

Trust Index: FAIRNESS

Campus Presentation

Monday, October 19, 2015



What we want to do today

- Focus on Fairness
- 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
 - *Fairness: the extent to which employees feel that management practices are fair by assessing the equity, impartiality, and justice employees perceive in the workplace.*
- 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

Fairness Dimension Statements

Equity

- People here are paid fairly for the work they do.
- Everyone has an opportunity to get special recognition.
- I am treated as a full member here regardless of my position.

Impartiality

- Promotions go to those who best deserve them.
- Managers avoid playing favorites.
- People avoid politicking and backstabbing as ways to get things done.

Justice

- People here are treated fairly regardless of their age.
- People here are treated fairly regardless of their race.
- People here are treated fairly regardless of their sex.
- People here are treated fairly regardless of their sexual orientation.
- If I am unfairly treated, I believe I'll be given a fair shake if I appeal.

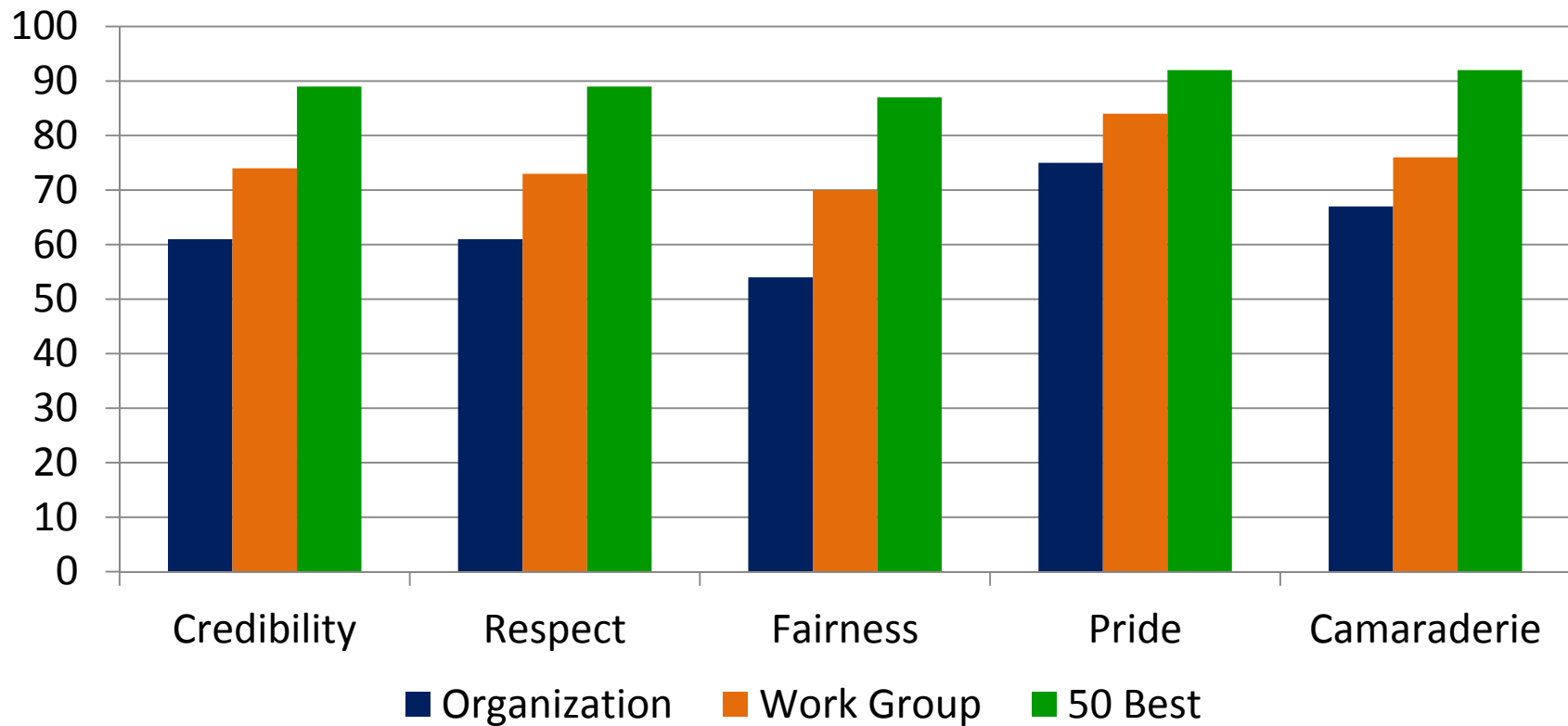
Questions to Consider

- 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?

