

# OOTR 2017 Summer webinar series

The webinar will begin shortly





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Human Resources Professionals Association

# Office of the Registrar

## 2017 Summer webinar series

Thursday,  
June 1, 2017

HRPA's metastrategy

Thursday,  
June 8, 2017

Decoding HRPA's objects

Thursday,  
June 15, 2017

The big debate: Business partner v. professional role

**Thursday,  
June 22, 2017**

**What members have to say about HRPA as a professional regulatory body: Results from the 2017 HRPA Member Survey**

Thursday,  
June 29, 2017

The requirement to notify the Registrar of bankruptcies and insolvency events

Thursday,  
July 6, 2017

Quarterly update on the new CHRP, CHRL, and CHRE certification processes

# Housekeeping

- Webinar will be recorded and posted online
- The CPD code for this webinar will not be given in the webinar itself, rather it will be sent to each webinar attendee as part of the post-webinar survey
- Will post answers to questions that we could not answer in the webinar

# Questions involving specific individual circumstances

- This webinar is not the appropriate place and time to address specific individual circumstances
- Sometimes the correct answer depends on some details that are not provided with the question
- Please contact the Office of the Registrar with questions involving specific individual circumstances

# What members have to say about HRPA as a professional regulatory body: Results from the 2017 HRPA Member Survey

June 22, 2017

# Poll

Dis you participate in the 2017 HRPA Member Survey?

- Yes
- No

# Rather than creating a new organization, the Legislature decided to repurpose an existing organization

**1973**

**Personnel Association of Toronto (PAT)**

*“to provide leadership and assistance to members and to improve their competence in the field of personnel and industrial relations; and to promote social intercourse and good fellowship among its members”*

**1979**

**Personnel Association of Ontario (PAO)**

*“establish and encourage the acceptance and maintenance of uniform province-wide standards of knowledge, experience and ethics for all persons engaged in the field of human resources management”*

**1990**

**Human Resources Professionals Association of Ontario (HRPAO)**

*“to maintain discipline among members of the Association”* is added

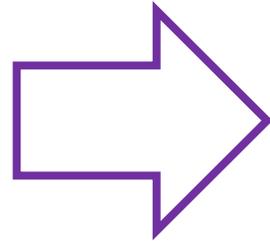
**2013**

**Human Resources Professionals Association (HRPA)**

*“promote and protect the public interest by governing and regulating the practice of members of the Association and firms in accordance with this Act and the by-laws”*

# Transition

**Unregulated  
profession**



**Regulated  
profession**

*Let's use the Member Survey to find out how the transition is going*

# What we aimed to do

- The idea was to use the Member Survey to gather information as to
  - where HRPA and its members and students are at in regards to the transition
  - what members think of HRPA's performance as a professional regulatory body
  - impact of HRPA on the behaviour or conduct of members and students
  - level of member support for HRPA's regulatory mandate
  - whether members think that promoting and protecting the public interest should be HRPA's top priority

# Are Member Survey results trustworthy?

- Sample characteristics
- Response biases



# Sample characteristics

- HRPAs Member Survey is conducted in April of each year
- 2,465 respondents (10.2% response rate)
- Statistically, it is not the proportion of the population that responds that is important but whether the sample is representative. Representative samples, even though small compared to the population can be very accurate.
- In fact, 10.2% of any population is considered to be a large sample (in a statistical sense)
- There is no evidence of bias, but the possibility can never be entirely discounted

# Sample characteristics

<b>Category</b>	<b>Percent in public register on April 3, 2017</b>	<b>Percent in 2017 Membership Survey sample</b>
Student	11.4%	9.2%
Practitioner	25.7%	17.9%
CHRP	22.1%	26.2%
CHRL	38.6%	44.0%
CHRE	1.1%	1.3%
Allied professional	1.0%	1.3%
	100%	100%

