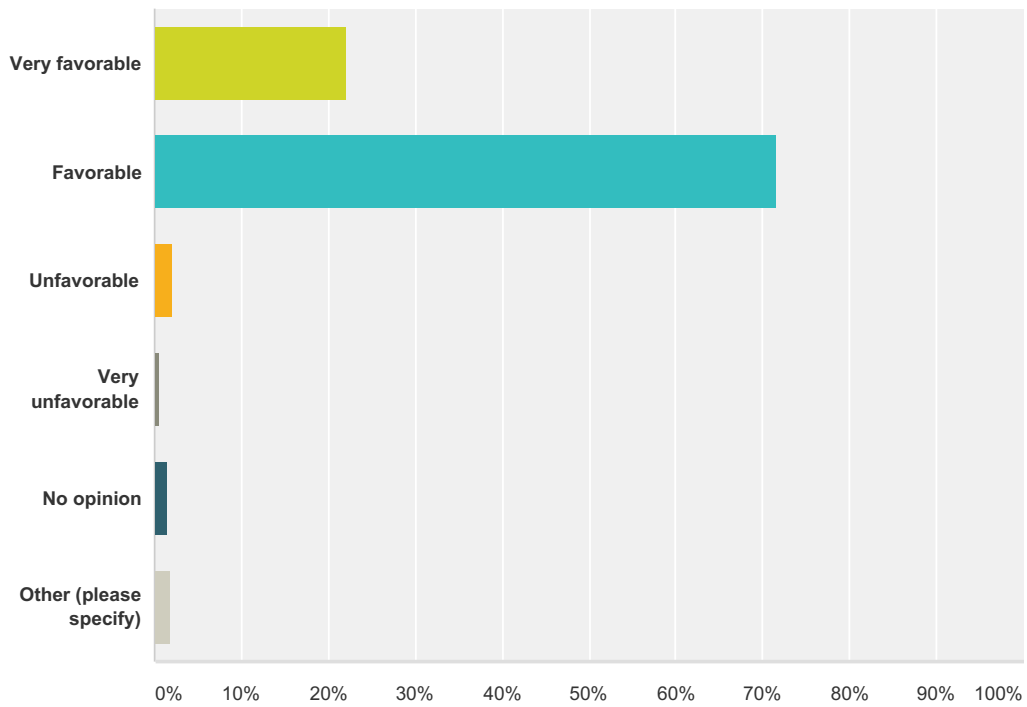


### Q1 What is your perception of the business climate in West Michigan?

Answered: 594 Skipped: 0



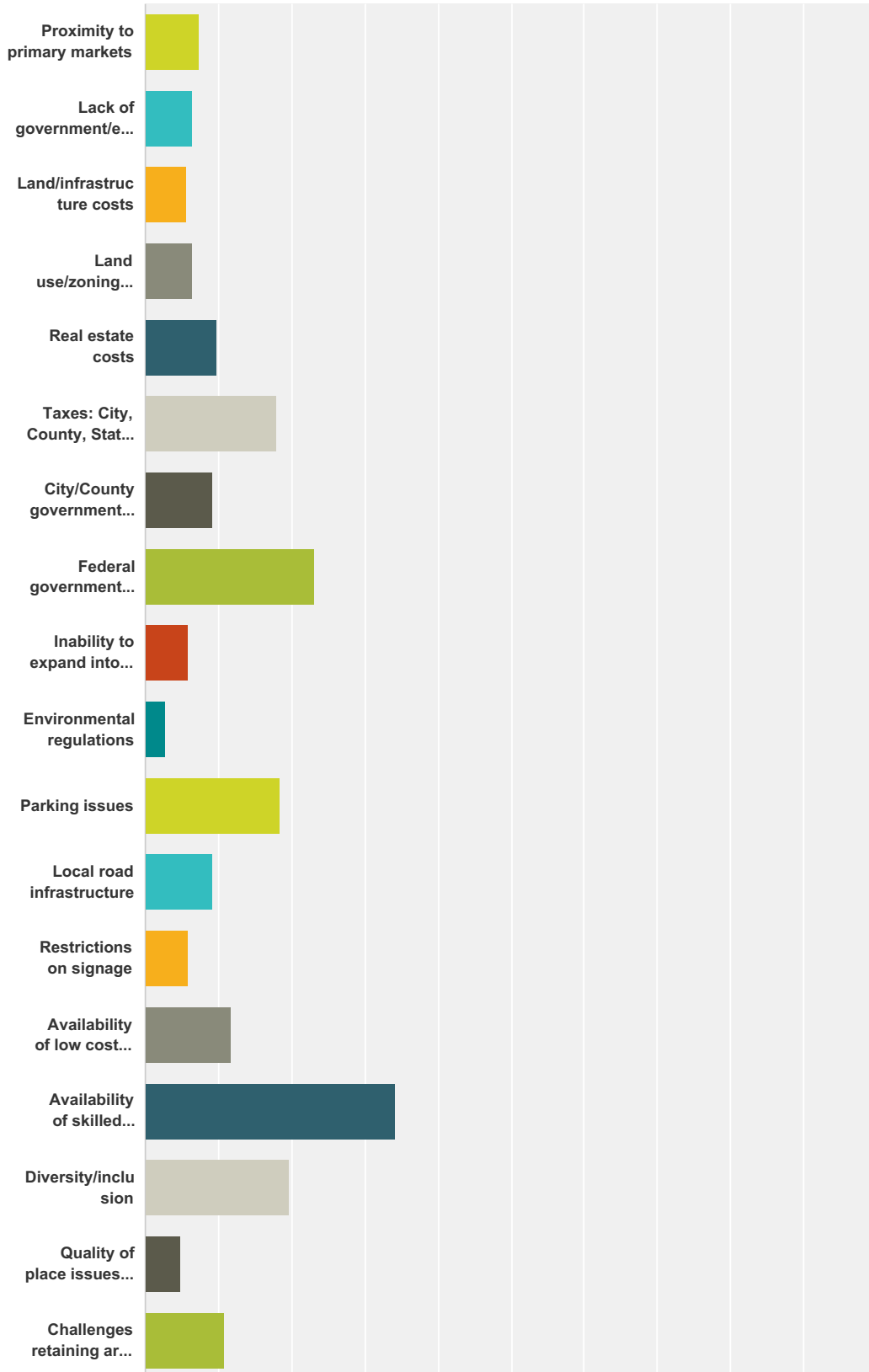
Answer Choices	Responses	
Very favorable	22.22%	132
Favorable	71.55%	425
Unfavorable	2.19%	13
Very unfavorable	0.67%	4
No opinion	1.52%	9
Other (please specify)	1.85%	11
<b>Total</b>		<b>594</b>

