



## THE EMPLOYERS' ASSOCIATION 2010 MEMBERSHIP SERVICES SURVEY

*Thank you to the 133 members who participated in this survey. We value your input and will strive to become an even better resource to you based on the suggestions and recommendations you've made.*

	Why did your organization join TEA?	What services have you used?	What services do you anticipate using in 2010?
Research/Survey Data	69%	77%	74%
Hotline Advice & Compliance Assistance	47%	44%	47%
Training	69%	53%	65%
Training/Conference Room Rental	1%	2%	2%
HR-Related Consulting Services	59%	40%	40%
Employment Services	20%	18%	18%
Networking Opportunities/Roundtables	40%	39%	44%
Coaching/Mentoring Services	7%	5%	7%
Compensation Planning	30%	23%	28%
Strategic Planning	8%	6%	7%
Linked In Groups	n/a	n/a	24%
Discounted Business Services	16%	10%	11%
Events	15%	15%	18%
Other (Majority: Partnerships)	5%	3%	3%

**A SURVEY FOR OUR ANALYSIS OF CURRENT TEA SERVICES/PROGRAMS**

**INFORMATION SERVICES**

	HOW WOULD YOU RATE THIS SERVICE		
	EXCELLENT	GOOD	FAIR
Hotline	57%	40%	3%
Local Compensation Surveys	63%	36%	1%
National Compensation Surveys	46%	43%	11%
Policy and Benefits Surveys	60%	37%	3%
Healthcare Cost Survey	46%	51%	3%
Special Request Surveys	34%	59%	7%
Labor Law Posters	62%	34%	4%
<b>Information Services Dept Staff</b>	<b>66%</b>	<b>32%</b>	<b>2%</b>

**TRAINING & EDUCATIONAL SERVICES**

Leadership Certificate Training	36%	59%	5%
Leadership Programs	34%	61%	5%
H.R. & Related Issues Programs	51%	47%	2%
Development Programs - Assessments, etc.	29%	67%	4%
Sales/Marketing/Customer Service Programs	26%	70%	4%
Administrative Professional Programs	22%	76%	2%
Webinars	24%	64%	12%
CPR/Bloodborne Pathogens Technical Skills Training	43%	51%	6%
On-Site training (at your facility)	34%	58%	8%
Training/Conference Room Rentals	26%	64%	10%
<b>Training &amp; Educational Dept Staff</b>	<b>54%</b>	<b>45%</b>	<b>1%</b>

**CONSULTING SERVICES**

Employee Opinion Surveys	44%	51%	5%
Employee Handbook Development/Review	45%	51%	4%
Human Resources Audits	31%	63%	6%
Communications Planning	29%	65%	6%
Compensation Program Design	51%	47%	2%
Performance Management Program Design	26%	71%	3%
Strategic Planning Assistance	29%	65%	6%
Executive Coaching	19%	66%	15%
Organizational Analysis	22%	74%	4%
<b>Consulting Group Staff</b>	<b>58%</b>	<b>41%</b>	<b>1%</b>

EMPLOYMENT SERVICES	HOW WOULD YOU RATE THIS SERVICE		
	EXCELLENT	GOOD	FAIR
Employment Advertising Help/Discounts	50%	46%	4%
Applicant Resume Bank	32%	52%	16%
Internet Job Postings	34%	61%	5%
Resume Screening and Interviewing Services	23%	60%	17%
Background Investigation Services	18%	73%	9%
Outplacement Services	17%	69%	14%
Employment Testing Services (Skills Testing, Behavioral and Personality Profiling, Attitude Testing)	27%	61%	12%
<b>Employment Dept Staff</b>	<b>48%</b>	<b>51%</b>	<b>1%</b>

NETWORKING OPPORTUNITIES	HOW WOULD YOU RATE THIS SERVICE		
	EXCELLENT	GOOD	FAIR
<b>Networking Opportunities</b>			
HR Roundtable	56%	41%	3%
Safety Roundtable	28%	64%	8%
Human Resource Group (SHRM Chapter)	52%	44%	4%
HR Conference	39%	57%	4%
Partnership Open House	26%	65%	9%
<b>Miscellaneous Member Values</b>			
401-K Retirement Plans and Pension Services	17%	54%	29%
Audio Video Conferencing Solutions	14%	67%	19%
Banquet/Meeting Facility	17%	58%	25%
Breakroom/Vending Services	17%	61%	22%
Computer Technology/Training Solutions	26%	65%	9%
Employee Assistance Programs	27%	73%	0%
Health and Safety Services	16%	74%	10%
Mediation Services	14%	77%	9%
Payroll Services	14%	62%	24%
Recognition Programs	14%	64%	22%
Referrals to Member Law Firms	22%	61%	17%
Wellness Programs	14%	68%	18%
Work/Life Home Care	15%	70%	15%
Workers' Compensation Cost Control	12%	76%	12%
<b>Administrative/Management Staff</b>	<b>64%</b>	<b>34%</b>	<b>2%</b>

**WHEN CALLING TEA FOR ASSISTANCE OR INFORMATION, HOW WOULD YOU RATE THE FOLLOWING:**

	EXCELLENT	GOOD	FAIR
Accessibility of TEA Staff	64%	35%	1%
TEA Staff Knowledge	67%	32%	1%
Professionalism of TEA Staff	81%	19%	0%
Quality of information provided	64%	35%	1%
Timeliness of answers	69%	28%	3%
Overall Value of information communicated (web site and Executive Update Newsletter)	46%	53%	1%
Overall Value of your TEA Membership	60%	38%	2%

**Our Mission...**

*The Employers' Association is dedicated to enhancing the employee/employer relations climate in West Michigan and to promoting excellence in the management of people, optimizing the ability of each employee to contribute to their organization's profitability and continued success.*



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