

2021

**ANNUAL MEMBER &
STUDENT SURVEY PART TWO:
PROFESSIONAL REGULATION**

KEY HIGHLIGHTS

**HR
PA**

Human
Resources
Professionals
Association

Introduction

Each year the HRPAs conduct our Annual Member and Student Survey to collect feedback and insights from our membership on both HRPAs and the HR Profession. This year's survey was divided into two parts, with Part One focusing on HRPAs's programs and services, the results can be viewed [here](#).

Part Two of the survey was conducted between June 2 and July 5, 2021, with a total of 818 responses. The survey focused on HRPAs's regulatory operations and aimed to measure overall engagement with the professional regulation process among our members and students across four main areas:

Perceptions of HRPAs as a professional regulatory body

It is assumed that professionals are more likely to be open to influence by their professional regulatory body when it is seen to be respectful, honest, transparent, accountable, fair, impartial, competent, and respected.

Openness to professional regulation

Regulated professionals, for their part, need to be open to regulation and be willing partners in keeping the public safe.

Understanding of why Human Resources is regulated

Understanding what HRPAs members and students think professional regulation is and how it works.

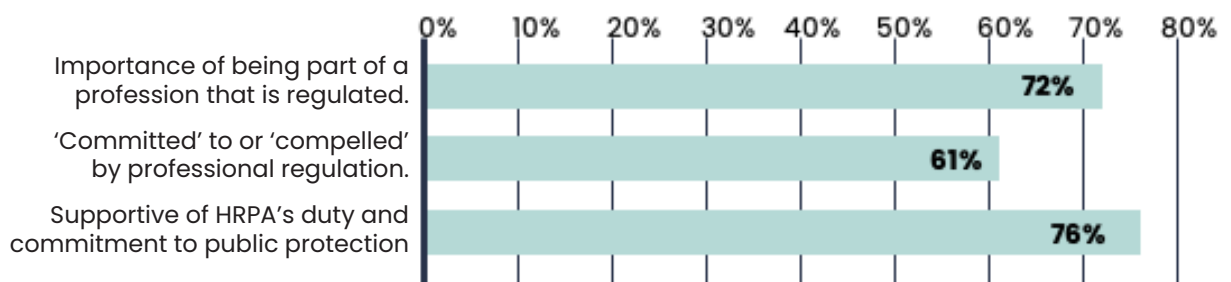
Impact on professional practice and compliance issues

Understanding the degree of influence HRPAs has over the conduct and practices of HRPAs members and students.

Some key highlights from Part One of the survey help to contextualize the results of Part Two, and provide insights into how members and students feel about professional regulation:

- 72% of survey respondents indicated that it was important or extremely important for them to be part of a profession that is regulated.
- 61% of survey respondents indicated that they were committed to or compelled by professional regulation.
- 69% of survey respondents stated that they understood to a fair or great extent that HRPAs has a duty, under the Act, to make the promotion and protection of the public interest its primary objective.
- When asked what HRPAs should do in situations where the interests of the public conflict with those of the members, 16% stated that HRPAs should always put the interests of the public first, 81% said it depends on the situation.

Overall self-reported support for professional regulation¹:

