

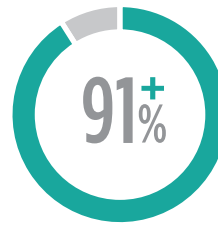
# IPMA-HR MEMBER SATISFACTION REPORT 2020

Year-Over-Year Change: + Increase = Same - Decrease



## 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%<sup>=</sup> of IPMA-HR members familiar with **Certifications** felt it met or exceeded their expectations.

99%<sup>=</sup> of IPMA-HR members familiar with **HR Resources** felt it met or exceeded their expectations.

99%<sup>+</sup> of IPMA-HR members familiar with **Communications** felt it met or exceeded their expectations.

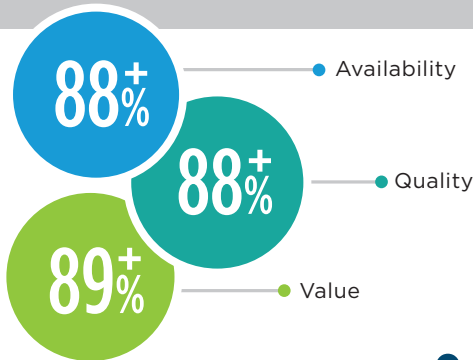


99%<sup>=</sup> of IPMA-HR members familiar with **Government Affairs** felt it met or exceeded their expectations.

97%<sup>+</sup> of IPMA-HR members familiar with **Professional Development** felt it met or exceeded their expectations.

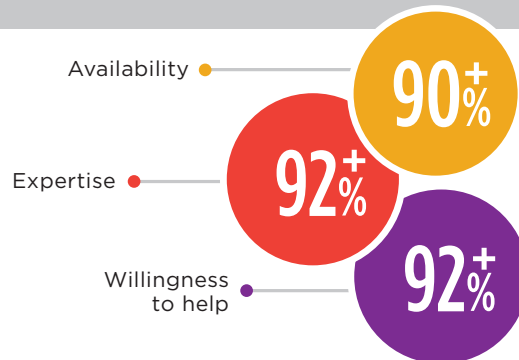
## PRODUCT

IPMA-HR members **satisfied or very satisfied** with



## CUSTOMER SERVICE

IPMA-HR members **satisfied or very satisfied** with



Top Reasons Our Members Join IPMA-HR

