

# Trust Index: CAMARADERIE

---

Campus Presentation

Wednesday, October 28, 2015



# What we want to do today

- Focus on Camaraderie
- Understand the data
  - How people experience and perceive work at Hope in general
  - How those experiences and perceptions may differ across our community
- Discuss the data
  - What does the data mean?
  - Does the data call us to do anything?
  - Are there individual and institutional opportunities for action/response based on the data?
- After today
  - Continue to understand experiences leading to these outcomes
  - Encourage/enable behaviors that foster greater trust in the community
  - Re-assess in the future

# The Trust Index®

- Measures 5 factors influencing trust: Credibility, Respect, Fairness, **Camaraderie**, Pride
  - *Camaraderie: employees' sense of enjoyment in the workplace based on the level of intimacy they experience, the freedom they feel to express themselves, the sense of hospitality in the workplace environment, and the extent to which people feel they are members of a community*
- Employees respond to statements most accurately reflecting his or her experience in the workplace at an Organizational Level and Work Group Level
- Statements
  - 58 core Trust Index® statements
  - 14 college-specific statements designed by a committee of faculty and staff representatives
  - 2 open-ended questions
- Scale
  - 1 = Almost always untrue
  - 2 = Often untrue
  - 3 = Sometimes untrue/sometimes true
  - 4 = Often true
  - 5 = Almost always true

# Camaraderie Dimension Statements

## Intimacy

- I can be myself around here.
- People celebrate special events around here.
- People care about each other here.

## Hospitality

- This is a friendly place to work.
- This is a fun place to work.
- When you join the company, you are made to feel welcome.
- When people change jobs or work units, they are made to feel right at home.

## Community

- There is a "family" or "team" feeling here.
- We're all in this together.
- You can count on people to cooperate.

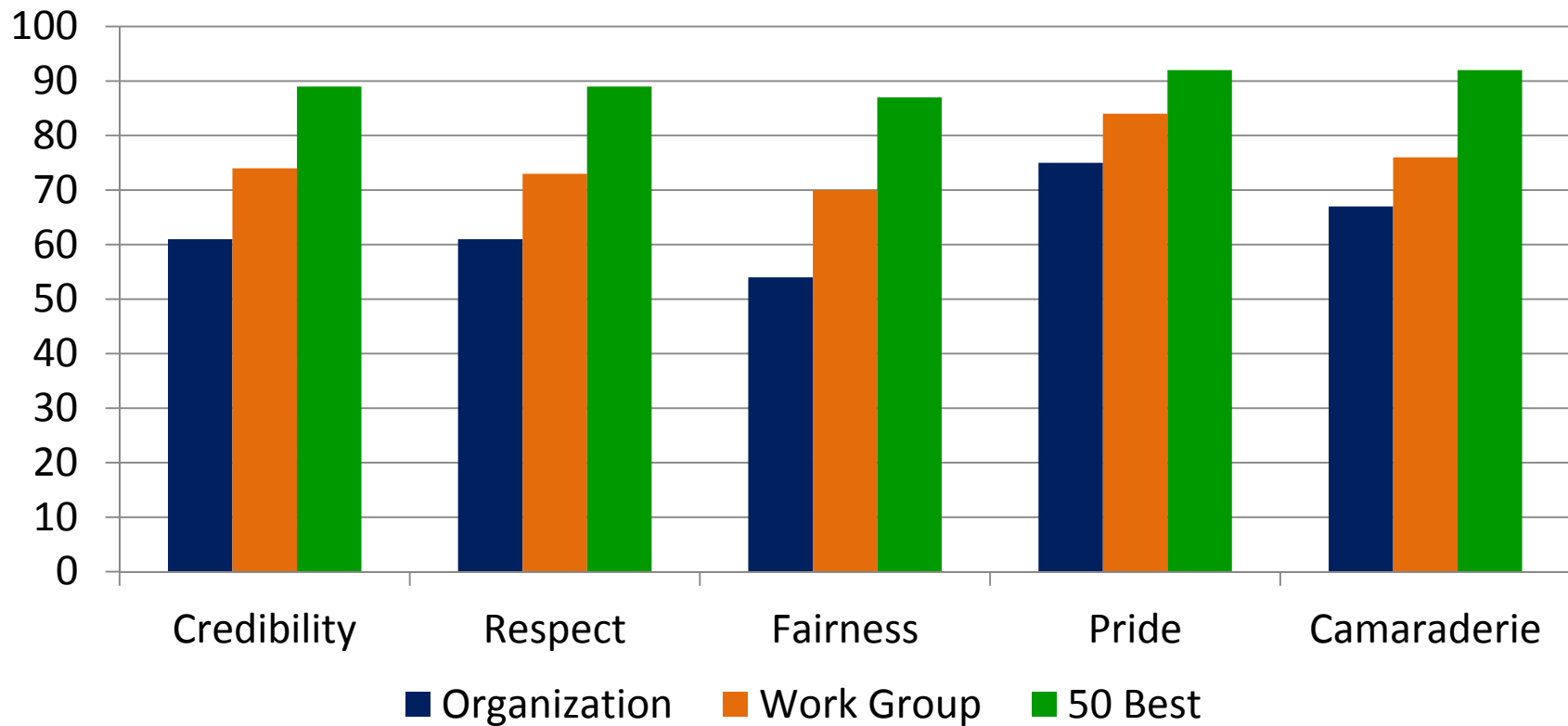
# Questions to Consider

- What is working well—what do you see that we can celebrate?
- What things are currently happening to inhibit trust that Hope can take action on to change?
- What could be done to positively impact those things that inhibit us from fully experiencing trust?
- What are things each one of us can do, individually, to increase trust on campus?

