

Here's what a typical agent or rep thinks about the job...

Thank You to those agents and reps who took the time to complete the recent CWA opinion survey.

This is a sketch of the results, with selected quotes from the agents, and on the back you will find statistical data for the major questions.

We will compile a further report of written responses or suggestions.

Stress:

Quote (CLT): "The more we push to perform with less staffing, the more they keep pushing us."

Survey results show the typical opinion of both reps and agents is that the job is more stressful than a year ago (88% agreed), and much of that stress is due to management actions – primarily understaffing and persistent pressure to meet statistical requirements (on-time departure, kiosk usage, res call time, etc.).

Quote (PHL): "Herding our passengers is not good customer service."

Another major source of stress, one that comes with the territory when you work in passenger service, is the behavior of irate customers. 54% felt unreasonable expectations of customers lead to increases in employee stress – but 48% felt many of those customer complaints are legitimate because of airline cutbacks in service (staffing), lengthy delays at airport security points, and expensive rule changes (primarily change and standby fees).

Service Levels:

Quote (PIT): "Short staffing does not permit proper, courteous interactions with the passengers."

A typical agent or rep believes that the level of service to the customer has seriously declined (92% believe that). Again, many attribute the decline to cutbacks in staffing, but also to customer policies that are rigid, cutbacks in services, and employee speed-up that doesn't allow enough time to properly service the customer. Opinion is split on whether agents and reps are given enough latitude to make independent judgments with customers. – 44% say they are given enough latitude, 52% do not agree.

Kiosks:

Quote (BOS): "We need more smiles, not more kiosks."

Quote (TPA): "Kiosk issued the wrong boarding pass to a customer with a similar name and it was not caught until the passenger was on board the aircraft."

Very negative opinions among the airport agents. Most (77%) feel management is overemphasizing the kiosks. The typical agent feels that passengers don't want to be pushed to use the kiosks, that most customers would rather deal with an agent, and that there are a lot of situations a kiosk can't handle. Reality check: most agents feel that all airlines will eventually adopt kiosks, and that kiosks definitely reduce the number of agent jobs.

Res Work Measurements:

Quote (INT Res): "Nothing is ever good enough! With recent changes in reissue process and UAL Awards, AWT and AHT have increased through no fault of ours!"

Again, reps have a very low opinion of the work measurement system. 66% feel that res work measurements are necessary, but that US Airways' version of them is too strict, are constantly changing, don't take into account unique problems, and they undermine customer satisfaction by emphasizing speed over content and service.

Airport Rage:

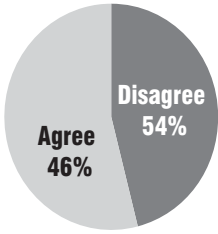
Quote (MHT): "Pax was arrested for knocking me to the floor. I suffered a concussion and some permanent hearing loss. Court case pending."

It is alarming that 44% of airport agents say they have seen or experienced an airport rage incident within the last six months. Even allowing for various definitions of rage, this indicates that extreme irate behavior is making a comeback after diminishing greatly in the immediate post-9/11 era. We will be addressing this issue going forward, especially since we were able to get the law changed to make airport rage a federal offense. Now, it seems, we have to work on improving enforcement and prosecution.

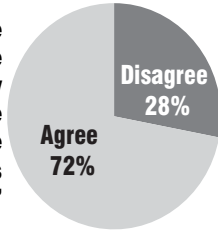
Survey results will be used by the CWA Local Presidents and staff to prepare goals and objectives for the coming period.

Statistical data for the major questions in the CWA agent/rep opinion survey...

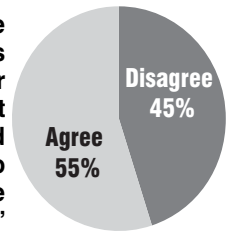
"I have the latitude I need to make independent judgments with customers."



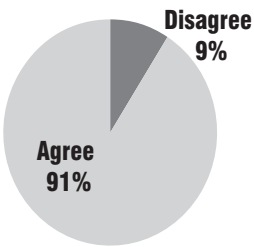
We have some policies in place that don't allow us to give the quality service that customers deserve."



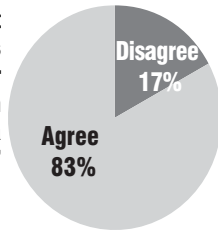
"There have been times when our management has compromised security to meet on-time requirements."



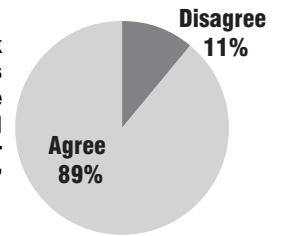
"We do not have enough personnel to complete assigned tasks."



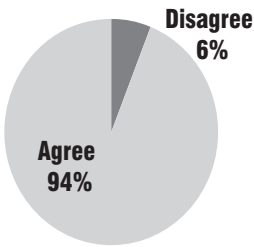
"Most customers would rather deal with an agent than a kiosk."



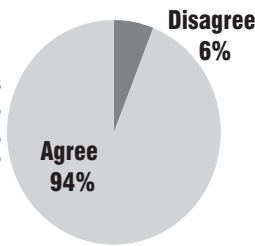
"Our Res work measurements undermine good customer service."



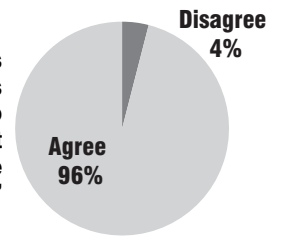
"We are understaffed and pass svc suffers as a result."



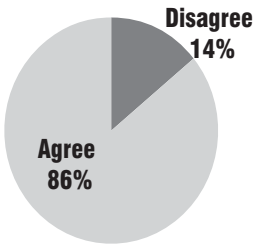
"Passengers don't like to be pushed to use the kiosks."



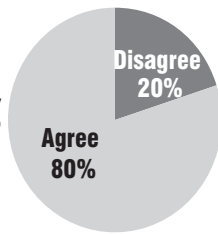
"Our Res measurements don't take into account unique problems."



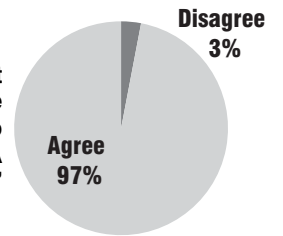
"My workload is unreasonable and that causes stress."



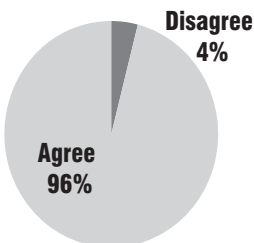
"All airlines will eventually adopt kiosks."



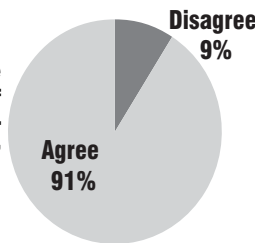
"Is it important to have the option to take FMLA leave?"



"Service to our customers has declined."



"Kiosks reduce the number of passenger service jobs."



"Have you seen or experienced an airport rage incident within the last six months?"

