



NAUTILUS
INTERNATIONAL



Membership Survey 2015

a report by the Labour Research Department, May 2015

A message from the general secretary



Photograph by Stefan Lindberg

Nautilus works hard to be an organisation that fully reflects its members' views and experiences, and provides a range of services and support that meets their professional and personal needs.

To ensure that the Union is delivering these aims, we conduct regular independent membership surveys to obtain accurate feedback on the work carried out by Nautilus and to gather information on how the existing activities, services and benefits could be improved.

We know that in a rapidly changing world we cannot afford to stand still and that we should spare no effort in making sure our work remains relevant. This independent survey, conducted by the Labour Research Department, aims to help us to deliver those objectives.

The responses – which come from a fully representative cross-section of members – build on the findings of similar surveys conducted in 1999 and 2004 and will be used to shape our future direction.

This survey is just one of many ways in which members can help Nautilus to continue the process of improving and extending its activities and services for maritime professionals. We are a democratic union and we try to give members as many opportunities as possible to participate in our work. So please do get involved and continue to feed us with suggestions for the best ways in which we can help you.

My sincere thanks go to all those who participated in this survey – and you can be assured that Nautilus will be working hard in response to its results.



Mark Dickinson

General Secretary

Nautilus International

Introduction and methodology

This report is of the findings of a survey of Nautilus International members conducted by the Labour Research Department on behalf of the Union.

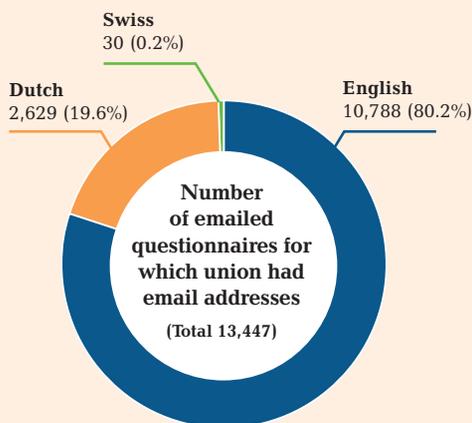
The 2015 Nautilus International membership survey is the third in a series of membership attitude surveys conducted by Nautilus and its UK-based predecessor union, NUMAST. The previous surveys were carried out in 1999 and 2004.

This is the first one to cover the three Nautilus member constituencies of the UK, the Netherlands and Switzerland.

The survey was conducted by means of an internet-based questionnaire sent by Nautilus to members with email contact addresses. The questionnaire was based on that used in the previous NUMAST surveys, but was adapted to reflect the change from a UK-based membership to an international one and also to reflect some of the changes within the maritime sector since the last survey.

In the light of this, the survey questionnaire was distributed in three languages – English, Dutch and Swiss Standard German – to send to the respective national branch members.

The questionnaire was emailed to a total of 13,447 members for whom the Union had email addresses. This number comprised:



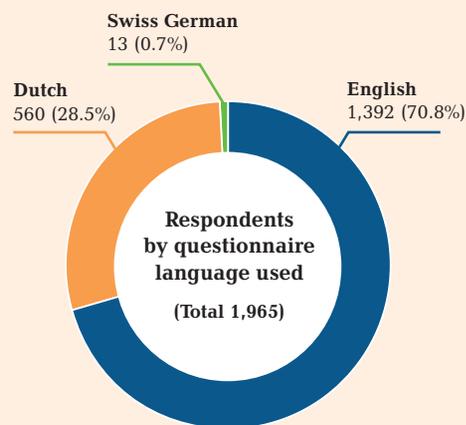
It was anticipated that the responses might be relatively slow to come in because of the nature of the industry and so a fairly long survey period was given. In addition, a number of email reminders and electronic alerts went out some time after the initial email.

The survey period was December 2014 to May 2015. The total number of respondents was 1,965. If one assumes

all emails reached the intended recipient, this suggests a minimum response rate of 18.2%.

This is towards the lower end of the response rates experienced in other internet-based union surveys carried out by the Labour Research Department, although certainly not the lowest. And members of those other unions would have been more accessible than Nautilus members. The Nautilus response rate was actually better than expected and much higher than the 9.7% experienced in NUMAST's 2004 membership survey, which was paper-based.

Of the 1,965 total, just over 70% completed the English version of the questionnaire. This indicates that Dutch members were rather more likely than English-speaking members to respond.



The numbers responding are certainly adequate for a sound analysis of results overall, but the small number of Swiss Standard German responses means that analysis of that sub-group is not reliable. Therefore analysis of Swiss respondents in this report will be limited and should be treated with caution.

The results of the survey are compared with those of the earlier surveys. However, it must be remembered that the latest survey covers members from three countries as opposed to the UK only in previous ones, and at least some of the changing priorities may stem from this.

Each section throughout this report will include a 'cross-country analysis' to put some perspective on any apparent historical trends. (In fact this analysis is of those responding in the three languages; those responding in English will not exactly correspond with UK respondents.)

Key points

- Nautilus International has a relatively old age profile compared with overall trade union membership in the UK, and almost one in four respondents were aged 60+.
- Just 36.9% of respondents said they were covered by collective bargaining. In comparison, UK official statistics suggest that, overall, 70.2% of union members in the country are covered.
- The Union's provision of legal advice and representation is the most important reason for membership of Nautilus.
- Compared with the earlier NUMAST surveys, respondents place a higher value on support with work-related matters, assistance with personal cases, pension services and welfare services. There is less emphasis on better pay and conditions and certificate protection.
- Substantially more importance is attached to the Union's financial and insurance services than in previous surveys.
- The Dutch respondents were more likely to emphasise pension services and their belief in trade unionism, while the English-language ones were more likely to emphasise welfare services, certificate protection and membership services and benefits.

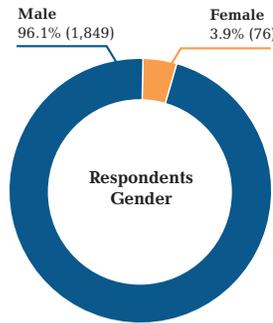


- While more pay remains the top priority for collective bargaining, it is less important than in previous surveys, while improved communications is cited almost as often as more pay. Pay is more likely to be of concern to those covered by a collective bargaining agreement.
- English-language respondents were much more likely than the Dutch to say shorter hours and shorter tour lengths were important. The reverse was true for equal opportunities.
- The importance of different collective bargaining issues varies substantially between those serving on different types of ship and in different sectors, and under different flags.
- Self-contact is by some distance the most common method of recruitment. Only 4% were recruited through a liaison officer or other Nautilus lay representative.
- There is widespread satisfaction with all services presented, particularly the Nautilus Telegraph and the website. Even the lowest-ranked factor – pay and conditions negotiations – had 72.5% of respondents being 'satisfied' or 'very satisfied'.
- Satisfaction with the Union's performance in a range of areas was slightly more positive than in earlier NUMAST surveys, except for efforts on training opportunities, where it was lower. This may be because the Dutch respondents are less satisfied on this issue than the English-speaking ones.
- Members who had used services mostly said their experience was good or very good. Approval rates were better than in previous surveys, especially in relation to pension enquiries and insurance services.
- Nautilus Telegraph emerges as by far the most important method of communication from the Union, followed by Nautilus Bulletins to members in organised companies.
- A little over half of respondents said they would be interested in the Nautilus 24/7 out-of-hours helpline and just under half in the proposed Nautilus Credit Union. English-speaking respondents were significantly more likely than the Dutch to show interest.
- Securing job opportunities remains the most important campaign issue, especially among Dutch members.