**Q2 Are there specific rules or regulations impacting your business that are unnecessary or burdensome? If so, please list which ones and your specific concerns.**

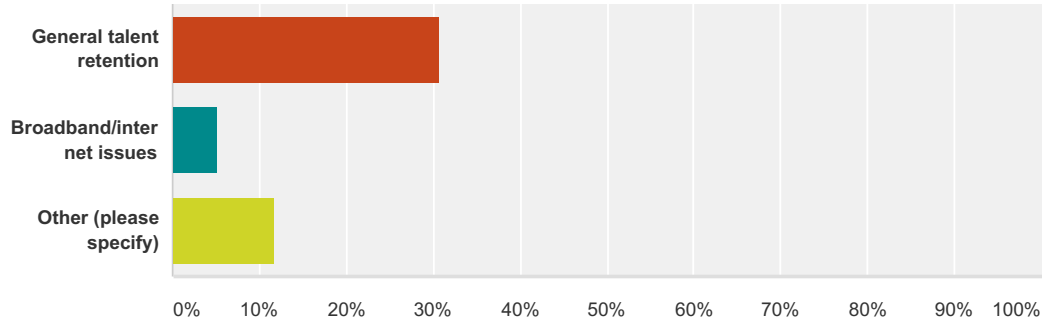
Answered: 253 Skipped: 341

### Q3 What are the impediments to sustaining or growing your business ? (select top three)

Answered: 594 Skipped: 0



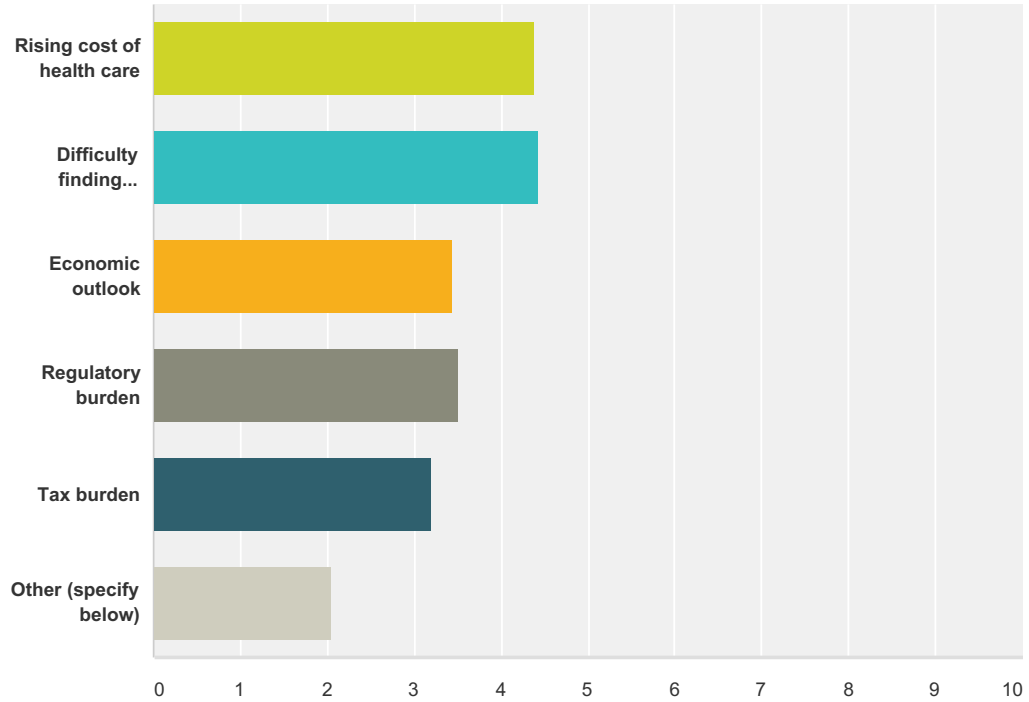
## 2017 Chamber Government Affairs Survey



Answer Choices	Responses
Proximity to primary markets	7.24% 43
Lack of government/economic development incentives	6.40% 38
Land/infrastructure costs	5.56% 33
Land use/zoning policies	6.40% 38
Real estate costs	9.76% 58
Taxes: City, County, State, Federal	18.01% 107
City/County government regulations	9.09% 54
Federal government regulations	23.23% 138
Inability to expand into other markets	5.89% 35
Environmental regulations	2.69% 16
Parking issues	18.35% 109
Local road infrastructure	9.26% 55
Restrictions on signage	5.89% 35
Availability of low cost labor	11.62% 69
Availability of skilled labor	34.18% 203
Diversity/inclusion	19.53% 116
Quality of place issues make external recruiting challenging	4.88% 29
Challenges retaining area college students upon graduation	10.94% 65
General talent retention	30.64% 182
Broadband/internet issues	5.22% 31
Other (please specify)	11.78% 70
<b>Total Respondents: 594</b>	