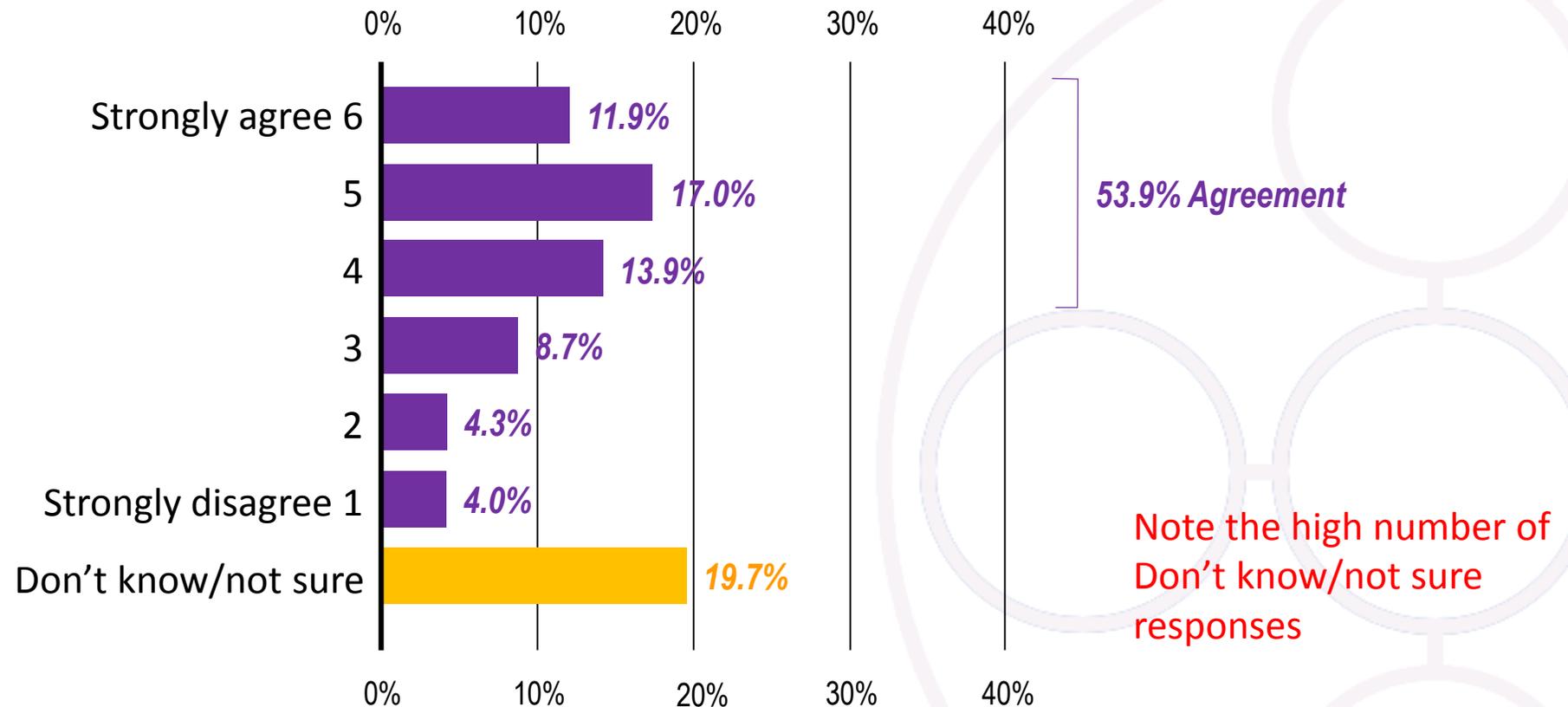
# Caution

- Opinions can be difficult to interpret and are subject to all sorts of response biases
  - **Social desirability bias** is a social science research term that describes a type of response **bias** that is the tendency of survey respondents to answer questions in a manner that will be viewed favorably by others. It can take the form of over-reporting "good" behavior or under-reporting "bad", or undesirable behavior. (Wikipedia)
  - **Acquiescence bias** is a category of response bias in which respondents to a survey have a tendency to agree with all the questions or to indicate a positive connotation. **Acquiescence** is sometimes referred to as "yea-saying" and is the tendency of a respondent to agree with a statement when in doubt.

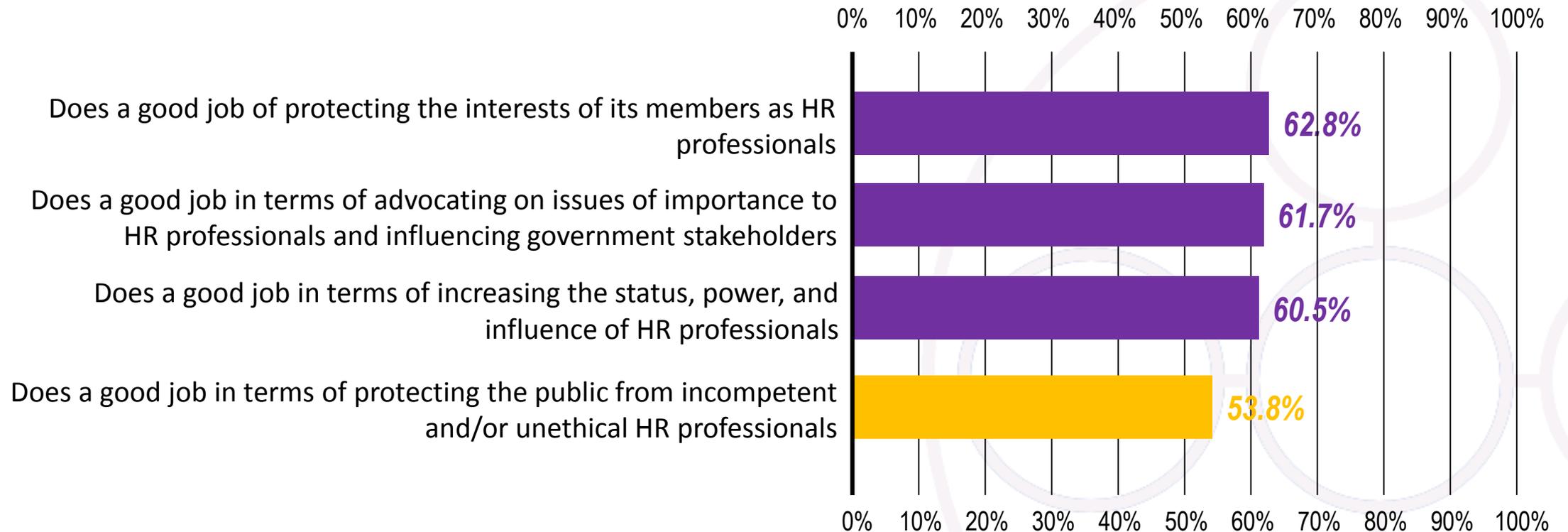
HRPA's purpose and mandate is to promote and protect the public interest by governing and regulating the practice of its members and firms