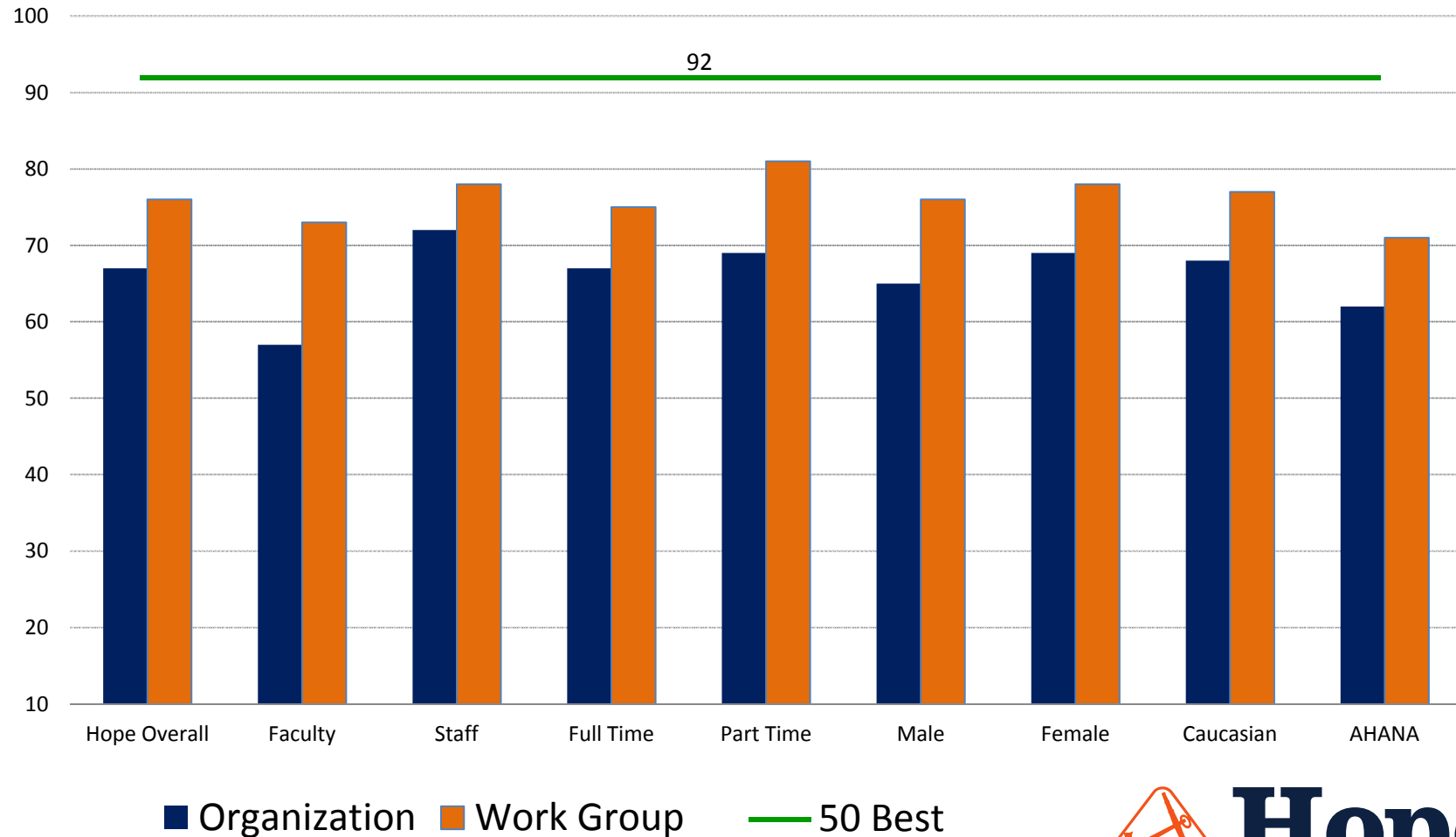
# Explaining the Spreadsheet

- What the numbers mean
  - Percent of people who responded 4 (“often true”) or 5 (“almost always true”) to the statement (1, 2, or 3 responses are not included)
  - Blue vs. Yellow Color Coding
- Workgroup vs Organization
  - WG = our most immediate group with whom we work
  - ORG = Hope College, overall
- Benchmark Group
  - 50 Best 501-999 Employees (2014)
- Responses
  - To protect confidentiality, only categories with 5+ responses are presented in separate columns
- Overview of the Statements
  - Credibility and client-Specific statements
  - Average percentages at the end of each section

