



## THE EMPLOYERS' ASSOCIATION 2019 MEMBERSHIP SERVICES SURVEY

Thank you to the 148 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? (147 Responses)	What services have you used? (143 Responses)	What services do you anticipate using in 2019? (146 Responses)
Affirmative Action Planning (AAP)	3%	1%	3%
Coaching/Mentoring Services	16%	7%	11%
Compensation Planning	39%	32%	40%
Discounted Business Services/Valued Partner Program	14%	6%	10%
Employee Engagement Surveys (EES)	17%	8%	14%
Employment Services	21%	7%	12%
Handbook Reviews	24%	6%	16%
Helpline Advice & Compliance Assistance	32%	28%	36%
HR Audits	3%	1%	3%
HR-Related Consulting Services	28%	15%	21%
Legislative Updates	20%	17%	23%
Networking Opportunities/Roundtables	39%	31%	36%
Research/Survey Data	52%	52%	57%
Training	66%	57%	66%
Training/Conference Room Rental	3%	1%	3%
Other, please specify	3%	7%	5%

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

#### INFORMATION SERVICES

	HOW WOULD YOU RATE THIS SERVICE			Number of Responses
	EXCELLENT	GOOD	FAIR	
Health/Medical Care Cost Surveys	43%	53%	4%	90
Helpline	42%	50%	8%	77
Labor Law Posters	54%	45%	1%	78
Local Compensation Surveys	64%	32%	4%	117
National Compensation Surveys	52%	47%	1%	83
Pay Trends/Business Trends Surveys	54%	43%	3%	95
Policies and Benefits Surveys	56%	41%	3%	102
Special Request Surveys	40%	58%	2%	55
<b>Value of above services</b>	<b>50%</b>	<b>46%</b>	<b>4%</b>	<b>140</b>
<b>Professionalism and knowledge of our Information Services staff</b>	<b>59%</b>	<b>40%</b>	<b>1%</b>	<b>138</b>

#### TRAINING/LEARNING AND DEVELOPMENT

Communication Skills Programs	56%	42%	2%	48
Compliance Updates/legal Briefings	49%	49%	2%	45
Conflict Management Skills Program	52%	45%	3%	38
CPR/Bloodborne Pathogens Technical Skills Training	52%	43%	5%	37
HR Skills & Related Issues Programs	49%	47%	4%	53
Leadership Development Programs	48%	48%	4%	50
MIOSHA/Safety Training	42%	55%	3%	36
Quality/ISO Training	33%	62%	5%	21
Team Building Skills Program	42%	54%	4%	26
Training at your facility (on site)	61%	33%	6%	36
Training/Conference Room Rentals	32%	59%	9%	22
<b>Value of above services</b>	<b>40%</b>	<b>57%</b>	<b>3%</b>	<b>93</b>
<b>Professionalism and knowledge of our Training/Learning Development staff</b>	<b>55%</b>	<b>45%</b>	<b>0%</b>	<b>96</b>

**CONSULTING SERVICES**

	HOW WOULD YOU RATE THIS SERVICE			Number of Responses
	EXCELLENT	GOOD	FAIR	
Affirmative Action Planning (AAP)	45%	50%	5%	20
Board Governance Training	33%	67%	0%	15
Coaching/Mentoring	50%	46%	4%	24
Compensation Administration Program Design	47%	53%	0%	30
Customer Satisfaction Surveys	40%	60%	0%	25
Employee Engagement Surveys	45%	52%	3%	31
Employee Handbook Development/Review	58%	42%	0%	31
Human Resources Audits	41%	59%	0%	17
Mentoring Program for New HR Professionals	50%	50%	0%	18
Organizational Analysis	35%	65%	0%	17
Performance Management Program Design	35%	65%	0%	17
<b>Value of above services</b>	<b>43%</b>	<b>57%</b>	<b>0%</b>	<b>67</b>
<b>Professionalism and knowledge of our Consulting staff</b>	<b>64%</b>	<b>36%</b>	<b>0%</b>	<b>84</b>

**TALENT MANAGEMENT SERVICES**

Background & Reference Checking Services	20%	73%	7%	15
Outplacement Services	23%	69%	8%	13
Employment Testing Services (Skills Testing, Behavioral and Personality Profiling, Attitude Testing)	44%	48%	8%	25
<b>Value of above services</b>	<b>36%</b>	<b>58%</b>	<b>6%</b>	<b>36</b>
<b>Professionalism and knowledge of our Talent Management staff</b>	<b>54%</b>	<b>46%</b>	<b>0%</b>	<b>41</b>

**COMMUNICATION & ENGAGEMENT**

E-mail	55%	45%	0%	83
Electronic Newsletter	52%	46%	2%	65
Facebook	8%	82%	8%	12
LinkedIn	17%	75%	8%	12
Twitter	10%	80%	10%	10
Website	52%	45%	3%	56

**NETWORKING OPPORTUNITIES**

HR Conference and/or Annual Meeting	51%	46%	3%	39
HR Round Table	60%	40%	0%	57
Human Resources Group (HRG) of W MI (SHRM Chapter)	56%	40%	4%	55
Inclusion and Diversity Round Table	33%	67%	0%	18
Meeting Rooms/Spaces	44%	56%	0%	25
Safety Round Table	48%	52%	0%	21

**VALUED PARTNER PROGRAM**

	HOW WOULD YOU RATE THIS SERVICE			Number of Responses
	EXCELLENT	GOOD	FAIR	
401(k) Retirement Plans and Pension Services	22%	67%	11%	9
Background Investigations	23%	69%	8%	13
Banquet/Meeting Facility	33%	67%	0%	12
Computer Technology Solutions	20%	70%	10%	10
Employee Assessments	43%	57%	0%	14
Employee Assistance Programs	46%	54%	0%	13
Employee Benefits Plans	46%	54%	0%	13
Employment Solutions	33%	67%	0%	12
Financial Services & Education	30%	60%	10%	10
Literacy Services	20%	80%	0%	10
Online Learning	30%	70%	0%	10
OSHA Recordkeeping	33%	67%	0%	12
Referrals to Member Law Firms	36%	64%	0%	11
Wellness Programs	30%	70%	0%	10
Workers' Compensation Cost Control	30%	70%	0%	10

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

	EXCELLENT	GOOD	FAIR	Responses
Accessibility of TEA Staff	53%	44%	3%	112
TEA Staff Knowledge and Professionalism	59%	40%	1%	107
Quality and timeliness of information provided	50%	46%	4%	103
Overall Value of your TEA Membership	46%	49%	5%	109

**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