**What did survey respondents make of HRPA's overall performance against this purpose and mandate?**

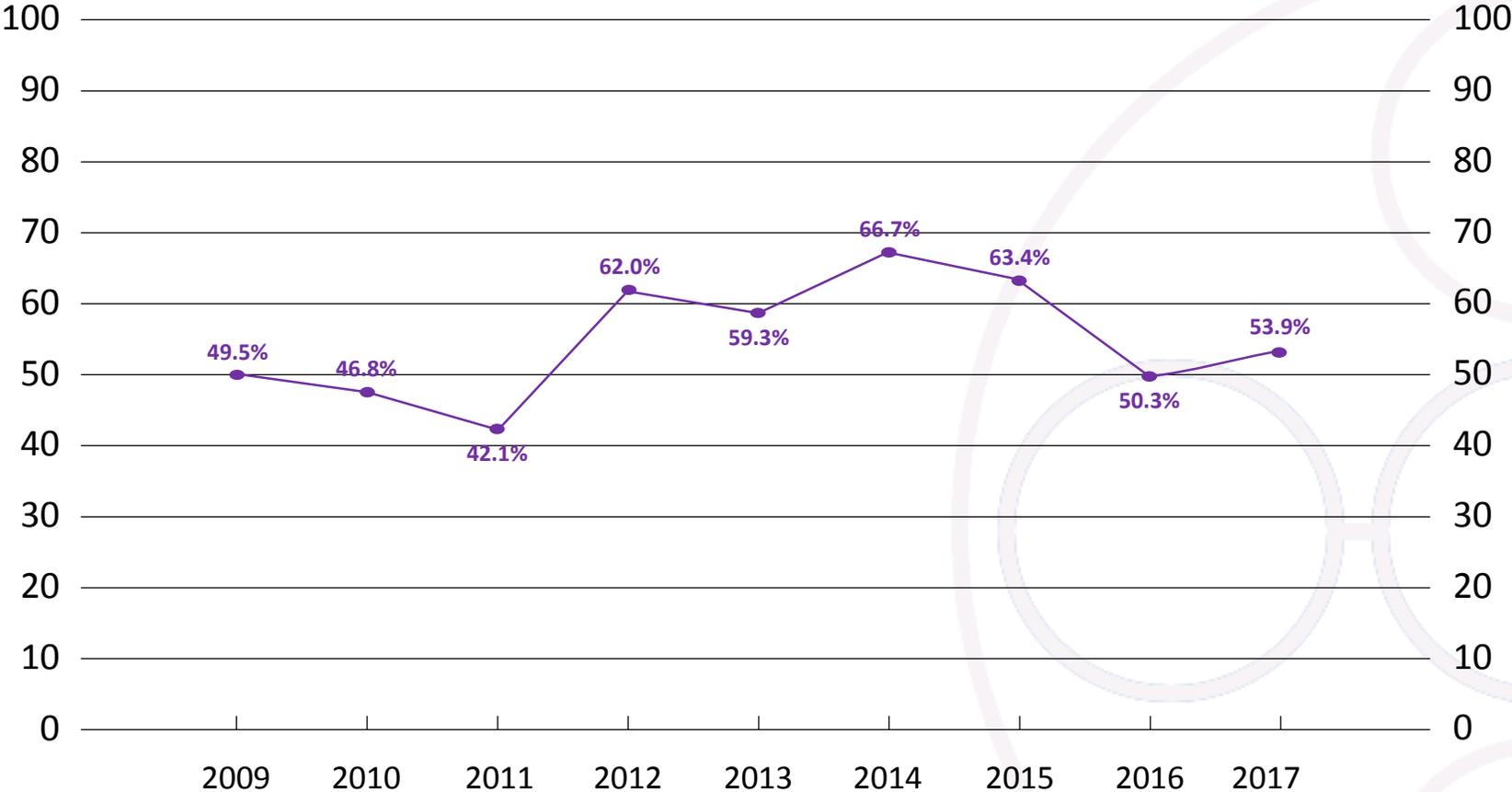
*“Please share your opinion regarding these statements about HRPA.  
The Association does a good job of protecting the public from  
incompetent and/or unethical HR professionals?”*