## Overall Results: Five Dimensions of Trust

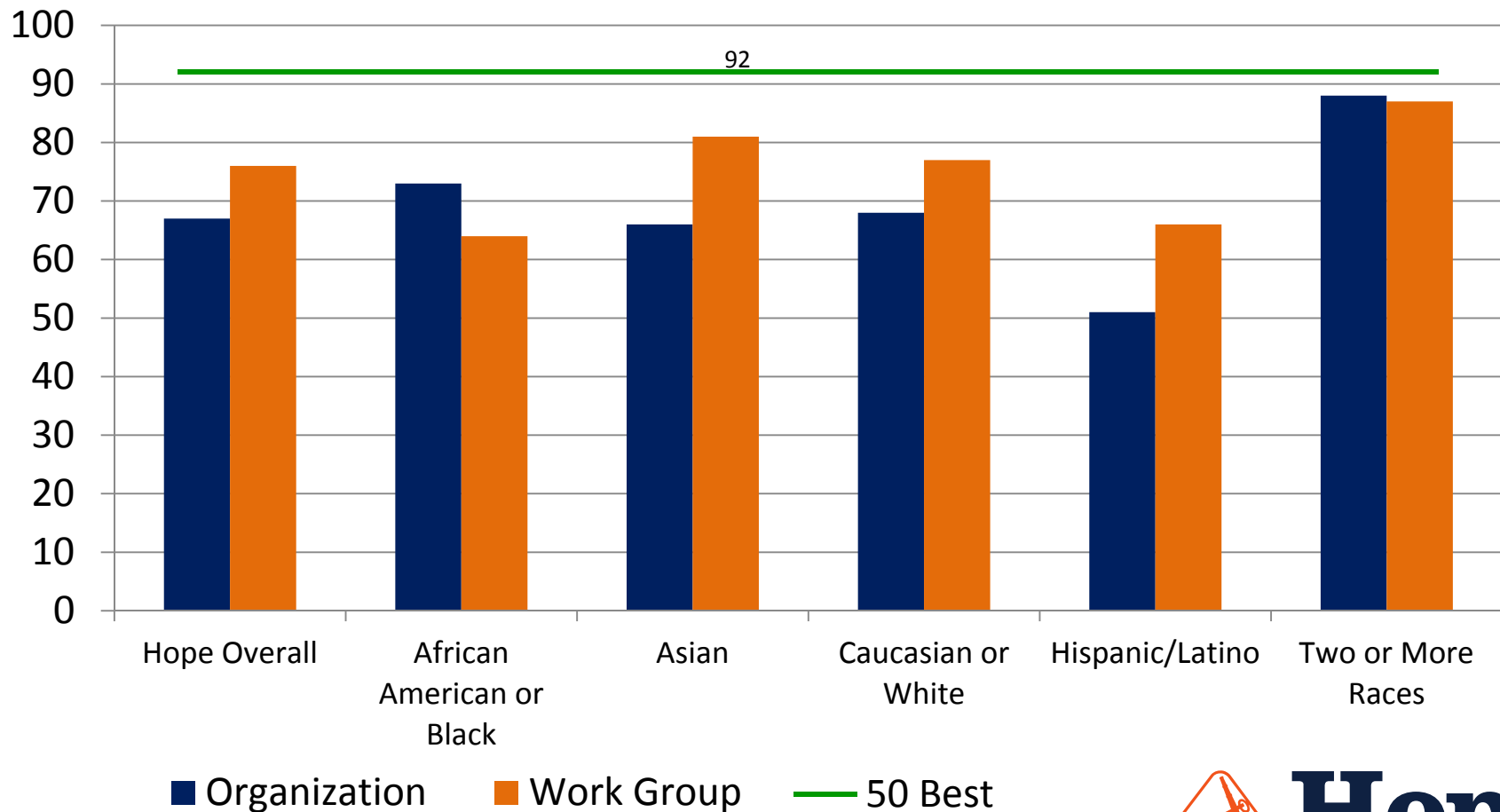


# Camaraderie - Demographic Results

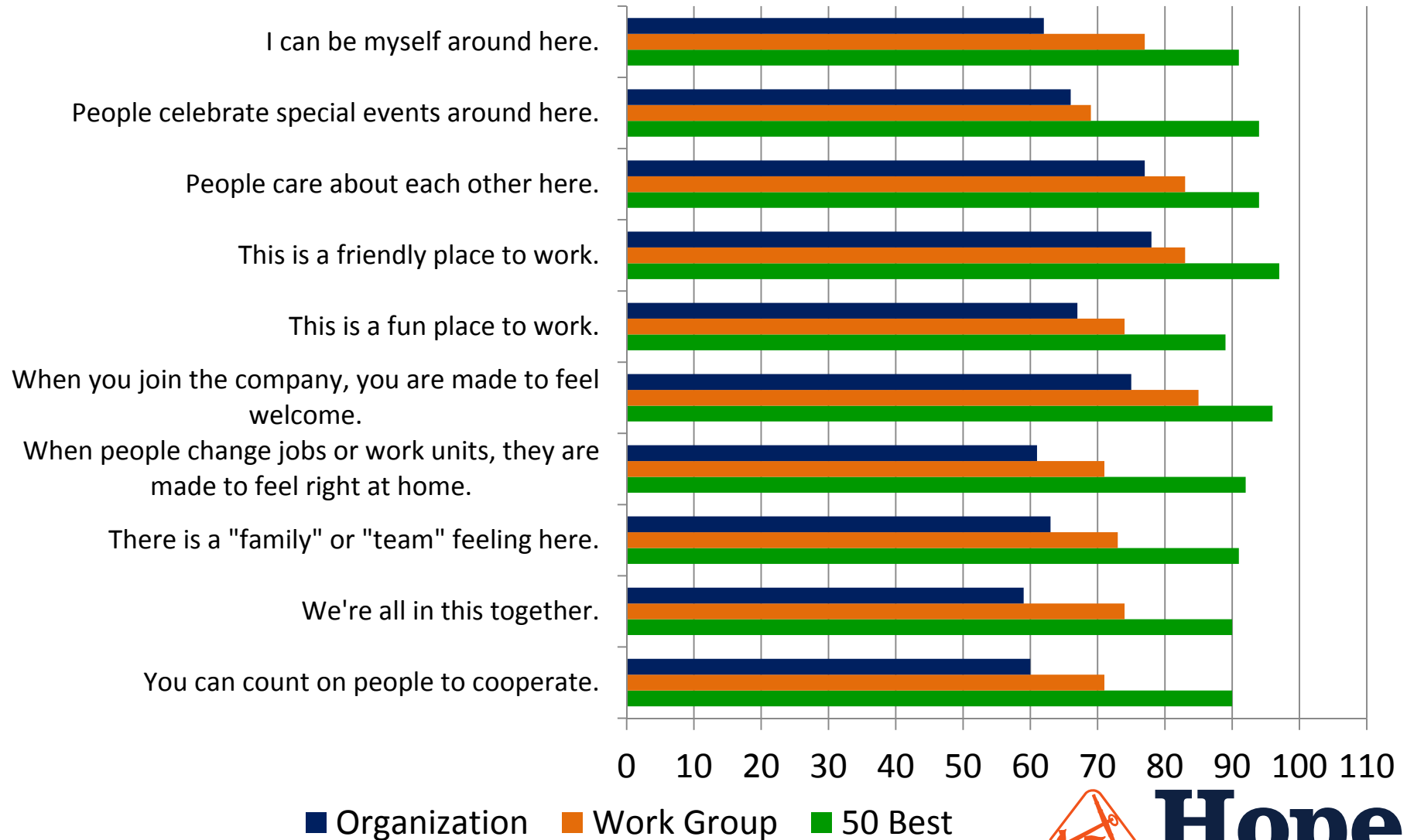




