal: gauge our job satisfaction, as well as our attitudes toward Kaiser Permanente, our unions and the Labor Management Partnership. The poll, conducted by O'Neil Associates Inc., surveyed 1,536 members of Coalition Unions. The margin of error is plus or minus 2.5 percent. Here's our report to our members.

THE POLL FINDS

- Our job satisfaction is high and growing.
- Our attitudes toward Kaiser Permanente are mixed but have improved significantly.
- Our attitudes toward our unions are very positive.
- We view the Labor Management Partnership positively, though we still set it as an ideal we aspire to rather than our day-to-day reality at work.

Attitudes Toward Kaiser Permanente

OUR ATTITUDES TOWARD KAISER PERMANENTE ARE MIXED BUT HAVE IMPROVED SIGNIFICANTLY.

UNION MEMBERS HAVE GROWING CONFIDENCE IN THE QUALITY OF HEALTH CARE PROVIDED BY KAISER PERMANENTE.

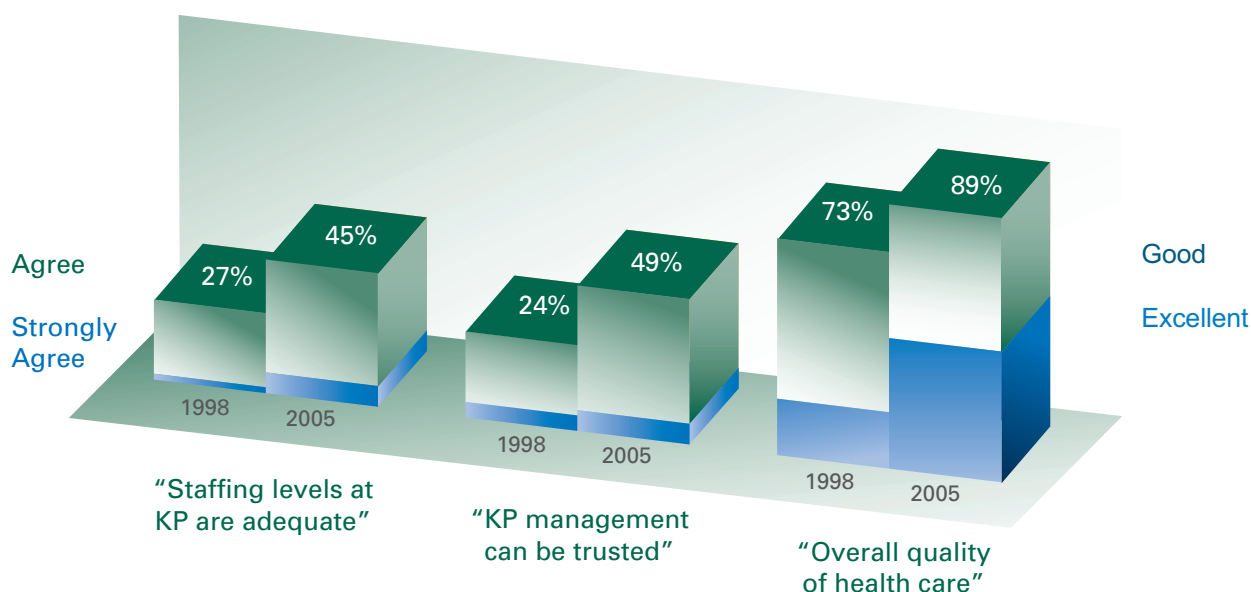
- Fully 89 percent rate the quality of Kaiser Permanente's health care as either good or excellent, up from 73 percent in 1998.
- Fully 90 percent agree or strongly agree with the statement that they would recommend Kaiser Permanente health care to a friend—up 16 percentage points from 1998.
- Forty-five percent of respondents agreed or strongly agreed that staffing levels at Kaiser Permanente are adequate. That's not a majority but it is much higher than the proportion who agreed in 1998.
- Fifty-five percent say patient care over the last few years is either much better or somewhat better. Only 25 percent held that view in 1998.