Section 1: Profile of respondents

Gender

96.1% of the respondents (1,849) were male and 3.9% were female (76).



Rank

The ranks presented in the questionnaire were changed from those in the earlier NUMAST questionnaires.

The largest group of respondents held the rank of master (27.8%), followed by navigating officer (19.4%).

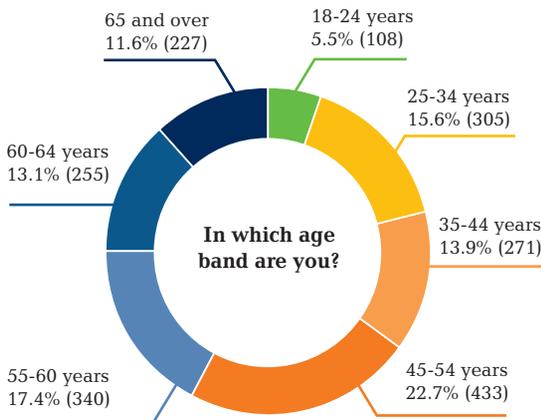
What rank are you?

	response count	response %
master	525	27.8
navigating officer	365	19.4
chief engineer	285	15.1
engineer officer	195	10.3
cadet	85	4.5
ETO/electrician	60	3.2
rating	56	3.0
boatman	36	1.9
radio officer	9	0.5
other	270	14.3

Age

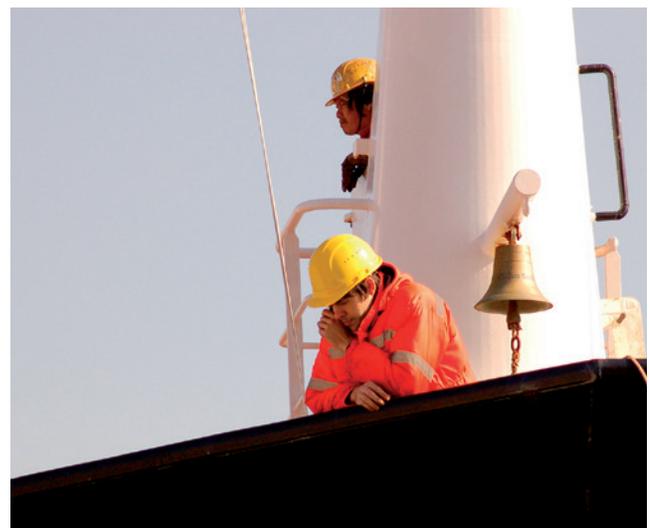
Just under two-thirds (64.8%) were aged 45 or over, and a little over one-fifth (21.1%) were aged between 18 and 34.

The percentage of respondents in the over-60 age band (24.7%) is significantly higher than in 2004, when it was 5.7%.



A significant number ticked the 'other' category rather than those ranks presented, and they were asked to specify. The largest group in this category were retired, with another substantial group describing themselves as chief officer and a number who were safety, environment and health officers or similar.

If the respondents reflect the age profile of the Nautilus membership, it would suggest that the Union has an older age profile than the average for trade union members, at least in the UK. The official union membership statistics produced by the UK Department for Business Innovation & Skills¹ (BIS) presents figures in different age bands, so doesn't allow a like-for-like comparison. However, the difference in age profile is indicated by the fact that 37% of UK union members overall are aged over 50, according to BIS, while 42% of Nautilus members are aged over 55.



¹ Trade Union Membership 2013, Statistical Bulletin, Department for Business Innovation and Skills

Certificate

In line with the profile of respondents' rank, the most common certificate held was that of master – 37.5% holding a certificate at this level. A further 19.2% held a chief engineer certificate.

Certificates mentioned in the 'other' category included a number with AB and ship's cook certificates.

What Certificate do you hold?		
	response count	response %
master	708	37.5
chief engineer	363	19.2
OOW	188	10.0
chief mate	182	9.6
non-certified	174	9.2
second engineer	104	5.5
OOW (E)	103	5.5
boatman	62	3.3
DPO	52	2.8
ETO	30	1.6
doctor	2	0.1
other	181	9.6

Sector/ship

More than one in four respondents served on offshore supply/support vessels. Only 12.1% worked on ferries, compared with almost 20% in the 2004 survey of NUMAST members. Cruise ships, tankers and general cargo ships each accounted for around one in 10 respondents.

Those answering 'other' categories included members working in research and on heavy load vessels.

What sector/ship do you serve in/on?		
	response count	response %
Offshore/supply/support vessel	491	25.9
Ferry	230	12.1
Cruise	183	9.7
Tanker	180	9.5
General Cargo	175	9.2
Dredger	152	8.0
Container Ship	149	7.9
Shore-based	92	4.9
LNG/LPG	86	4.5
Yacht	72	3.8
Bulk Carrier	67	3.5
Chemical Carrier	57	3.0
Inland Waterways	55	2.9
Semi-submersible	50	2.6
RFA	48	2.5
Windfarm	41	2.2
Refrigerated	33	1.7
Other	297	15.7

What flag does your ship fly?		
	response count	response %
UK	522	28.4
Dutch	434	23.7
Bahamas	160	8.7
Red Ensign Group	132	7.2
IOM	73	4.0
Other EU	70	3.8
Panama	57	3.1
Liberia	40	2.2
Marshall Islands	35	1.9
Other	312	17.0

While the largest group of respondents (28.4%) served on UK-flagged vessels, almost as many (23.7%) served

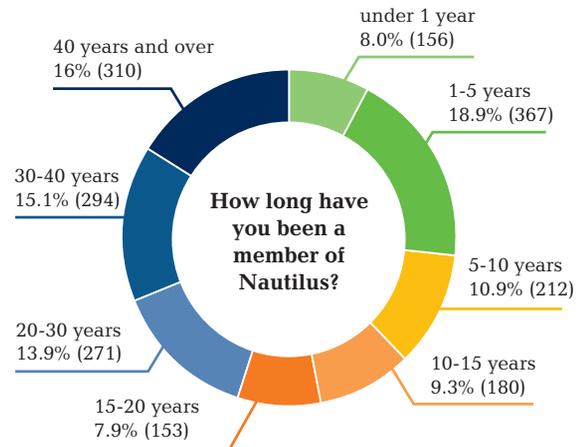
on Dutch-registered ships. 8.7% served on Bahamas-flagged vessels and 7.2% under the Red Ensign Group.