# Racial and Ethnic Variability

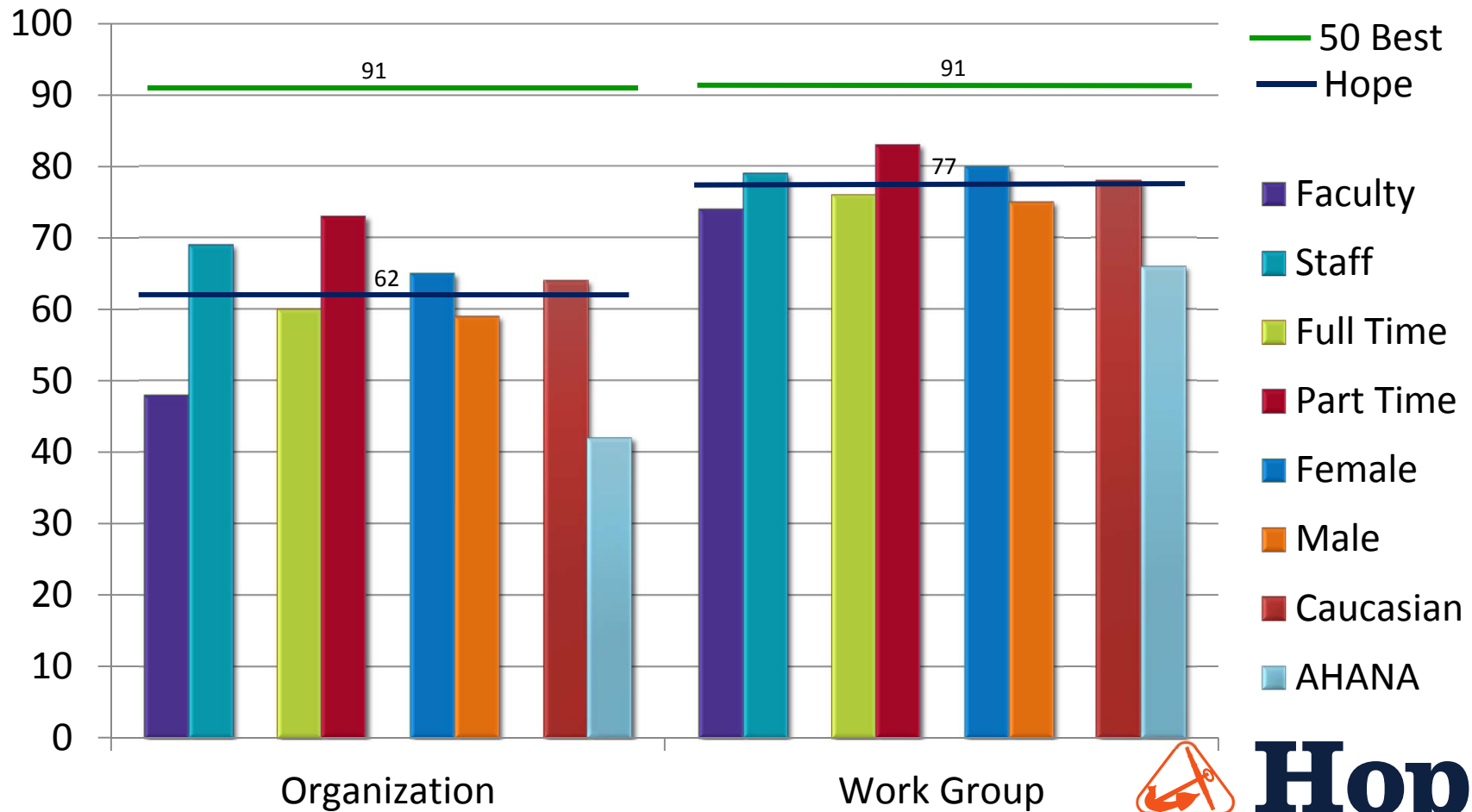


# Overall Response by Statement



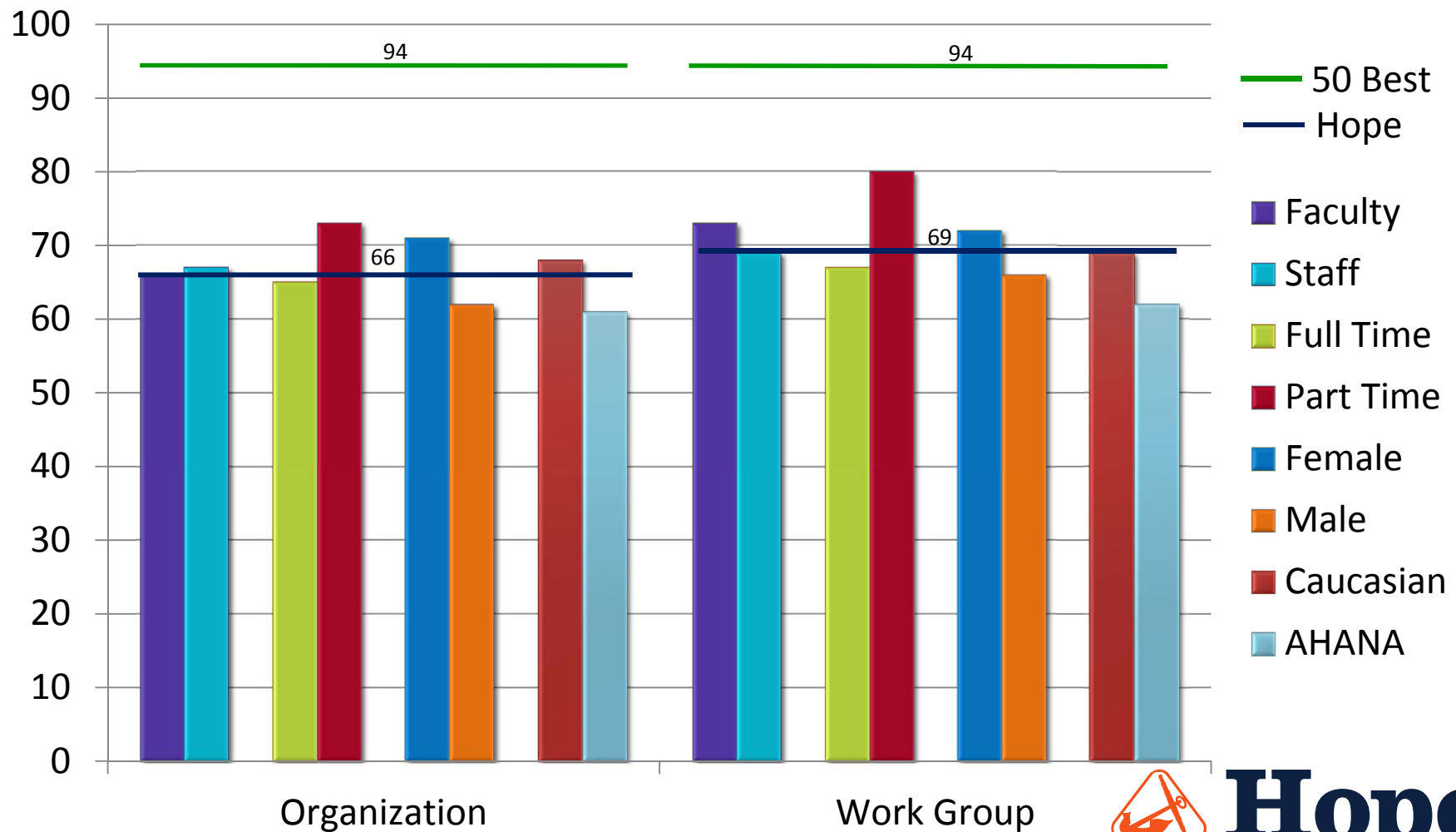
**Hope**  
COLLEGE