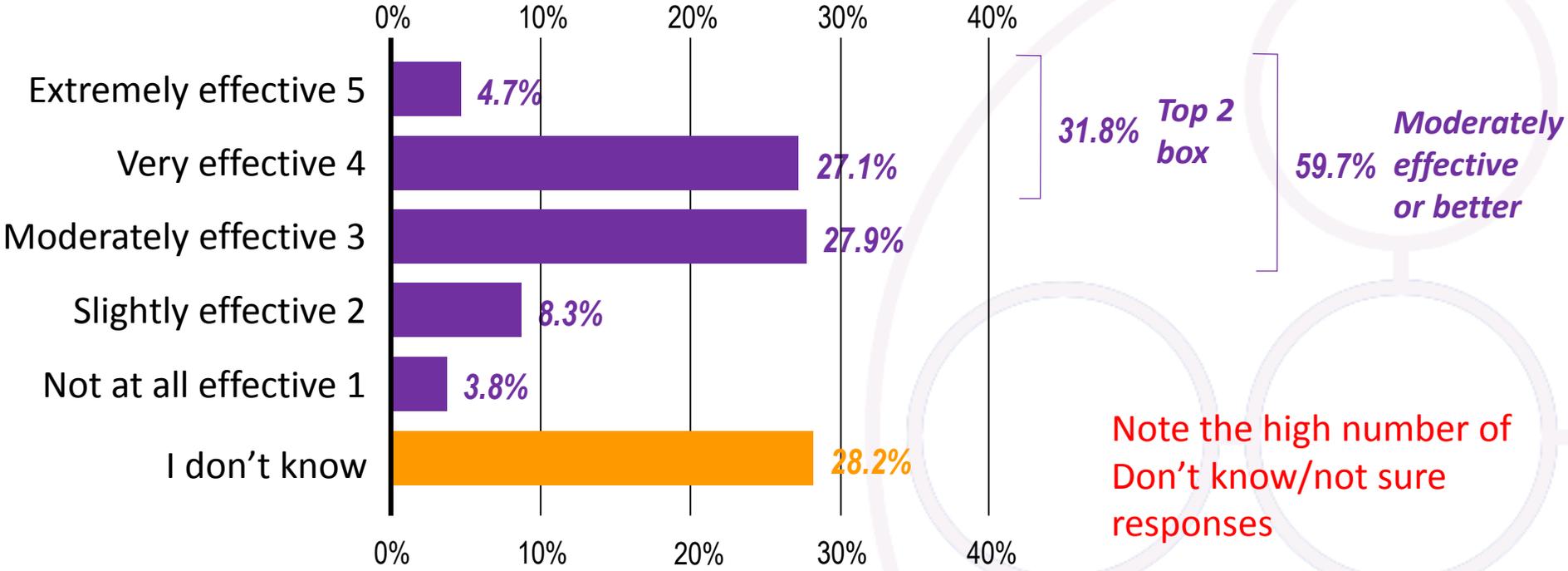
# Putting that result in context



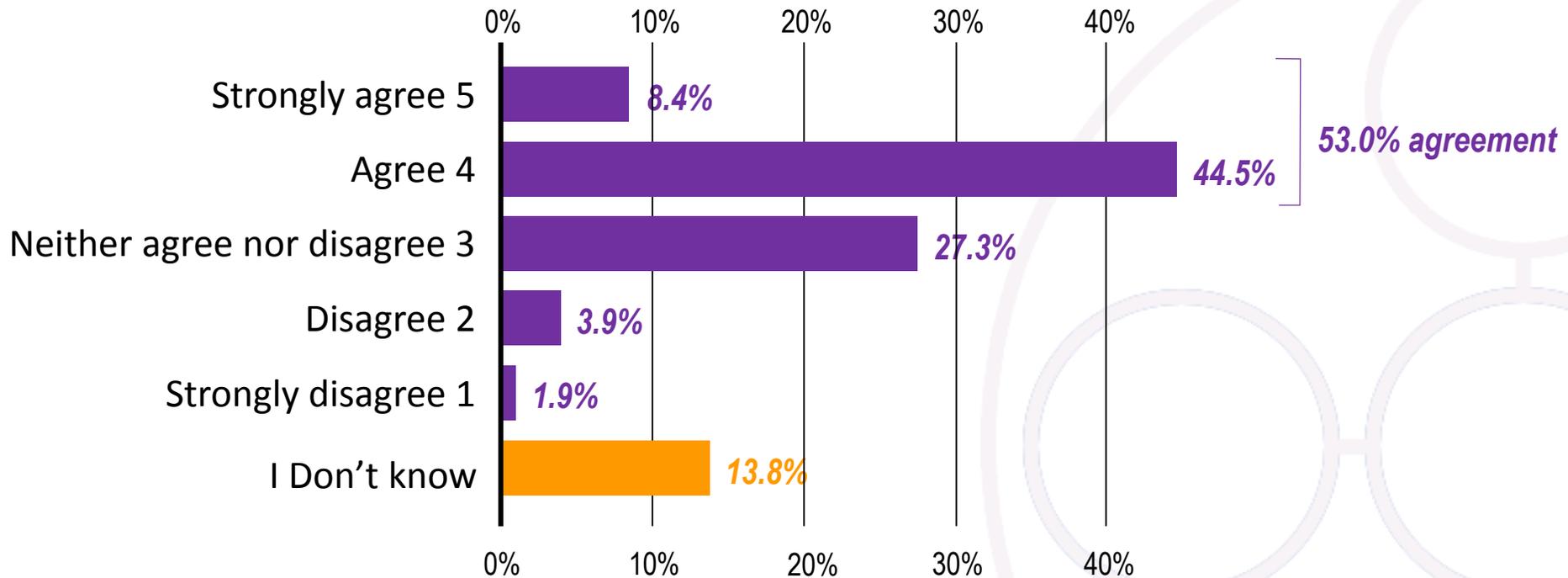
*“The Association is doing a good job of protecting the public from incompetent and/or unethical HR professionals”*



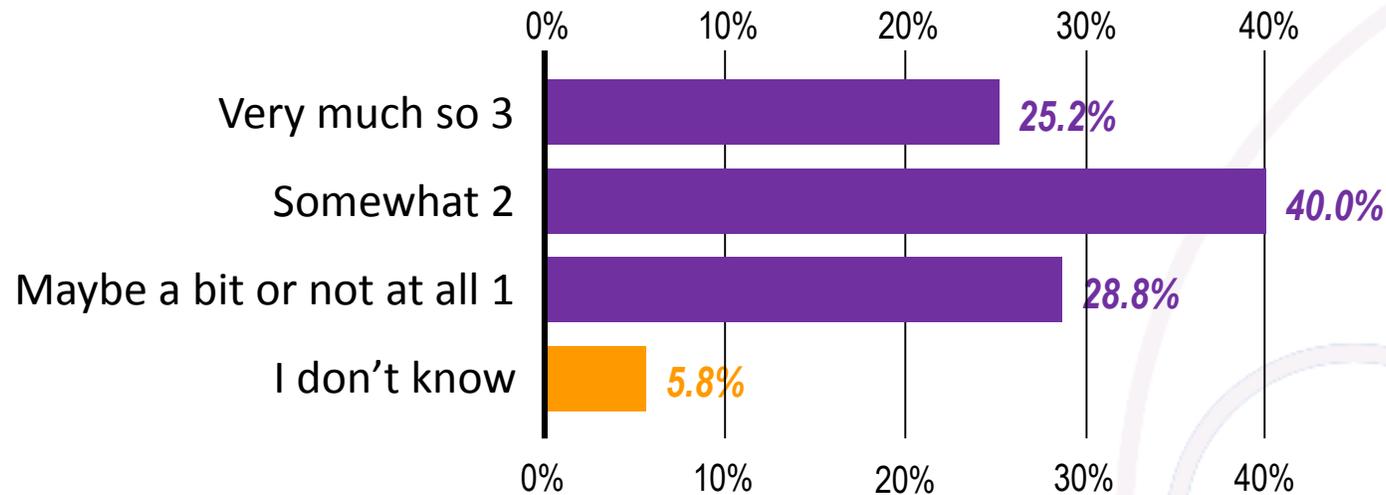
*“In your opinion, how effective has HRPAs been in reducing, suppressing, mitigating or eliminating the potential harms to the public stemming from the practice of human resources on the part of its members?”*



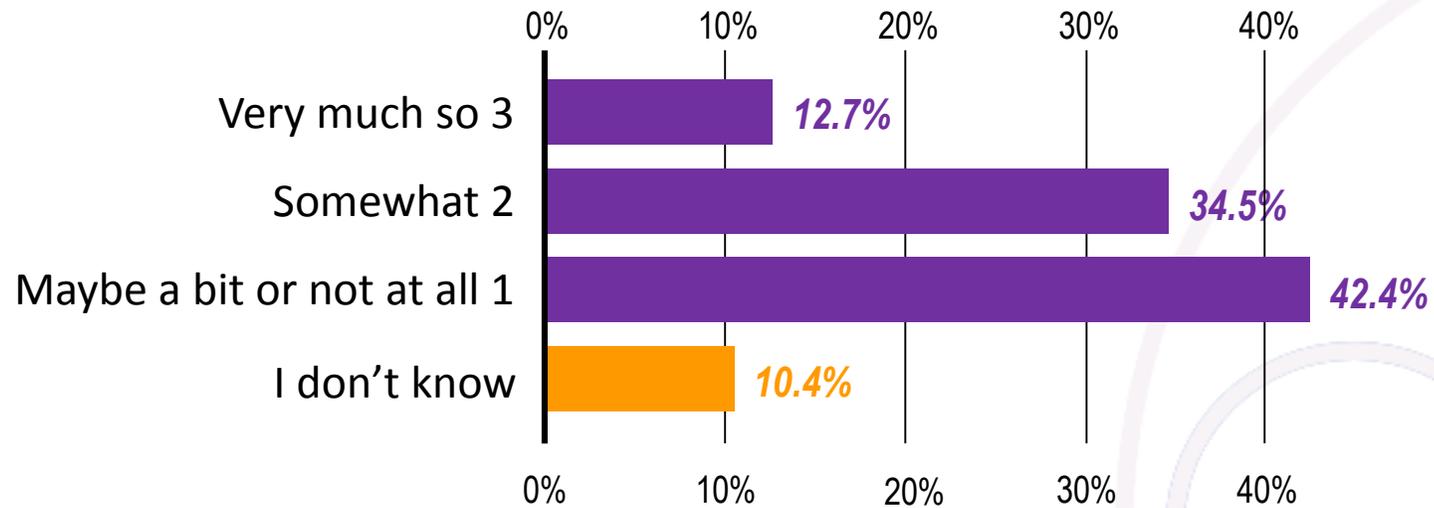
*“Looking back at the policies, decisions, and actions HRPAs taken over the last year, it is clear to me that HRPAs have always put the public interest first?”*