**Q4 What is the top concern for your business? Please rank the the following with "1" being the greatest concern and "6" being the least.**

Answered: 496 Skipped: 98



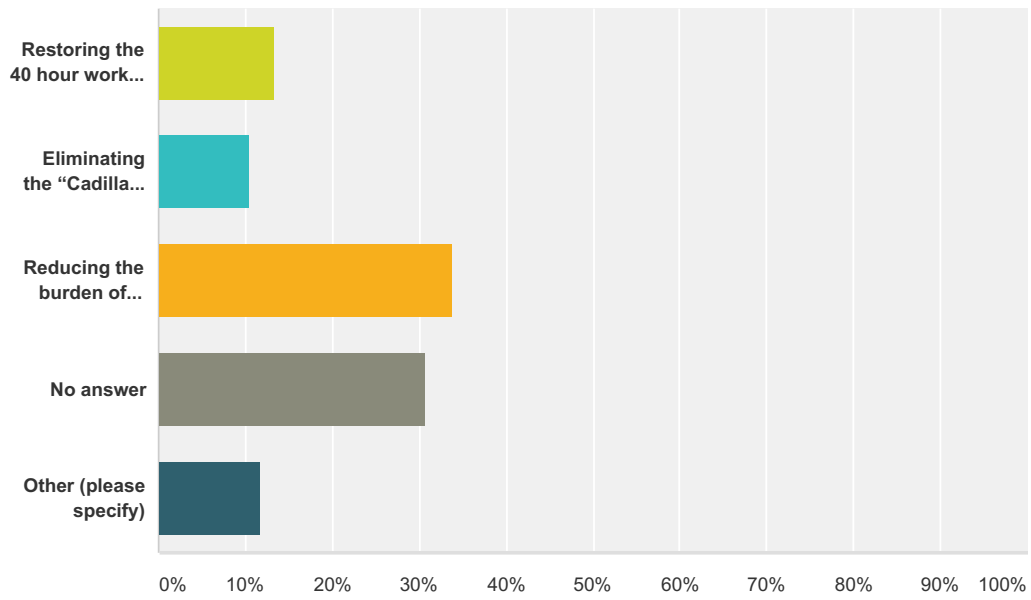
	1	2	3	4	5	6	Total	Score
Rising cost of health care	24.80% 123	31.25% 155	17.54% 87	14.11% 70	8.87% 44	3.43% 17	496	4.39
Difficulty finding qualified talent	33.27% 165	23.39% 116	16.53% 82	10.08% 50	13.10% 65	3.63% 18	496	4.43
Economic outlook	12.70% 63	14.31% 71	18.75% 93	21.57% 107	24.19% 120	8.47% 42	496	3.44
Regulatory burden	13.51% 67	12.70% 63	21.98% 109	20.97% 104	24.40% 121	6.45% 32	496	3.51
Tax burden	6.85% 34	11.09% 55	21.17% 105	27.02% 134	23.19% 115	10.69% 53	496	3.19
Other (specify below)	8.87% 44	7.26% 36	4.03% 20	6.25% 31	6.25% 31	67.34% 334	496	2.04

**Q5 Other:**

Answered: 198 Skipped: 396

### Q6 What reform to the Affordable Care Act would be most beneficial to your business?

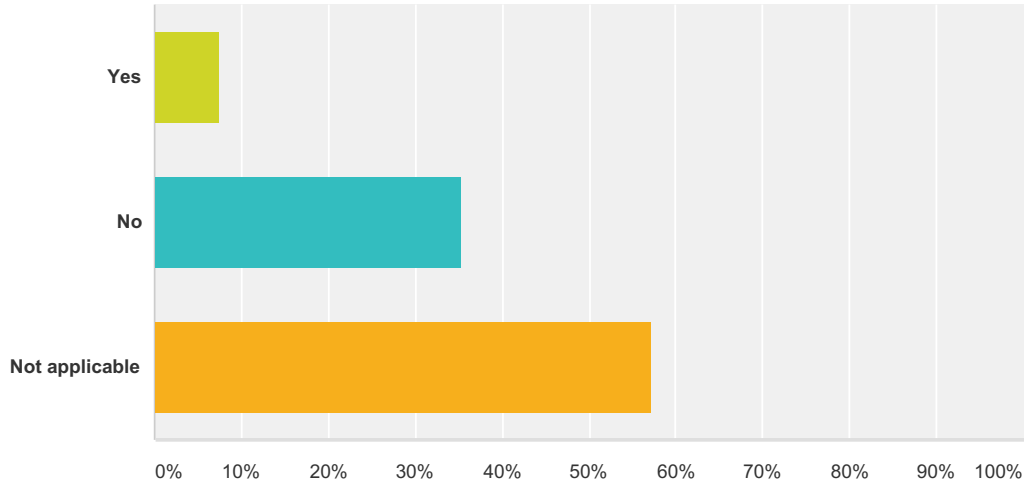
Answered: 477 Skipped: 117



Answer Choices	Responses
Restoring the 40 hour work week	13.42% 64
Eliminating the "Cadillac Tax"	10.48% 50
Reducing the burden of compliance	33.75% 161
No answer	30.61% 146
Other (please specify)	11.74% 56
<b>Total</b>	<b>477</b>