# I can be myself around here.

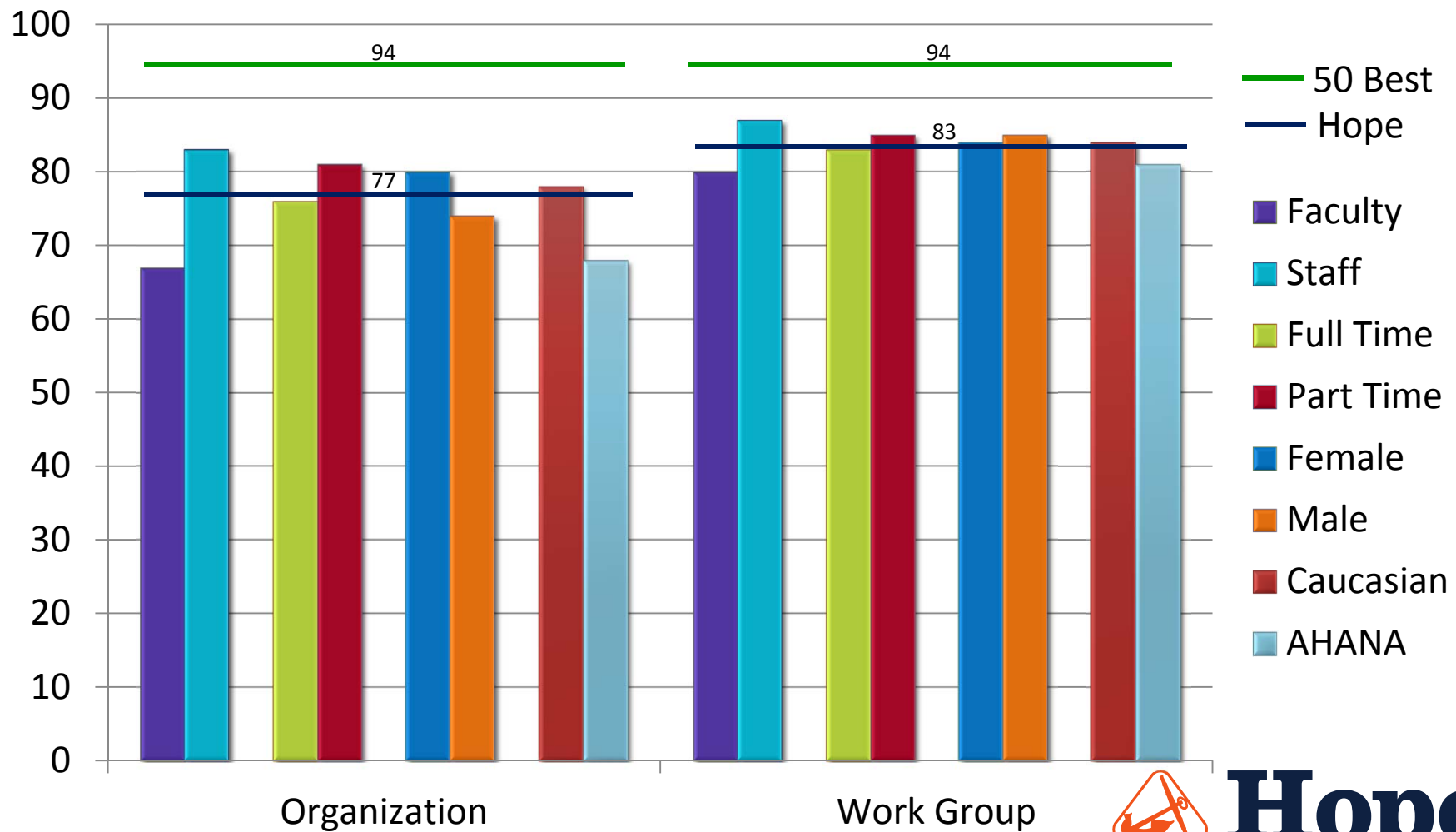


**Hope**  
COLLEGE

# People celebrate special events around here.

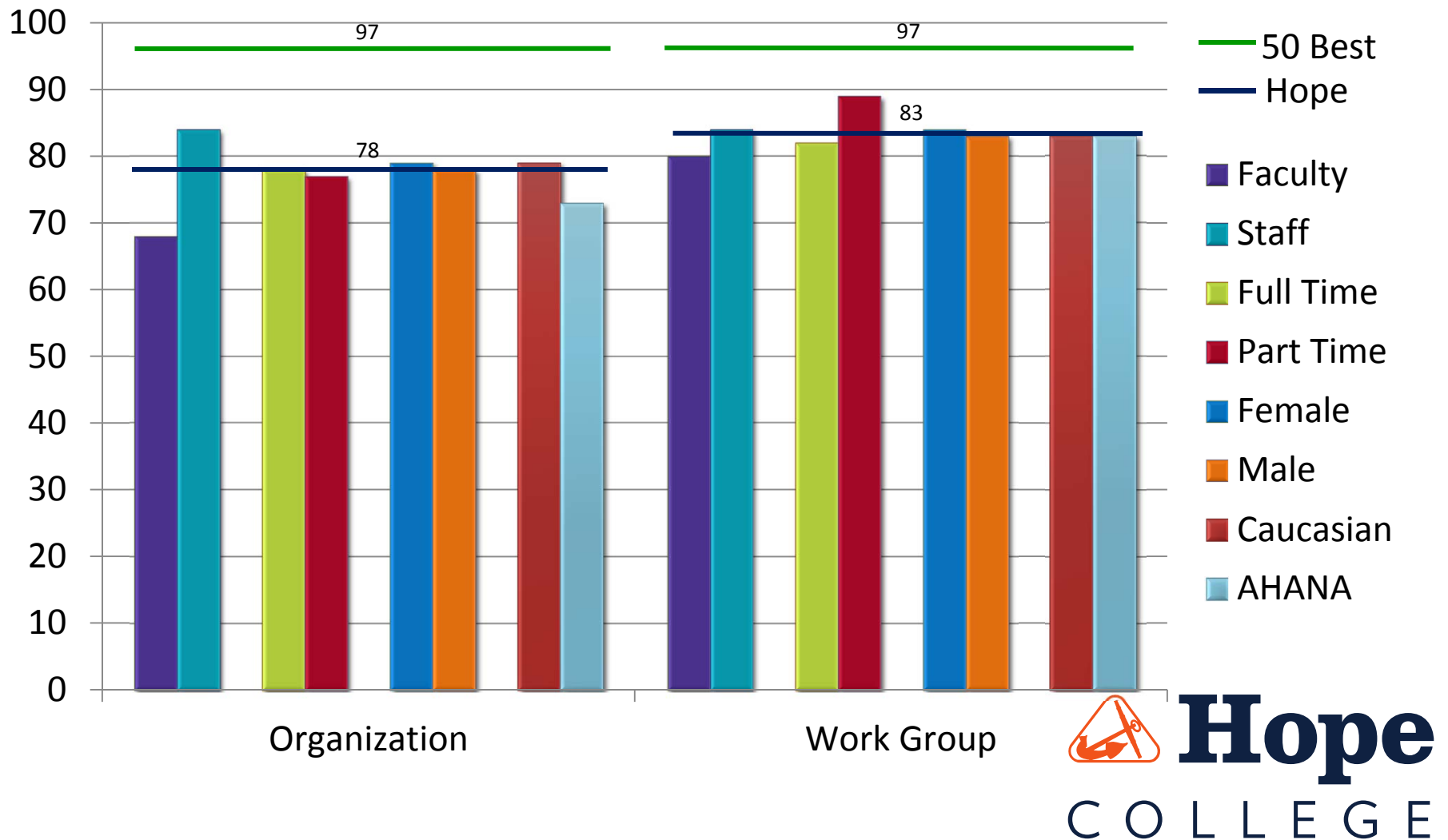


