



THE EMPLOYERS' ASSOCIATION 2020 MEMBERSHIP SERVICES SURVEY

Thank you to the 107 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 have made.

	Why did your organization join TEA? (107 Responses)	What services have you used? (104 Responses)	What services do you anticipate using in 2020? (106 Responses)
Affirmative Action Planning (AAP)	4%	3%	3%
Coaching/Mentoring Services	17%	8%	19%
Compensation Planning	45%	38%	36%
Discounted Business Services/Valued Partner Program	11%	7%	4%
Employee Engagement Surveys (EES)	19%	7%	16%
Handbook Reviews	21%	13%	17%
Helpline Advice & Compliance Assistance	29%	26%	26%
HR Audits	3%	0%	6%
HR-Related Consulting Services	38%	19%	29%
Legislative Updates	19%	14%	21%
Networking Opportunities/Roundtables	29%	32%	35%
Research/Survey Data	52%	55%	62%
Talent Management	8%	4%	8%
Training	55%	54%	58%
Training/Conference Room Rental	1%	1%	4%
Other	7%	5%	2%

A SURVEY FOR OUR ANALYSIS OF CURRENT TEA SERVICES/SOLUTIONS

RESEARCH & INFORMATION

	HOW WOULD YOU RATE THIS SERVICE			Number of Responses
	EXCELLENT	GOOD	FAIR	
Health/Medical Care Cost Surveys	46%	49%	5%	79
Helpline	61%	36%	3%	59
Labor Law Posters	56%	41%	3%	64
Local Compensation Surveys	66%	29%	5%	93
National Compensation Surveys	47%	42%	11%	66
Pay Trends/Business Trends Surveys	55%	41%	4%	82
Policies and Benefits Surveys	60%	36%	4%	88
Special Request Surveys	44%	51%	5%	41
Value of above services	53%	44%	3%	105
Professionalism and knowledge of our Research & Information staff	68%	32%	0%	105

LEARNING & DEVELOPMENT

Board Governance Training	44%	23%	33%	9
Communication Skills Training Programs	38%	43%	19%	21
Compliance Updates/Legal Briefings	58%	34%	8%	26
Conflict Management Skills Training Program	39%	44%	17%	18
CPR/Bloodborne Pathogens/First Aid Training	59%	32%	9%	22
HR Skills & Related Training Programs	60%	32%	8%	25
Leadership Development Programs	44%	44%	12%	25
MIOSHA/Safety Training	40%	47%	13%	15
Quality/ISO Training	24%	38%	38%	8
Team Building Program	33%	50%	17%	12
Technical Skills Training	42%	33%	25%	12
Training at your facility (on site)	60%	27%	13%	15
Training/Conference Room Rentals	33%	34%	33%	6
Value of above services	52%	44%	4%	52
Professionalism and knowledge of our Learning & Development staff	69%	31%	0%	59

ORGANIZATION DEVELOPMENT

	HOW WOULD YOU RATE THIS SERVICE			Number of Reponses
	EXCELLENT	GOOD	FAIR	
Affirmative Action Planning (AAP)	60%	30%	10%	10
Compensation Administration Program Design	70%	26%	4%	23
Customer Satisfaction Surveys	62%	38%	0%	13
Employee Engagement Surveys	62%	38%	0%	21
Employee Handbook Development/Review	63%	37%	0%	19
Employee Onboarding	64%	27%	9%	11
Human Resources Audits	50%	38%	12%	8
Mentoring Program for New HR Professionals	56%	33%	11%	9
Organizational Analysis	62%	25%	13%	8
Performance Management Program Design	57%	29%	14%	7
Value of above services	60%	38%	2%	42
Professionalism and knowledge of our Organization Development staff	77%	23%	0%	43

TALENT MANAGEMENT

Background & Reference Checking Services	25%	25%	50%	8
Outplacement Services	33%	34%	33%	6
Employment Testing Service (Skills Testing, Behavioral and Personality Profile, Aptitude Testing)	14%	43%	43%	14
Value of above services	48%	39%	13%	23
Professionalism and knowledge of our Talent Management staff	70%	26%	4%	27

COMMUNICATION & ENGAGEMENT

E-mail	73%	25%	2%	41
Electronic Newsletter	74%	21%	5%	32
Facebook	29%	42%	29%	2
LinkedIn	38%	38%	25%	3
Twitter	20%	40%	40%	1
Website	64%	31%	5%	25

NETWORKING

HR Conference and/or Annual Meeting	46%	36%	18%	22
HR Round Table	76%	17%	7%	29
Human Resources Group (HRG) of W MI (SHRM Chapter)	66%	24%	10%	29
Inclusion & Diversity Round Table	50%	25%	25%	12
Meeting Rooms/Spaces	50%	42%	8%	12
Safety Round Table	33%	34%	33%	9

VALUED PARTNER PROGRAM

	HOW WOULD YOU RATE THIS SERVICE			Number of Responses
	EXCELLENT	GOOD	FAIR	
401(k) Retirement Plans and Pension Services	20%	60%	20%	5
Background Investigations	40%	40%	20%	5
Banquet/Meeting Facility	43%	43%	14%	7
Computer Technology Solutions	33%	50%	17%	6
Employee Assessments	29%	57%	14%	7
Employee Assistance Programs	25%	62%	13%	8
Employee Benefits Plans	20%	60%	20%	5
Employment Solutions	33%	50%	17%	6
Financial Services & Education	25%	50%	25%	4
Literacy Services	20%	60%	20%	5
Online Learning	40%	40%	20%	5
OSHA Recordkeeping	14%	57%	29%	7
Referrals to Member Law Firms	25%	50%	25%	4
Wellness Programs	25%	50%	25%	4
Workers' Compensation Cost Control	25%	50%	25%	4

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

	EXCELLENT	GOOD	FAIR	Responses
Accessibility of TEA Staff	74%	21%	4%	70
TEA Staff Knowledge and Professionalism	81%	17%	2%	64
Quality and timeliness of information provided	77%	22%	2%	65
Overall Value of your TEA Membership	55%	38%	7%	69

Our Mission...

To provide employers with practical Human Resource Solutions promoting operational excellence and organizational sustainability



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