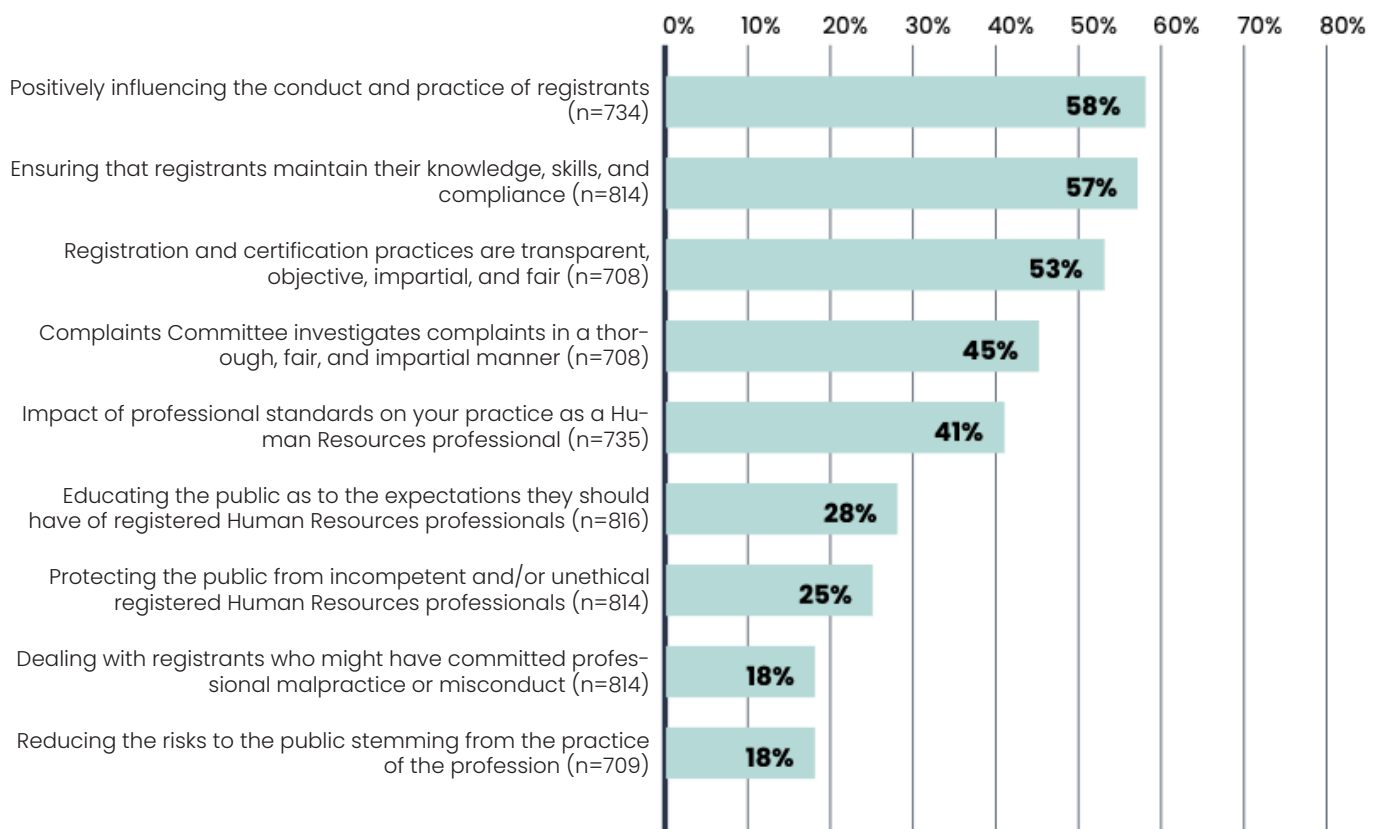


¹ Results taken from both Part One and Part Two of the 2021 Annual Member and Student Survey

Member and Student Perceptions

Overall self-reported support for professional regulation²:

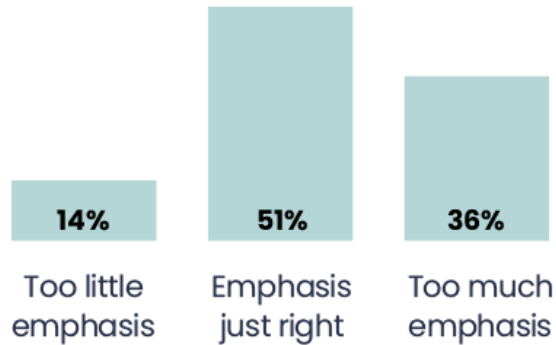
- The average percent positive score across the nine performance-related questions was 38%
- “Positively influencing the conduct and practice of registrants” is the highest rated statement at 58%, but “reducing the risks to the public stemming from the practice of the profession” is the lowest at 18%. While we might expect to see “influence on conduct” have a positive effect on “reducing the risks,” the data did not bear out. Further research may be needed to understand the reasons for this discrepancy.
- 53% said “Registration and certification practices are transparent, objective, impartial, and fair”.
- 45% said “HRPA’s Complaints Committee investigates complaints in a thorough, fair, and impartial manner”.



² Percentages in the chart above are a sum of the top two box responses for each question.