# People care about each other here.

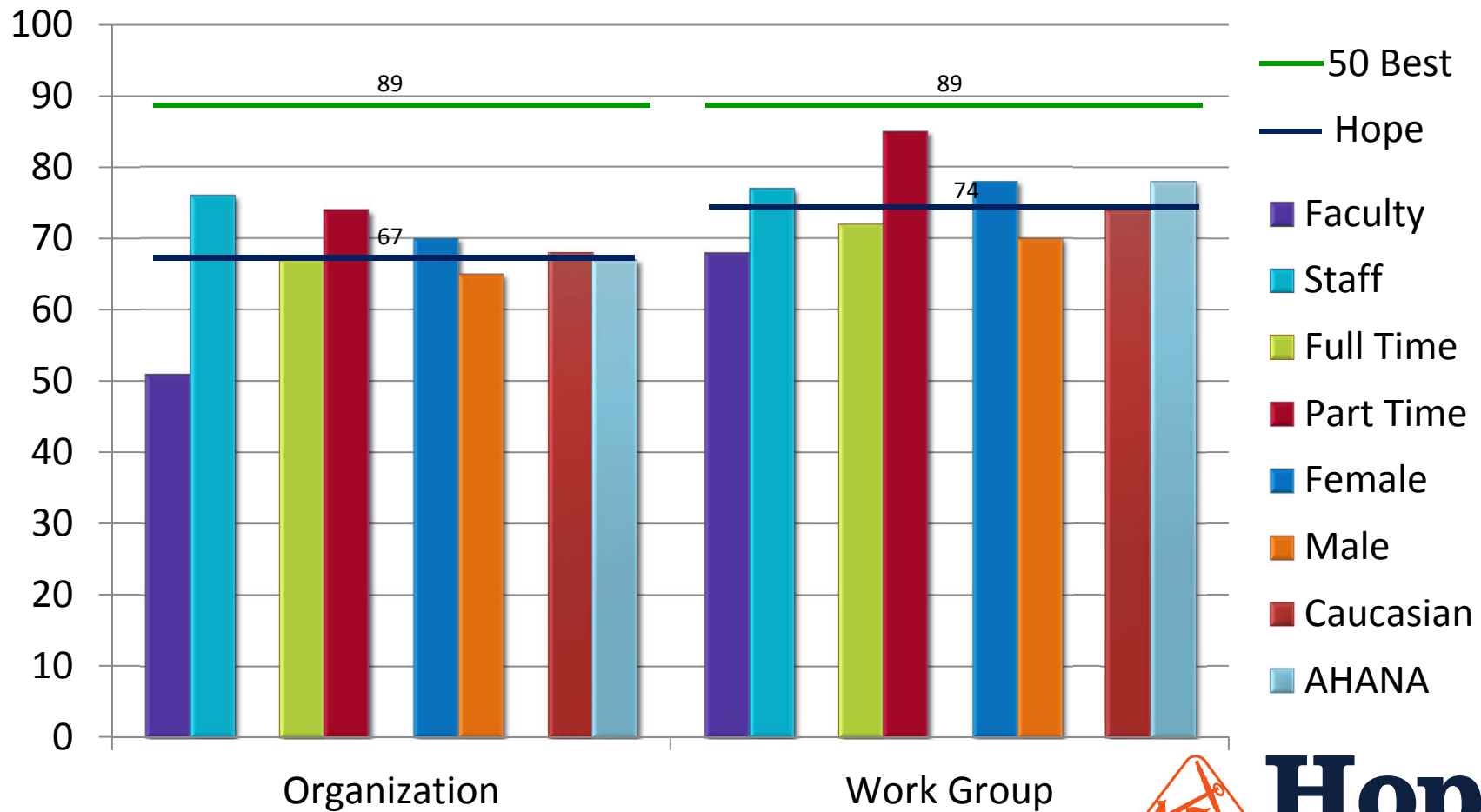


**Hope**  
COLLEGE

# This is a friendly place to work.

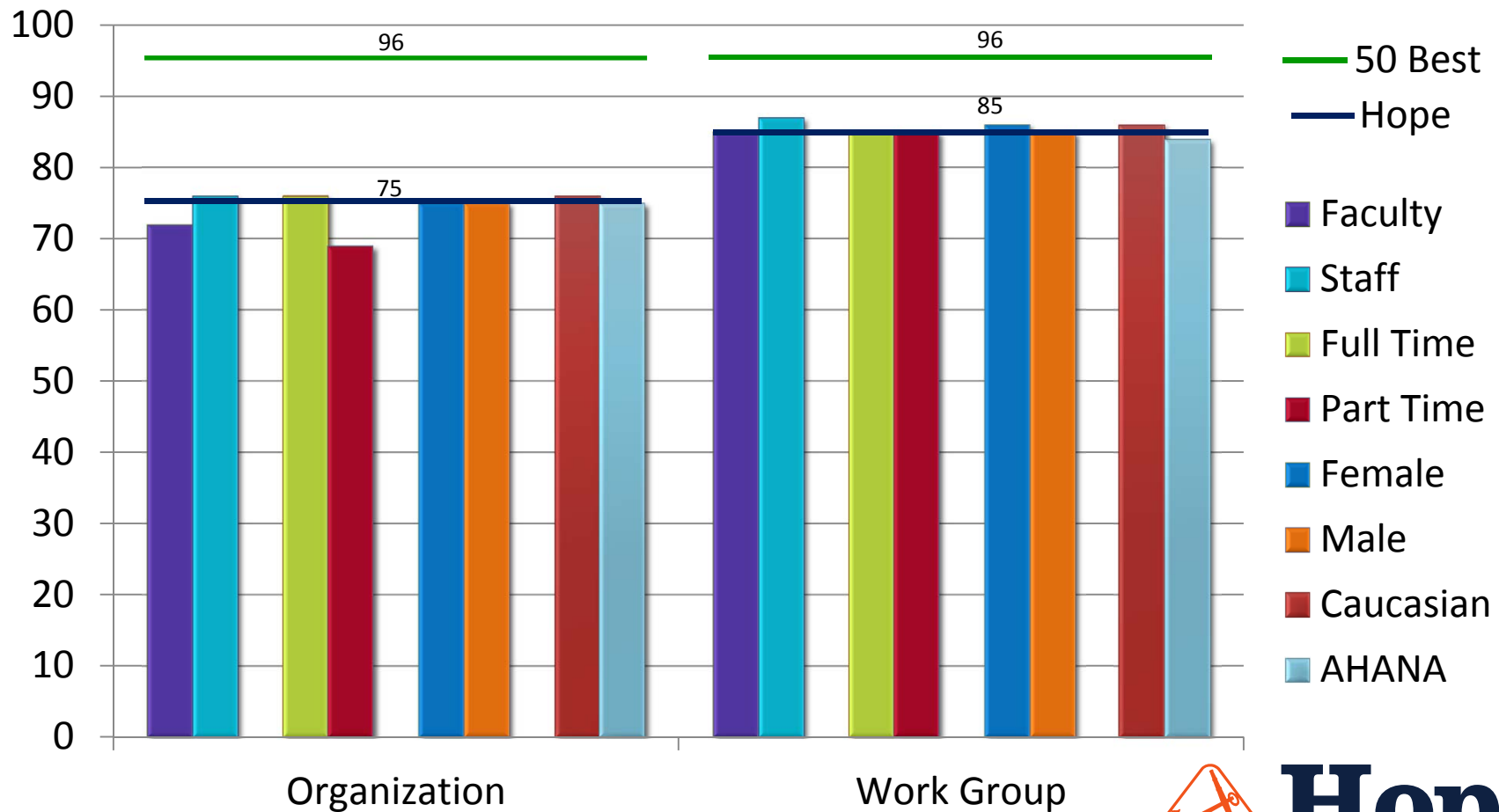


