



## THE EMPLOYERS' ASSOCIATION 2017 MEMBERSHIP SERVICES SURVEY

Thank you to the 93 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 2017?
Research/Survey Data	72%	72%	76%
Helpline Advice & Compliance Assistance	56%	38%	44%
Training	59%	53%	62%
Training/Conference Room Rental	4%	2%	4%
HR-Related Consulting Services	60%	38%	46%
Employment Services	10%	7%	5%
Networking Opportunities/Roundtables	38%	33%	40%
LinkedIn Group	N/A	N/A	4%
Coaching/Mentoring Services	11%	6%	9%
Compensation Planning	27%	11%	22%
Discounted Business Services/Valued Partner Program	5%	5%	7%
Legislative Updates	18%	14%	20%
Affirmative Action Planning (AAP)	3%	1%	4%
Employee Engagement Surveys (EES)	13%	7%	17%
Other, please specify	4%	8%	4%

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

#### INFORMATION SERVICES

	HOW WOULD YOU RATE THIS SERVICE		
	EXCELLENT	GOOD	FAIR
Helpline	65%	31%	4%
Local Compensation Surveys	58%	41%	1%
National Compensation Surveys	45%	52%	3%
Policies and Benefits Surveys	46%	52%	2%
Health/Medical Care Cost Surveys	41%	58%	2%
Pay Trends/Business Trends Surveys	46%	52%	2%
Special Request Surveys	45%	50%	5%
Labor Law Posters	68%	29%	3%
<b>Value of above services</b>	<b>52%</b>	<b>46%</b>	<b>3%</b>

#### TRAINING & EDUCATIONAL SERVICES

Leadership Development Programs	59%	38%	3%
HR Skills & Related Issues Programs	63%	35%	2%
Communication Skills Programs	57%	39%	4%
Conflict Management Skills Program	58%	38%	4%
Team Building Skills Program	52%	43%	5%
Quality/ISO Training	41%	53%	6%
MIOSHA/Safety Training	46%	50%	4%
Compliance Updates/Legal Briefings	69%	28%	3%
CPR/Bloodborne Pathogens Technical Skills Training	54%	42%	4%
Training at your facility (on site)	59%	36%	5%
Training/Conference Room Rentals	38%	50%	13%
<b>Value of above services</b>	<b>54%</b>	<b>41%</b>	<b>5%</b>

#### CONSULTING SERVICES

Employee Engagement Surveys	40%	57%	3%
Employee Handbook Development/Review	50%	47%	3%
Human Resources Audits	32%	63%	5%
Compensation Program Design	42%	46%	12%
Performance Management Program Design	35%	59%	6%
Coaching/Mentoring	33%	61%	6%
Organizational Analysis	31%	63%	6%
<b>Value of above services</b>	<b>38%</b>	<b>57%</b>	<b>6%</b>

EMPLOYMENT SERVICES	HOW WOULD YOU RATE THIS SERVICE		
	EXCELLENT	GOOD	FAIR
Discounted Employment Advertising	33%	61%	6%
Resume Screening and Interviewing Services	29%	50%	21%
Outplacement Services	36%	55%	9%
Employment Testing Services (Skills Testing, Behavioral and Personality Profiling, Attitude Testing)	47%	47%	7%
Background Screening	36%	55%	9%
<b>Value of above services</b>	<b>36%</b>	<b>53%</b>	<b>10%</b>

NETWORKING OPPORTUNITIES	HOW WOULD YOU RATE THIS SERVICE		
	EXCELLENT	GOOD	FAIR
<b>Networking Opportunities</b>			
HR Roundtable	68%	27%	5%
Safety Roundtable	50%	43%	7%
Identifying and Retaining Talent (ART) Roundtable	45%	45%	9%
Human Resources Group (HRG) of West MI (SHRM Chapter)	54%	44%	2%
HR Conference	40%	55%	5%
TEA LinkedIn Group	32%	58%	11%
HR Roundtable LinkedIn Group	33%	47%	20%
Twitter	33%	50%	17%
Facebook	27%	53%	20%
YouTube	33%	50%	17%
Website	29%	58%	13%
Electronic Newsletter	46%	50%	4%
e-Training Program Announcements	38%	57%	5%

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

	EXCELLENT	GOOD	FAIR
Accessibility of TEA Staff	53%	45%	1%
TEA Staff Knowledge and Professionalism	67%	30%	3%
Quality and timeliness of information provided	59%	39%	3%

**Our Mission...**

*Providing practical Human Resource Solutions to West Michigan employers that promote operational excellence and sustainability.*



The Employers' Association ♦ Attention: David Smith, CAE, President & CEO  
 5570 Executive Parkway, SE ♦ Grand Rapids, MI 49512  
 www.teagr.org ♦ 616.698.1167 ♦ fx. 616.698.6624