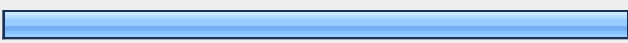



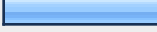
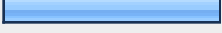

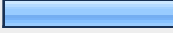


# PHRA 2010 Member Satisfaction Survey

1. What is your membership type?			
		Response Percent	Response Count
Professional Member		96.5%	82
Affiliate Member		3.5%	3
Student Member		0.0%	0
		<i>answered question</i>	<b>85</b>
		<i>skipped question</i>	<b>0</b>

2. How long have you been a PHRA member?			
		Response Percent	Response Count
1 year or less		16.5%	14
2-5 years		27.1%	23
6-10 years		23.5%	20
More than 10 years		32.9%	28
		<i>answered question</i>	<b>85</b>
		<i>skipped question</i>	<b>0</b>

3. Are you a member of SHRM?			
		Response Percent	Response Count
Yes		74.1%	63
No		25.9%	22
		<i>answered question</i>	<b>85</b>
		<i>skipped question</i>	<b>0</b>

4. What is your career level?			
		Response Percent	Response Count
Entry Level (Assistant, Specialist)		4.9%	4
Generalist		24.4%	20
Manager		25.6%	21
<b>Director</b>		<b>28.0%</b>	<b>23</b>
VP or above		17.1%	14
		<i>answered question</i>	<b>82</b>
		<i>skipped question</i>	<b>3</b>

5. What are the top 3 reasons you joined PHRA?			
		Response Percent	Response Count
<b>Networking</b>		<b>79.8%</b>	<b>67</b>
Professional Development Classes		75.0%	63
Perspectives Newsletter		13.1%	11
HR Certification Institute Prep Class		19.0%	16
Web Resources		33.3%	28
Career Center		14.3%	12
Annual Conference		29.8%	25
		Other (please specify)	8
		<i>answered question</i>	<b>84</b>
		<i>skipped question</i>	<b>1</b>

**6. Please rank each of the follow PHRA member services and events overall with 5 being extremely important to 1 being not important at all:**

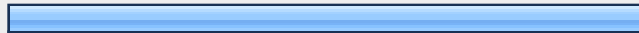



	1	2	3	4	5	Rating Average	Response Count
Learning and Professional Development Classes	4.8% (4)	3.6% (3)	6.0% (5)	23.8% (20)	<b>61.9% (52)</b>	4.35	84
HRCI Prep Class	<b>33.3% (28)</b>	13.1% (11)	16.7% (14)	17.9% (15)	19.0% (16)	2.76	84
Annual Conference	3.6% (3)	15.5% (13)	21.4% (18)	<b>33.3% (28)</b>	26.2% (22)	3.63	84
Golf and Bocce Event	<b>46.4% (39)</b>	20.2% (17)	15.5% (13)	15.5% (13)	2.4% (2)	2.07	84
People Do Matter	20.5% (17)	16.9% (14)	24.1% (20)	<b>25.3% (21)</b>	13.3% (11)	2.94	83
Holiday Party	<b>31.3% (26)</b>	19.3% (16)	27.7% (23)	12.0% (10)	9.6% (8)	2.49	83
General Networking Events	6.0% (5)	13.1% (11)	26.2% (22)	<b>35.7% (30)</b>	19.0% (16)	3.49	84
Web site	0.0% (0)	3.6% (3)	22.9% (19)	31.3% (26)	<b>42.2% (35)</b>	4.12	83
Online Member Directory	2.4% (2)	9.6% (8)	27.7% (23)	<b>30.1% (25)</b>	<b>30.1% (25)</b>	3.76	83
Perspectives Newsletter	3.6% (3)	15.7% (13)	20.5% (17)	<b>36.1% (30)</b>	24.1% (20)	3.61	83
Weekly Update Electronic Newsletter	2.4% (2)	9.5% (8)	25.0% (21)	<b>33.3% (28)</b>	29.8% (25)	3.79	84
Job Postings	7.2% (6)	10.8% (9)	21.7% (18)	<b>32.5% (27)</b>	27.7% (23)	3.63	83
Career Development Resource Center	6.1% (5)	9.8% (8)	<b>31.7% (26)</b>	22.0% (18)	30.5% (25)	3.61	82
PHRA e-University	17.3% (14)	14.8% (12)	<b>34.6% (28)</b>	23.5% (19)	9.9% (8)	2.94	81
Social Media (Linked-In, Facebook)	27.7% (23)	18.1% (15)	<b>28.9% (24)</b>	22.9% (19)	2.4% (2)	2.54	83

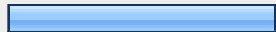
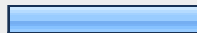
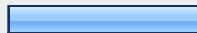

Vendor Services Directory	13.3% (11)	24.1% (20)	<b>38.6%</b> <b>(32)</b>	10.8% (9)	13.3% (11)	2.87	83
	<b>answered question</b>						<b>84</b>
	<b>skipped question</b>						<b>1</b>

