



Member Satisfaction Survey

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“This is interesting, 70% of the respondents to our survey said they don't respond to surveys.”



Background

- Strategic plan objective:
 - PEO to have a sustainable, organization-wide, continuous improvement culture
- Survey to seek input on how well PEO regulates and advances the practice of engineering
- Conducted from January 5 to February 5, 2016



Background

- 57,870 licence holders received the eblast
- 3,885 responded, 6.7 per cent participation rate
- Six sections containing 27 multiple-choice questions and 1 open comments section
- Five multiple-choice ratings from:

Strongly **Disagree** → Strongly **Agree**
& **Don't Know** choices available





Demographics

- 45 per cent licensed by PEO > 20 years
- 54 per cent pay their licence fee themselves; 39 per cent employer pays their licence fee
- 88 per cent licensed in only one province





Demographics

- 70 per cent were educated in Canada
- 35 per cent registered in Engineering Intern (EIT) program during the licence application process
- 90 per cent have no connection to PEO, other than being a professional engineer





My Relationship with PEO

Respondents identified that PEO:

- keeps them informed of government requirements regarding engineering practice (76 per cent)
- is interested in advancing the practice of professional engineering (74 per cent)
- does a good job of protecting the public from incompetent and/or unethical professional engineers (65 per cent)



My Engagement with PEO

- 75 per cent have not attended chapter functions in the past year
- Top three chapter activities attended:
 - social/recreational events (51 per cent)
 - professional development (50 per cent)
 - professional networking (47 per cent)



Social
Events





PEO's Regulatory Role

Agree/strongly agree responses:

- 64 per cent - PEO's regulatory efforts are sufficient
- 61 per cent - PEO's efforts in establishing, developing and maintaining standards are sufficient
- 72 per cent - PEO's efforts in establishing, developing and maintaining professional ethics are sufficient
- 47 per cent - PEO's promotional efforts are sufficient





PEO's Regulatory Role

Agree/strongly agree responses indicating that PEO is doing a good job of:

- increasing the level of understanding professional regulation (63 per cent)
- investigating all complaints made against licence holders in a fair and impartial manner (63 per cent)
- enforcing against illegal practice or use of engineering title (63 per cent)
- disciplining licence holders for misconduct or incompetence (66%)



PEO's Regulatory Role

PEO focuses its resources appropriately in the following areas	<i>Too Little</i>	<i>Right Amount</i>	<i>Too Much</i>	<i>Don't Know</i>
PEO Awards Program	6.5%	49.4%	15.4%	28.7%
Licensing	8.9%	67.0%	7.0%	17.0%
Chapters	15.5%	49.1%	8.9%	26.5%
Complaints	18.6%	55.2%	3.5%	31.7%
Discipline	10.9%	58.1%	3.9%	27.0%
Engineers Canada	10.0%	40.9%	5.2%	43.9%
Student Membership Program	12.0%	35.3%	4.3%	48.4%

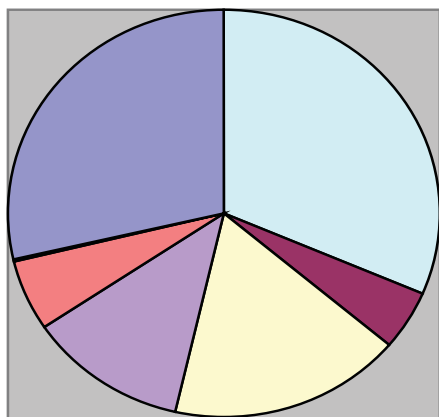
PEO's Regulatory Role

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Government Liaison Program	14.7%	34.4%	6.0%	45.0%
Engineering Intern Program	16.3%	47.3%	4.6%	31.9%
Enforcement	19.1%	52.9%	3.7%	24.3%
Standards and Guidelines	20.5%	57.6%	3.3%	18.7%
Communications	22.4%	59.3%	3.6%	14.8%
Repeal of Industrial Exception	23.7%	30.1%	9.4%	36.8%
Pre-university Education Outreach	26.4%	33.1%	4.7%	35.8%



Council

Is the size and make up of Council the best to carry out PEO's mandate?