**Q7 If you are a small business, has the 50-employee threshold in the Affordable Care Act kept you from hiring?**

Answered: 477 Skipped: 117

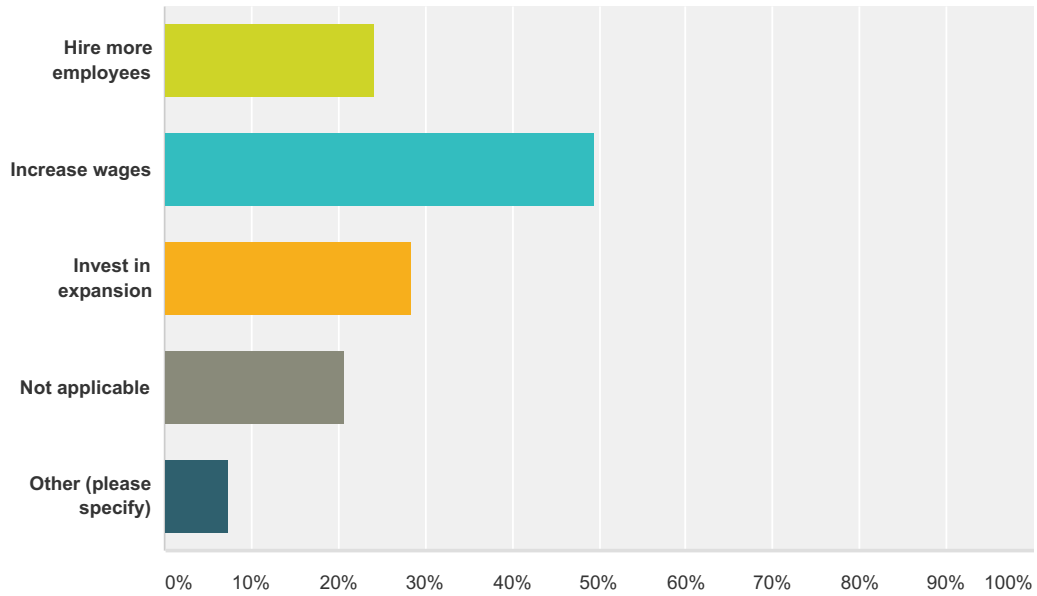


Answer Choices	Responses
Yes	7.55% 36
No	35.22% 168
Not applicable	57.23% 273
<b>Total</b>	<b>477</b>



**Q8 Over the last few years, the cost of health care has been a top concern. If the cost of health care were contained, what would you do?**

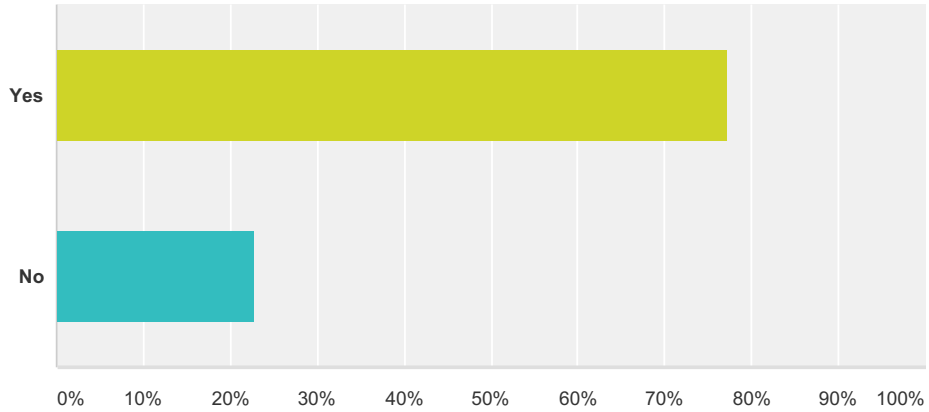
Answered: 477 Skipped: 117



Answer Choices	Responses
Hire more employees	24.32% 116
Increase wages	49.48% 236
Invest in expansion	28.30% 135
Not applicable	20.75% 99
Other (please specify)	7.34% 35
<b>Total Respondents: 477</b>	