*“In your opinion, would you say that HRPA is widely seen by its members to be a strong and effective professional regulatory body?”*



*“In your opinion, would you say that HRPAs are widely seen by the public at-large to be a strong and effective professional regulatory body?”*



# Poll

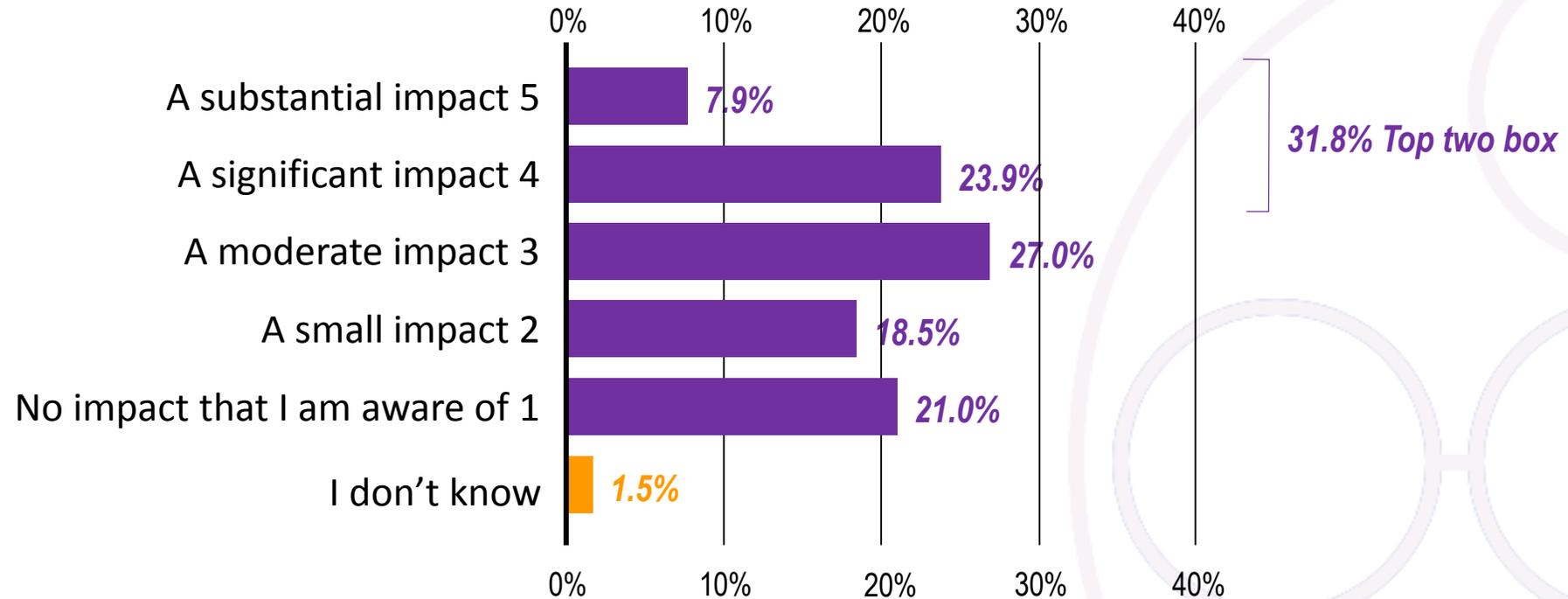
You've seen what the survey respondents have said. Now, how would you assess HRPAs performance as a professional regulatory body?

- ★★★★★
- ★★★★
- ★★★
- ★★
- ★
- I don't know

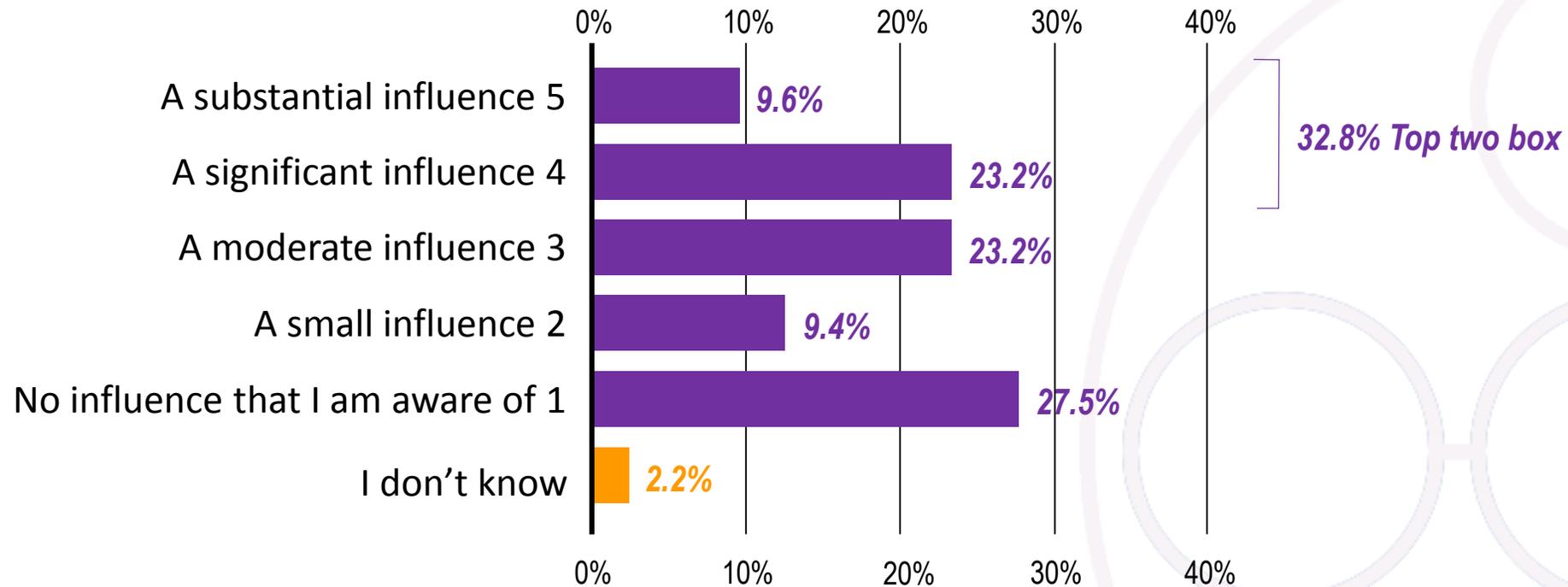
For professional regulatory bodies effectiveness means having an impact on the behaviour or conduct of their registered professionals

