

Hope College Trust Index
CREDIBILITY

Organization Data



Hope College (Overall)
Organization Data

		Overall Hope	Benchmark	Race/ Ethnicity					Sex		Work Status		Position	
			2014 50 Best 501-999 Employees	African American or Black	Asian	Caucasian or White	Hispanic/L atino	Two or More Races	Female	Male	Full- time	Part- time	Faculty	Staff
	Number of Responses:	594	5,060	6	6	533	24	7	333	245	486	94	211	331
Credibility	Management keeps me informed about important issues and changes.	49	86	100	67	50	42	33	50	48	49	51	44	53
	Management makes its expectations clear.	50	86	40	50	52	42	33	54	47	49	59	40	57
	I can ask management any reasonable question and get a straight answer.	48	86	20	50	50	40	50	50	48	49	48	36	56
	Management is approachable, easy to talk with.	51	90	60	67	52	21	67	49	54	50	56	43	54
	Management is competent at running the business.	74	92	100	50	75	68	83	78	69	73	82	60	82
	Management hires people who fit in well here.	69	90	60	67	70	61	80	71	67	70	72	62	75
	Management does a good job of assigning and coordinating people.	52	85	100	50	53	50	60	54	51	51	62	42	59
	Management trusts people to do a good job without watching over their shoulders.	71	90	100	83	71	63	100	72	69	70	78	56	81
	People here are given a lot of responsibility.	78	93	100	80	78	68	100	81	76	79	75	74	82
	Management has a clear view of where the organization is going and how to get there.	56	88	50	50	57	58	33	60	52	56	60	48	62
	Management delivers on its promises.	57	87	100	40	57	58	60	56	57	55	63	48	60
	Management's actions match its words.	51	87	60	60	52	42	50	53	49	50	58	39	58
	I believe management would lay people off only as a last resort.	80	89	80	50	80	68	100	81	77	80	76	73	82
	Management is honest and ethical in its business practices.	73	93	80	67	74	63	83	74	73	72	80	64	80
Credibility Average		61	89	73	59	62	53	66	63	60	61	66	52	67
Great Place to Work®														
Taking everything into account, I would say this is a great place to work.		73	93	80	50	74	63	100	76	70	72	80	55	83
Client-Specific Statements														
I have a clear understanding of the college's mission.		83		80	83	84	74	100	83	82	83	80	79	86
Our actions demonstrate that we value diversity.		55		40	33	56	22	67	56	53	55	55	38	63
Management acts in the best interest of employees when making decisions.		51		60	50	52	42	75	53	50	51	57	36	60
I trust management to use the findings of this survey to make the college a better place		63		40	50	65	42	83	67	58	62	69	49	70

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Workgroup Data

<div>GREAT PLACE TO WORK®</div>		<div>Hope College (Overall) Work Group Data</div>		Overall Hope	Benchmarks		Race/ Ethnicity					Sex		Work Status		Position			
		Number of Responses:	594	5,060	6	6	533	24	7	333	245	486	94	211	331				
Credibility	Management keeps me informed about important issues and changes.			65	86	60	83	66	50	71	64	68	65	65	74	62			
	Management makes its expectations clear.			66	86	40	83	66	48	71	65	69	65	71	72	63			
	I can ask management any reasonable question and get a straight answer.			68	86	40	83	69	50	71	67	72	68	72	75	66			
	Management is approachable, easy to talk with.			78	90	60	83	78	62	100	78	79	77	84	82	75			
	Management is competent at running the business.			76	92	60	83	77	78	86	79	75	77	76	77	77			
	Management hires people who fit in well here.			77	90	80	83	78	71	71	78	78	77	82	78	79			
	Management does a good job of assigning and coordinating people.			67	85	60	83	68	50	83	67	69	67	69	70	65			
	Management trusts people to do a good job without watching over their shoulders.			83	90	80	83	84	67	100	83	85	83	86	85	82			
	People here are given a lot of responsibility.			85	93	80	83	86	62	86	86	84	85	80	88	84			
	Management has a clear view of where the organization is going and how to get there.			60	88	40	83	61	58	71	62	60	60	65	62	61			
	Management delivers on its promises.			71	87	60	83	71	62	67	71	71	70	73	77	67			
	Management's actions match its words.			71	87	40	83	72	54	71	69	75	70	78	78	68			
	I believe management would lay people off only as a last resort.			91	89	80	83	92	70	100	91	91	92	87	88	92			
	Management is honest and ethical in its business practices.			82	93	60	83	82	71	100	83	81	81	87	84	82			
Credibility Average			74	89	60	83	75	61	82	74	76	74	77	78	73				
Great Place to Work®																			
Taking everything into account, I would say this is a great place to work.				81	93	60	67	82	79	100	84	80	80	87	73	86			
Client-Specific Statements																			
I have a clear understanding of the college's mission.				87	80					100	88	75	100	88	87	88	86	88	89
Our actions demonstrate that we value diversity.				72	40					83	73	61	100	74	71	73	69	70	73
Management acts in the best interest of employees when making decisions.				70	60					83	71	67	67	71	71	69	77	72	71
I trust management to use the findings of this survey to make the college a better place to work.				76	40					67	77	79	86	79	74	75	80	71	79