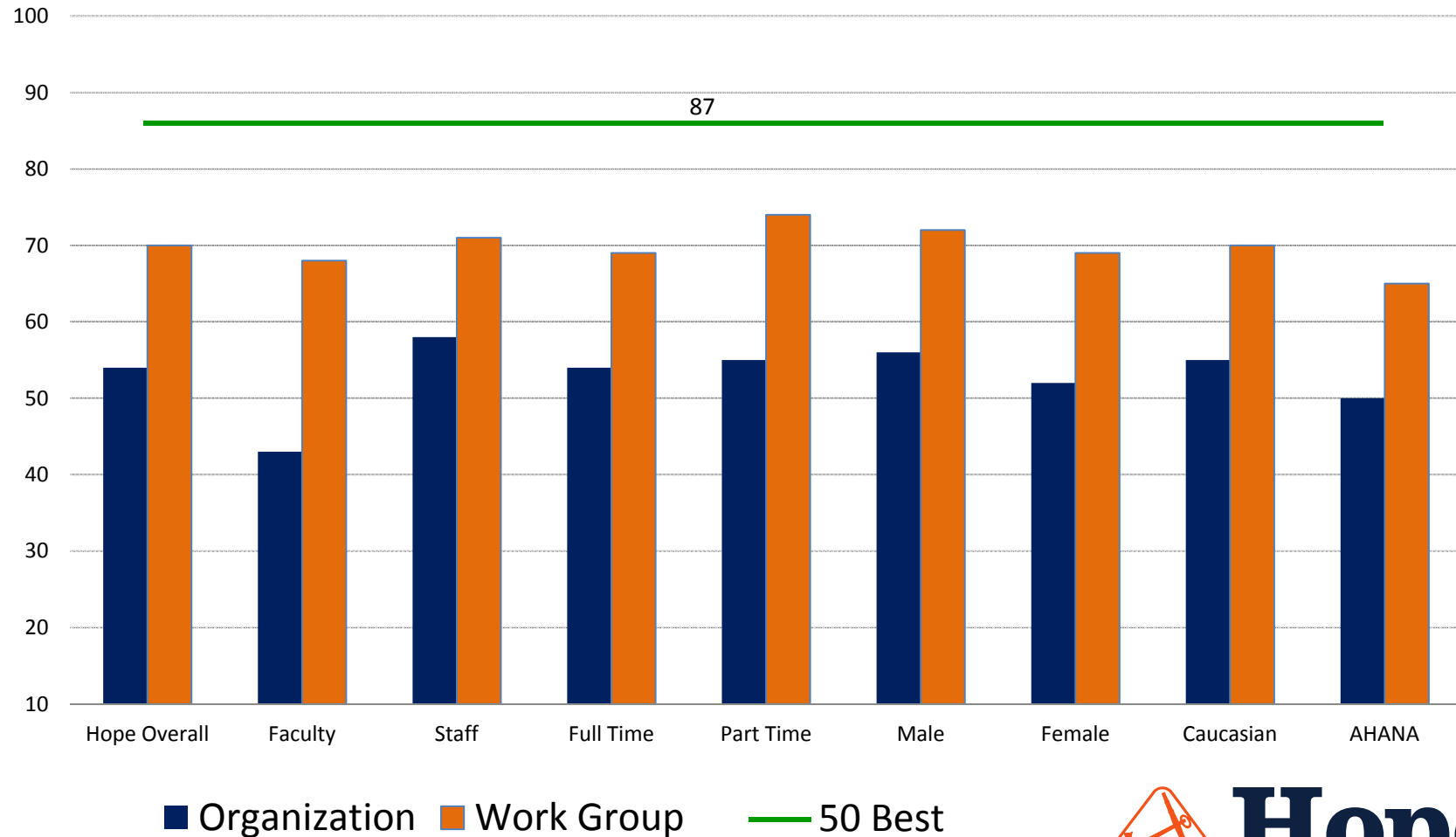
Explaining the Spreadsheet

- 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

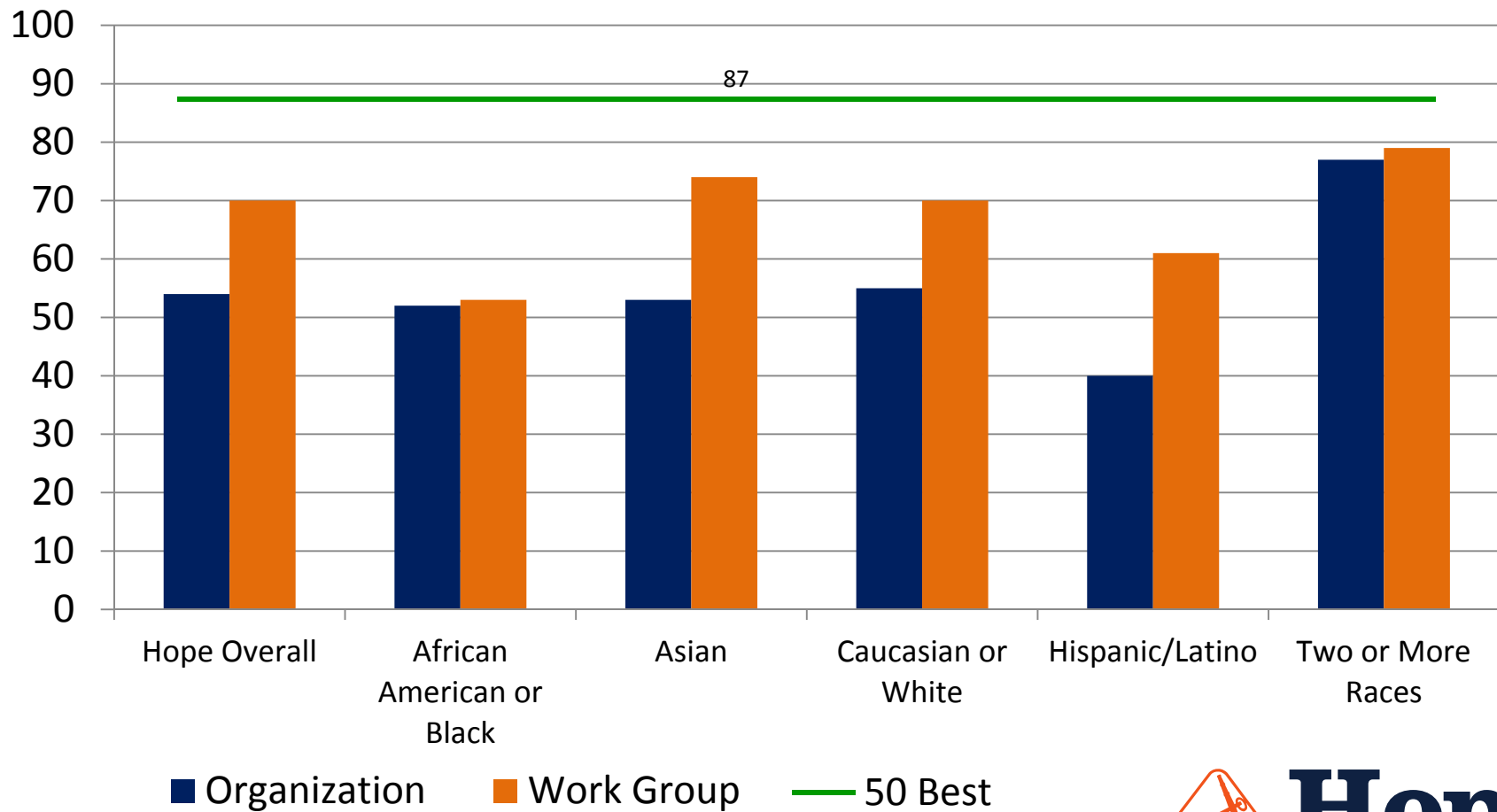
Overall Results: Five Dimensions of Trust