**What did survey respondents make of HRPA's impact on the conduct of members and students?**

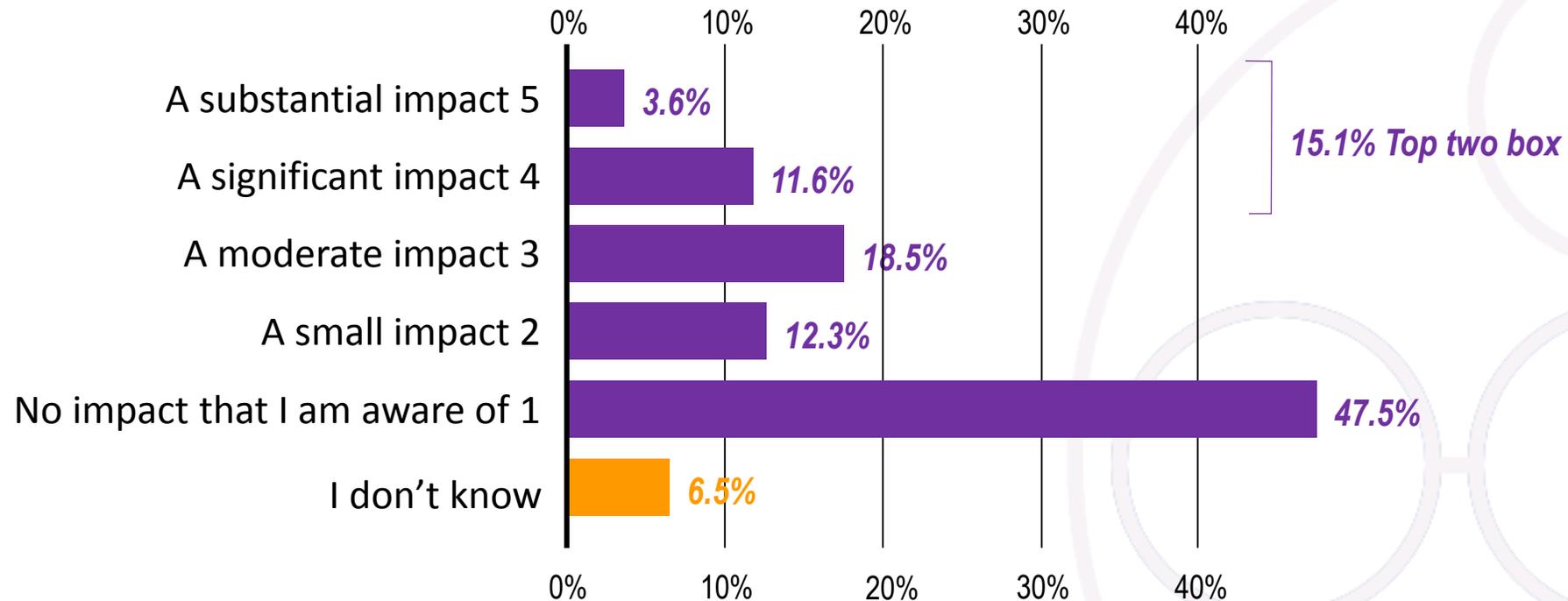
***“How much impact has your membership in HRPA had on your conduct as an HR professional?”***



***“How much of an influence have HRPA’s Rules of Professional Conduct and other professional guidance had on your conduct as an HR professional?”***



*“HRPA became a statutory professional regulatory body governed by public act on November 6, 2013—what impact had this had on your practice as an HR professional?”*



# Poll

How much impact has the HRPAs as your professional regulatory body had on your behaviour or conduct as a professional?

- ★★★★★
- ★★★★
- ★★★
- ★★
- ★
- I don't know

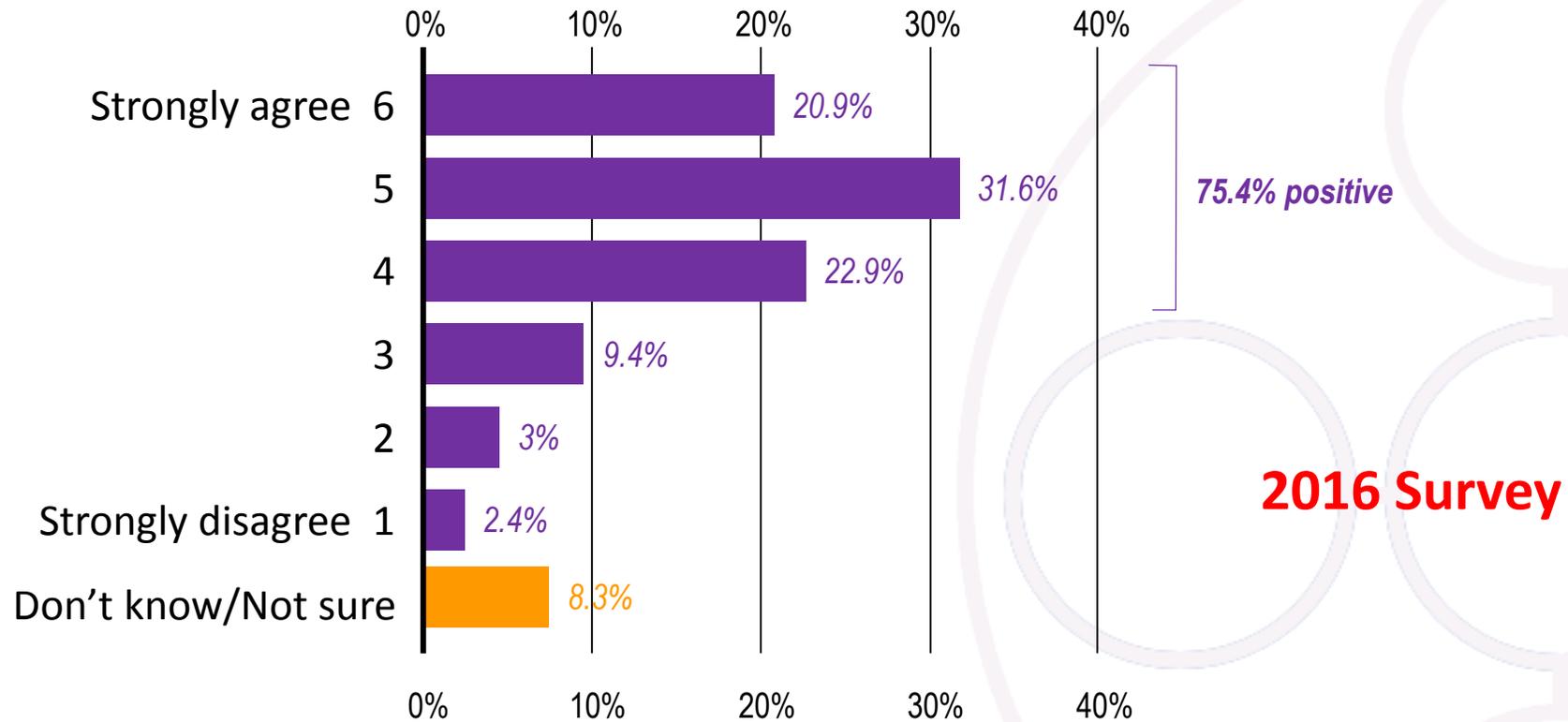
For professional regulatory bodies effectiveness it is important that professionals support the regulatory mandate