# This is a fun place to work.



**Hope**  
COLLEGE

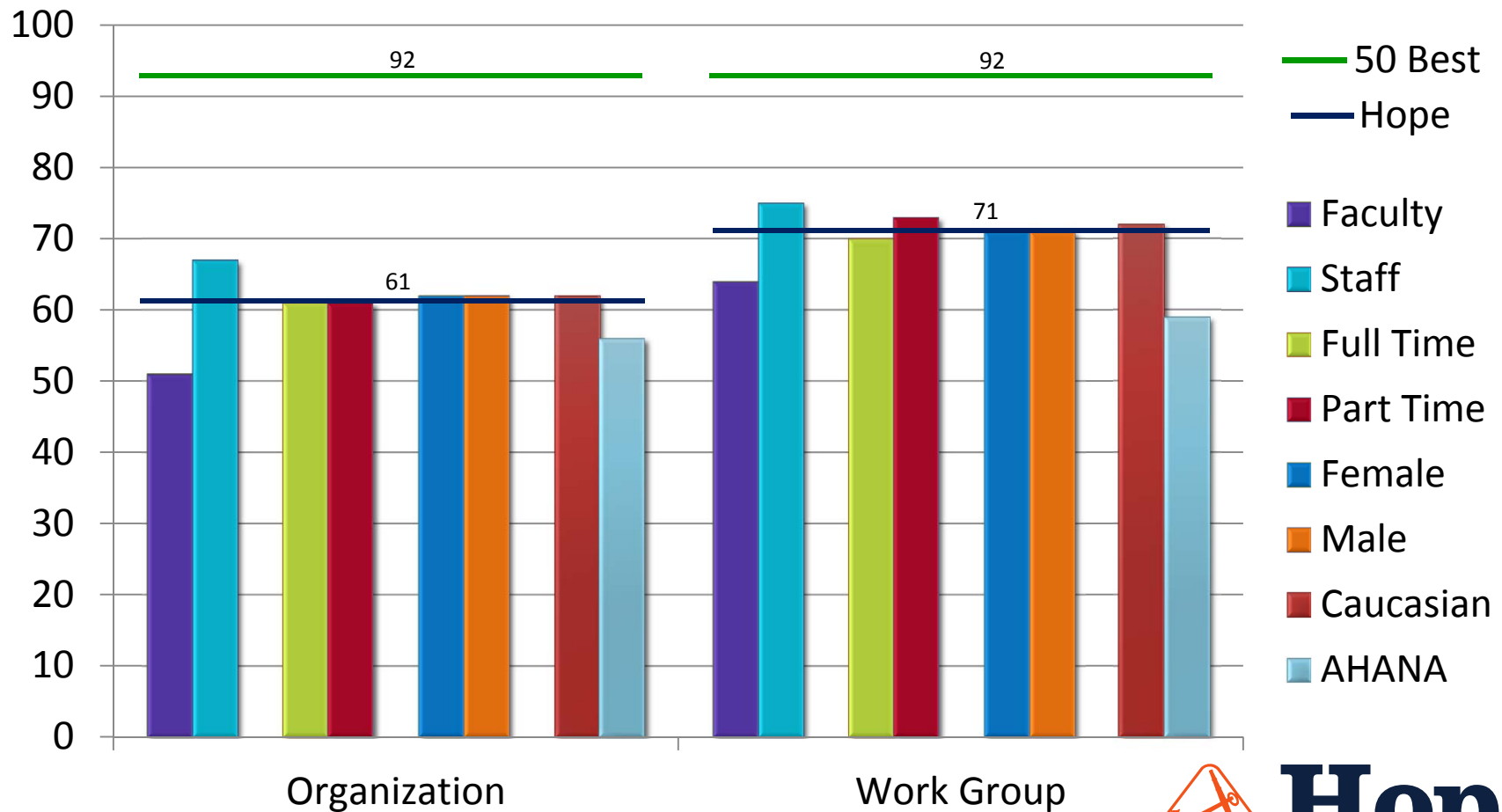
# When you join the company, you are made to feel welcome.



