

2021 MEMBERSHIP SERVICES SURVEY

Thank you to the 117 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? (117 Responses)	What services have you used? (113 Responses)	What services do you anticipate using in 2021? (111 Responses)
Affirmative Action Planning (AAP)	4%	2%	4%
Background Checks	2%	2%	8%
Coaching/Mentoring Services	17%	9%	14%
Compensation Planning	41%	38%	42%
Discounted Business Services/Valued Partner Program	7%	8%	5%
Employee Engagement Surveys (EES)	17%	14%	20%
Employment Testing	12%	7%	14%
Handbook Reviews	27%	11%	17%
Helpline Advice & Compliance Assistance	38%	36%	35%
HR Audits	4%	1%	7%
HR-Related Consulting Services	32%	21%	19%
Legislative Updates	19%	18%	18%
Networking Opportunities/Roundtables	37%	36%	41%
Onboarding Strategy	6%	3%	10%
Organization Culture Survey	4%	4%	7%
Performance Management	8%	2%	6%
Research/Survey Data	47%	38%	44%
Room Rental (Training, Staff Meetings, Remote Work Location, Events)	1%	2%	2%
Strategic DEI Design/Support	2%	0%	3%
Succession Planning	5%	3%	7%
Teambuilding	10%	4%	10%
Training	55%	40%	56%
Other	3%	6%	5%

A SURVEY FOR OUR ANALYSIS OF CURRENT TEA SERVICES/SOLUTIONS

RESEARCH & INFORMATION

	HOW WOULD YOU RATE THIS SERVICE			Number of Rated Responses
	EXCELLENT	GOOD	FAIR	
Helpline	78%	22%	0%	60
Holiday Survey	57%	38%	5%	81
Labor Law Posters	75%	23%	2%	64
Local Pay Trends Survey	76%	21%	3%	90
National Business Trends Survey	64%	34%	2%	59
National Executive Compensation Survey	66%	32%	2%	50
National Wage & Salary Survey	67%	29%	4%	69
Policy, Practices, & Benefits Survey	63%	34%	3%	79
Special Request Surveys	59%	35%	6%	34
Wage & Salary Survey	79%	18%	3%	99
Value of above services	72%	25%	3%	115
Knowledge and Professionalism of staff in the above services	80%	19%	1%	112

LEARNING & DEVELOPMENT

	EXCELLENT	GOOD	FAIR	Number of Rated Responses
Board Governance Training	100%	0%	0%	1
Coaching/Mentoring	81%	14%	5%	21
Communication Skills Trainings	76%	21%	3%	33
Compliance Updates/Legal Briefings	66%	34%	0%	41
Conflict Management Skills Trainings	80%	15%	5%	20
CPR/Bloodborne Pathogens/First Aid Trainings	80%	20%	0%	20
HR Skills & Related Trainings	75%	25%	0%	40
Leadership Development Programs	71%	29%	0%	35
MIOSHA/Safety Trainings	59%	41%	0%	17
Quality/ISO Trainings	100%	0%	0%	4
Team Building Programs	86%	14%	0%	7
Technical Skills Trainings	100%	0%	0%	5
Trainings at your facility (on site)	96%	4%	0%	23
Training/Conference Room Rentals	100%	0%	0%	4
Webinars	63%	33%	4%	27
Virtual Trainings	50%	41%	9%	22
Value of above services	66%	33%	1%	72
Knowledge and Professionalism of staff in the above services	81%	19%	0%	77

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ORGANIZATION DEVELOPMENT

	HOW WOULD YOU RATE THIS SERVICE			Number of Rated Responses
	EXCELLENT	GOOD	FAIR	
Affirmative Action Planning (AAP)	75%	25%	0%	4
Compensation Administration Program Design	79%	21%	0%	29
Customer Satisfaction Surveys	80%	20%	0%	10
Employee Engagement Surveys	86%	14%	0%	21
Employee Handbook Development/Review	78%	22%	0%	27
Employee Onboarding	100%	0%	0%	8
Human Resources Audits	100%	0%	0%	3
Mentoring Program for New HR Professionals	83%	17%	0%	6
Organization Culture Surveys	88%	12%	0%	8
Performance Management Program Design	83%	17%	0%	6
Strategic Diversity, Equity, & Inclusion (DEI) Design/Support	75%	25%	0%	4
Value of above services	69%	31%	0%	49
Knowledge and Professionalism of staff in the above services	82%	18%	0%	55