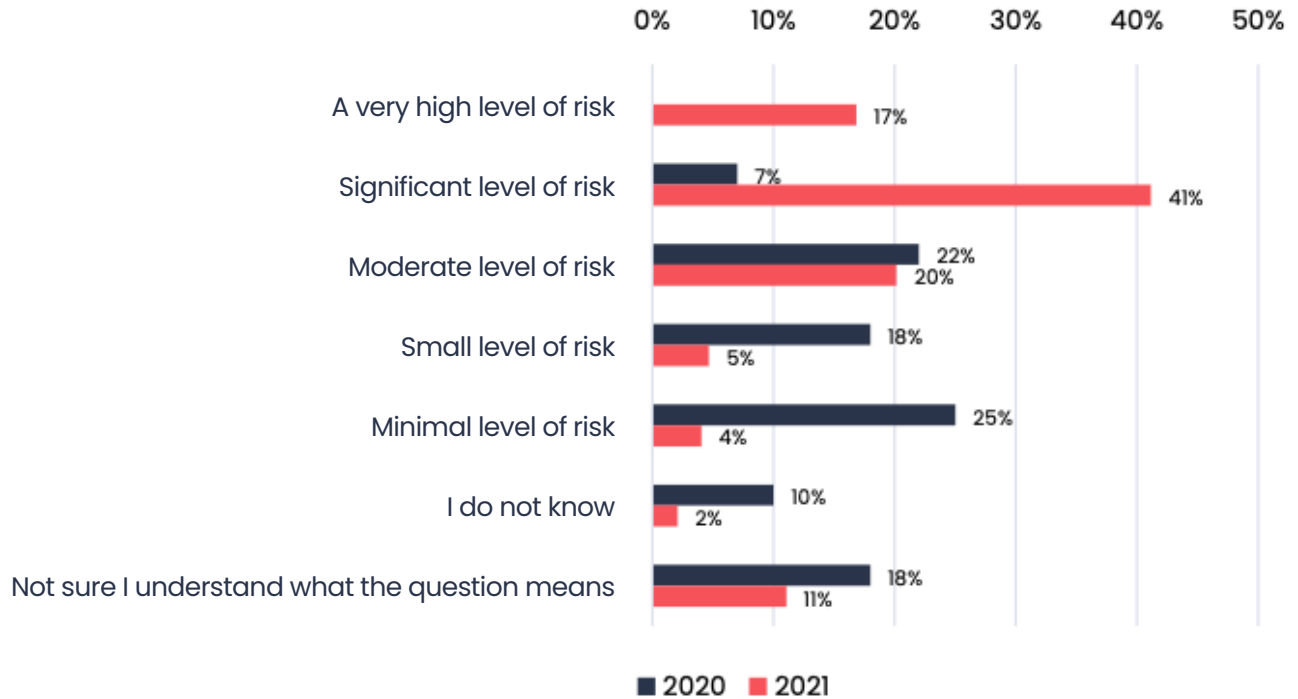
In regard to the promotion and protection of the public interest, which of the following statements best captures your opinion? (n=707)

A majority of respondents were of the opinion that HRPAs’s emphasis on the promotion and protection of the public interest was “just right”.



In your opinion, what level of risk does the practice of Human Resources management by members and students registered with HRPAs pose to the public?³ (n=814)

Responses suggest that members and students recognize that the practice of HR does pose significant risks to the public, however it is notable that the results are very different than those of our survey from September 2020.



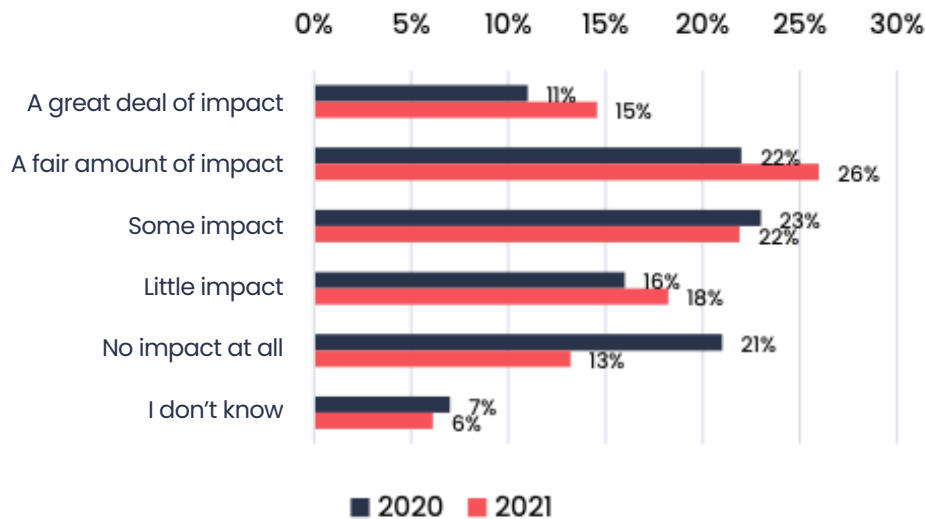
³ In the 2021 survey, the ‘very high’ response option was added, this is the only difference as compared to the 2020 version of this question.