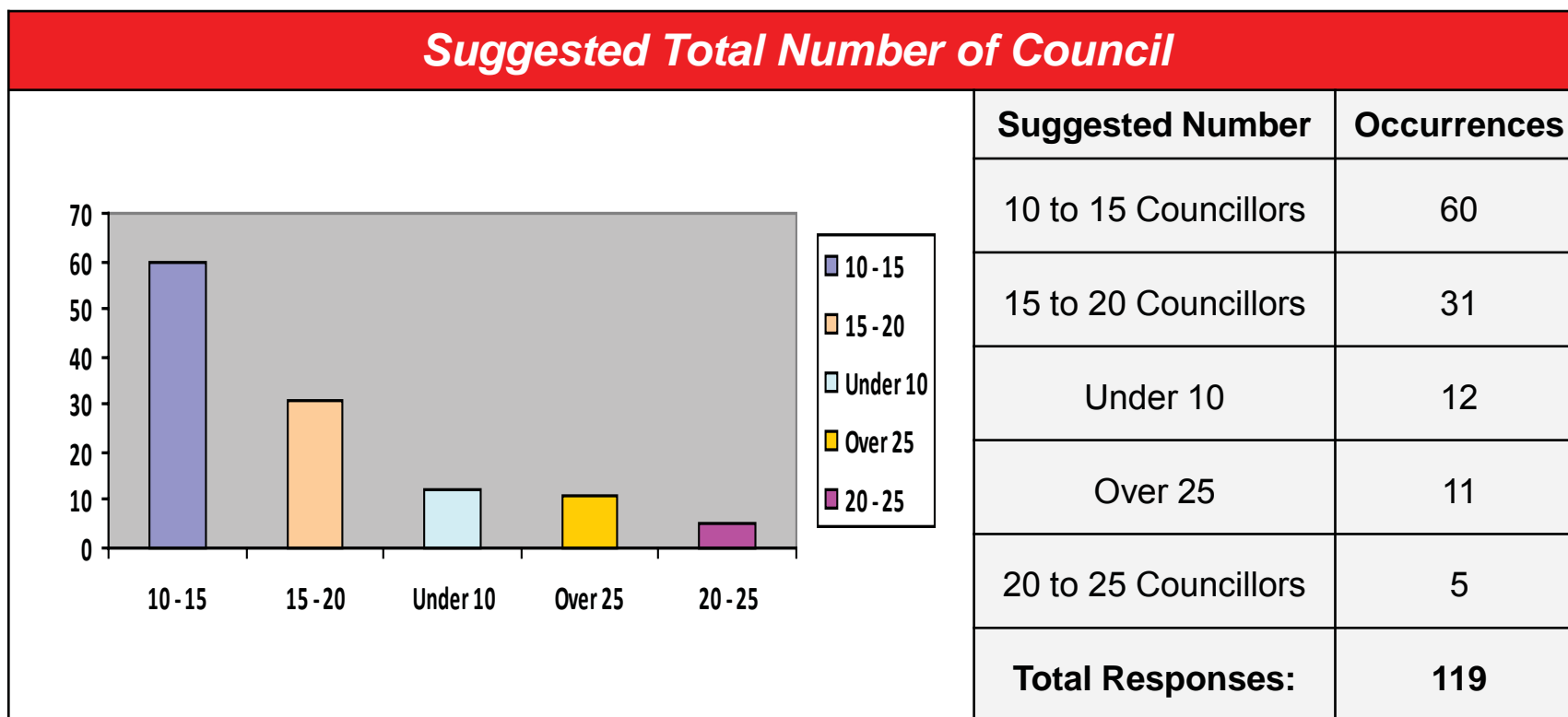


- Right size & composition
- Right size, wrong composition
- Too big, wrong composition
- Too big, right composition
- Too small, wrong composition
- Too small, right composition
- Don't Know

Answer Options	Response Percent	Response Count
Right size and composition	33.05%	1147
Right size, needs a different composition	4.72%	164
Too big and wrong composition	18.35%	637
Too big, but correct composition	12.82%	445
Too small and wrong composition	0.81%	28
Too small, but correct composition	0.26%	9
Don't Know	29.99%	1041
Total Responses:		3471