**Q9 Has your firm hired and/or added new positions in the last twelve months due to business growth?**

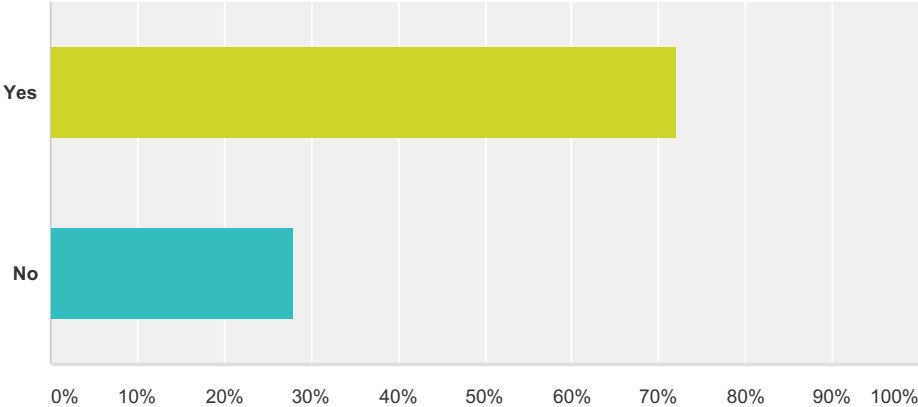
Answered: 427 Skipped: 167



Answer Choices	Responses
Yes	77.28% 330
No	22.72% 97
<b>Total</b>	<b>427</b>

### Q10 Did your firm have any difficulty finding qualified applicants?

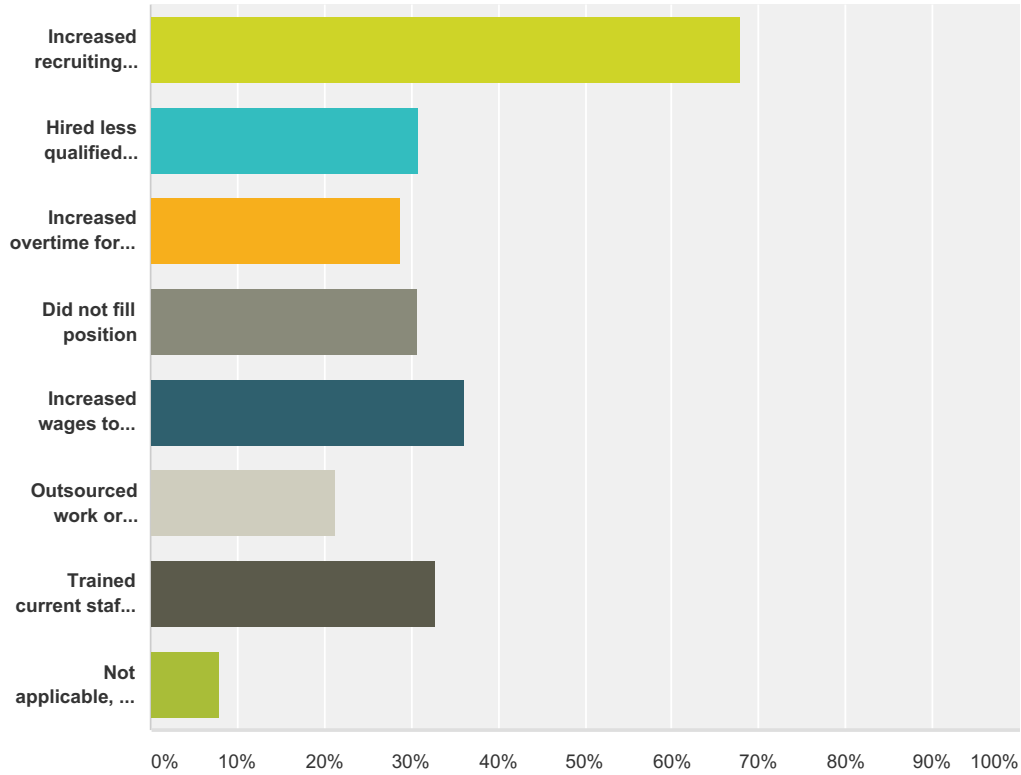
Answered: 421 Skipped: 173



Answer Choices	Responses	
Yes	71.97%	303
No	28.03%	118
<b>Total</b>		<b>421</b>

**Q11 If "Yes" to #10...How did your business respond to the difficulty finding qualified applicant? (select all that apply)**

Answered: 330 Skipped: 264



Answer Choices	Responses
Increased recruiting efforts	67.88% 224
Hired less qualified workers	30.91% 102
Increased overtime for current workers	28.79% 95
Did not fill position	30.61% 101
Increased wages to attract more qualified workforce	36.06% 119
Outsourced work or purchased services from another firm	21.21% 70
Trained current staff to fill the position	32.73% 108
Not applicable, we had no difficulty finding qualified workers	7.88% 26
<b>Total Respondents: 330</b>	

**Q12 What specific job titles or positions are the most difficult for your business to hire and retain?**

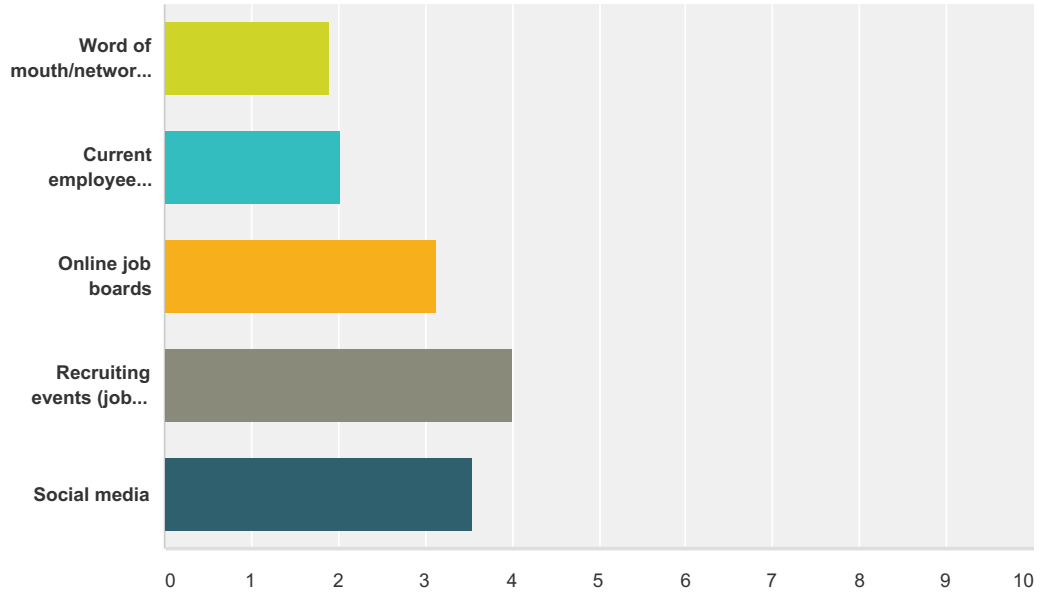
Answered: 303 Skipped: 291

**Q13 What specific job skills or certifications are the most difficult for your business to hire and retain?**

Answered: 241 Skipped: 353

**Q14 Please RANK the following recruitment tools, where 1 is most valuable in finding qualified workers for your business and 5 is the least valuable.**