<b>7. What are the top 3 services you are receiving from PHRA currently that provide significant value to you as an individual?</b>						
	<b>1</b>	<b>2</b>	<b>3</b>	<b>Rating Average</b>	<b>Response Count</b>	
Learning and Professional Development Classes	<b>48.1% (26)</b>	20.4% (11)	31.5% (17)	1.83	54	
HR Certification Institute Prep Class	<b>44.4% (8)</b>	38.9% (7)	16.7% (3)	1.72	18	
Annual Conference	<b>37.8% (14)</b>	27.0% (10)	35.1% (13)	1.97	37	
Networking Events (Golf & Bocce, Holiday Party, People Do Matter and others)	<b>47.1% (16)</b>	20.6% (7)	32.4% (11)	1.85	34	
Web site	25.7% (9)	28.6% (10)	<b>45.7% (16)</b>	2.20	35	
Online Member Directory	33.3% (8)	<b>37.5% (9)</b>	29.2% (7)	1.96	24	
Perspectives Newsletter	29.2% (7)	<b>45.8% (11)</b>	25.0% (6)	1.96	24	
Weekly Update Electronic Newsletter	0.0% (0)	42.9% (15)	<b>57.1% (20)</b>	2.57	35	
Monthly Member Postcard	<b>44.4% (4)</b>	22.2% (2)	33.3% (3)	1.89	9	
Job Postings	4.2% (1)	29.2% (7)	<b>66.7% (16)</b>	2.63	24	
Career Development Resource Center	22.7% (5)	<b>40.9% (9)</b>	36.4% (8)	2.14	22	
PHRA e-University	36.4% (4)	<b>45.5% (5)</b>	18.2% (2)	1.82	11	
Social Media (Linked-In, Facebook)	<b>54.5% (6)</b>	27.3% (3)	18.2% (2)	1.64	11	
Vendor Services Directory	25.0% (3)	<b>50.0% (6)</b>	25.0% (3)	2.00	12	
	<b>answered question</b>					<b>84</b>
	<b>skipped question</b>					<b>1</b>

8. What is your overall level of satisfaction with the services PHRA provides with 1 being totally dissatisfied to 5 being extremely satisfied?							
	1	2	3	4	5	Rating Average	Response Count
Satisfaction Level	1.2% (1)	9.6% (8)	18.1% (15)	<b>50.6% (42)</b>	20.5% (17)	3.80	83
If 3 or lower, please explain							19
<b>answered question</b>							<b>83</b>
<b>skipped question</b>							<b>2</b>

9. Over the past year has PHRA met the expectations you had when you joined or renewed your membership?						
	1	2	3	4	Rating Average	Response Count
Expectations have not been met	<b>38.9% (7)</b>	11.1% (2)	22.2% (4)	27.8% (5)	2.39	18
Expectations have been somewhat met	<b>26.7% (4)</b>	<b>26.7% (4)</b>	20.0% (3)	<b>26.7% (4)</b>	2.47	15
Expectations have been mostly met	21.6% (8)	2.7% (1)	35.1% (13)	<b>40.5% (15)</b>	2.95	37
Expectations have been totally met	30.0% (9)	0.0% (0)	16.7% (5)	<b>53.3% (16)</b>	2.93	30
If 3 or lower, please explain						21
<b>answered question</b>						<b>78</b>
<b>skipped question</b>						<b>7</b>

10. What is your preferred method for PHRA to communicate with you?			
		Response Percent	Response Count
Email		97.6%	81
Direct Mail		9.6%	8
Facebook/Linked In		4.8%	4
Phone Calls		1.2%	1
Not at All		0.0%	0
		<b>answered question</b>	<b>83</b>
		<b>skipped question</b>	<b>2</b>

11. How often do you want PHRA to communicate with you?			
		Response Percent	Response Count
Weekly		41.0%	34
Bi-Weekly		28.9%	24
Monthly		28.9%	24
Quarterly		1.2%	1
		<b>answered question</b>	<b>83</b>
		<b>skipped question</b>	<b>2</b>



12. What types of networking events would you be likely to attend in 2010?			
		Response Percent	Response Count
Golf & Bocce		29.2%	19
<b>Holiday Party</b>		<b>53.8%</b>	<b>35</b>
<b>Conference Social</b>		<b>53.8%</b>	<b>35</b>
People Do Matter Networking Reception		32.3%	21
Summer Picnic		27.7%	18
Happy Hour Social		47.7%	31
		Other Suggestions	11
		<b>answered question</b>	<b>65</b>
		<b>skipped question</b>	<b>20</b>

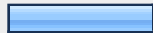
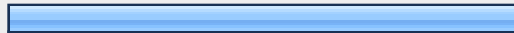
13. What is your biggest challenge as an HR professional and how can PHRA help you overcome that challenge?		
		Response Count
		43
		<b>answered question</b>
		<b>43</b>
		<b>skipped question</b>
		<b>42</b>

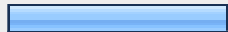
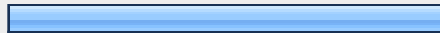
14. What is your company's biggest HR challenge and how can PHRA help you overcome that challenge?		
		Response Count
		38
		<b>answered question</b>
		<b>38</b>
		<b>skipped question</b>
		<b>47</b>

15. How can PHRA better meet your needs in 2010?		
		Response Count
		39
	<i>answered question</i>	39
	<i>skipped question</i>	46

16. What does the PHRA do right?		
		Response Count
		36
	<i>answered question</i>	36
	<i>skipped question</i>	49

17. Would you recommend PHRA membership to a colleague?			
		Response Percent	Response Count
Yes		91.3%	73
No		8.8%	7
If no, please explain			5
	<i>answered question</i>		80
	<i>skipped question</i>		5

18. Are you interested in being contacted about volunteer opportunities within PHRA?				
			Response Percent	Response Count
Yes			22.1%	17
No			77.9%	60
If yes, please provide your name and contact information				13
				<b>answered question</b>
				<b>77</b>
				<b>skipped question</b>
				<b>8</b>

19. Would you be willing to be contacted for follow up on your responses and comments?				
			Response Percent	Response Count
Yes			33.3%	25
No			66.7%	50
If yes, please provide your name and contact information				18
				<b>answered question</b>
				<b>75</b>
				<b>skipped question</b>
				<b>10</b>