

# **ABC FP Organization Survey**

**December 2011**

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## Introduction

In April 2008 we surveyed members to find out how well the ABCFP was meeting their needs in several areas including:

- Guidance
- RFT scope of practice
- The Increment
- Enforcement of the *Foresters Act* and Bylaws
- Advocacy
- The website
- Customer service when members call or e-mail the ABCFP

The first survey was completed in 2008 and the ABCFP resurveyed the membership in January 2009, December 2009, December 2010 and November 2011 to see if we were able improve our service to you. Below you will find the results from the November 2011 survey and year-to-year averages in satisfaction levels.

The 2011 results showed that the downward trend has been significantly reduced. We plan to continue to improve our services to members in an effort to show a positive trend next year. We are pleased with the fact that our score on the question about our direct contact with members through e-mail and the telephone is showing a positive trend this year.

## 1. Forest Practices Legislation

One of the responsibilities of the ABCFP is to provide guidance with respect to professional obligations on matters relating to forest practices legislation such as the new *Practice Reminders* notices and the development of the Principles of Stewardship (now underway). On a scale of 1 to 5, with 1 being the least helpful and 5 being the most, how would you rate the association in providing you with guidance with respect to forest practices legislation?

Response	Frequency	Relative %	Valid %
1	53	10%	10%
2	96	18%	19%
3	167	32%	33%
4	166	32%	33%
5	27	5%	5%
No Response	11	2%	
Totals	520	100%	100%
Valid Responses: 509 of 620 (98%)			
<b>Average (Mean): 3.03</b> , Standard Deviation: 1.07			

Satisfaction	
Negative	29%*
Neutral	33%
Positive	38%*

Year to Year Averages		
2009	2010	2011
3.27	3.08	3.03

\* Indicates statistical significant finding (i.e. not caused by chance)

## 2. Standards of Practice

Another responsibility of the ABCFP is to provide guidance with respect to standards of practice such as practice guidelines for RFTs as well as the Standards of Practice guidance document for all members. On a scale of 1 to 5, with 1 being the least helpful and 5 being the most, how would you rate the association with respect to providing guidance with respect to standards of practice?

Response	Frequency	Relative %	Valid %
1	42	8%	8%
2	71	14%	14%
3	153	29%	30%
4	193	37%	38%
5	51	10%	10%
No Response	10	2%	
Totals	520	100%	100%
Valid Responses: 510 of 520 (98%)			
<b>Average (Mean): 3.27</b> , Standard Deviation: 1.07			

Satisfaction	
Negative	22%*
Neutral	30%
Positive	48%*

Year to Year Averages		
2009	2010	2011
3.52	3.33	3.27

\* Indicates statistical significant finding (i.e. not caused by chance)

### 3. RFT Scope of Practice

The ABCFP describes practice areas called scopes of practice, so forest professionals are guided in how broad or narrow their scope of practice should be. How would you rate the RFT scope of practice document considering how clear and useful the document is on a scale of 1 to 5, with 1 being the least helpful and 5 being the most helpful?

Response	Frequency	Relative %	Valid %
1	45	9%	9%
2	60	12%	13%
3	190	37%	40%
4	141	27%	29%
5	42	8%	9%
No Response	42	8%	
Totals	520	100%	100%
Valid Responses: 478 of 520 (88%)			
<b>Average (Mean): 3.15</b> , Standard Deviation: 1.06			

Satisfaction	
Negative	22%*
Neutral	40%
Positive	38%*

Year to Year Averages		
2009	2010	2011
3.37	3.18	3.15

\* Indicates statistical significant finding (i.e. not caused by chance)

### 4. The Increment

One of the main communication products that the association sends out is **The Increment**. The association sends out **The Increment**, which includes a number of advocacy and operational news items, by e-mail at least once a month. On a scale of 1 to 5, with 1 being the least useful and 5 being the most useful, how useful is **The Increment** at letting you know what's happening in advocacy and operations at the association?

Response	Frequency	Relative %	Valid %
1	45	9%	9%
2	50	10%	10%
3	88	17%	17%
4	196	38%	39%
5	128	25%	25%
No Response	13	2%	
Totals	520	100%	100%
Valid Responses: 507 of 520 (98%)			
<b>Average (Mean): 3.62</b> , Standard Deviation: 1.21			

Satisfaction	
Negative	19%*
Neutral	17%
Positive	64%

Year to Year Averages		
2009	2010	2011
3.95	3.67	3.62

\* Indicates statistical significant finding (i.e. not caused by chance)

## 5. Foresters Act Enforcement

Part of the association's mandate is to enforce the *Foresters Act* to ensure that non-members do not practise forestry. On a scale of 1 to 5, with 1 being the least effective and 5 being the most, how effective a job do you think the association does in this area?