Almost half said management can be trusted—double the proportion in 1998, when 24 percent agreed or strongly agreed with that statement.

But, still, only seven percent "strongly" agreed with that statement in 2005. So, there is substantial room for improvement.

Fully 93 percent say they would probably or definitely recommend Kaiser Permanente as a place to work, up from 82 percent in 1998.

CHART ATTITUDES TOWARD KAISER PERMANENTE



Attitudes Toward Unions

OUR ATTITUDES TOWARD OUR UNIONS ARE VERY POSITIVE.

WE BELIEVE OUR UNIONS SERVE A GREATER GOOD.

- Fully 71 percent of members say our unions are a positive force in improving the quality of care at Kaiser Permanente. That's up 19 percentage points since 1998.
- More than half of respondents say the militancy of their union is about right, but 36 percent say their union currently is not militant enough.
- Three-quarters of respondents say they are willing to put in effort to make their union successful.
- Fully 71 percent say Kaiser Permanente workers have done better in contract negotiations since all the Kaiser Permanente unions began working together.

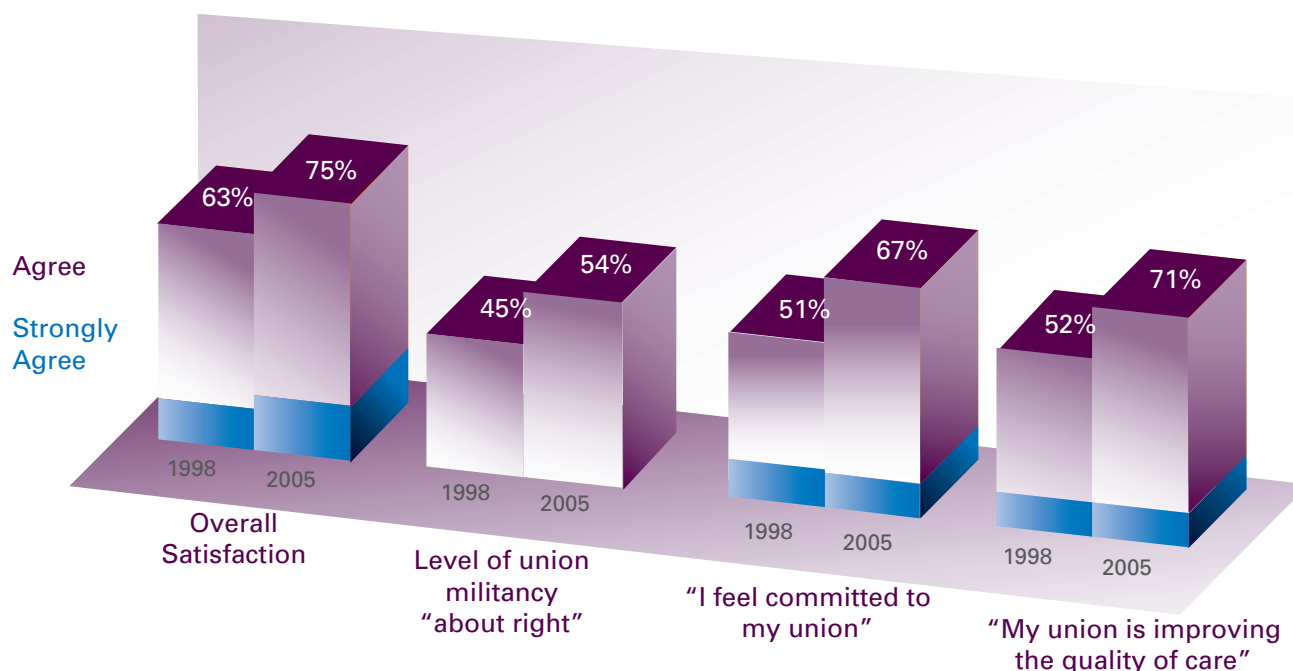
The overall satisfaction with our unions has grown from 63 percent in 1998 to 75 percent in 2005.