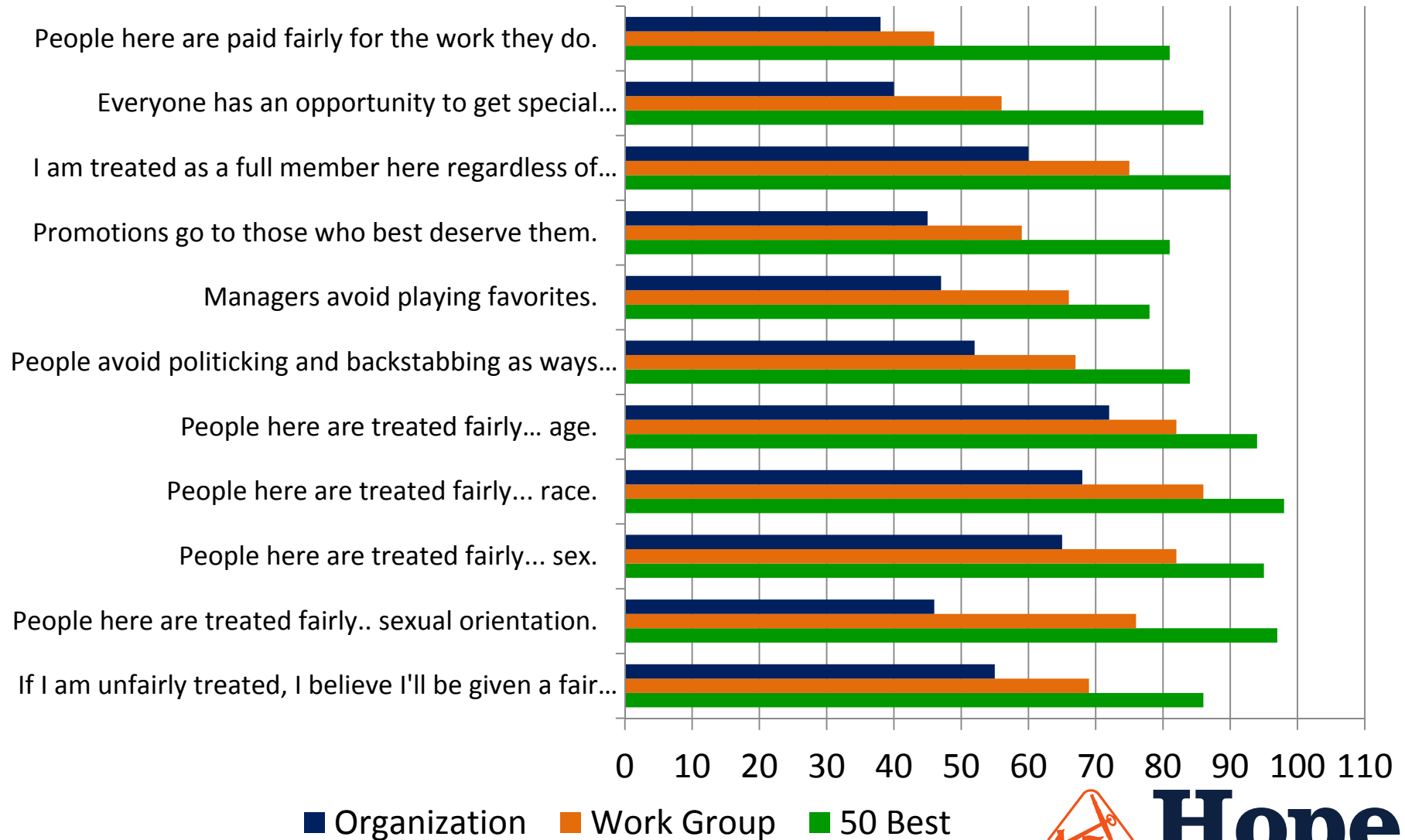
Fairness Results by Demography



Racial and Ethnic Variability



Overall Response by Statement

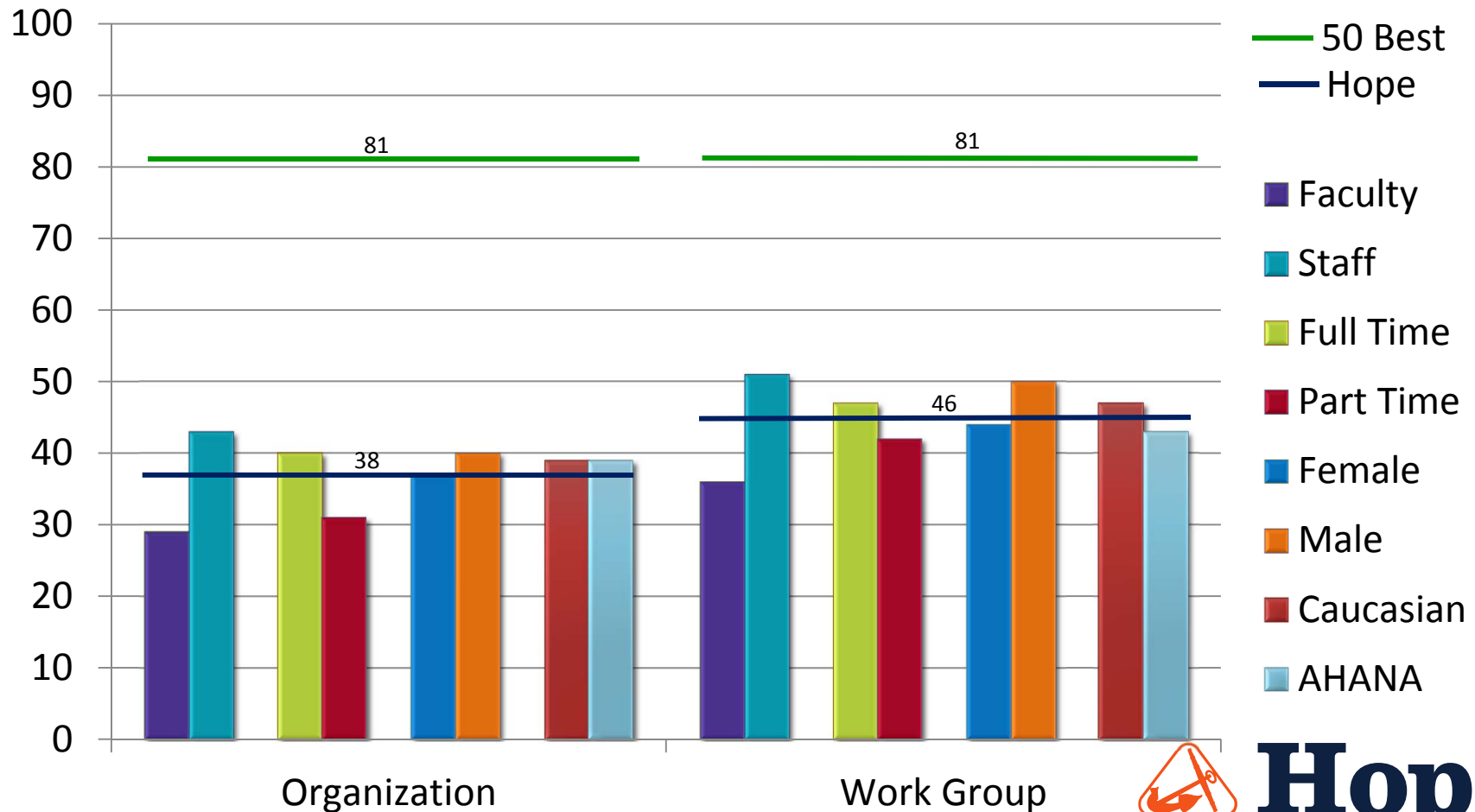


■ Organization ■ Work Group ■ 50 Best



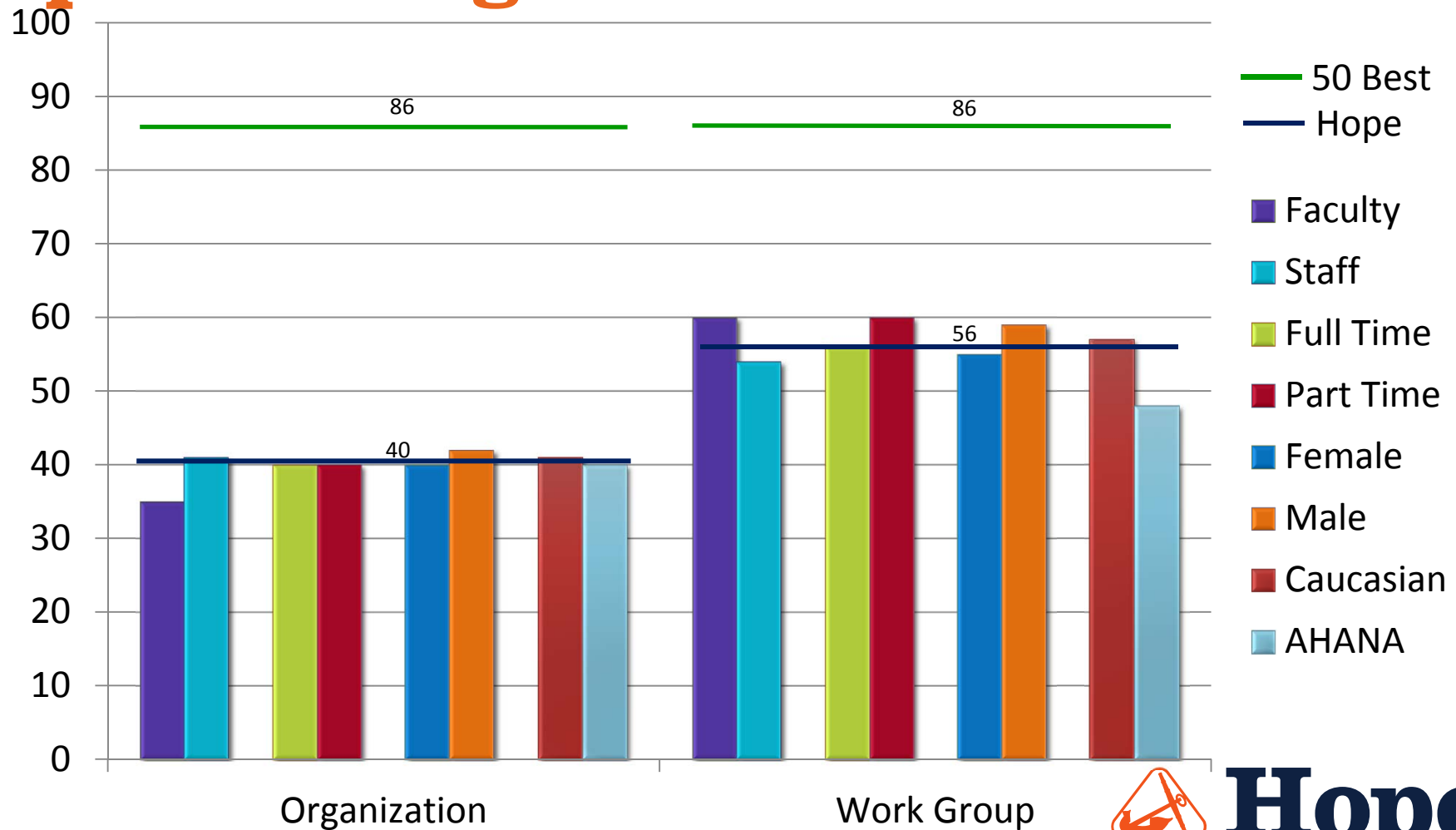
Hope
COLLEGE

People here are paid fairly for the work they do.

