IPMA-HR MEMBER SATISFACTION REPORT 2020

OVERALL SATISFACTION
IPMA-HR members are satisfied or very satisfied with their membership

RENEW
Members are likely or very likely to renew their IPMA-HR membership

RECOMMEND
Members likely or very likely to recommend IPMA-HR to a colleague

97% of IPMA-HR members familiar with Certifications felt it met or exceeded their expectations.
99% of IPMA-HR members familiar with HR Resources felt it met or exceeded their expectations.
99% of IPMA-HR members familiar with Communications felt it met or exceeded their expectations.
99% of IPMA-HR members familiar with Government Affairs felt it met or exceeded their expectations.
97% of IPMA-HR members familiar with Professional Development felt it met or exceeded their expectations.

PRODUCT
IPMA-HR members satisfied or very satisfied with

Availability 88%
Quality 88%
Value 89%

CUSTOMER SERVICE
IPMA-HR members satisfied or very satisfied with

Availability 90%
Expertise 92%
Willingness to help 92%

Top Reasons Our Members Join IPMA-HR
86%

Educational/Professional Development
Access to HR Policies, Best Practices, and Research
Networking Opportunities