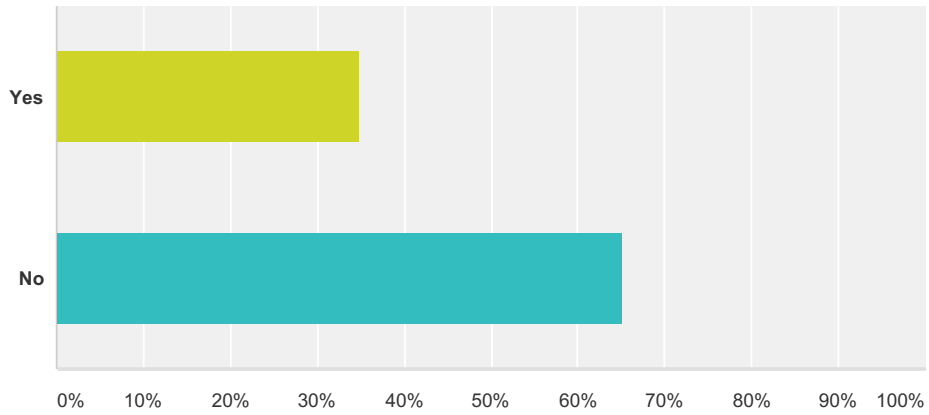
Answered: 409 Skipped: 185



	1: Most valuable	2	3	4	5: Least valuable	Total	Weighted Average
Word of mouth/networking	43.68% 159	35.16% 128	12.09% 44	4.95% 18	4.12% 15	364	1.91
Current employee referral	35.73% 134	39.20% 147	15.20% 57	7.47% 28	2.40% 9	375	2.02
Online job boards	17.53% 61	11.21% 39	29.89% 104	22.70% 79	18.68% 65	348	3.14
Recruiting events (job fairs, ReThink West Michigan, etc.)	3.33% 12	5.56% 20	18.06% 65	33.06% 119	40.00% 144	360	4.01
Social media	4.65% 18	14.73% 57	27.91% 108	27.39% 106	25.32% 98	387	3.54

**Q15 The Chamber supports efforts to reduce recidivism, including the Michigan Department of Corrections' training programs. Would you be interested in receiving resumes of returning citizens from the Chamber?**

Answered: 427 Skipped: 167

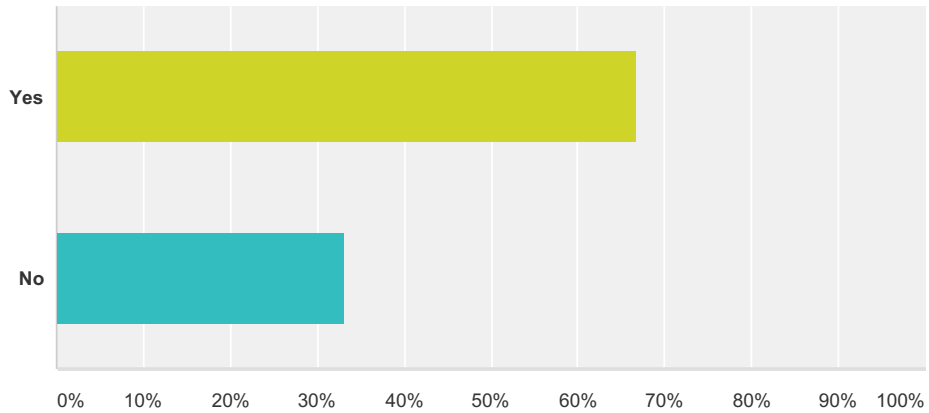


Answer Choices	Responses
Yes	34.89% 149
No	65.11% 278
<b>Total</b>	<b>427</b>



**Q16 The Chamber is an active partner in helping to address the specific issues facing our veterans, including employment. Would you be interested in learning more about hiring a veteran or receiving resumes of veterans from the Chamber?**

Answered: 427 Skipped: 167



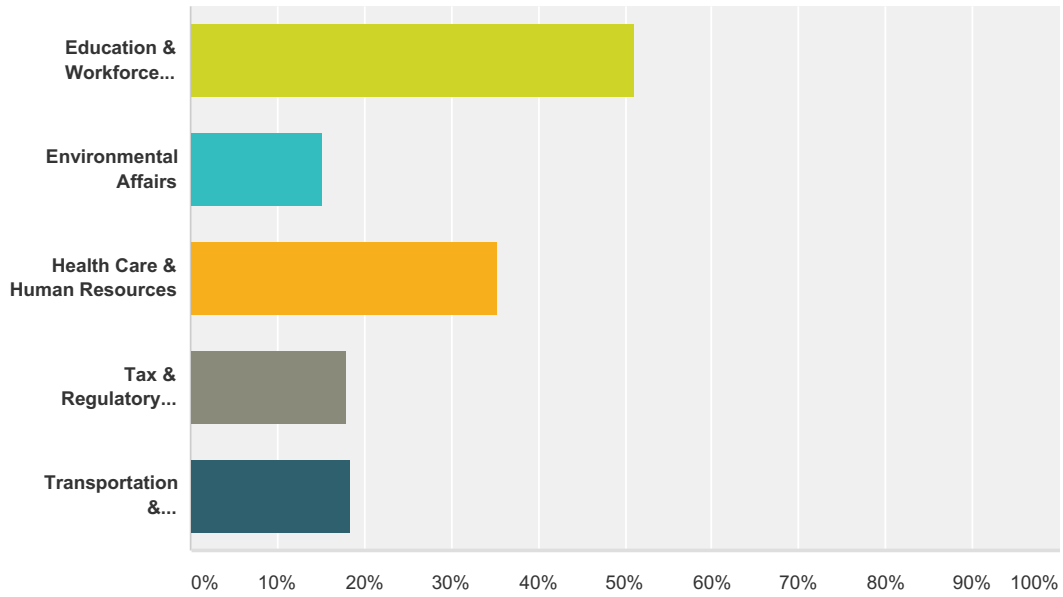
Answer Choices	Responses	
Yes	66.74%	285
No	33.26%	142
<b>Total</b>		<b>427</b>

**Q17 Overall, what do you think is the single most important policy issue for the Grand Rapids Area Chamber of Commerce to focus on in the coming year?**

Answered: 401 Skipped: 193

**Q18 The Chamber's Government Affairs policy committees serve as a valuable source of member input. Any member with interest can participate. If you would like to participate, please select the committees you are interested in.**