Professional Standards

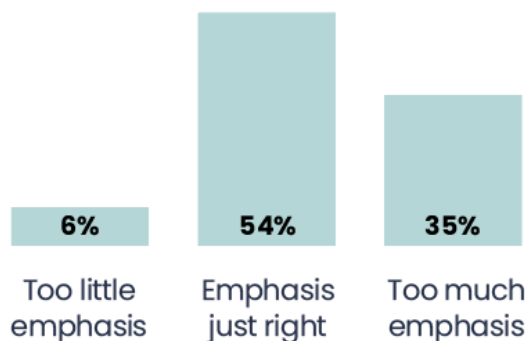
Survey respondents provided their perceptions on HRPAs professional standards with the following key highlights:

- 41% of respondents believe HRPAs professional standards have had a substantial or significant impact on their practice as an HR professional.
- 89% of respondents do not want the registration and certification standards to be elevated.
- 85% of respondents do not want HRPAs professional standards to be raised.
- 54% of registrants believe that the professionalism of HRPAs registrants needs elevating.
- 59% believe that all applicants for registration with HRPAs should be required to complete a program on professionalism and the duties that come from being a professional.

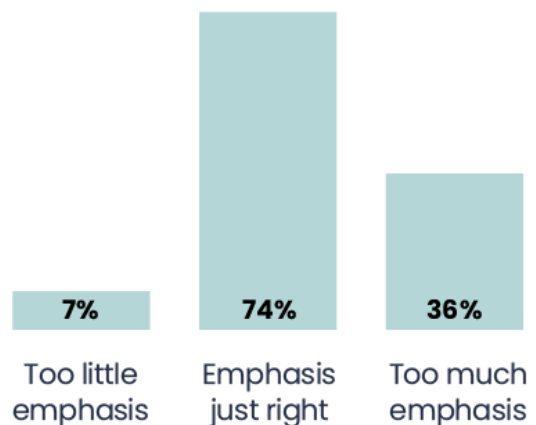
What kind of impact have professional standards established by HRPAs had on your practice as a Human Resources professional? (n=735)



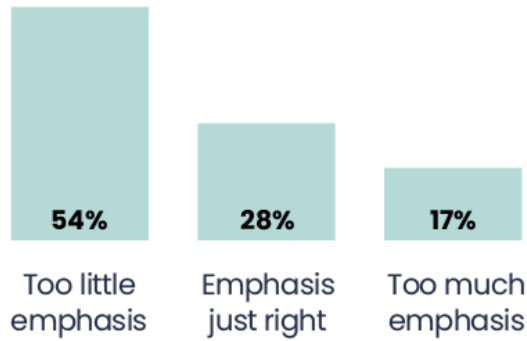
What would you say about HRPAs registration and certification requirements? (n=735)



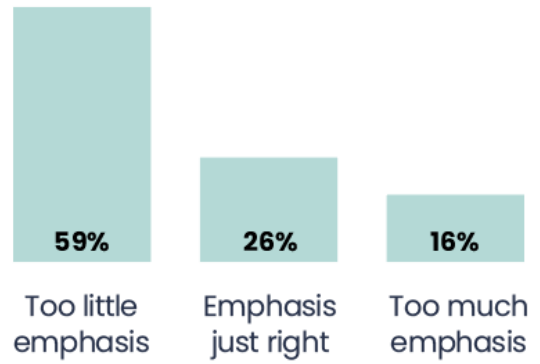
What would you say about HRPAs professional standards? (n=733)



Do you agree that the professionalism of HRPAs registrants needs elevating? (n=732)