**What did survey respondents say about support for HRPA's regulatory mandate?**

What we learn here is that the answers we get can depend on how the question is asked

**Two different formats, two different answers**

*“Do you agree that the promotion and protection of the public interest should be HRPAs primary focus?”*



# Fixed-sum format

- Importance questions are particularly susceptible to acquiescence bias
- One type of question format that has been devised to deal with acquiescence bias is the fixed-sum format
- The fixed-sum question format asks respondents to allocate a fixed number of units across a set of options
- The fixed-sum question format also allows for ties (it doesn't force the respondent to choose one primary option)

# 2016 Survey

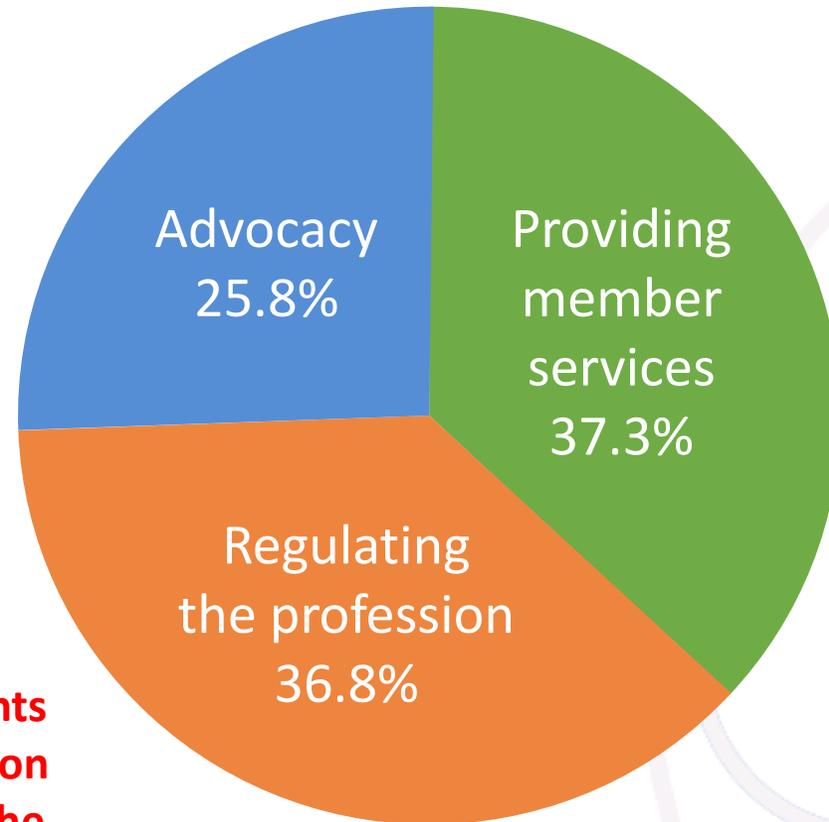
Let's assume for the purpose of this question that everything at HRP A can be subsumed under one of the following three categories of activities listed below. In your opinion, what should be the relative importance that HRP A should accord to each of these three categories? The values must add up to 100.

- regulating the profession and upholding the highest professional standards (e.g., establishing, maintaining, developing and enforcing standards of qualification, standards of practice, standards of professional ethics, standards of knowledge, skill and proficiency, and regulating the practice, competence and professional conduct of members of the Association and firms)
- providing member services (e.g., networking, events, professional development activities, affinity programs, job boards, information services, magazine)
- being the voice of the profession and advocating on behalf of the profession (e.g., lobbying the Legislature for legislation that is to the benefit of members of the profession)

# Fixed-sum question format

- An interesting aspect of fixed-sum question formats is that the average (mean) value for each option will also add up to the fixed-sum
- For instance, if respondents are required to make their points add up to 100 across 3 options, the average (mean) of the points for the 3 options will add up to 100
- This is very convenient to express the results for the question

# 2016 Survey



**38.0% percent of respondents gave regulating the profession the highest importance of the three options**

# Which is it?

- When the question is asked one way, it could be said that 75.4% agree that regulating the profession should be HRPA's primary focus
- Asked another way, it could be said that 38.0% state that regulating the profession should be HRPA's primary focus
- If we allow for ties, it is possible to have more than one 'primary' focus. Can that explain the difference?
- Which is it?
- In all likelihood the 38.0% was the most accurate value for 2016

# What about 2017?

- Question was changed
- Four options instead of three
- More precise wording for some options