The most common 'other' flags were those of Singapore, Hong Kong and Malta.

Length of service

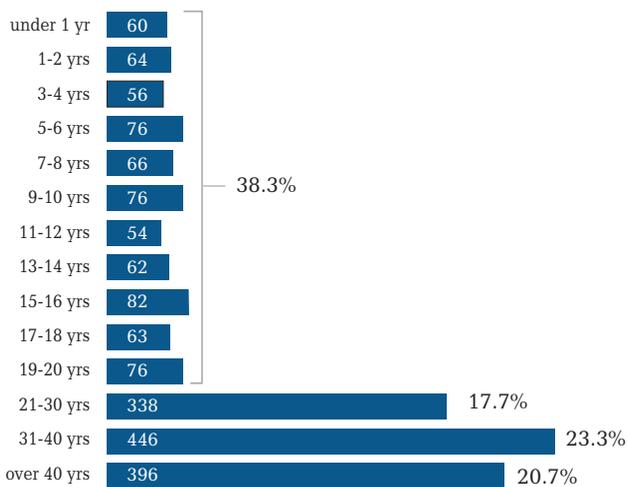
Just over one-fifth (20.7%) of respondents had served at sea for over 40 years, while the same proportion had served for 10 years or less. Large proportions had also served between 31 and 40 years (23.3%) and between 21 and 30 years (17.7%).

Overall, respondents had shorter accumulated service than in the 2004 NUMAST survey, when those with 10 or fewer years' service accounted for just 13.5%. In addition, 61.7% of Nautilus respondents in 2014 had served at sea for more than 20 years, while in 2004 this group accounted for more than 70% of NUMAST respondents.



There are no official figures for the general longevity of union membership but the UK actors' union Equity asked a similar question in its 2013 survey of members. This revealed that 37.7% of its members had been in the union for over 20 years – rather less than in the Nautilus survey.

How long have you served at sea?



Collective bargaining agreements

Overall 36.9% of respondents said they were covered by a Nautilus collective bargaining agreement, with 28.3% saying they were not sure/did not know.

However, the Dutch were much more likely than the English-language respondents to say they were, and only one of the 13 Swiss respondents (7.7%) said they were.

UK Department for Business, Innovation and Skills (BIS) trade union membership statistics show that, in 2013, 70.2% of union members were covered by collective bargaining. Nautilus has a high level of collective bargaining agreements within UK and NL-flagged fleets. However, in more fragmented and foreign-flagged or operated fleets, Nautilus collective bargaining coverage is low compared with the overall rates for the Union and those stated in the BIS survey.

Length of union membership

A little under half (45%) of respondents had been a member of Nautilus or one of its constituent predecessor unions (NUMAST/FWZ/UNIA, MNAOA, MMSA/REOU) for 20 years or more. However, 8.0% had been a member for less than a year, and 18.9% for one to five years.

	English	%	Dutch	%	Swiss	%
Yes	442	32.1	271	49.7	1	7.7
No	481	35.0	182	33.4	9	69.2
Not sure/ don't know	453	32.9	92	16.9	3	23.1

Section 2: The Union

Reasons for membership

Respondents were asked to indicate how important various facets of union membership were as reasons for being a member. They were asked to say whether each one was 'very important', 'important', 'quite important', 'not important' or 'not at all important'.

The percentage of respondents selecting 'very important' or 'important' was totalled for each reason, for the purposes of seeing which were the most common key reasons for membership.

The top three on this basis were legal advice/representation (94.4%), employment tribunal support (fees, etc) (89.6%) and support with work-related matters (88.6%).

This grouping of very important/important responses shows that priorities are slightly different from those revealed in the 2004 and 1999 NUMAST surveys.

In the 2014 survey, more emphasis is placed than previously on support with work-related matters, assistance with personal cases, pension services, and welfare services. There is less emphasis on better pay and conditions and certificate protection.

In addition, financial and insurance services are now more commonly seen as important.

Cross-country analysis

There were some differences between Dutch and English-language respondents' views on the importance of various facets of membership.

The Dutch respondents were substantially more likely than the English-language ones to say that pension services and their belief in trade unionism were very important/important reasons for their membership.

The English-language respondents were more likely than the Dutch to emphasise welfare services, certificate protection and membership services and benefits.

The Swiss were much more likely than the others to say a belief in trade unionism was important and much less likely to say assistance with personal cases and certificate protection were important.

How important do you consider the following reasons for Nautilus membership?*			
	2015 %	2004 %	1999 %
Legal advice/representation	94.4	94.5	93.0
Employment tribunal support (fees, etc)	89.6	n/a	n/a
Support with work-related matters	88.6	84.3	82.0
Nautilus stands up for maritime professionals with ship owners and governments	86.7	n/a	n/a
Better pay and conditions	84.8	86.9	88.0
Certificate protection	83.0	90.0	92.0
Assistance or advice with personal case	80.1	72.4	70.0
Pension services	64.5	36.4	39.0
Welfare services	53.9	37.3	40.0
I believe in trade unionism	51.1	47.4	30.0
Financial and insurance services	40.5	15.0	16.0

*% of respondents who answered very important or important

Length of union membership analysis

- Those in Nautilus membership for less than five years were more likely than longer-standing members to say that support with work matters and welfare services were important. Those with over 40 years' membership also saw welfare services as important.
- Those in the Union for under a year were more likely than others to say their belief in unions was important.
- Those with under 10 years' membership were more likely than those with more than 10 to say financial services were important.
- Those with over 15 years' membership were more likely than those with less to say certificate protection was important.
- Those with under one year's membership and those with over 40 years' were significantly more likely than all other groups to say pension services were important.
- Those with under five years' membership were more likely than those with more to say membership services and benefits (eg discounts) were important.

Existence of collective bargaining agreement analysis

- Those covered by a collective bargaining agreement were significantly more likely than those not covered to say pay and conditions and pensions were important.
- Those not covered were more likely to say welfare services and certificate protection were important.
- Those who did not know whether they were covered by collective bargaining were substantially more likely than either of the other groups to attach importance to financial, welfare and pensions services and membership benefits.

Gender analysis

- Women were much more likely than men to rate as important financial and welfare services and membership benefits and, to a lesser extent, assistance with personal cases.
- Men were significantly more likely than women to say Nautilus standing up for maritime professionals was important.

Age analysis

- Those aged 65 and over are more likely than others to attach importance to pay and conditions, assistance with personal cases, welfare services, certificate protection and Nautilus standing up for maritime professionals.
- Those aged 18-24 are more likely to say support with work matters, financial and welfare services and membership benefits are important
- Those aged over 60 are more likely than others to find pensions services important
- Those aged 55 and over are more likely than others to say their belief in unions is important.

Collective bargaining issues

Respondents were asked to indicate how important a number of collective bargaining issues were to them.

They were asked to say whether each one was 'very important', 'important', 'quite important', 'not important' or 'not at all important'.