Fifty-nine percent say their local union leaders demonstrate good leadership abilities, up from 46 percent in 1998.

Sixty-one percent of respondents believe the union listens to what members have to say, up from 51 percent in 1998.

Fifty-seven percent say unions do a good job communicating with members, up from 47 percent in 1998.

CHART ATTITUDES TOWARD UNIONS



Attitudes Toward the Labor Management Partnership

WE VIEW THE LABOR MANAGEMENT PARTNERSHIP AS A POSITIVE IDEAL, BUT NOT YET A REALITY.

FULLY 77 PERCENT OF UNION MEMBERS SAY ESTABLISHING THE PARTNERSHIP WAS THE RIGHT DECISION.

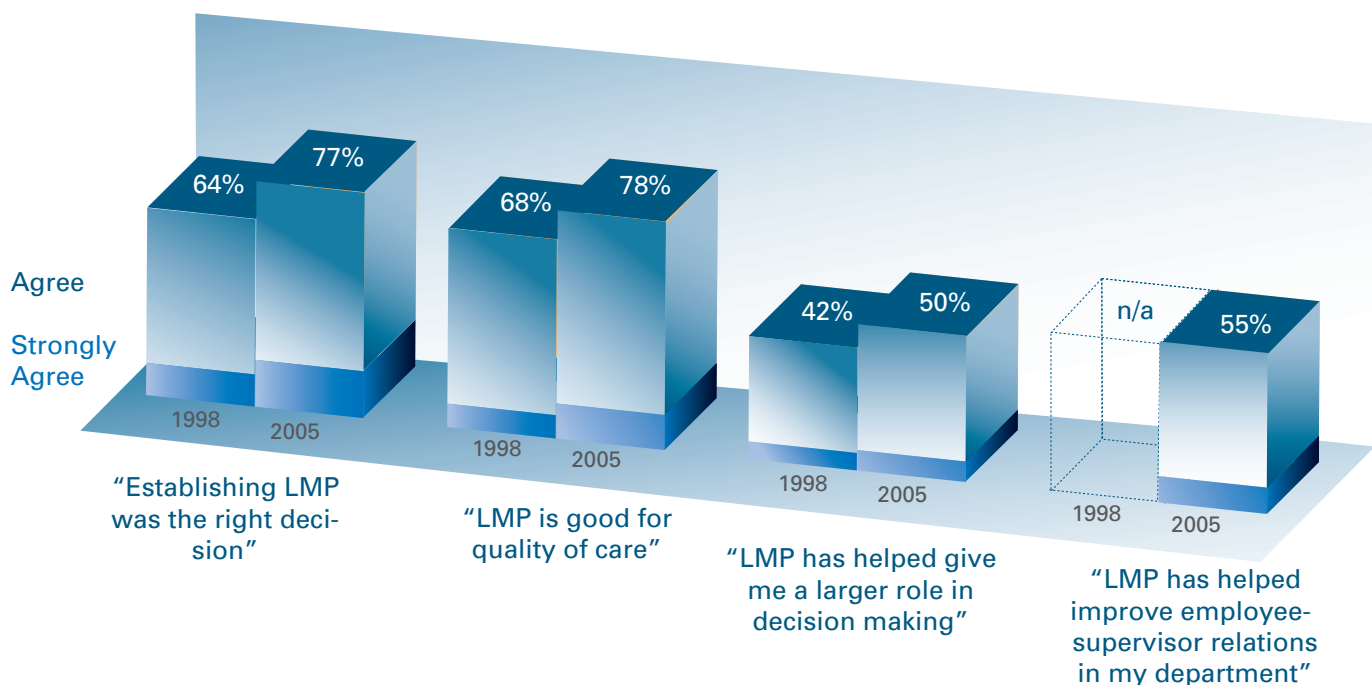
- Seventy-eight percent say the Partnership has improved the quality of care.
- Seventy-four percent say it has improved labor relations.
- Seventy-three percent say it helps unions better represent workers.
- Sixty-nine percent say it has had a positive impact on working conditions.