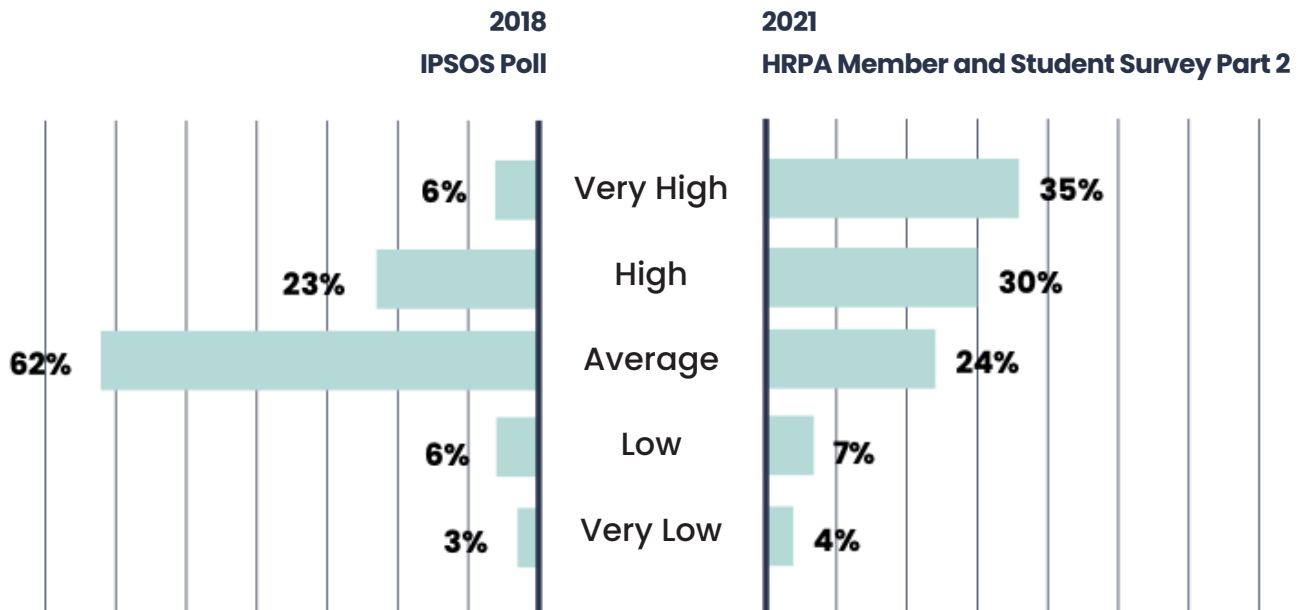


In your opinion, should all applicants for registration with HRPAs be required to complete a program on professionalism and the duties that come from being a professional? (n=724)



Please rate the honesty and ethical standards of Human Resources professionals registered with HRPAs (n=735)

The survey results found that there is a discrepancy between how the general public and HRPAs members and students view the honesty and ethical standards of HR professionals⁴.

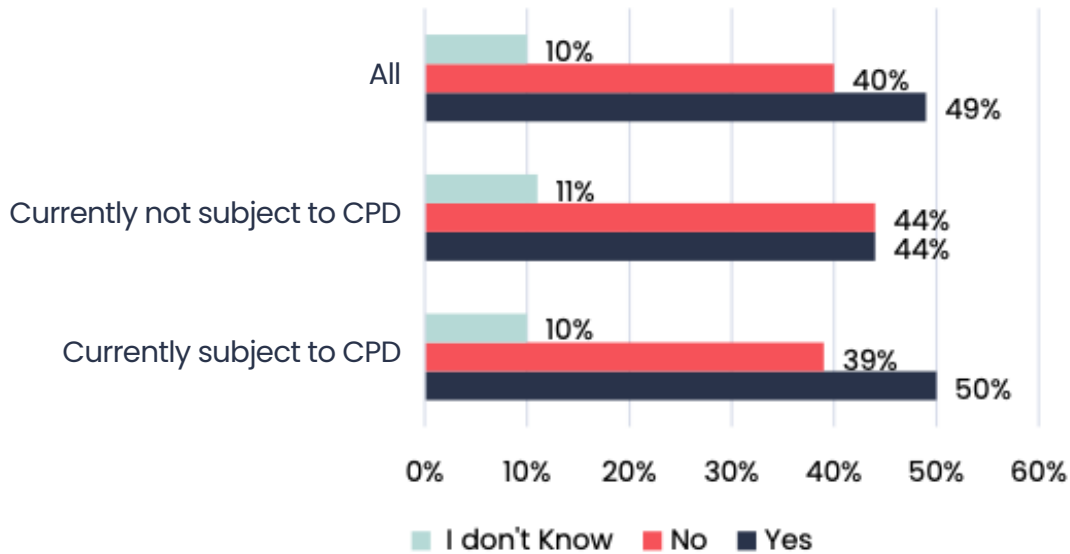


⁴ The results are compared to a 2018 Ipsos poll commissioned by the HRPAs to assess public opinion of both the HRPAs and the human resources profession.