Again the percentage of respondents selecting 'very important' or 'important' was totalled for each reason.

More pay, improved communications, improved health and safety and better on-board conditions were the most widely identified as very important/important issues for collective bargaining.

Comparison with the 2004 and 1999 NUMAST surveys shows that slightly fewer members now say more pay, shorter tour lengths and shorter hours are important.

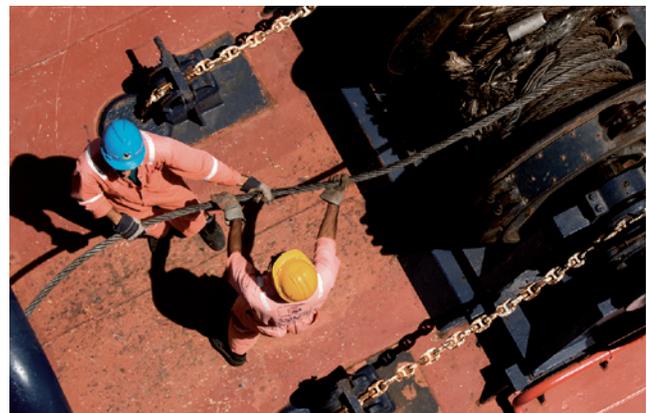
Improved communications in terms of internet, email, telephone, etc, having not been presented as a collective bargaining issue in the earlier questionnaires, has shot straight in at number two in 2014. This is not down to country differences (see below).

How important to you are the following collective bargaining issues?*

	2015 %	2004 %	1999 %
More pay	82.6	87.8	88.0
Improved communications (internet, email, telephone etc)	81.3	n/a	n/a
Improved health and safety	80.3	77.9	83.0
Better on-board conditions	79.8	74.7	77.0
Equal opportunities	67.4	n/a	n/a
Shorter tour lengths	57.6	63.4	54.0
Shorter hours	54.7	65.8	58.0

% respondents saying collective bargaining issues are very important or important by sector/ship

See page 10 Respondents 'Other' comments



**Your thoughts.
Your voice.**

Important collective bargaining issues? **Other.**

Free contact with Nautilus services from anywhere abroad

Better in-house training

Reducing work load by increasing staffing levels. Minimum manning levels are unrealistic

Compensation for extra curricular activities such as public holidays worked, courses taken on leave, e-learning

Ensuring future employment for British seafarers and discouraging companies from hiring only cheaper, foreign labour

The right to flexible working patterns

With a global industry traditional bargaining very limited, would like to see "Which" type reports comparing companies conditions

Bringing officers together to improve conditions

Improve links to members when away from European waters

The implementation of MLC and Rest hours

Better communications between shore management and vessel. Suggest more frequent visits to vessels

Healthier nutrition and diverse diets.

Spouse/ family travel

Early communication with ship owners when discussing pay and conditions. It is useless approaching the ship owner/ operator after the decisions have already been made

Against reduced manning in engine room as ships get older, should have enough men to cover standbys in engine room and deck

Leave on time of agreements

Better Cadet support onboard

Bullying and nepotism are rife in the offshore vessel industry and needs to be tackled

Encouraging shipping companies to employ UK residents

All Subsea 7 officers to have Union Recognition

Longer rotataion plans

Guaranteed minimum term sick pay periods

The implementation of MLC and Rest hours

Union fees to be able to be claimed back by HMRC you are not on their list

Manning of British ships on domestic services with British Nationals

Medical advice

More equality in the workplace and promotion ladder for female seafarers who wish to retain a family and competitive career

Nautilus should negotiate with ferry companies for discounted fares for members.

More local area meetings

Pensions

Cross-country analysis

Improved communications was considered a very important/important bargaining issue by the English-language and Dutch (and Swiss) respondents equally, but in other areas there were differences between the two groups.

The English-language respondents were substantially more likely to mark both shorter hours and shorter tour lengths as very important/important and were rather more likely to do so for more pay and improved health and safety. The Dutch respondents, on the other hand, are significantly more likely to rate equal opportunities as very important/important.

The Swiss were much more concerned about shorter hours than the other two groups.

Analysis by length of union membership

- Those in the Union for less than a year were more likely than others to say more pay, health and safety and equal opportunities were important.

Analysis by collective bargaining coverage

- Those covered by a collective bargaining agreement were substantially more likely than those who weren't to say that more pay was important, and somewhat more likely to say improved communications was important.
- For all other bargaining issues differences between the two groups were small, but in each case those who were not sure if they were covered by an agreement were more likely to say it was important.

% respondents saying collective bargaining issues are very important or important by sector/ship							
	More pay	Shorter hours	Shorter tour lengths	Better onboard conditions	Health and safety	Improved conditions	Equal opportunities
Cruise	91.7	60.2	72.7	81.4	79.3	82.5	66.1
Bulk carrier	78.5	58.7	52.4	84.6	83.1	87.7	64.5
Container ship	85.2	55.0	57.0	75.0	76.2	84.5	65.7
General cargo	82.6	57.7	58.4	81.5	82.6	79.0	69.5
Ferry	87.2	61.1	51.2	80.8	81.0	75.0	67.7
Tanker	81.4	60.4	61.9	83.3	84.5	83.4	70.2
Chemical carrier	83.6	60.7	60.0	78.6	82.1	83.9	75.9
LNG/LPG	81.0	60.8	72.2	84.1	77.5	74.1	59.3
Dredger	84.1	43.2	51.4	81.9	80.3	85.4	75.4
Refrigerated	81.8	56.3	56.3	87.9	84.8	81.8	68.8
Offshore/supply/support vessel	84.2	50.5	55.7	79.9	78.8	84.7	64.5
Semisubmersible	75.0	51.1	53.3	68.9	65.9	84.4	48.9
Yacht	55.9	29.4	35.8	61.2	80.3	59.7	61.8
Inland waterways	76.9	66.7	50.0	81.1	83.3	84.9	81.1
Windfarm	87.2	38.5	56.4	84.6	76.9	89.7	57.9
Shore-based	82.2	60.4	57.3	77.0	82.0	79.5	67.8
RFA	93.6	85.1	4.8	87.0	89.4	89.4	78.7
Total	83.1	54.7	57.8	79.7	80.1	81.3	67.1

*% of respondents who answered very important or important

Gender analysis

- Men were more likely than women to say shorter hours were important and slightly more likely to say that more pay was.
- Women were more likely to rate as important onboard conditions, health and safety and equal opportunities.

Age analysis

- More pay is less likely to be viewed as important by the over-60s than the younger groups.
- Broadly, the older the age group, the more likely that shorter hours is viewed as important.
- Those in the 18-24 age group are more likely than others to think onboard conditions and improved communications are important.
- Those in the 18-24 and 65 and over age groups are more likely than others to view health and safety and equal opportunities as important.

Sectoral analysis

Views as to the importance of different collective bargaining issues vary by sector, as the table shows page 11.