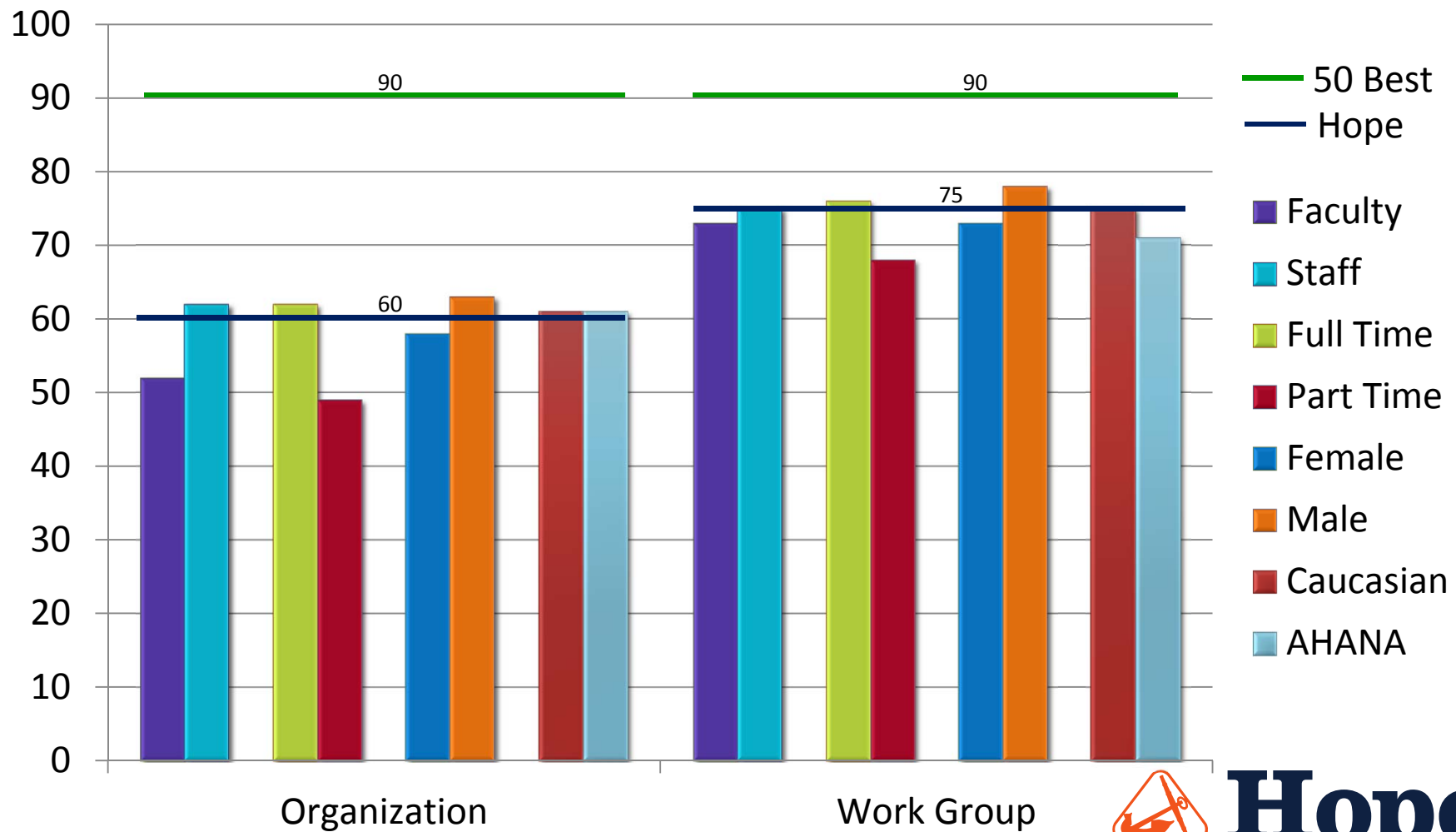


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Everyone has an opportunity to get special recognition.

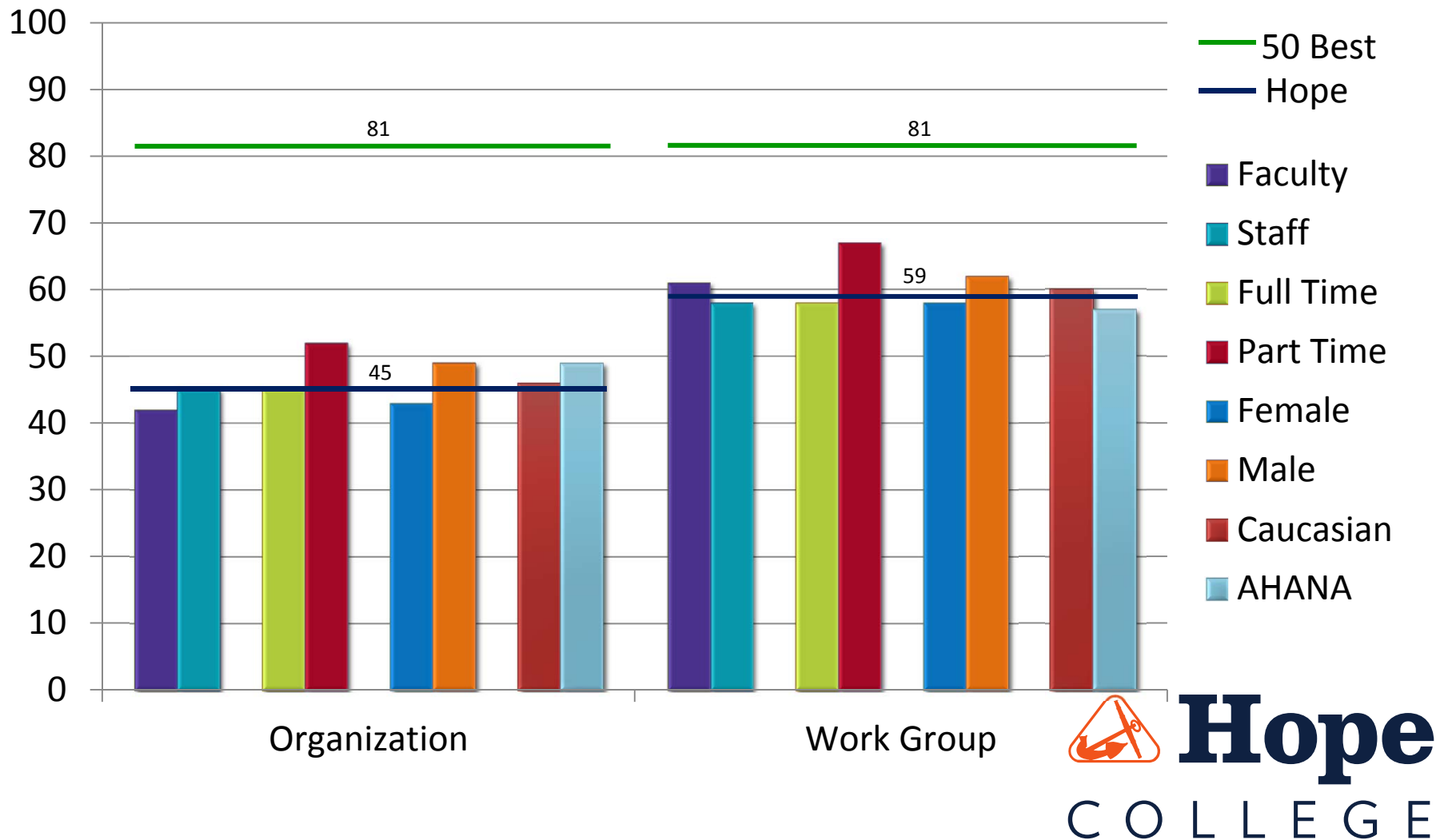


I am treated as a full member here regardless of my position.