TALENT MANAGEMENT

Background & Reference Checking Services	60%	40%	0%	5
Outplacement Services	100%	0%	0%	2
Employment Testing Service (Skills Testing, Behavioral and Personality Profile, Aptitude Testing)	83%	17%	0%	12
Value of above services	80%	20%	0%	20
Knowledge and Professionalism of staff in the above services	83%	17%	0%	23

COMMUNICATION & ENGAGEMENT

E-mail	71%	29%	0%	77
Facebook	50%	50%	0%	4
LinkedIn	58%	42%	0%	12
Newsletter	67%	29%	4%	48
TEA Website	72%	26%	2%	54
Twitter	0%	0%	100%	1

NETWORKING

HR Conference and/or Annual Meeting	62%	38%	0%	29
HR Round Table	67%	31%	2%	42
Human Resources Group (HRG) of West MI (SHRM Chapter)	55%	45%	0%	40
Inclusion & Diversity Round Table	69%	31%	0%	13
Meeting Rooms/Spaces	64%	36%	0%	11
Safety Round Table	50%	50%	0%	10

VALUED PARTNER PROGRAM

	HOW WOULD YOU RATE THIS SERVICE			Number of Rated Responses
	EXCELLENT	GOOD	FAIR	
401(K) Retirement Plans and Pension Services				0
Background Investigations	25%	75%	0%	4
Banquet/Meeting Facility	67%	33%	0%	3
Computer Technology Solution				0
Employee Assistance Programs	67%	33%	0%	6
Employee Benefits Plans	75%	25%	0%	4
Financial Services & Education				0
HR Compliance & HR Technology	67%	33%	0%	9
Literacy Services				0
Recruitment & Staffing Firms	100%	0%	0%	1
Referral to Member Law Firms	0%	100%	0%	1
Wellness Programs	50%	50%	0%	4
Workers' Compensation Cost Control	100%	0%	0%	1

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

	EXCELLENT	GOOD	FAIR	Responses
Accessibility of TEA Staff	71%	28%	1%	79
TEA Staff Knowledge and Professionalism	80%	19%	1%	79
Quality and timeliness of information provided	70%	29%	1%	79
Overall Value of your TEA Membership	53%	41%	6%	88

2021 MEMBERSHIP SERVICES SURVEY

What would you say is the greatest benefit of membership?	
A great resource!	Networking
Access to surveys and free webinars	Networking and access to great HR professions
Availability to so many resources	Networking and guidance
Being able to call for questions to make sure we are on the correct path of thinking when issues arise.	Networking and Learning
Being able to call to get an answer for a labor problem quickly.	Networking/Roundtables
Compensation survey and HR Roundtables. I prefer Jason as the mediator in our Roundtable as he tends to stay on HR topics. Hope to start meeting for breakfast soon again.	Networking; DEI Roundtable; HR Helpline; Trainings
Easy to contact with issues	Networking; roundtables; training
Everything provided.	Professional advice, confidence in having a source of knowledge.
For us, surveys	Resources - especially for a small business
Helpline and Networking at roundtables	Roundtables and professionalism of the staff
Hotline	Salary survey, training topics can be worthwhile
HR Helpline	Survey data
HR Helpline	Survey information and helpline with Maggie/ Jason
HR Helpline	Surveys
HR knowledge and understanding of what other companies are doing	Surveys
HR phone advice	Surveys, roundtables, training
HR roundtable and being able to communicate through the board whenever we need advice or guidance.	TEA staff being available for any hotline HR questions.
Knowing there are potential resources out there if we want to access them	The network of other HR professionals that I have developed. I find that the TEA staff doesn't always know the answers because they don't always have up-to-date real world examples but some one in the roundtable can always help.
Knowledge in all HR areas	Too early to tell, but I'm sure it will be the fact that your just a phone call away.
Leadership Training	Wage and employee surveys, and Brian Bacon's feedback and analysis
Local salary and wage survey	Wage Survey
Maggie and Marla	We really have not made the best use of our membership yet. That is on us. We hope to delve into it more this coming year.

Our Mission...

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