Only half of union members responding say the Partnership has given them a larger role in decision making. And only 55 percent say it has helped improve employee-supervisor relations in their department.

“People can clearly see the big-picture benefits of the LMP. But for those benefits to percolate down to the day-to-day workplace, a change in everyday relationships is needed. This is inherently harder to achieve.”

Michael O’Neil, researcher

CHART ATTITUDES TOWARD THE LABOR MANAGEMENT PARTNERSHIP



Job Satisfaction

OUR JOB SATISFACTION IS HIGH AND GROWING.

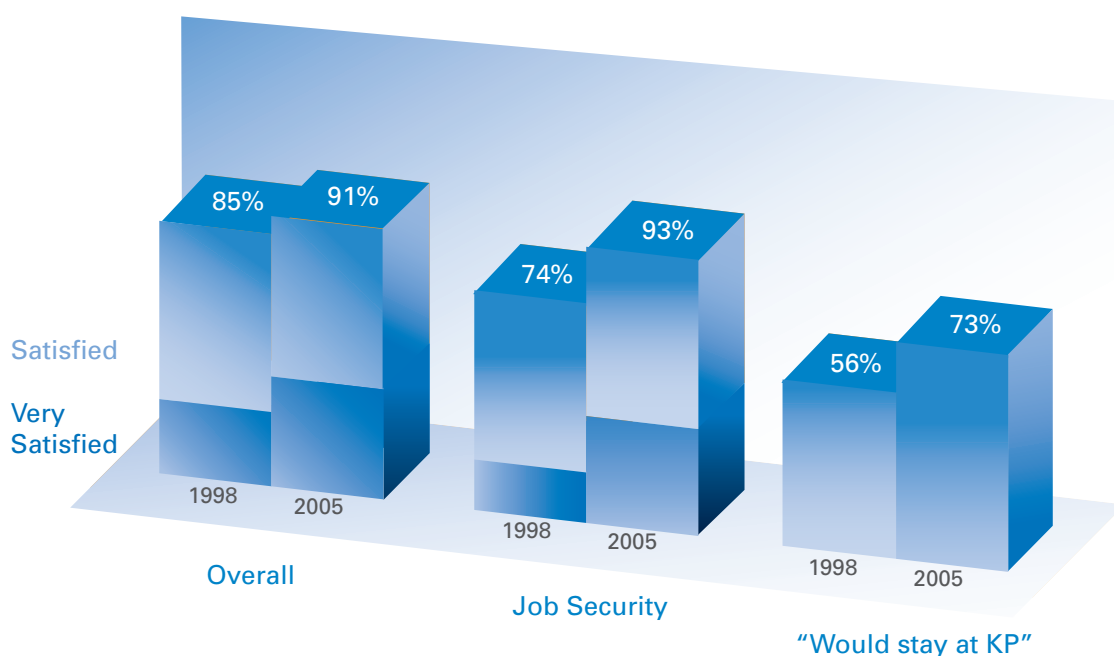
WE ARE NEARLY UNANIMOUS IN OUR JOB SATISFACTION.

- Fully 91 percent of respondents said they were satisfied or very satisfied with their job. That's up six points from 1998.
- The proportion who say they are "very satisfied" jumped from 25 percent in 1998 to 37 percent in 2005.
- Satisfaction with job security is at 93 percent, up 19 points since 1998.
- Nearly three-quarters of employees say that, if offered the same pay and benefits elsewhere, they would choose to stay at Kaiser Permanente.

Kaiser Permanente employees were the most satisfied with the meaningfulness of the job done providing quality healthcare, relationships with co-workers, and benefits.

These factors also produced high levels of satisfaction in 1998.

CHART JOB SATISFACTION





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