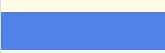







HRCI Voices Summary Report

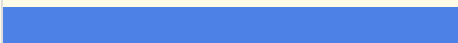




Cris Wildermuth, Ed.D., SPHR

In June of 2014, I sent a survey to all members of the HRCI Voices community. The purpose of the survey was to find out what the group members want from the group and, thus, guide our future direction. We received a total of 94 responses for the survey. Following is a preliminary summary of the results.

1. What certification(s) do you currently hold?

#	Answer		Response	%
1	PHR		33	35%
2	SPHR		54	57%
3	GPHR		6	6%
4	PHR-CA / SPHR-CA		7	7%
5	HRBP		0	0%
6	HRMP		3	3%
7	not yet certified		4	4%

2. What is your country of origin?

#	Answer		Response	%
1	United States		90	96%
3	Albania		1	1%
32	Canada		1	1%
56	England		1	1%
143	The Philippines		1	1%
	Total		94	100%

3. What is your position in your organization?

#	Answer	Response	%
1	Human resources director or vice president	35	37%
2	Human resources manager	30	32%
5	Organizational development/training consultant (external)	6	6%
6	Organizational development/training manager	1	1%
7	Human resources generalist (not manager, director or vice president)	7	7%
8	Human resources specialist (not manager, director or vice president)	2	2%
9	Faculty member or higher education administrator	4	4%
11	Not human resources	1	1%
12	Other	8	9%
	Total	94	100%

4. How can the HRCI Voices be most useful to its members?

We received 75 answers to this open-ended question. Those answers were reviewed with the purpose of generating themes, or recommendations contained in multiple responses. These themes are included below in order of frequency/strength.

- **Provide information on continuing education / recertification credits.** Many members asked for information on learning opportunities. In particular, members were concerned about the fact that SHRM would no longer support recertification activities and wanted information on how they could continue learning and maintaining their certifications. Some members mentioned specific topics such as *HR in the Digital Age* and *Employment Law in California*.
- **Share the latest news on certification and the Institute.** Members want to be kept up to date on the discussions pertaining to certification.
- **A place to have relevant conversations on the latest HR news and network with other certified professionals.** This theme included multiple calls for a clean and safe place to have relevant discussions on the latest HR trends.
- **Having a collective voice.** Some members suggested that the group might provide a forum for a “collective voice” to be heard.

5. How can the HRCI itself (beyond HRCI Voices) best support the HRCI Community? What exactly (please be as specific as possible) can the HRCI do to be critically relevant and useful to its members?

We received 75 answers for this open-ended question. Once again the answers were reviewed to generate themes, included in order of frequency/strength. Only requests made by multiple members were included in the list of themes.

- **Provide information on learning opportunities.** Members are concerned with how they will continue to learn and obtain recertification. There were multiple calls for HRCI to partner with educational activity providers and help share information on educational opportunities.
- **Market our credentials.** Several members asked that the HRCI actively market the HRCI certifications in order to continuously increase their recognition and value.
- **Support the local HR chapters.** Members asked that the HRCI be responsive to the needs of local chapters, including local SHRM chapters. Members also called for faster customer service for recertification credit issues.
- **Keep doing what you're doing.** There were several calls for the HRCI to keep doing what it does best and keep maintaining a gold standard certification.
- **Be transparent.** Members asked for the HRCI to increase communications, and let the membership know clearly what is happening, albeit in a professional and positive way.

6. What can members of the HRCI Community do to support the efforts of the Institute (in particular, given the recent events)?

We received 74 answers for this open-ended question. The following themes were identified:

- **Speak up / rally / be vocal about the SHRM Certification plans.** This was by far the strongest theme identified in this question. There were multiple calls for members to communicate to SHRM their displeasure on the new certification.
- **Don't jump on the bandwagon.** Many members argued that the best support that could be provided by the HRCI-certified community is not to procure the SHRM certification.
- **Continue maintaining your certifications.** Several recommended that members continue their recertification processes normally.
- **Be proud of and promote the HRCI certifications.** Members recommended that we promote our HRCI certifications and recommend them to our mentees and colleagues.

7. Please use the space below to enter any additional input you'd like to share with the Institute and with the management of HRCI Voices.

We received 62 answers for this open-ended question. The following themes were identified:

- **Disappointment with the SHRM decision.** This was a very strong theme, with some form/variation of the word “disappointment” appearing in multiple comments. Many members were upset at the SHRM decision to start a new certification. Some suggested that the SHRM move had financial motivations.
- **Disappointment that the two organizations couldn’t “get along.”** This was a variation of the theme above, where members lamented the division between the two organizations.
- **Ramp up the information.** Several members asked for more information, wanting to know what happened and why it happened. Some were concerned that HRCI was not acting aggressively enough. There were some calls for information for those currently studying for certifications.