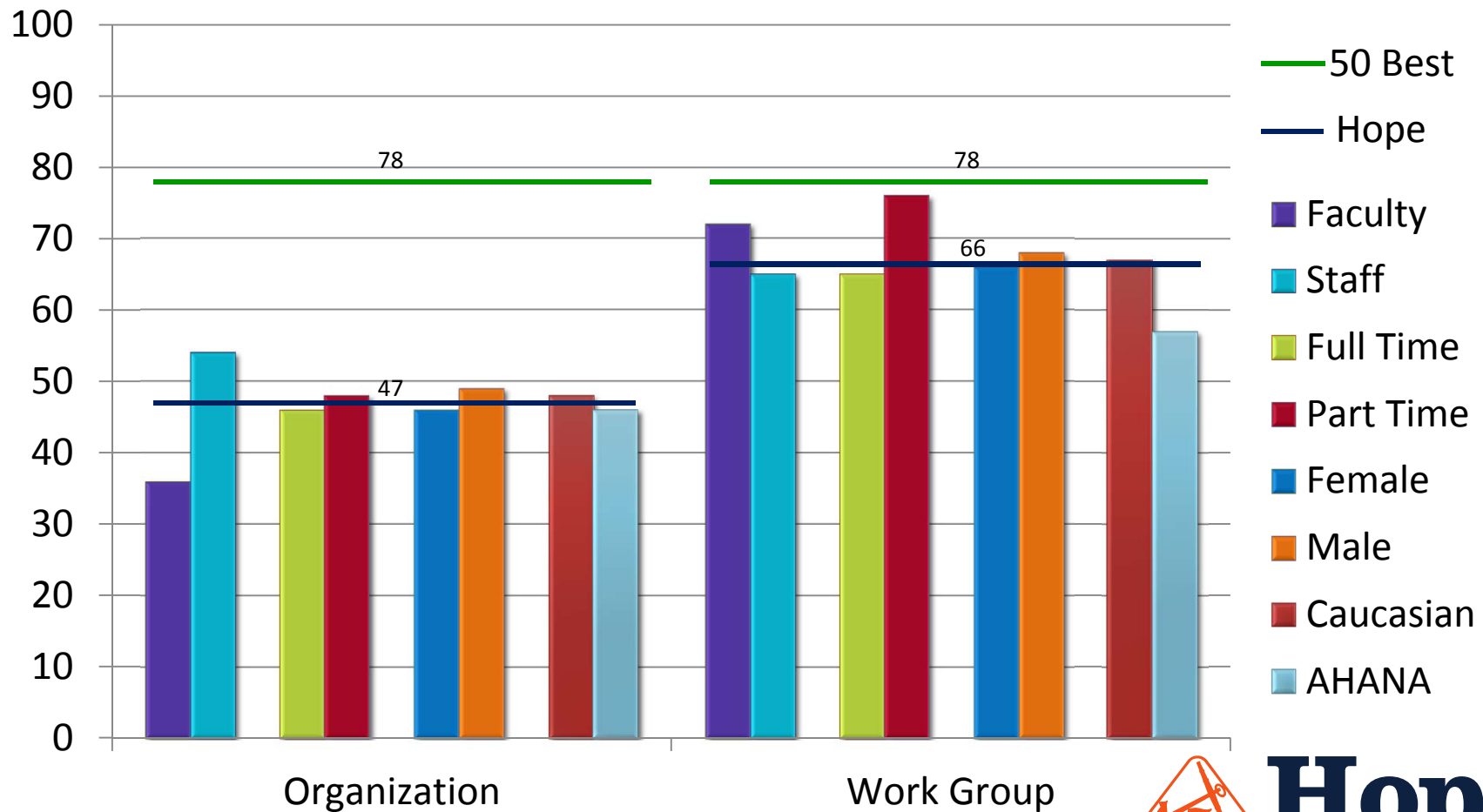


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Promotions go to those who best deserve them.

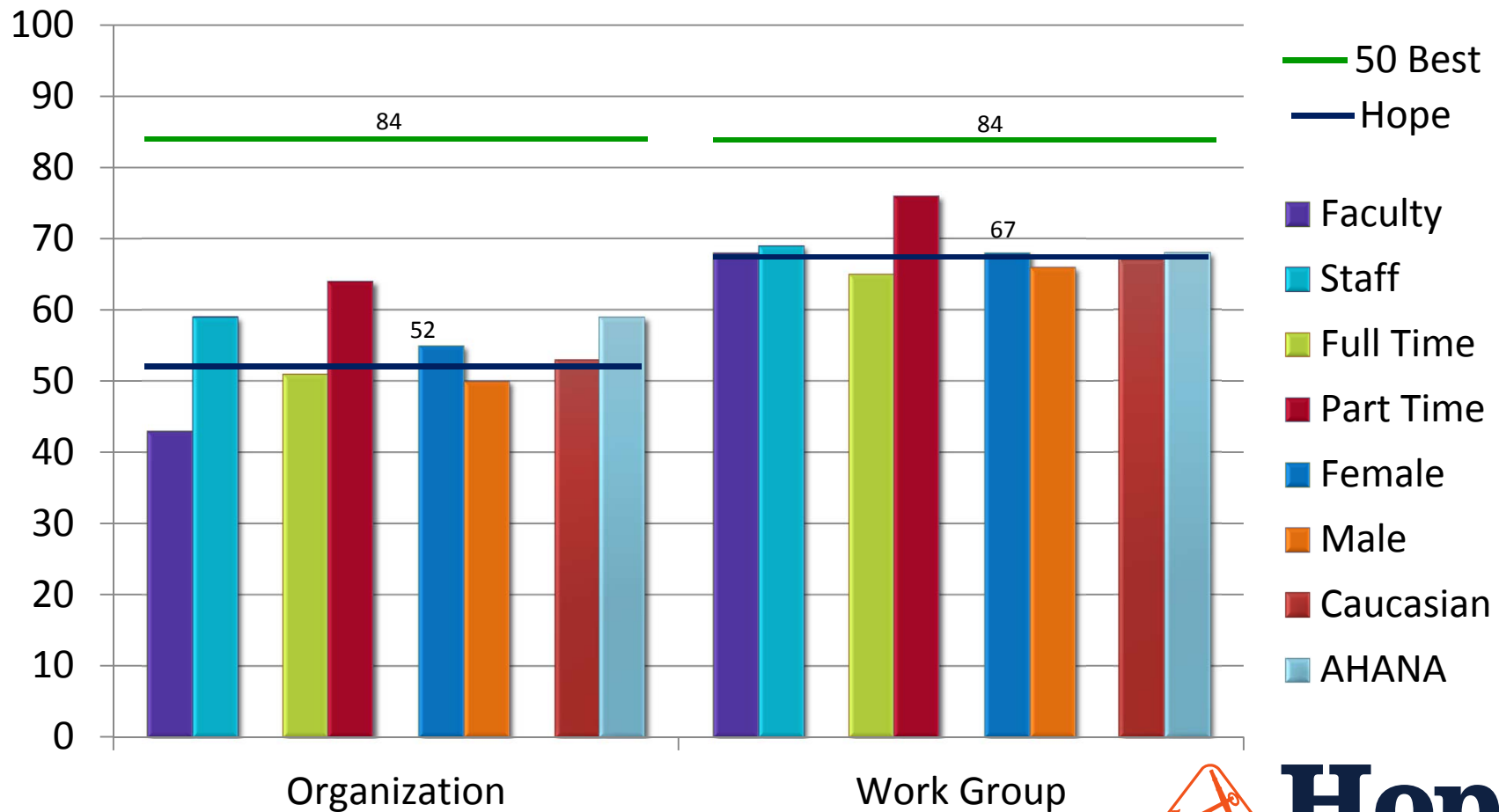


Managers avoid playing favorites.



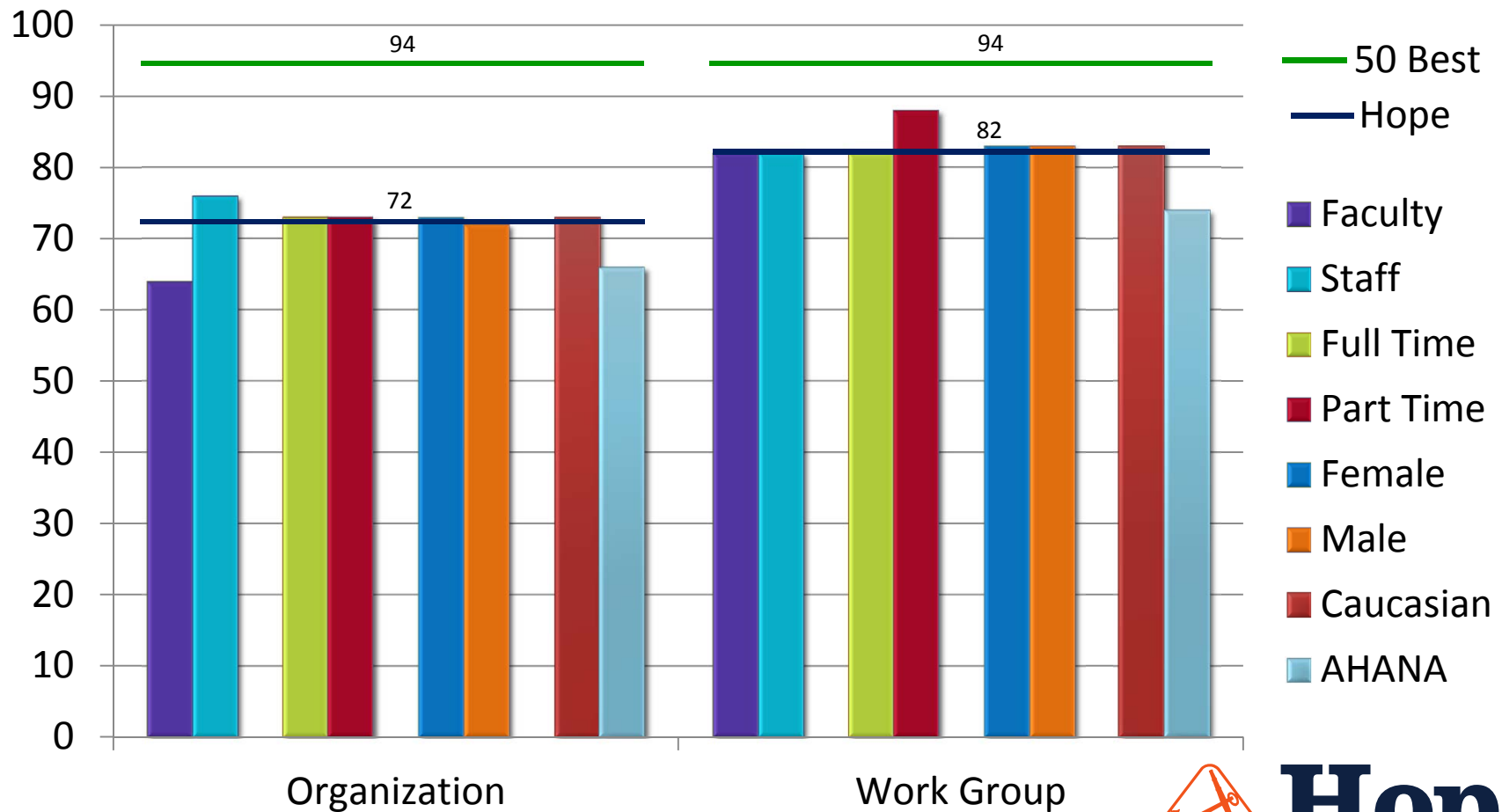
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People avoid politicking and backstabbing as ways to get things done.