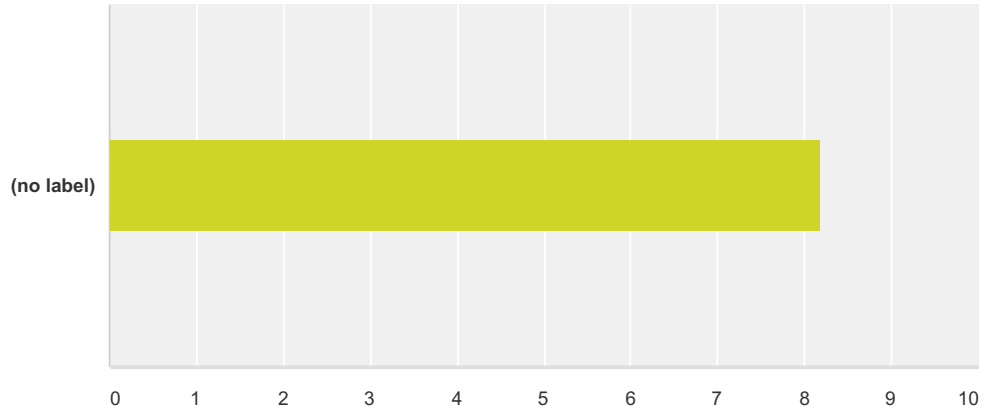
Answered: 190 Skipped: 404



Answer Choices	Responses
Education & Workforce Development	51.05% 97
Environmental Affairs	15.26% 29
Health Care & Human Resources	35.26% 67
Tax & Regulatory Affairs	17.89% 34
Transportation & Infrastructure	18.42% 35
<b>Total Respondents: 190</b>	

### Q19 Would you recommend a Grand Rapids Area Chamber of Commerce membership to a colleague?

Answered: 401 Skipped: 193



	Would not recommend	2	3	4	5	6	7	8	9	Highly recommend	Total	Weighted Average
(no label)	0.50% 2	0.25% 1	0.50% 2	0.25% 1	7.98% 32	6.98% 28	11.97% 48	25.44% 102	14.96% 60	31.17% 125	401	8.19

