

REQUEST FOR RECORDS DISPOSITION AUTHORITY (See Instructions on reverse)		LEAVE BLANK (NARA.us only)	
TO: NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR) WASHINGTON, DC 20408		JOB NUMBER <u>NI-480-01-2</u>	
1. FROM (Agency or establishment) Federal Labor Relations Authority		DATE RECEIVED <u>6/11/01</u>	
2. MAJOR SUBDIVISION Office of the Executive Director		NOTIFICATION TO AGENCY In accordance with the provisions of 44 U.S.C. 3303a the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	
3. MINOR SUBDIVISION			
4. NAME OF PERSON WITH WHOM TO CONFER Harold D. Kessler	5. TELEPHONE (202) 482-6690 x440	DATE <u>10-26-01</u>	ARCHIVIST OF THE UNITED STATES <u>[Signature]</u>
6. AGENCY CERTIFICATION I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached <u>2</u> page(s) are not now needed for the business of this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies, <input checked="" type="checkbox"/> is not required; <input type="checkbox"/> is attached; or <input type="checkbox"/> has been requested.			
DATE <u>4/11/01</u>	SIGNATURE OF AGENCY REPRESENTATIVE <u>[Signature]</u>	TITLE <u>Director ASD</u> Asst. to the Executive Director	
7. ITEM NO.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)
	See Attached		

Office of the Executive Director
Special Assistant to the Executive Director

The Federal Labor Relations Authority (FLRA) undertook a survey of its customers in November 1997 to assess the effectiveness of each of the programs it administers, namely, unfair labor practice proceedings; representation proceedings; negotiability appeals; exceptions to arbitration awards; and, collaborative and alternative dispute resolution. The overall objective of the survey was to ascertain customers' perceptions of the FLRA's services and how these services can be improved to meet the customers' needs. The survey was designed to measure the following: customer satisfaction with the agency's processes; impact of its decisions and the General Counsel's (OGC) policies and guidelines; and, the effectiveness of the work that FLRA performs.

FLRA used a contractor to conduct the survey, analyze its results, and prepare a final report. The survey was distributed to 4,703 representatives of agencies and unions who used the Authority's and OGC's processes in 1996 and/or 1997 and to individual participants and FLRA employees who appeared as a party before other FLRA components. The agency identified potential respondents through lists maintained by each component of parties who filed cases or who were parties to cases processed before the Authority and the OGC. 1,674 completed forms were received during the allotted survey periods, representing a 38% response rate based on the total of potential respondents. Written comments within each of the sections of the survey and overall comments were recorded by respondents. The written comments were included in the final report that was issued in September 1998, as was a copy of the questionnaire used to survey the respondents.

1. Federal Labor Relations Authority (FLRA) Customer Survey Files – 1997. The survey consisted of groups of questions to be answered by all respondents and by specific groups of respondents based on cases in which they were a participant during 1996 and/or 1997. The first section of the survey addressed perceptions about how well the FLRA has met its goals and objectives as set forth in its strategic plan. All respondents were asked to answer these questions.

Four sections of the survey addressed perceptions about specific programs: Unfair Labor Practice Charges (ULP), Representation Petitions (REP), Negotiability Appeals (NEG) and Exceptions to Arbitration Awards (ARB). Respondents were asked to provide perceptions about these programs only if they were a participant in cases that involved the program during 1996 and/or 1997.

Three other sections included in the survey were designed for all respondents to answer:

1) perceptions about the quality of decisions rendered by the Authority component; 2) alternative dispute resolution and labor-management training services; and, 3) initiatives implemented by

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the agency, the Office of the General Counsel, and the Authority. Demographic information and an overall level of satisfaction were gathered in the last section of the survey from all respondents.

- a. Completed Questionnaires. Cut off at the conclusion of the survey. Destroy 3 years after cutoff.
- b. Executive Summary and Final Report.
 1. Record set (one copy of the Executive Summary and Final Report). Permanent. Transfer to the National Archives upon approval of this schedule.
 2. All other copies. Destroy in office space when no longer needed for current business or when obsolete.

2. 1997 Customer Survey Subject File. Records dealing with the development and administration of the 1997 Customer Survey. These include drafts of statement of work, copies of requisitions, notes, working papers, management briefing, internal correspondence with other FLRA units about the development of survey questions, copies of other agencies' questionnaires, milestones for the development of the survey questionnaire, development of address lists, status reports, copies of email messages, and related records. Arranged by subject.

Destroy in office space when 3 years old or when no longer needed for current business, whichever occurs first.

3. Electronic mail and word processing records

items 1b and

Electronic copies of records in ~~item 2~~ that are created on electronic mail and word processing systems and used solely to generate a recordkeeping copy of records. Also includes copies of records created by electronic mail and word processing systems that are maintained for dissemination, revision, or updating.

(a) Copies of records that have no further administrative value after the recordkeeping copy is made. Includes copies maintained by individuals in personal files, personal electronic mail directories, or other personal directories on hard disk or network drives, and copies on shared network drives that are used only to produce the recordkeeping copy.

Destroy/delete within 1 year after the recordkeeping copy has been produced.

(b) Copies used for dissemination, revision, or updating that are maintained in addition to

Destroy/delete when dissemination, revision, or updating is completed.

Changes approved.

For FLRA.

Shirley M. Doolittle 8/7/01

For NARA.

Charles Brett 8/10/01