Response	Frequency	Relative %	Valid %
1	100		19%
2	86		17%
3	166		33%
4	118		24%
5	28		6%
No Response	22		4%
Totals	520	100%	100%
Valid Responses: 498 of 520 (96%)			
<b>Average (Mean): 2.78</b> , Standard Deviation: 1.18			

Satisfaction	
Negative	37%*
Neutral	33%
Positive	30%*

Year to Year Averages		
2009	2010	2011
3.00	2.79	2.78

\* Indicates statistical significant finding (i.e. not caused by chance)

## 6. Bylaw Enforcement

Another part of the association's mandate involves enforcing the ABCFP's Bylaws. On a scale of 1 to 5, with 1 being the least effective and 5 being the most, how effective a job do you think the association has done in this area?

Response	Frequency	Relative %	Valid %
1	87		17%
2	76		15%
3	193		38%
4	128		25%
5	30		6%
No Response	6		1%
Totals	520	100%	100%
Valid Responses: 514 of 520 (99%)			
<b>Average (Mean): 2.89</b> , Standard Deviation: 1.14			



Satisfaction	
Negative	32%
Neutral	38%
Positive	31%*

Year to Year Averages		
2009	2010	2011
3.16	2.90	2.89

\* Indicates statistical significant finding (i.e. not caused by chance)

## 7. Forest Stewardship

The ABCFP is responsible for promoting good forest stewardship. During the last year, the ABCFP has advocated on issues such as: land-based management; response to the zero net deforestation implementation plan; practitioner competence and awareness of issues affecting stewardship (including climate change; online access to resources in carbon accounting and hydrology; coastal Douglas fir workshop, Healthy Forests, Healthy Communities); mid-term timber supply; species at risk; use of forest professionals; the professional contribution to safety in the forest; water resource importance and information. On a scale of 1 to 5, with 1 being least effective and 5 being the most, how effective would you say that the ABCFP has been in promoting good forest stewardship?

Response	Frequency	Relative %	Valid %
1	73		14%
2	73		14%
3	159		31%
4	165		32%
5	43		8%
No Response	7		1%
Totals	520		100%
Valid Responses: 513 of 520 (99%)			
<b>Average (Mean): 3.06</b> , Standard Deviation: 1.17			

Satisfaction	
Negative	28%**
Neutral	31%
Positive	40%

Year to Year Averages		
2009	2010	2011
3.35	2.92	3.06

\*\* Indicates minimal statistical significance of .07 (significance is .05)

## 8. Website

One of the key ways that the association communicates to its members is through its website. On a scale of 1 to 5, with 1 being least effective and 5 being the most, how effective is the website at providing you with the information you need to maintain your membership and understand what the ABCFP is doing?

Response	Frequency	Relative %	Valid %
1	39		8%
2	64		12%
3	135		26%
4	188		37%
5	86		17%
No Response	8		2%
Totals	520		100%
Valid Responses: 512 of 520 (98%)			
<b>Average (Mean): 3.43</b> , Standard Deviation: 1.14			

Satisfaction	
Negative	20%*
Neutral	26%
Positive	54%*

Year to Year Averages		
2009	2010	2011
3.69	3.46	3.43

\* Indicates statistical significant finding (i.e. not caused by chance)

## 9. Staff Response

Many members phone or e-mail the ABCFP to get questions answered. On a scale of 1 to 5, with 1 being the least effective and 5 being the most, how effective is ABCFP staff at getting back to you and responding to your questions?

Response	Frequency	Relative %	Valid %
1	34		7%
2	17		3%
3	73		15%
4	81		1%
5	71		14%
N/A	227		45%
No Response	17		3%
Totals	520		100%
Valid Responses: 503 of 520 (97%)			
<b>Average (Mean): 1.93</b> , Standard Deviation: 1.99			

Satisfaction	
Negative	10%
Neutral	15%
Positive	15%*

Year to Year Averages		
2009	2010	2011
1.91	1.72	1.93

\* Indicates statistical significant finding (i.e. not caused by chance)