**Hope**  
COLLEGE

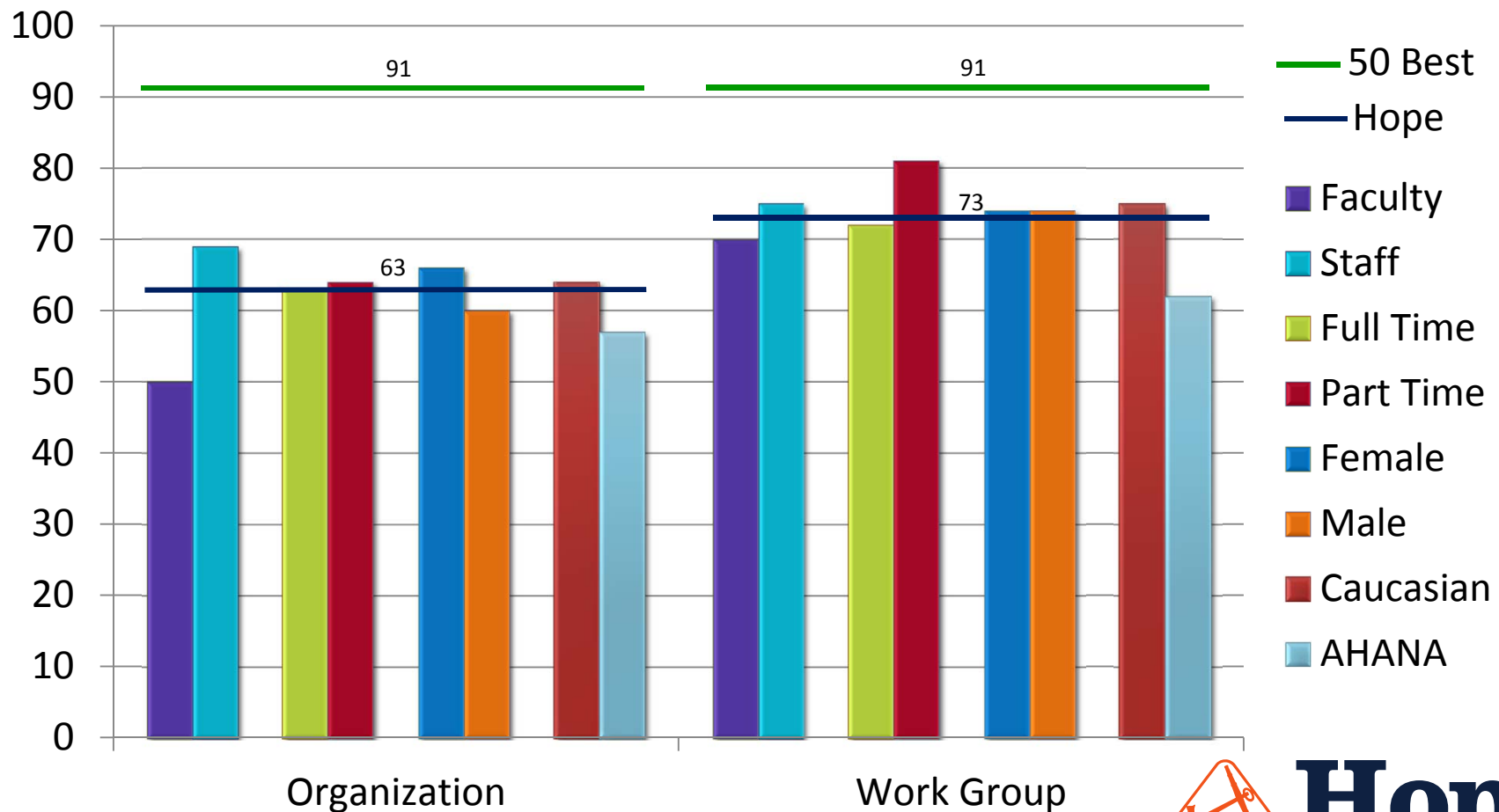


## When people change jobs or work units, they are made to feel right at home.



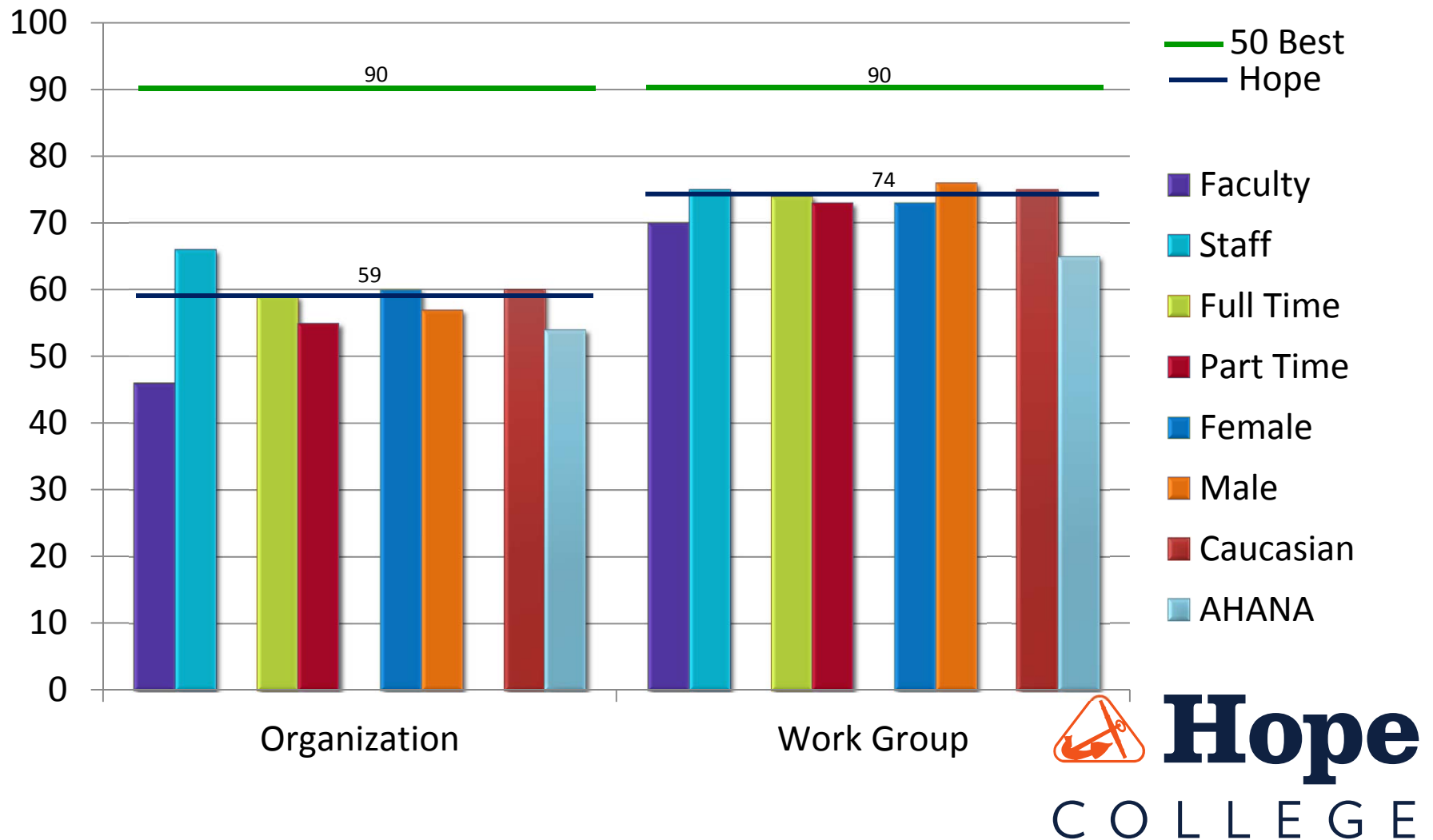
**Hope**  
COLLEGE

# There is a “family” or “team” feeling here.

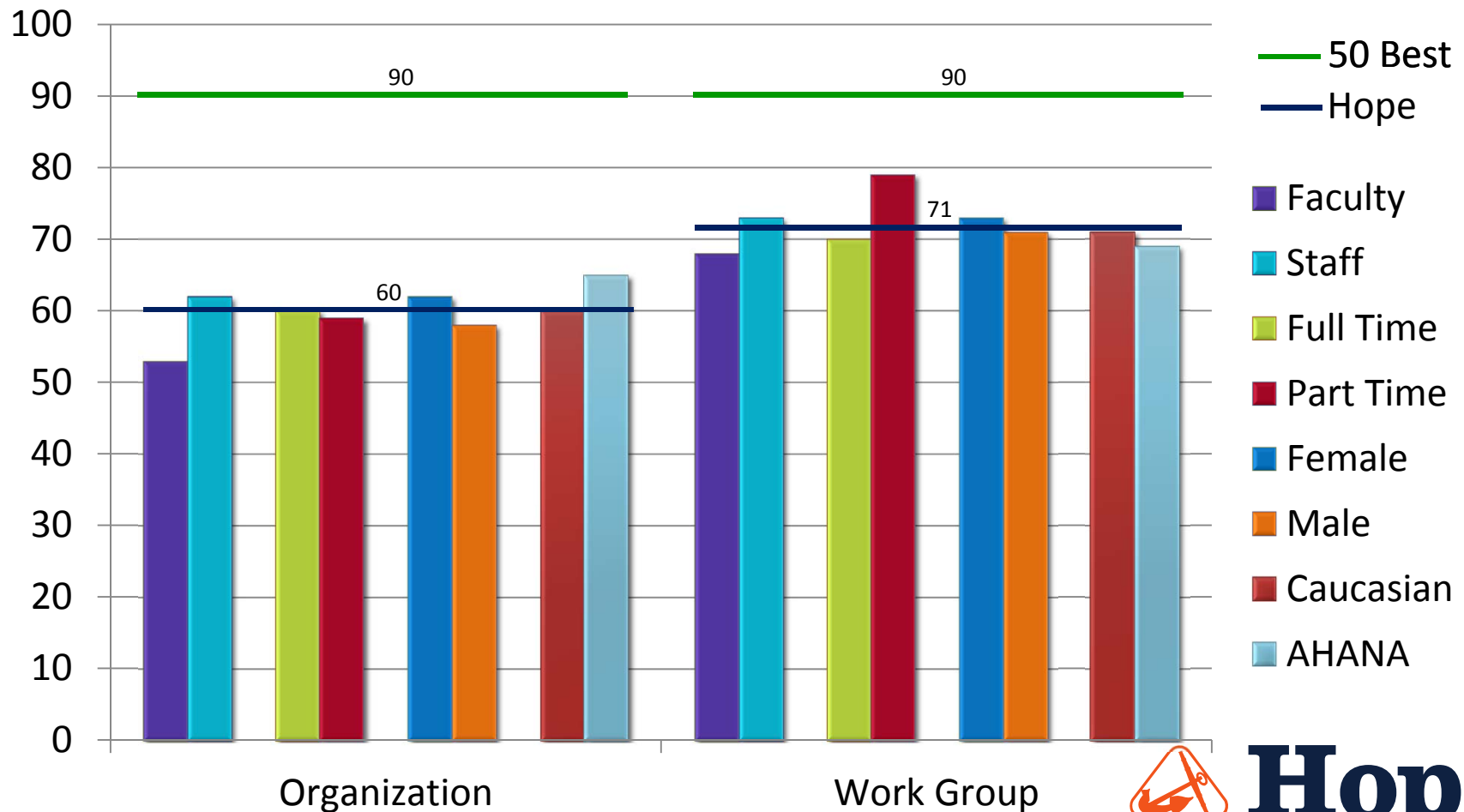


**Hope**  
COLLEGE

# We're all in this together.



# You can count on people to cooperate.



**Hope**  
COLLEGE

# Small Group Discussion