# 2017 Survey

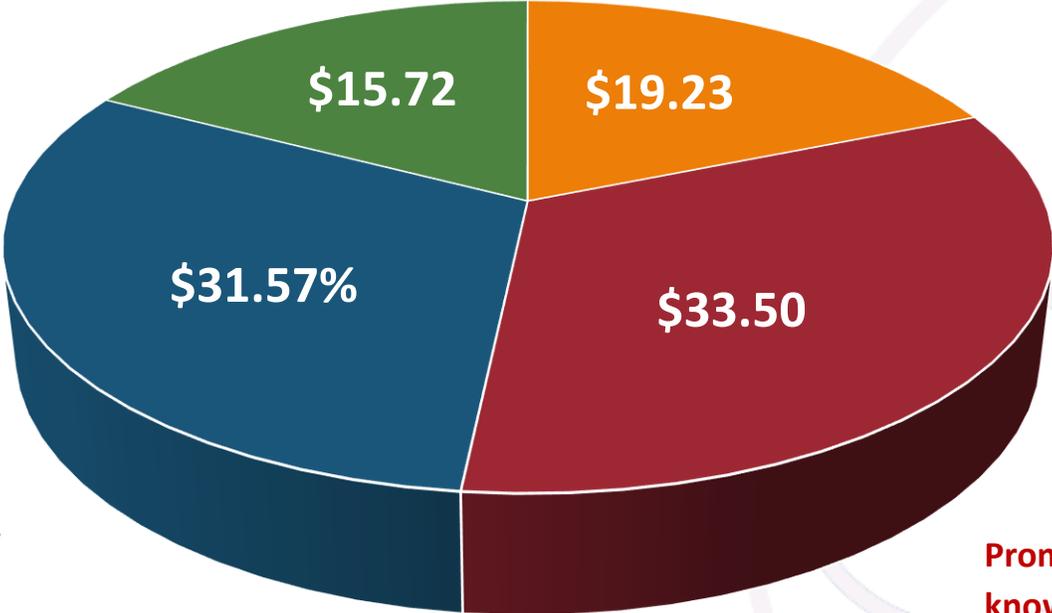
Let's assume for the purpose of this question that all activities at HRP A can be subsumed under one of the four categories of activities listed below. Let's say that you have \$100 to allocate across these four categories of activity—how would you allocate your \$100 across the four categories? You can assign any amount to any of the four categories, but the amounts must add up to 100. Do not use \$ signs, just integers.

- Promoting and protecting the public interest by governing and regulating the practice of members of the Association and firms (e.g., establishing, maintaining, developing and enforcing standards of qualification, standards of practice, standards of professional ethics, standards of knowledge, skill and proficiency, and regulating the practice, competence and professional conduct of members of the Association and firms)
- Promoting and increasing the knowledge, skill and proficiency of members of the Association, firms and students
- Providing member services (e.g., networking and social events, mentoring programs, affinity programs, job boards, information services, magazine, research services)
- Lobbying the Legislature and government for legislation and policies that are in the interests of the members of the Association

# How members and registered students would like to see HRPAs distribute its resources

Lobbying the Legislature and government for legislation and policies that are in the interests of the members of the Association

Promoting and protecting the public interest by governing and regulating the practice of members of the Association and firms (e.g., establishing, maintaining, developing and enforcing standards of qualification, standards of practice, standards of professional ethics, standards of knowledge, skill and proficiency, and regulating the practice, competence and professional conduct of members of the Association and firms)



Providing member services (e.g., networking and social events, mentoring programs, affinity programs, job boards, information services, magazine, research services)

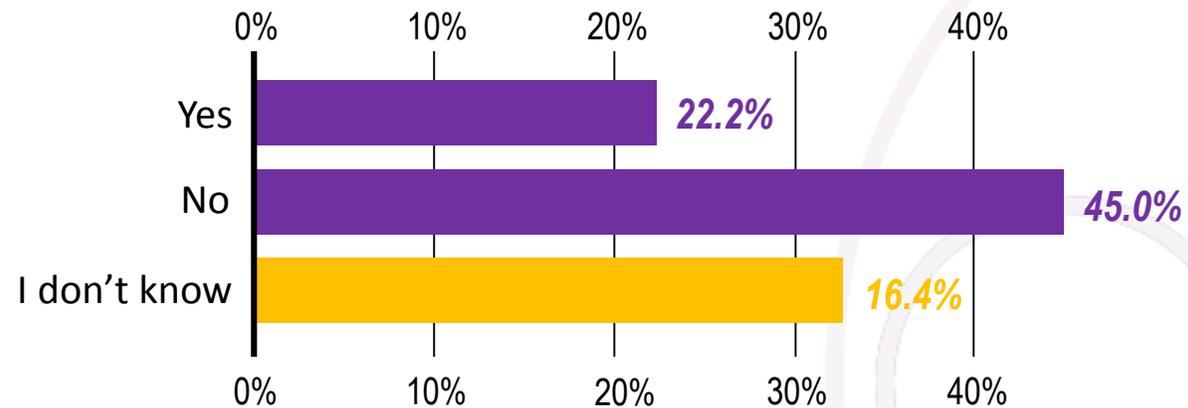
Promoting and increasing the knowledge, skill and proficiency of members of the Association, firms and students



# More ways of looking at the results

- 11.6% would allocate \$0 out of \$100 to the promotion and protection of the public interest (no funding whatsoever)
- 14.8% would allocate \$5 or less out of \$100 to the promotion and protection of the public interest
- 31.9% would allocate \$10 or less out of \$100 to the promotion and protection of the public interest
- 50% of respondents would allocate \$20 or less out of \$100 to the promotion and protection of the public interest
- Only 8.8% of respondents would spend more on the promotion and protection of the public interest than any of the other three options

*“In your opinion, should HRPAs do more to verify that members, students, and firms are complying with the standards set out by the HRPAs by carrying out practice inspections?”*



# Write-in question

Category	Responses
Hostile to the idea of professional regulation for HR professionals	15
Regulation should take a back seat to serving the members	10
Want licensure	8
Critical comment suggests serious misunderstanding about regulation	8
Against the requirement to notify the Registrar of bankruptcies and insolvency events	6
Doesn't know about HRPAs professional regulation mandate	5
On right track/Keep up the good work	5
Increase public awareness of HRPAs as a professional regulatory body	2
Want to see results of investigations	2
Critical of time it takes to investigate complaints	1
Suggestion about mandatory review of Rules of Professional Conduct	1
Introduce a public register	1
Ensure that members are maintaining education standards	1
Sort out internal matters at HRPAs	1

# Poll

Should the promotion and protection of the public interest be HRPAs top concern and priority?

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

# Questions



# Poll

I found this webinar worthwhile?

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

**Suggestions for webinar topics?  
Feedback?**

**registrar@hrpa.ca**

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