Analysis by flag

- Those on ships flying the UK, IOM and Liberia flags were particularly concerned about more pay.
- Those working under the Liberia flag were much more likely than the others to say shorter hours was important and more likely to be concerned over health and safety.
- Those on vessels flying the Marshall Islands flag were much more likely than others to rate shorter tour lengths and onboard conditions as important.

Recruitment method

By some distance, the most common method by which respondents were recruited to the Union was self-contact (28.4% said they were recruited in this way). The next most widespread methods were through a colleague (18.3%) and through a Nautilus visit to a college (17.8%).

How were you recruited to the union?		
	response count	response %
Self-contact	547	28.4
Through a colleague	353	18.3
At a Nautilus college visit	343	17.8
Other	193	10.0
Recommended by employer	131	6.8
The Telegraph	108	5.6
Industrial official	105	5.4
Liaison officer/Lay representative	78	4.0
Nautilus website	59	3.1
Recruitment leaflet	10	0.5

Fewer than one in 10 were recruited by either a Nautilus official or a liaison officer/lay representative.

Methods mentioned in the 'other' category included the fact that their workplace was a closed shop when they joined and that the Union was recommended to them by a relative or friend.



Method of recruitment by years in the union								
	% under a year	% 1-5 years	% 5-10 years	% 10-15 years	% 15-20 years	% 20-30 years	% 30-40 years	% over 40 years
Industrial official	1.3	1.9	0.9	2.8	3.9	3.0	4.9	19.8
liaison officer/lay representative	2.6	5.2	5.2	3.9	3.9	2.2	2.4	5.9
Through a colleague	28.6	20.8	14.7	16.2	23	20.2	16.3	11.6
The Telegraph	7.1	7.1	9.5	12.3	3.9	3.7	3.5	1.0
Recruitment leaflet	–	–	0.5	1.7	1.3	0.4	–	1.0
Recommended by employer	0.6	1.9	1.9	3.4	2.6	9.7	17.0	11.2
Self-contact	24.0	23.0	30.3	36.9	38.8	37.5	25.3	20.5
Nautilus website	11.0	7.9	2.8	2.2	2.0	–	–	–
At a Nautilus college visit	18.2	26.0	28.0	15.6	16.4	15.0	11.8	10.9
Other	6.5	6.0	6.2	5.0	3.9	8.20	18.8	18.2

Cross-country analysis

The frequency of different recruitment methods was found to vary between the English-language and Dutch respondents.

Among English-language respondents, the most common recruitment method was via a college visit by Nautilus (23.1%) followed by self-contact (22.7%). For the Dutch respondents, self-contact was clearly the most widespread method (42.5%) followed by recruitment through a colleague (28.3%).

How were you recruited to the union? (by country)		
	% English	% Dutch
Self-contact	22.7	42.5
Through a colleague	14.2	28.3
At a Nautilus college visit	23.1	5.0
Other	9.6	11.2
Recommended by employer	9.1	1.1
The Telegraph	7.4	1.3
Industrial official	6.3	3.3
Liaison officer/Lay representative	4.3	3.3
Nautilus website	2.9	3.5
Recruitment leaflet	0	0.6

Recruitment due to recommendation by an employer was much more common among English-language respondents than Dutch ones, as was recruitment through The Telegraph.

The Swiss sub-groups are too small for comparison but, of the 13 responding to this question, five were recruited through a colleague and five through self-contact.

Analysis by length of union membership

The way in which members have been recruited varies considerably according to how long ago they joined.

Recruitment by an industrial official has more or less died out as a method: while it accounted for one in five (19.8%) of those who joined over 40 years ago it applied to only 1.3% of those joining in the last year.

On the other hand, many more members are now recruited through a colleague than were in the past. This is the top method of recruitment for those joining the Union in the past year (28.6%). The second most common is self-contact, followed by a Nautilus college visit.

Recruitment via the Nautilus website steadily increases the more recently the member joined the Union. It accounted for just 2.0% of those joining 15-20 years ago to 11.0% of those recruited in the last year.

Section 3: Satisfaction with the Union

Satisfaction with Union support and services

Respondents were asked how satisfied they were with a range of Union support and services. They were given the options of 'very satisfied', 'satisfied', 'not satisfied' and 'not at all satisfied'. The table shows the proportion saying they were at least satisfied for each service.

It shows widespread satisfaction with all services presented, particularly the Nautilus Telegraph and website. Even the area of support with the least widespread satisfaction – pay and conditions negotiations – had almost three-quarters of respondents describing themselves as satisfied or very satisfied.

For three of the four services where figures could be compared with the earlier surveys, satisfaction was substantially more widespread than in 2004 and 1999. These areas were representation of members, support from officials and pay and conditions negotiations.

How satisfied are you with the following support and services you receive from Nautilus?*			
	2015 %	2004 %	1999 %
Nautilus Telegraph	92.7	n/a	n/a
Nautilus website	92.5	n/a	n/a
Support from staff	85.7	n/a	n/a
Membership services/benefits	85.3	86.6	86.0
Representation of members	83.4	77.4	72.0
Support from officials	80.5	72.7	65.0
Pay and conditions negotiations	72.5	65.2	54.0

*% of respondents who answered very satisfied or satisfied. Previous surveys presented question as 'Support from officials/head office'

Cross-country analysis

Generally the English-language respondents were rather less likely to be satisfied than the Dutch (and Swiss) respondents with all the services presented apart from the Nautilus Telegraph and website. In those two areas, however, they were more satisfied than the other groups.

Analysis by time in Union

For all these services, the highest levels of satisfaction were expressed by those in membership for less than a year, followed by those in membership for over 40 years. This trend was particularly marked for satisfaction with representation of members, pay and conditions negotiations, support from officials, support from staff, and membership services and benefits.

The least satisfied groups tend to be those with membership duration of between five and 30 years.

A similar trend is followed in terms of age group – with the youngest and oldest age groups tending to be the most likely to be satisfied with these services.

Analysis by collective bargaining coverage

One interesting and potentially concerning result is that those who say they are not covered by a collective bargaining agreement are more likely to be satisfied with all these services than those who are covered by an agreement.

This is even true in the case of pay and conditions negotiations, where 77.8% of those who are not covered by an agreement are satisfied, compared with 65.4% of those who are (and 76.2% who are not sure/don't know whether they are).

In addition, 83.8% of those without a bargaining agreement are satisfied with support from officials, compared with 74.6% of those with one (and 84.7% who do not know).



Analysis by rank

Cadets display significantly higher than average levels of satisfaction with each one of these services. Among that group 98.7% are very satisfied or satisfied with representation of members, 96.2% with pay and conditions negotiations, 96.3% with support from officials, 97.5% with support from staff, 94.0% with membership services/benefits, 96.4% with the Nautilus website and 97.6% with the Nautilus Telegraph.