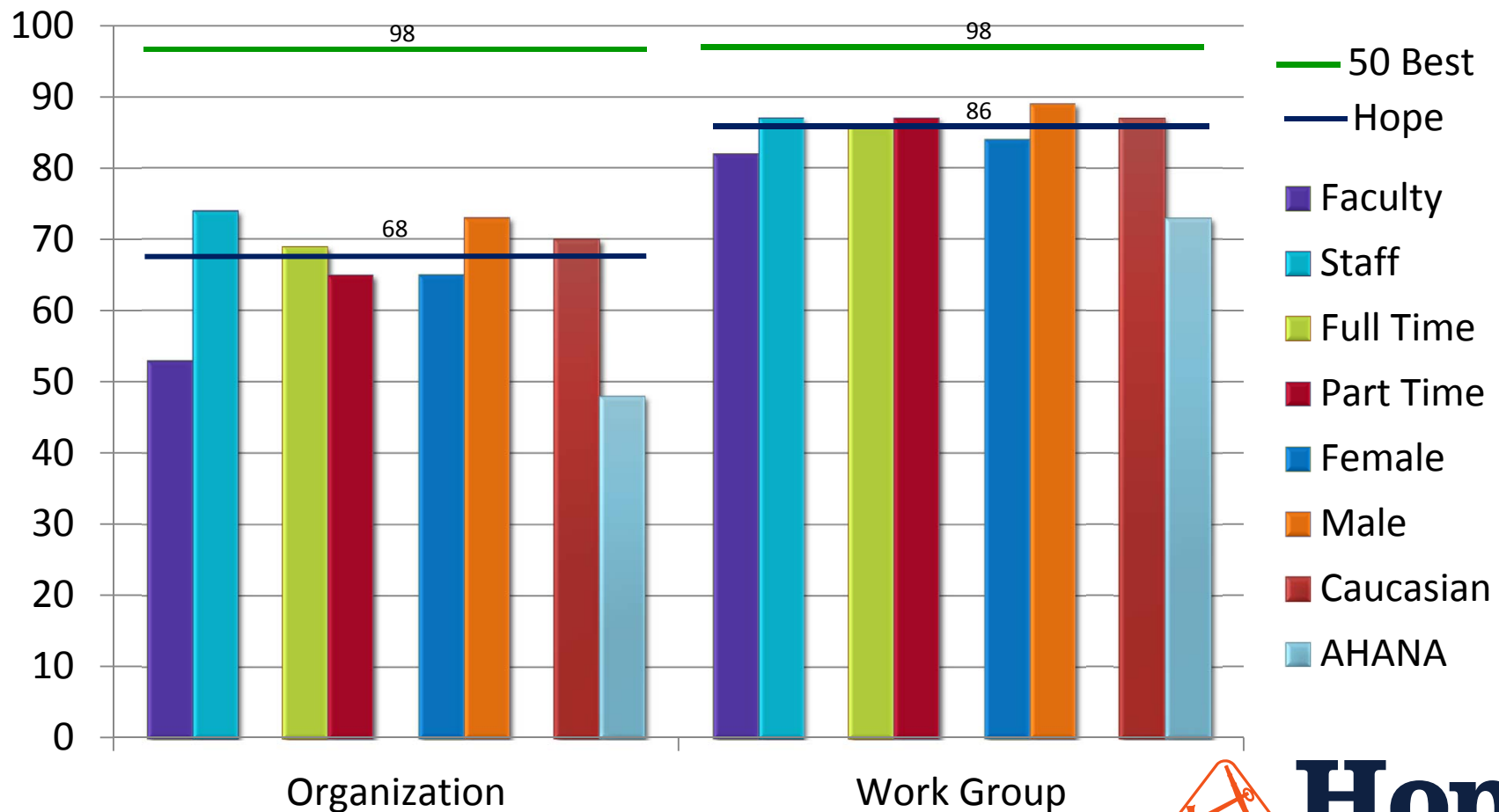
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People here are treated fairly regardless of their age.

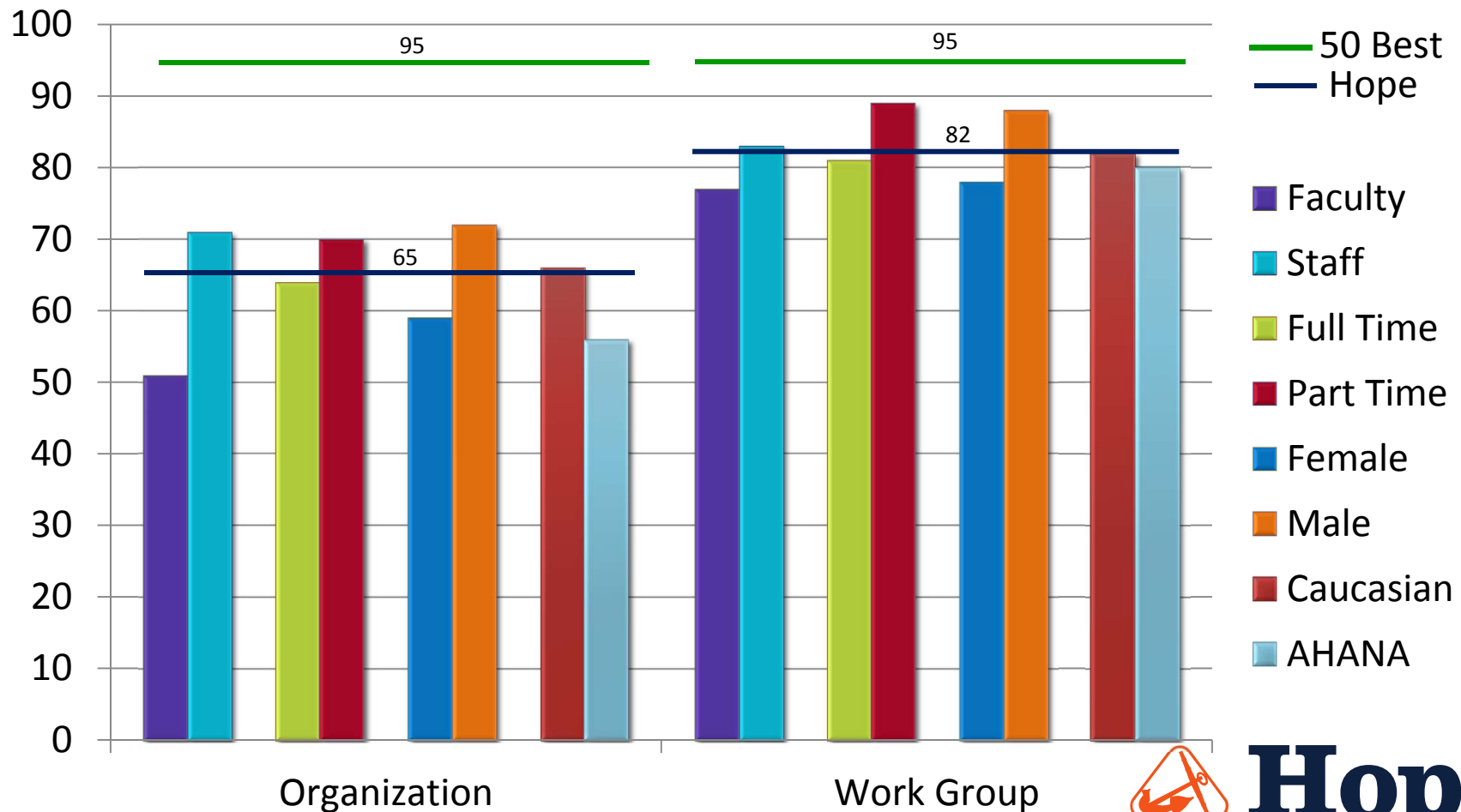


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People here are treated fairly regardless of their race.