**Q20 Name:**

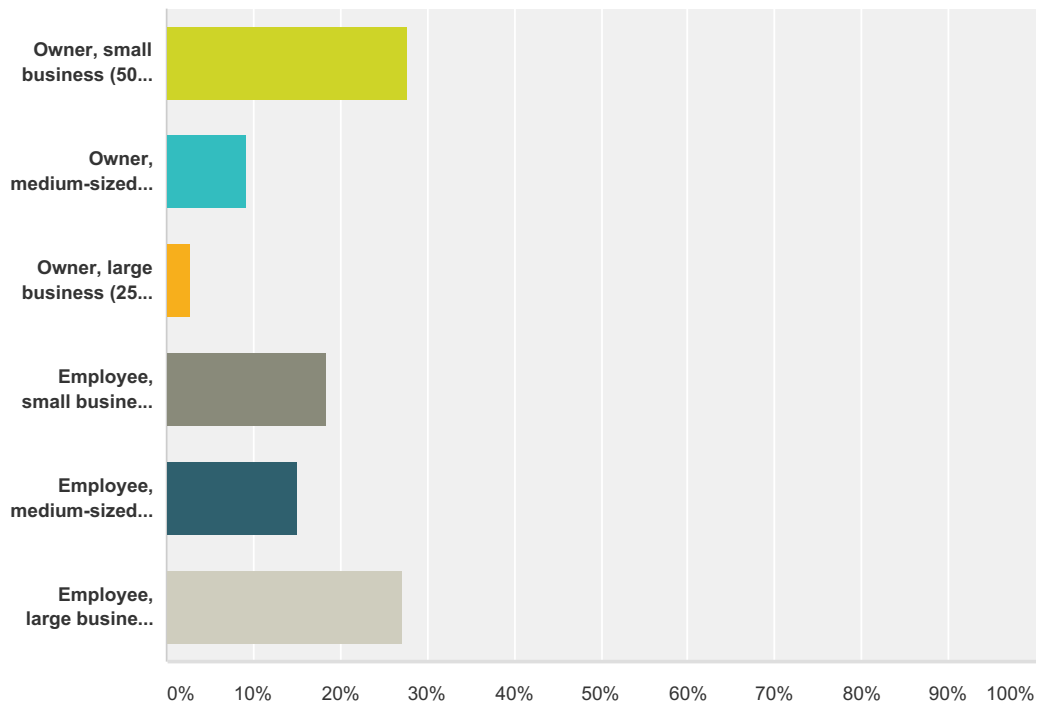
Answered: 259 Skipped: 335

**Q21 Company:**

Answered: 361 Skipped: 233

### Q22 Which of the following best describes your current status?

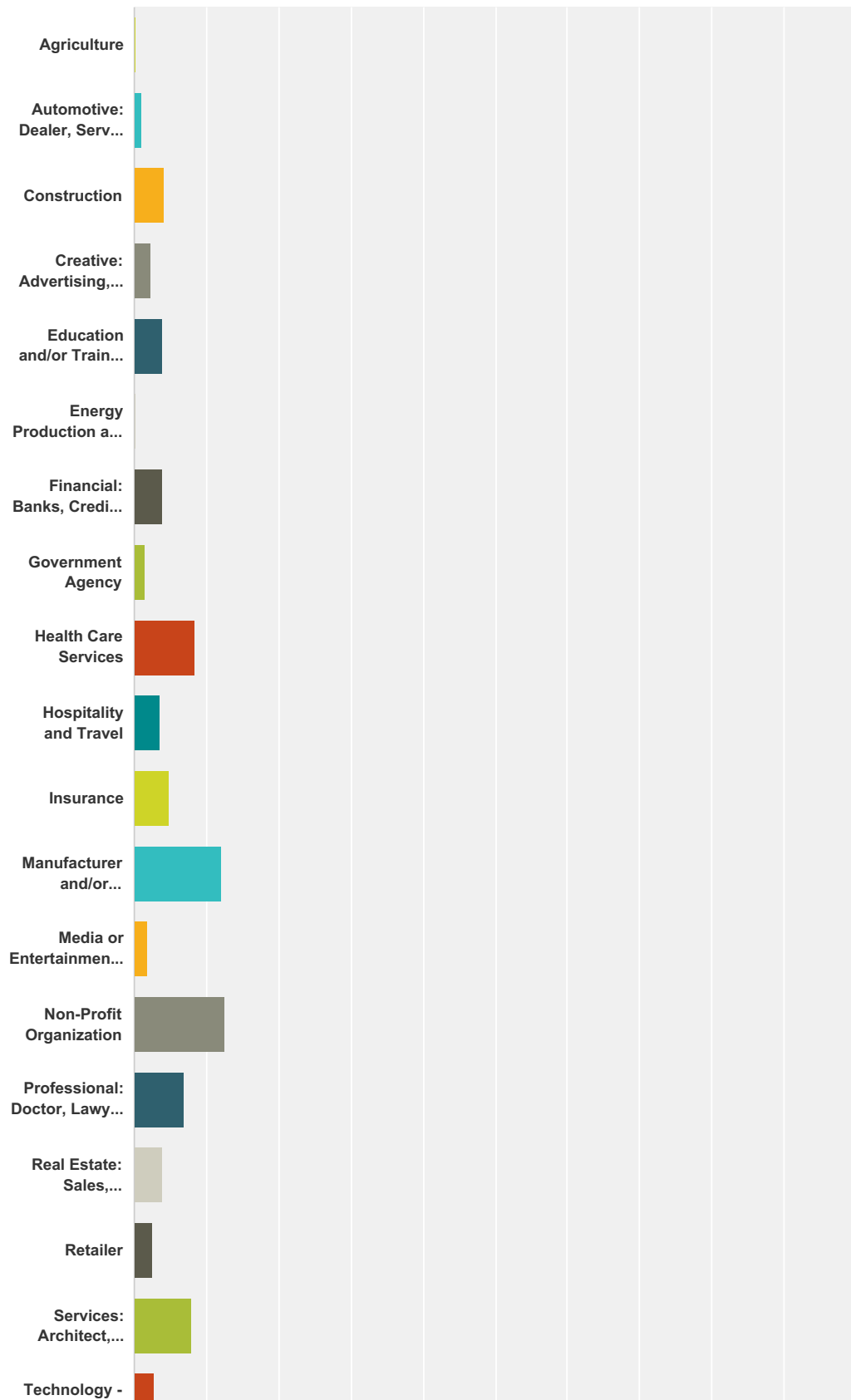
Answered: 361 Skipped: 233



Answer Choices	Responses	
Owner, small business (50 employees or fewer)	27.70%	100
Owner, medium-sized business (51-249 employees)	9.14%	33
Owner, large business (250+ employees)	2.77%	10
Employee, small business (50 employees or fewer)	18.28%	66
Employee, medium-sized business (51-249 employees)	14.96%	54
Employee, large business (250+ employees)	27.15%	98
<b>Total</b>		<b>361</b>

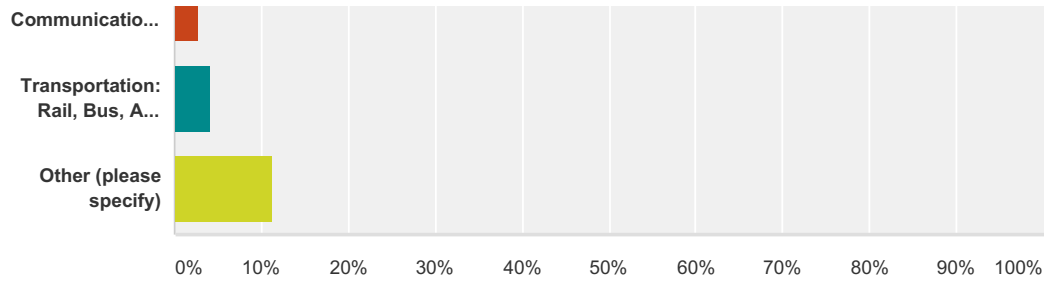
### Q23 How would you classify your business?

Answered: 361 Skipped: 233





## 2017 Chamber Government Affairs Survey



Answer Choices	Responses	
Agriculture	0.28%	1
Automotive: Dealer, Service Station, Repair Shop, etc.	1.11%	4
Construction	4.16%	15
Creative: Advertising, Marketing, Printing, Graphic Design, etc.	2.22%	8
Education and/or Training Services	3.88%	14
Energy Production and Services	0.28%	1
Financial: Banks, Credit Unions, Mortgage Lenders, etc.	3.88%	14
Government Agency	1.39%	5
Health Care Services	8.31%	30
Hospitality and Travel	3.60%	13
Insurance	4.71%	17
Manufacturer and/or Processor	12.19%	44
Media or Entertainment: Radio, TV, Print, Theater, etc.	1.94%	7
Non-Profit Organization	12.47%	45
Professional: Doctor, Lawyer, CPA, etc.	6.93%	25
Real Estate: Sales, Consultant, Broker	3.88%	14
Retailer	2.49%	9
Services: Architect, Engineering, Consulting, etc.	8.03%	29
Technology - Communications: Computer, Internet, Phones, etc.	2.77%	10
Transportation: Rail, Bus, Air, Truck Lines, Terminals, Distribution	4.16%	15
Other (please specify)	11.36%	41
<b>Total</b>		<b>361</b>