Analysis by ship/sector

Satisfaction with these services varies by respondents' ship/sector. One of the most marked variations is in the area of pay and conditions negotiations, where 88.9% of those serving in the general cargo sector are satisfied or very satisfied, whereas only 57.9% of those on windfarm

Satisfaction with pay and conditions negotiations by ship/sector*	
	response %
General Cargo	88.9
Bulk Carrier	88.1
Refrigerated	86.7
Chemical Carrier	83.3
Yacht	82.3
Shore-based	81.5
Tanker	81.1
Dredger	78.3
Inland Waterways	75.9
Ferry	71.4
Offshore/supply/support vessel	71.0
Other	70.0
Container Ship	67.6
LNG/LPG	67.1
Semi-submersible	65.1
Cruise	64.4
RFA	58.3
Windfarm	57.9

**% of respondents who answered very satisfied or satisfied

support vessels are (possibly because this is a relatively new sector with low levels of union recognition).

Analysis by years of service

Those with 10 or fewer years of service at sea are more likely than longer-serving seafarers to be satisfied with the Union's service in terms of representation of members, pay and conditions negotiations, support from officials and support from staff.

Degree of satisfaction with Union's performance

Respondents were asked if they agreed or disagreed with a number of statements relating to the Union's performance. In all cases apart from one more than half of respondents took a positive view of performance. The exception is the statement 'Nautilus has protected the jobs and conditions of UK/NL/CH seafarers', with which just under half agreed.

And compared with the previous NUMAST surveys, a higher proportion of respondents were positive about all but one of the statements, the exception being that 'Nautilus fights hard for training opportunities'.

Cross-country analysis

English-language respondents are rather more likely than Dutch ones to agree that: Nautilus represents the views and experiences of maritime professionals; does all it can to promote the interests and professional status of its members; and campaigns on the issues that matter most to members. They are significantly more likely to think the Union fights hard for training opportunities.

Dutch respondents, on the other hand, are more likely to agree that Nautilus works hard to secure and improve pension provisions.

The Swiss are more likely to agree with all the statements, but the numbers are too small to be reliable

**Your thoughts.
Your voice.**

If not, why not?

Do you agree or disagree with the following statements?*			
	2015 %	2004 %	1999 %
Nautilus represents the views and experiences of maritime professionals	82.8	72.6	67.0
Nautilus communicates well with its members	78.1	76.7	63.0
Nautilus is a well organised union	73.7	71.3	58.0
Nautilus does all it can to promote the interests and professional status of its members	72.6	69.2	64.0
Nautilus offers good value for its membership subscriptions	64.5	62.6	54
Nautilus campaigns on the issues that matter most to members	61.6	n/a	n/a
Nautilus works hard to secure and improve pension provisions	52.2	44.3	40.0
Nautilus fights hard for training opportunities	52.1	61.8	59.0
Nautilus has protected the jobs and conditions of UK/NL/CH seafarers	49.5	31.7	30.0

*% of respondents who agreed

Would you recommend Nautilus to others?

The vast majority of respondents (83.7%) said they would recommend Nautilus membership to others. There was no difference between the English-language and Dutch groups on this question (though the Swiss were more inclined to answer 'yes').

Those who said they would not recommend Nautilus to others were asked why not. The responses were too wide-ranging and contradictory for analysis, though a number felt the subscription rates were high and another group felt the Union did not have sufficient 'teeth' in negotiations. (A cross section of these are opposite. The full list of comments has been provided to the Union for closer inspection.)

As shore based member feel the union is more concerned with seagoing personnel

Regrettably I find it hard to justify value for money

Poor quality representation and pay negotiations

Most people are not British or are getting close to retirement. The few young British should join for protection of tickets. No great pension provision now

Cadets in the industry are not as well supported as qualified individuals, however what nautilus does for the industry is commendable

I've never experienced a Nautilus success story with regards to pay, terms and conditions. In my last company I watched my terms erode with little or no effective action. I've never met a union official

No representation to its members, no ship visits by union reps. Certainly no communications with us concerning redundancies within my company or the previous company I was made redundant from

I think the union could negotiate harder and not accept 'This is what they're getting'. Also, free legal representation for professional matters is not guaranteed.

I feel I am in no better a position than my colleagues at work, who are not members and do not pay £300 a year for the privilege (although I do hope to have some back up in the event of an incident at work)

Haven't seen any improvement or arguing for improvement on my vessel. Union just seems to tell us to accept what s on offer from employer

Poor quality representation and pay negotiations

Haven't seen a Telegraph sent to me for years, although when I have seen it from other people it is a good publication.

The one issue that has affected my time has not been successfully resolved: leave harmonisation.

Section 4: Contact with Nautilus

Services and activities used

Respondents were asked which of 13 Nautilus services/activities they had made use of. Apart from the website (used by 61.8% of respondents), the most commonly used service was industrial team enquiries, made by nearly one in three (32.4%) respondents, closely followed by legal services/advice (31.6%).

Which of the following services/activities have you made use of?*		
	response count	response %
Nautilus website	1,039	61.8
Industrial team enquiries	545	32.4
Legal services/advice	531	31.6
Ship visit by official	501	29.8
Professional and technical enquiries	303	18.0
Pension enquiries	281	16.7
Attending Branch Conference/General Meeting	194	11.5
Nautilus Plus deals and discounts	189	11.3
Insurance services	135	8.0
Financial services	115	6.8
Welfare/care services	97	5.8
Lay Reps' training	65	3.9
Professional training (eg MLC course)	41	2.4

*respondents were able to tick more than one service/activity



Those using each service or benefit were asked how they found it. Opinions on the services and benefits used were very positive in each case, with over 90% of users saying they were very good or good in all but three cases. Even those with less than 90% approval were widely thought to be very good or good.

In addition, the approval rates for services used, where comparable with those in previous surveys, were all higher – in some cases significantly so. The change was particularly noticeable for pension enquiries (as compared with the previous NUMAST pension services) and insurance services.

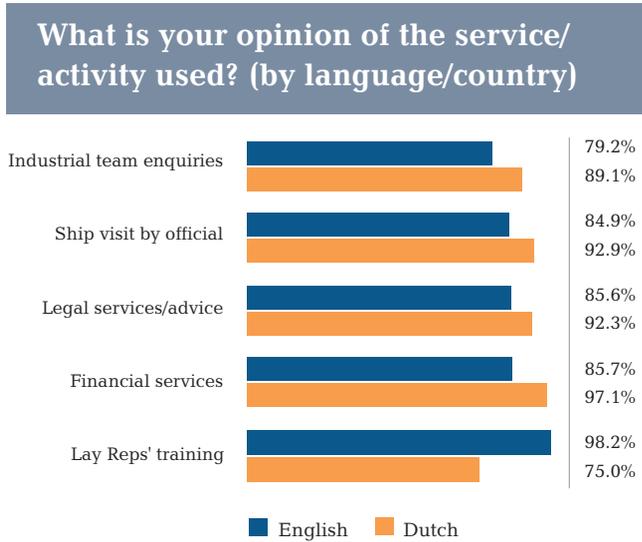
Cross-country analysis

Views on the services and benefits used tended to be more positive among the Dutch respondents than the English-language ones. (The sub-division here for Swiss respondents is too small to be reliable.) In four areas that difference was significant: industrial team enquiries, ship visit by official, legal services/advice and financial services.