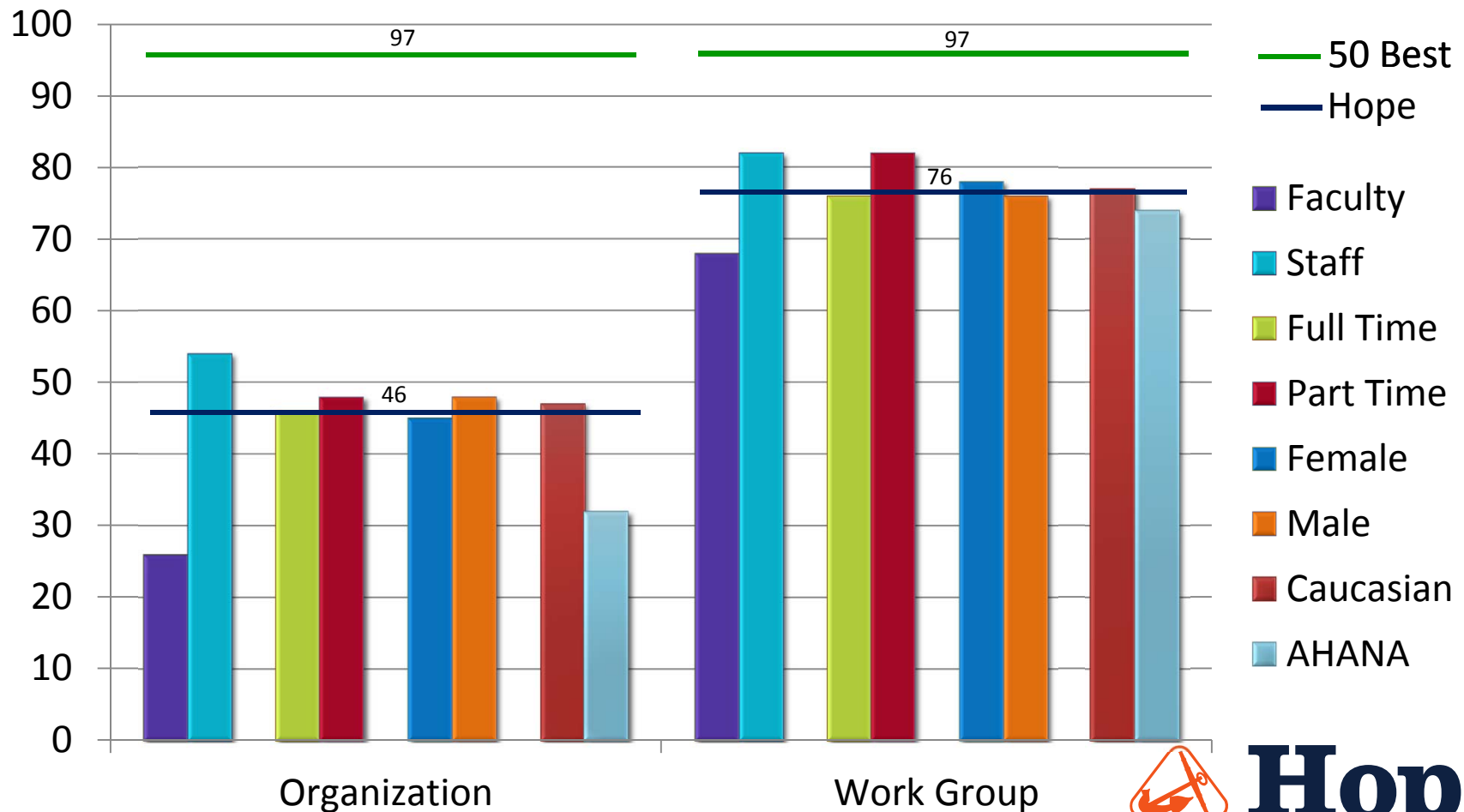


People here are treated fairly regardless of their sex.



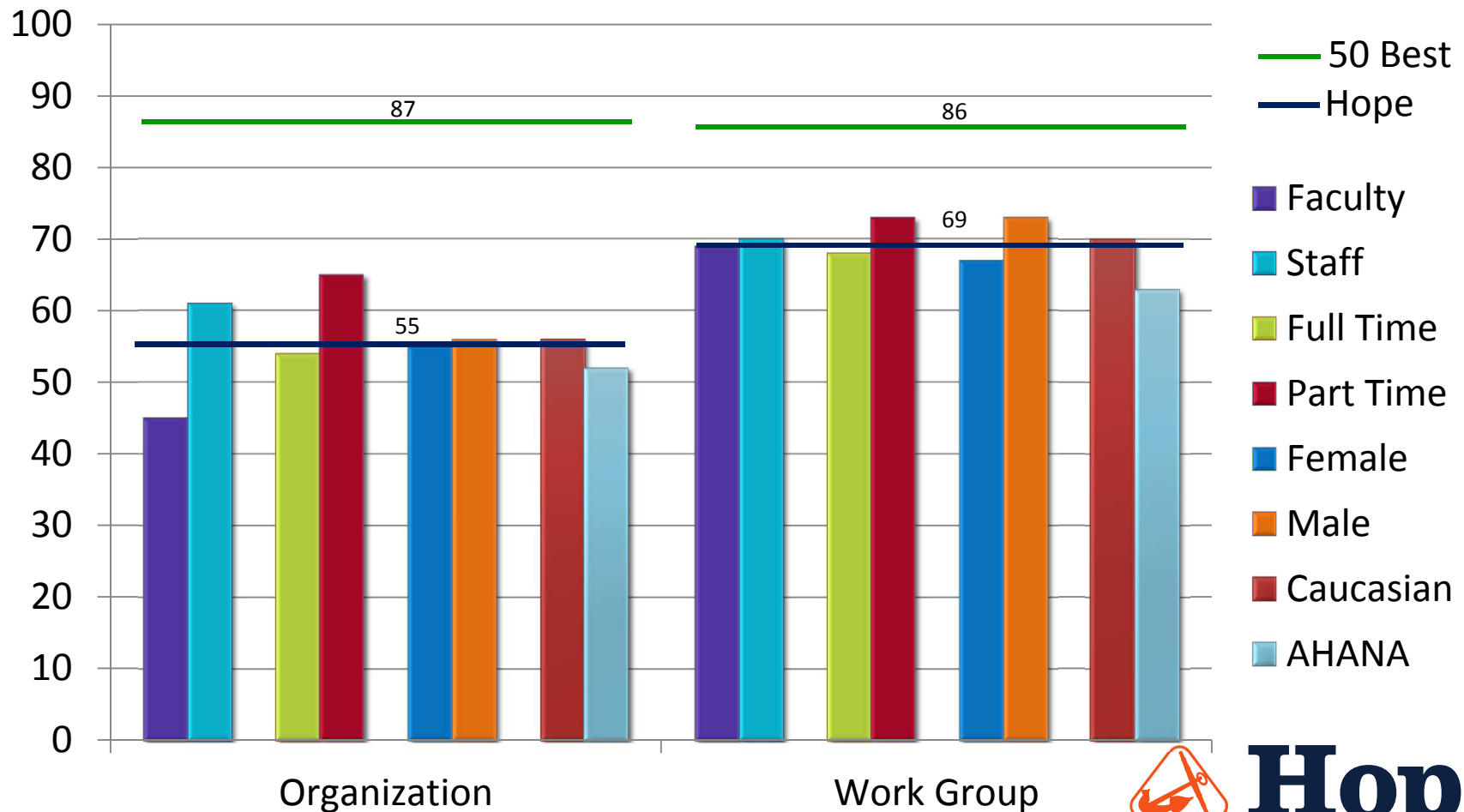
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People here are treated fairly regardless of their sexual orientation.



