

# 2026 EANE Membership Survey Results

177 Responses



Overall, members report very strong satisfaction with EANE, continued high perceived value for membership, and growing interest in support around leadership development, succession, and AI - while also signaling cost sensitivity, a desire for more accessible training options and clearer communication about what's included in dues.

## Top 3 Challenges

The Top 3 challenges facing member organizations **this year** are:

**2026**

1. Recruitment & Retention
2. Financial & Economic Pressures
3. Leadership and Succession

The Top 3 challenges facing member organizations **in the next 2 to 5 years** are:

**2026**

1. Staffing, Talent Pipeline and Long-Term Retention
2. Succession, Retirements, and Knowledge Transfer
3. Rising Costs and funding/financial sustainability

## Top-Ranked HR Issues

### 2026 Top 10 "Top Priority" HR Issues



## Training Needs

Areas where EANE Members need training for their employees

**61%**  
Leadership  
Training

**57%**  
AI  
Training

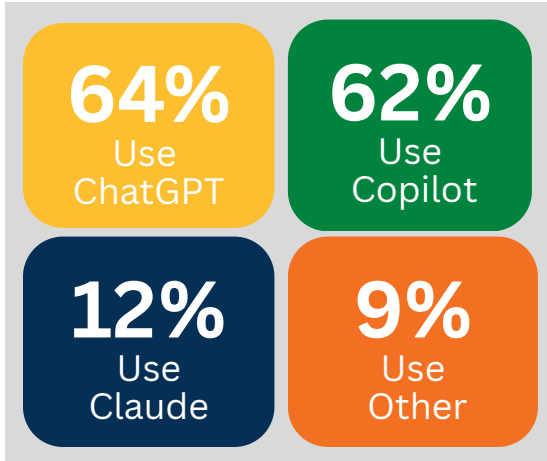
**56%**  
Conflict  
Resolution

**56%**  
Performance  
Management

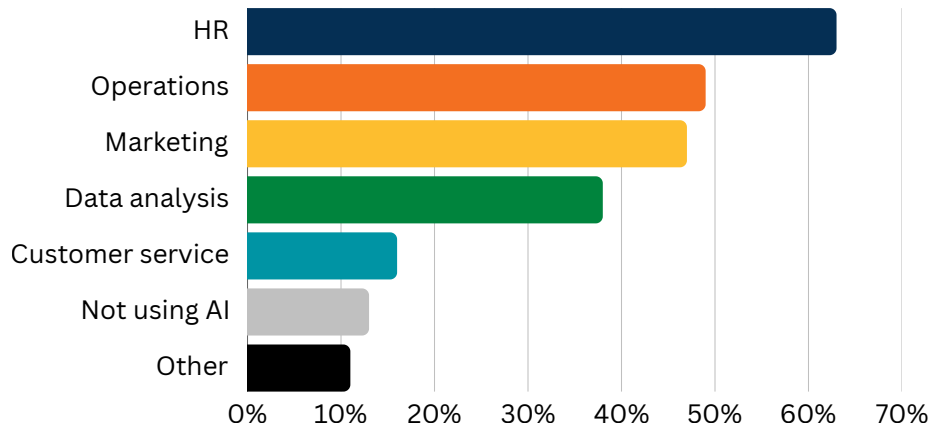
## AI Adoption & Utilization

- AI is most often being used in HR, operations, marketing and data analysis by member organizations.
- 93% of organizations describe their AI familiarity as beginner (61%) or intermediate (32%).
- Only 17% report having provided formal AI training to employees.

### AI Tools used by EANE Members

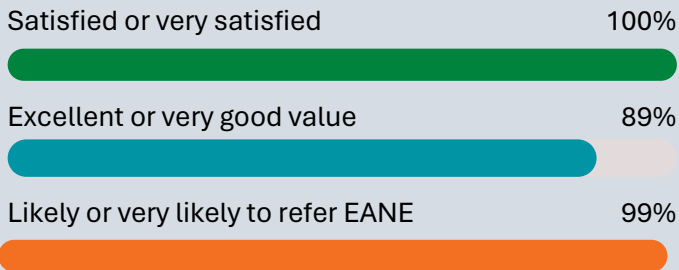


### Where AI is being used in Member organizations



## Member Experience

### Satisfaction and value remain strong



### What members would like...

- More affordable and more on-demand training, especially for managers, nonprofits and smaller organizations.
- Additional local programming in areas such as New Hampshire, Rhode Island, the Berkshires and Franklin County.
- Clearer communication about what is included in membership and what services are fee-based.

### What EANE members rely on most...

- The HR Hotline stands out as the most important benefit and the most-used service.
- Compliance updates, members-only policies and forms, HR Hero access, webinars and compensation data also ranked highly.
- For renewal, members place the greatest weight on the Hotline, staff expertise, cost/value and the range of HR services available.
- Members consistently described EANE as a trusted partner and highlighted the peace of mind that comes with expert support.

HR Hotline	91%
HR training programs	67%
Roundtables	63%
Leadership programs	45%
Training for managers & supervisors	43%
Compensation surveys	40%
Employee handbook review	32%
Compensation consulting	25%