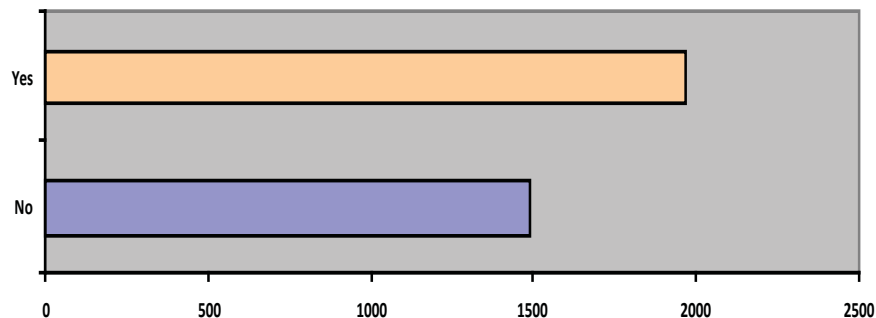
Council



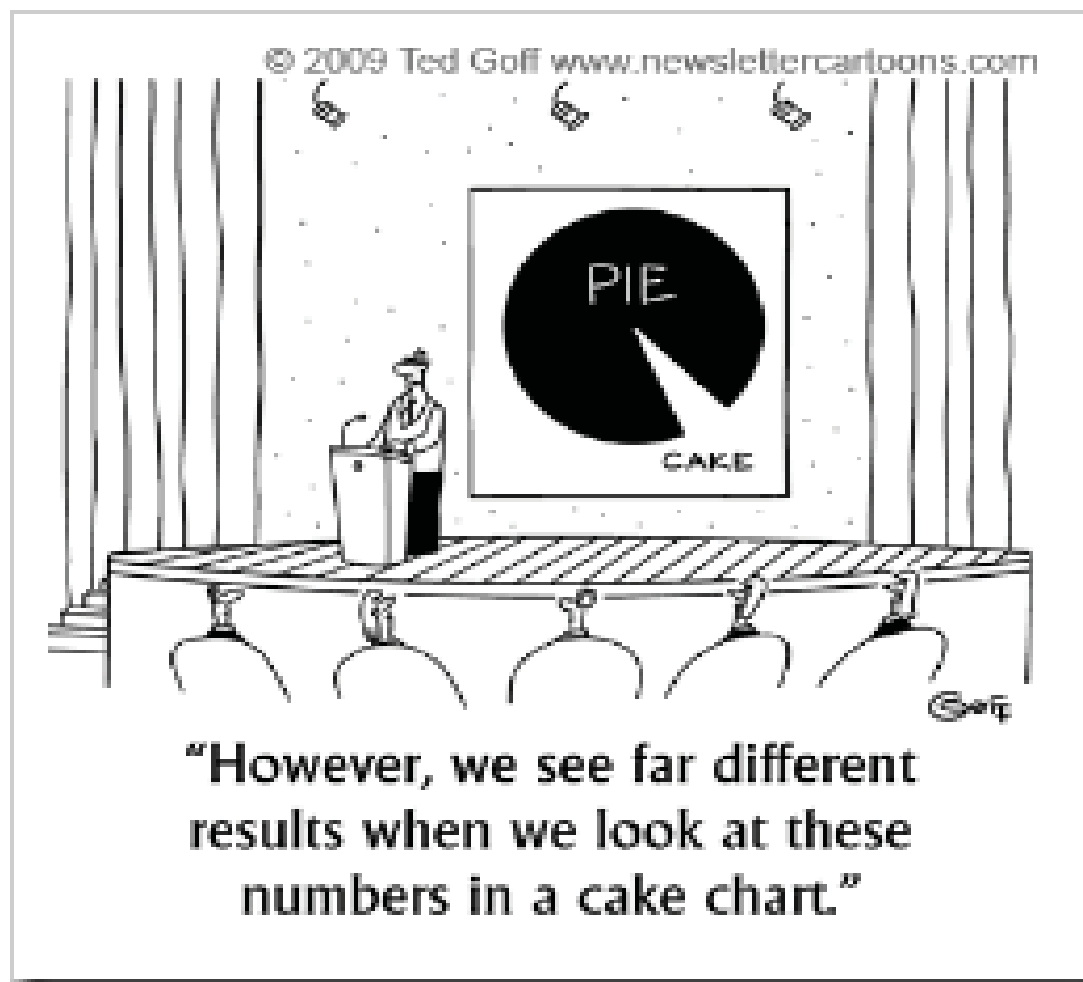


Committees

Do you feel there should be term limits for volunteers serving on Committees?



Answer Options	Response Percent	Response Count
Yes	56.94%	1970
No	43.06%	1490
Total Responses:		3460





Discussion