Continuing Professional Development

Currently at HRPAs, 36.5% of membership are not subject to any CPD requirements. The survey found that respondents that are not subject to HRPAs CPD requirements have similar feelings about CPD as those that are subject to the requirement.

Should all members be subject to a CPD requirement? (n=734)



The survey proposed several ideas for potential updates to HRPAs CPD program and asked respondents to provide their feedback:

- “Adding practice/work-based reflection as an eligible CPD activity” was the most positively received idea with 55% giving it a rating of good or very good.
- Respondents also rated “reducing the number of hours required but eliminating activities that are not truly linked to professional development” positively with 51% selecting good or very good.
- The least popular idea among respondents was moving to an annual cycle which 48% rated as bad or very bad.

Compliance

The survey looked at two key indicators for compliance: the requirement to notify the Registrar of any insolvency event, and the requirement to obtain and maintain professional liability insurance (PLI) for members and students in independent practice. Overall, the survey found:

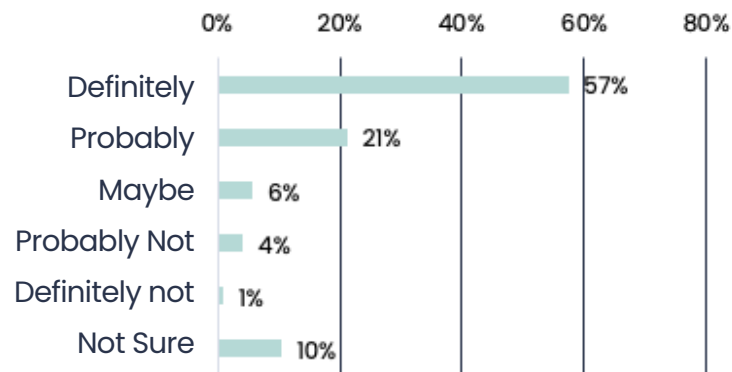
- Compliance rates for the two key requirements are dramatically low.
- There is a large discrepancy between self-reported compliance rates and objective compliance rates.

Requirement to report bankruptcy and insolvency events

- Based on the survey results, we should expect an 82.5% compliance rate with the requirement to notify the Registrar of any insolvency event.
- Considering the annual insolvency rate for Ontario in 2020 (2.9 per 1000)⁵, we would have expected 68 insolvency events among HRPAs members and students in the last 12 months.
- In reality, there were only 8 reports of insolvency events to the Registrar in the last 12 months, corresponding to a compliance rate of 11.7% which suggests that members and students overestimate their compliance by a fair margin.

$$\text{Insolvency event compliance rate} = \frac{\text{Actual number of notifications}}{\text{Expected number of notifications}} = \frac{8}{68} = 11.7\%$$

If you were to experience a bankruptcy or insolvency event, would you notify the HRPAs Registrar as such, as required by our Act and By-laws? (n=735)



Requirement to obtain Professional Liability Insurance

- 7.9% of survey respondents indicated they are in independent practice.
- If we extrapolate that to 23,958 registrants, we estimate that 1,894 registrants are in independent practice.
- In total, we have 614 registrants authorized for independent practice, putting the compliance rate for PLI at 32%
- Interestingly, the PLI compliance rate based on self-report in this survey is 38/54 = 70%
- On matters such as Professional Liability Insurance, the compliance rate should be 95% or better.

$$\text{PLI compliance rate} = \frac{\text{Actual number of PLI notifications}}{\text{Expected number of PLI notifications}} = \frac{614}{1894} = 32.4\%$$

⁵ Statistics from the Superintendent of Bankruptcies

Conclusion

The survey aimed to measure the level of engagement members and students have regarding professional regulation. Members and students' positive feelings about professional regulation are encouraging, however the results also suggest that there is still more that the HRPAs can do to help increase overall engagement:

- There are some inconsistencies between respondents' positive attitude towards professional regulation and their overall understanding of the HRPAs' responsibility as a professional regulatory body to put the interests of the public first.
- There is also a discrepancy between how HRPAs members and students view the honesty and ethical standards of HR professionals compared to how they are perceived by the general public.
- Compliance rates for the two key requirements examined in this survey are very low and the results found a large difference between self-reported compliance rates and objective compliance rates.