



THE EMPLOYERS' ASSOCIATION 2018 MEMBERSHIP SERVICES SURVEY

Thank you to the 127 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 2018?
Research/Survey Data	71%	72%	76%
Helpline Advice & Compliance Assistance	53%	38%	44%
Training	63%	60%	62%
Training/Conference Room Rental	2%	2%	4%
HR-Related Consulting Services	56%	35%	46%
Employment Services	12%	10%	5%
Networking Opportunities/Roundtables	40%	33%	40%
LinkedIn Groups	N/A	N/A	9%
Coaching/Mentoring Services	10%	7%	9%
Compensation Planning	37%	22%	22%
Discounted Business Services/Valued Partner Program	6%	6%	7%
Legislative Updates	17%	8%	20%
Affirmative Action Planning (AAP)	8%	4%	4%
Employee Engagement Surveys (EES)	12%	4%	17%
Other, please specify	0%	3%	4%

A SURVEY FOR OUR ANALYSIS OF CURRENT TEA SERVICES/PROGRAMS

INFORMATION SERVICES

	HOW WOULD YOU RATE THIS SERVICE		
	EXCELLENT	GOOD	FAIR
Helpline	53%	46%	1%
Local Compensation Surveys	60%	37%	3%
National Compensation Surveys	42%	57%	1%
Policies and Benefits Surveys	51%	46%	3%
Health/Medical Care Cost Surveys	47%	50%	3%
Pay Trends/Business Trends Surveys	50%	47%	3%
Special Request Surveys	41%	59%	0%
Labor Law Posters	61%	38%	1%
Value of above services	51%	47%	2%
Professionalism and knowledge of our Information Services staff	64%	35%	1%

TRAINING & EDUCATIONAL SERVICES

Leadership Development Programs	40%	56%	4%
HR Skills & Related Issues Programs	50%	50%	0%
Communication Skills Programs	44%	54%	2%
Conflict Management Skills Program	39%	58%	3%
Team Building Skills Program	30%	70%	0%
Quality/ISO Training	19%	75%	6%
MIOSHA/Safety Training	40%	60%	0%
Compliance Updates/Legal Briefings	52%	45%	3%
CPR/Bloodborne Pathogens Technical Skills Training	42%	58%	0%
Training at your facility (on site)	58%	42%	0%
Training/Conference Room Rentals	24%	76%	0%
Value of above services	40%	59%	1%
Professionalism and knowledge of our Training staff	62%	37%	1%

CONSULTING SERVICES

Employee Engagement Surveys	39%	61%	0%
Employee Handbook Development/Review	43%	57%	0%
Human Resources Audits	35%	65%	0%
Compensation Administration Program Design	46%	54%	0%
Performance Management Program Design	33%	67%	0%
Coaching/Mentoring	36%	64%	0%
Organizational Analysis	32%	68%	0%
Value of above services	44%	56%	0%
Professionalism and knowledge of our Consulting staff	58%	40%	2%

EMPLOYMENT SERVICES

	HOW WOULD YOU RATE THIS SERVICE		
	EXCELLENT	GOOD	FAIR
Reference Checking Service	25%	75%	0%
Resume Screening and Interviewing Services	25%	75%	0%
Outplacement Services	33%	67%	0%
Employment Testing Services (Skills Testing, Behavioral and Personality Profiling, Attitude Testing)	36%	57%	7%
Background Screening	27%	73%	0%
Value of above services	27%	69%	4%
Professionalism and knowledge of our Employment staff	51%	46%	3%

NETWORKING OPPORTUNITIES

	HOW WOULD YOU RATE THIS SERVICE		
	EXCELLENT	GOOD	FAIR
Networking Opportunities			
HR Roundtable	67%	29%	4%
Safety Roundtable	59%	41%	0%
Inclusion and Diversity Roundtable	45%	55%	0%
Human Resources Group (HRG) of West MI (SHRM Chapter)	70%	28%	2%
HR Conference	25%	75%	0%
TEA LinkedIn Group	23%	69%	8%
HR Roundtable LinkedIn Group	33%	56%	11%
Twitter	40%	60%	0%
Facebook	33%	67%	0%
YouTube	40%	60%	0%
Website	39%	57%	4%
Electronic Newsletter	37%	60%	3%
e-Training Program Announcements	40%	60%	0%

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

	EXCELLENT	GOOD	FAIR
Accessibility of TEA Staff	48%	49%	3%
TEA Staff Knowledge and Professionalism	59%	41%	0%
Quality and timeliness of information provided	58%	41%	1%

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