What is your opinion of the service/activity used?*			
	2015 %	2004 %	1999 %
Nautilus website	97.5	93.3	n/a
Industrial team enquiries	83.8	73.5	n/a
Legal services/advice	87.9	79.7	81.0
Ship visit by official	87.2	74.9	70.0
Professional and technical enquiries	90.7	82.9	n/a
Pension enquiries	91.3	69.9	87.0
Attending Branch Conference/General Meeting	97.9	n/a	n/a
Nautilus Plus deals and discounts	92.3	n/a	n/a
Insurance services	93.3	67.6	74.0
Financial services	92.9	74.7	82.0
Welfare/care services	92.6	82.2	75.0
Lay Reps' training	95.2	n/a	n/a
Professional training (eg MLC course)	100.0	n/a	n/a

*% of respondents who had used a service who said it was very good or good

However in one area – lay reps training – the English-language respondents were very much more likely than the Dutch to say the service was good.



*% of respondents who answered very important or important

Experience of industrial team enquiries was most likely to be rated as good by those serving on bulk carriers, refrigerated ships, container ships, general cargo vessels and those in shore-based and inland waterway operations. Those on offshore/supply/support vessels are least likely to rate them as good.

Respondents serving in the RFA are the least likely to say their experience of ship visits by officials was good.

The legal service was particularly highly rated by users on chemical carriers and refrigerated vessels; less so by RFA and windfarm sector respondents.

Users of the pension enquiries service from LNG/LPG and Inland Waterways were less likely to rate it as good.

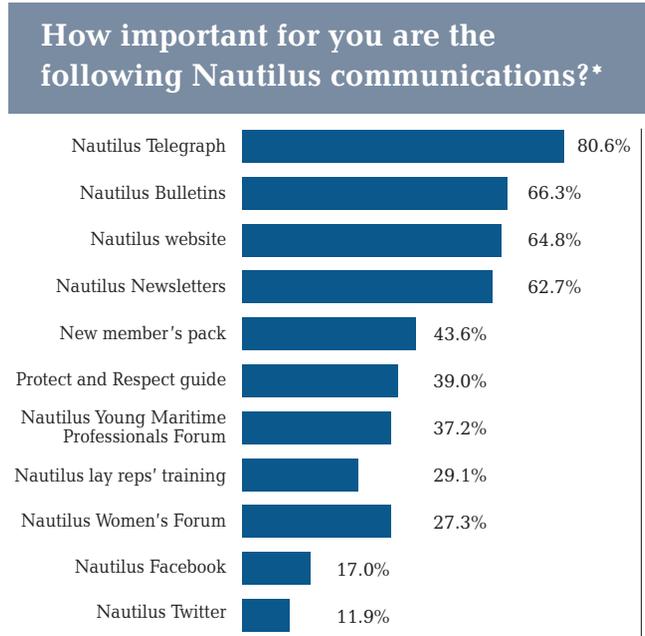
Respondents working on inland waterways, dredgers, windfarms and semi-submersibles were significantly less likely to say Nautilus Telegraph was good.

Other significant variations in views on union services/activities:

- Respondents not covered by a collective bargaining agreement were substantially more likely than those who were covered to rate Nautilus Plus as good (98.3% compared with (85.5%).
- Women were more likely than men to rate their experience of industrial team enquiries as good, but less likely to rate ship visits by officials as good.

Nautilus communications

Respondents were asked whether they found each of 11 methods of communication from the Union important or not. The proportion who answered either very important or important ranged from 11.9% in relation to Nautilus Twitter to 80.6% in relation to Nautilus Telegraph.



*% of respondents who answered very important or important

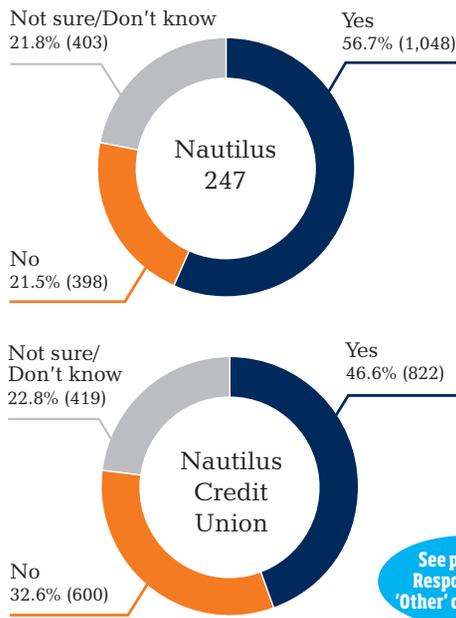
Cross-country analysis

In most cases, the English-language respondents were more likely than the Dutch to say the type of communication was very important or important. However, in the case of the new members' pack, the Dutch were more likely to value this.

Possible new services

A little over half (56.7%) of respondents said they would be interested in a service such as Nautilus 24/7, and just under half (44.6%) said they would be interested in the proposed Nautilus Credit Union.

Would you be interested in the following new services...?



Would you be interested in the following new services...? (by language/country)*

	English	%	Dutch	%	Swiss	%
Yes	442	32.1	271	49.7	1	7.7
No	481	35.0	182	33.4	9	69.2
Not sure/don't know	453	32.9	92	16.9	3	23.1

*% of respondents who answered 'yes'

Cross-country analysis

English-language respondents were significantly more likely than the Dutch to say they were interested in both potential new services. The Swiss were even more likely to show interest, but the numbers in their case are too small to be reliable.

Respondents having access at work to the following...

	2015 %	2004 %	1999 %
Email	73.3	73.9	66.0
Internet	67.0	34.6	24.0
Mobile/text	42.3	80.0	33.0
Facebook	52.3	n/a	n/a
Twitter	52.0	n/a	n/a
Linked In	56.0	n/a	n/a
PC/laptop	69.6	n/a	n/a
Smartphone	56.9	n/a	n/a
Tablet/e-reader	51.9	n/a	n/a

Members' access to communications

Almost all respondents had access at home to email, internet and all the other media/items listed. However, access to these at work is less widespread, despite being higher than in the previous surveys.

Cross-country analysis

There were few differences between English-language and Dutch respondents' likelihood of having work access to these communications technologies. However, the Dutch were more likely than the English-language respondents to have mobile/text at work, while the reverse was the case with internet at work.

Your thoughts.
Your voice.

Just some of the suggestions for activities and new benefits or services or improvements to existing benefits and services

More training for british youngsters as deck ratings instead of employing eastern europeans especially on uk coast jobs

Protection in case of some sort of permanent disability, meaning that I can no longer continue to serve at sea

A booklet for all members with guidance on what to do and who to contact in the event of an incident, both for witnessing and being directly involved

Should I still be sailing, I would like guaranteed local support for any lawful decisions to refuse unsafe cargo

I think that Nautilus provides a good service and promulgates relevant information in a timely manner

Opportunities ashore after sea-going career

More research for the other problems inside in our maritime industry, eg. health and safety, equal treatment to other culture, etc.

Full & open transparency of Union finances & a withdrawal of the ability for companies to pay the subs & fees for foreign crews - major conflict of interest

I would like to see more done to help those of us with aspergers or autistic conditions receive better and fairer treatment by employers

Clearer information as to what members can get involved in - some of the things mentioned in the survey, I had not heard of

Stronger stance on annual leave and public holiday pay

For Nautilus plus, some deals on international roaming SIM cards would be very welcome. Apart from that I feel the site is run very well and any problems I have had have been sorted promptly

Overall I feel Nautilus does their job. That being said, we have no teeth and pay/ conditions negotiations over the last 15 years have seen us receiving increases less than 2% pa, more or less dictated by the employer. In real terms, this represents a massive drop in standard of living over this period

Protection in case of some sort of permanent disability, meaning that I can no longer continue to serve at sea

I think a Nautilus Credit Union would be a great idea, it would make it very easy for mariners to save up money while at sea and at home

Just keep fighting for UK seafarers please.

More ship visits!

It would be great to see more reps around the marine colleges, raising awareness of current campaigns

Carry on probing, and investigating, manning cutbacks, and back up Legal Protection for certificates

Providing REAL discounted offers such as insurance etc. (I can easily find online insurance companies who are cheaper than the so-called special deals via Nautilus)

All UK flagged vessels/ company to engage in collective bargaining with Nautilus

Better Internet connectivity able to support face-time, skype etc and remote mobile voice, data + text offshore roaming through Sat-Services!

Continue to provide discounted purchases and services for members and retirees

Reduce the price for members for Lloyds academy courses

Section 5: Activities and campaigns

Respondents were asked about the importance they attached to 11 campaign issues, with possible responses ranging from 'very important' to 'not at all important'. Based on the total of those answering either 'very important' or 'important', 'securing job opportunities' came out as the most commonly cited key issue.

There were no great changes in responses to this question compared with the previous NUMAST surveys, although some of the issues presented in the 2014 questionnaire were different from those in the earlier surveys.

How important to you are the following campaign issues?*			
	2015 %	2004 %	1999 %
Securing job opportunities	92.4	94.3	n/a
Increasing the maritime skills base	88.7	90.9	92.0
Fair treatment (criminalisation)	88.1	n/a	n/a
Substandard shipping	87.7	88.7	93.0
Manning levels	87.3	85.2	n/a
Health and safety	86.9	87.7	91.0
Hours of work/fatigue	85.9	88.0	90.0
Piracy, armed robbery and terrorism	82.2	80.3	n/a
Revising international standards	79.9	74.1	78.0
Administrative burdens	72.1	n/a	n/a
Equal opportunities	71.6	n/a	n/a

*% of respondents who answered very important or important



substandard shipping, equal opportunities and piracy, robbery and terrorism.

The Swiss (bearing in mind the small sample) were more concerned than the others about administrative burdens, treatment (criminalisation), health and safety, hours/fatigue, revising international standards, equal opportunities and manning levels. They are less concerned about piracy, robbery and terrorism than the other groups.

Participation in the Union

Interest in participating in Union activities had not changed dramatically compared with the earlier NUMAST surveys, except that a substantially higher proportion (28.9%) said they had considered attending a Nautilus General Meeting than had previously said they had considered attending the NUMAST BGM (20.3% in 2004 and 23% in 1999).

A slightly higher proportion said they had considered standing for the Council than previously (8.1% compared with 5.1% and 6%).

Have you considered getting more involved in the Union in the following ways?*			
	2015 %	2004 %	1999 %
Attending company negotiations	29.3	28.9	30.0
Attending a national Branch Meeting	29.0	n/a	n/a
Attending a General Meeting	28.9	20.3	23.0
Attending a Nautilus training course	25.1	n/a	n/a
Serving as a Lay Rep (Liaison Officer or Partnership Delegate)	16.7	15.9	14.0
Attending Forums eg NPA, Women	14.4	16.5	13.0
Standing for the Council	8.1	5.1	6.0
Submitting a motion to the General Meeting	7.8	8.3	10.0

*% of respondents who answered 'yes'

Cross country analysis

There are a few variations between the countries on the importance attached to these issues.

The English-language respondents were more concerned than the Dutch about increasing maritime skills, administrative burdens and fair treatment (criminalisation).

The Dutch attached more importance than the English-language respondents to securing job opportunities,

Your thoughts.
Your voice.

Important campaign issues to you? **Other.**



Section 6: Comments and suggestions

The core issues of job protection and pushing for better pay and conditions are clearly very important to members, and a fair number of respondents indicated that they felt the Union was not sufficiently robust towards companies in the negotiations for improvements in pay and conditions.

There were several comments suggesting that the Union was more concerned with officers than with ratings.

A number of respondents wanted Nautilus to negotiate training grants/loans from employers or the government to help members to upgrade themselves, or for the Union itself to provide some support in this area. A respondent from the yacht sector said most employees have self-funded their qualifications, costing them tens of thousands of pounds.

While Nautilus financial benefits were appreciated by many, there were also criticisms that some of the deals are no better than they could get elsewhere. There was a plea from some for more competitive deals.

Many respondents made other specific suggestions for further benefits and services.

These included:

- investment advice
- help with administrative issues such as vehicle tax, tax returns, benefit claims
- better deals with communications companies and mobile phone operators
- credit cards and savings aimed at seafarers' lifestyles
- professional insurance services, eg public liability
- Union contact hotline (email) that gives a quick and effective response
- income protection in the case of accident or illness stopping members from serving at sea
- Nautilus app for mobile phones, tablets etc to be used worldwide
- cheaper mortgages
- financial advisor
- better internet connectivity
- deals on gym/sports club membership to cater for periods when not at sea (ie not expensive one-year memberships)

A number of respondents are not very clear about the benefits that are available and some thought there should be a clearer and simpler presentation of what is already available. One or two suggested more interactive help – such as online instant chat or video chat. This would be particularly useful for pensions advice.

One theme to come out quite strongly from the comments was the need for Nautilus to be even more international in its approach – a number of English-language respondents even said they would like to see an English translation of the Dutch parts of the Telegraph.

The comments on the subject of a more international approach fell broadly into three categories. These were that Nautilus should:

- increase the Union's membership/recruitment work among Eastern Europeans and others from overseas. (However, some respondents wanted more UK protectionism in relation to jobs)
- try to make the Union become a more global organisation and combine with unions in other countries besides the UK, the Netherlands and Switzerland
- ensure members who are not UK-, Netherlands- or Switzerland-based have access to Nautilus benefits and services. In particular, a number of Irish respondents were unhappy that they were excluded from many of the Nautilus benefits





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