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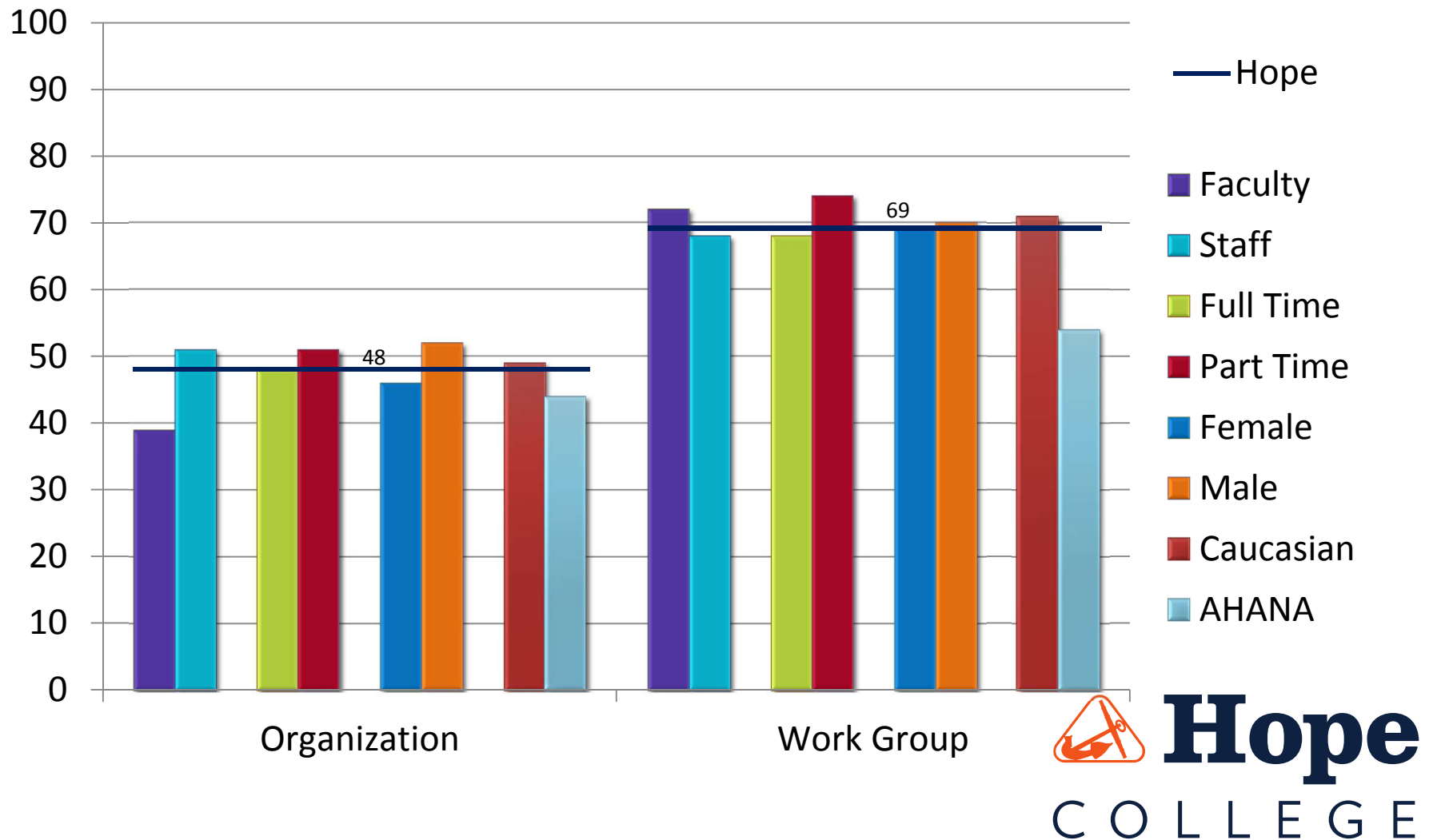
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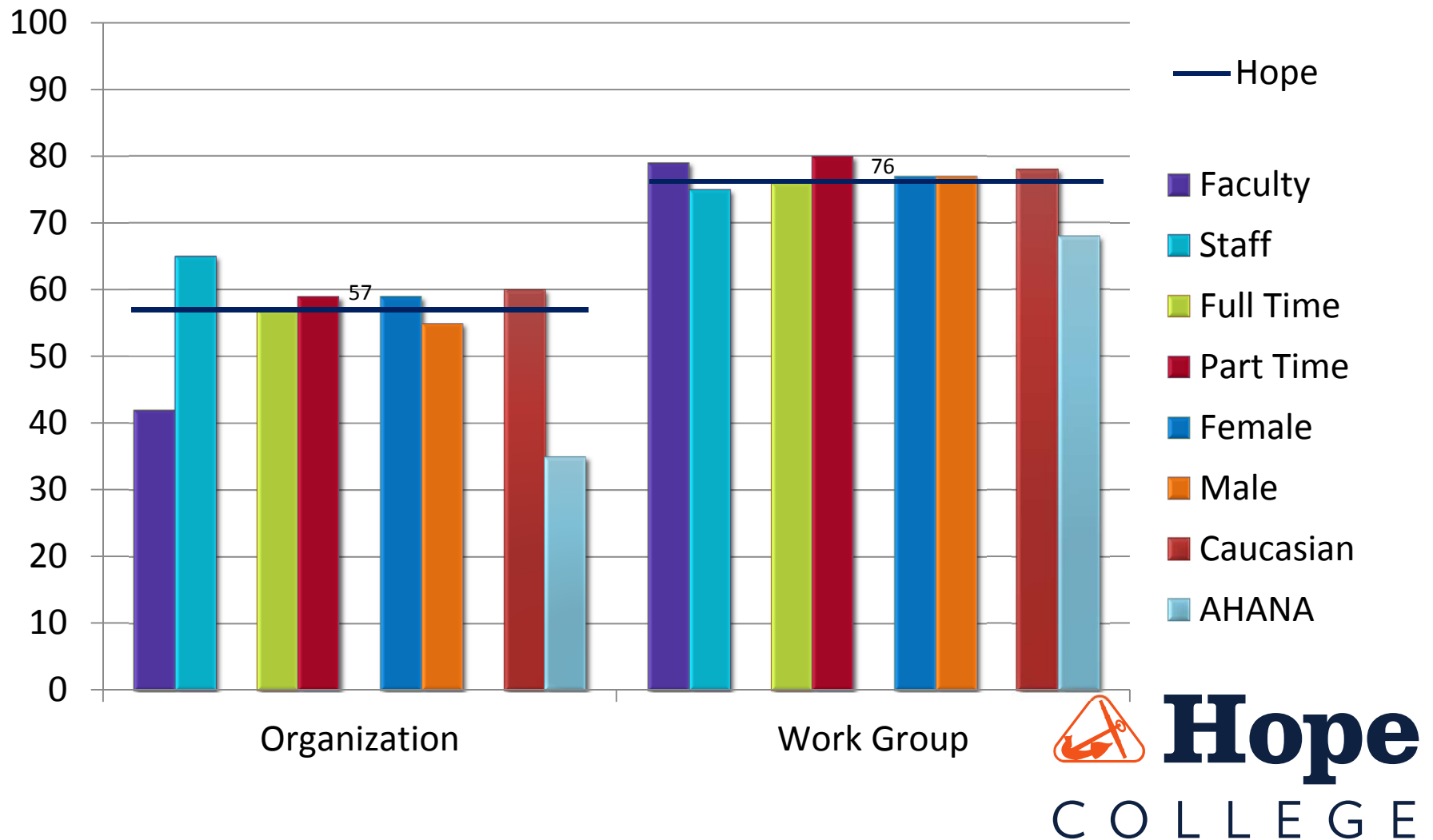
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C O L L E G E

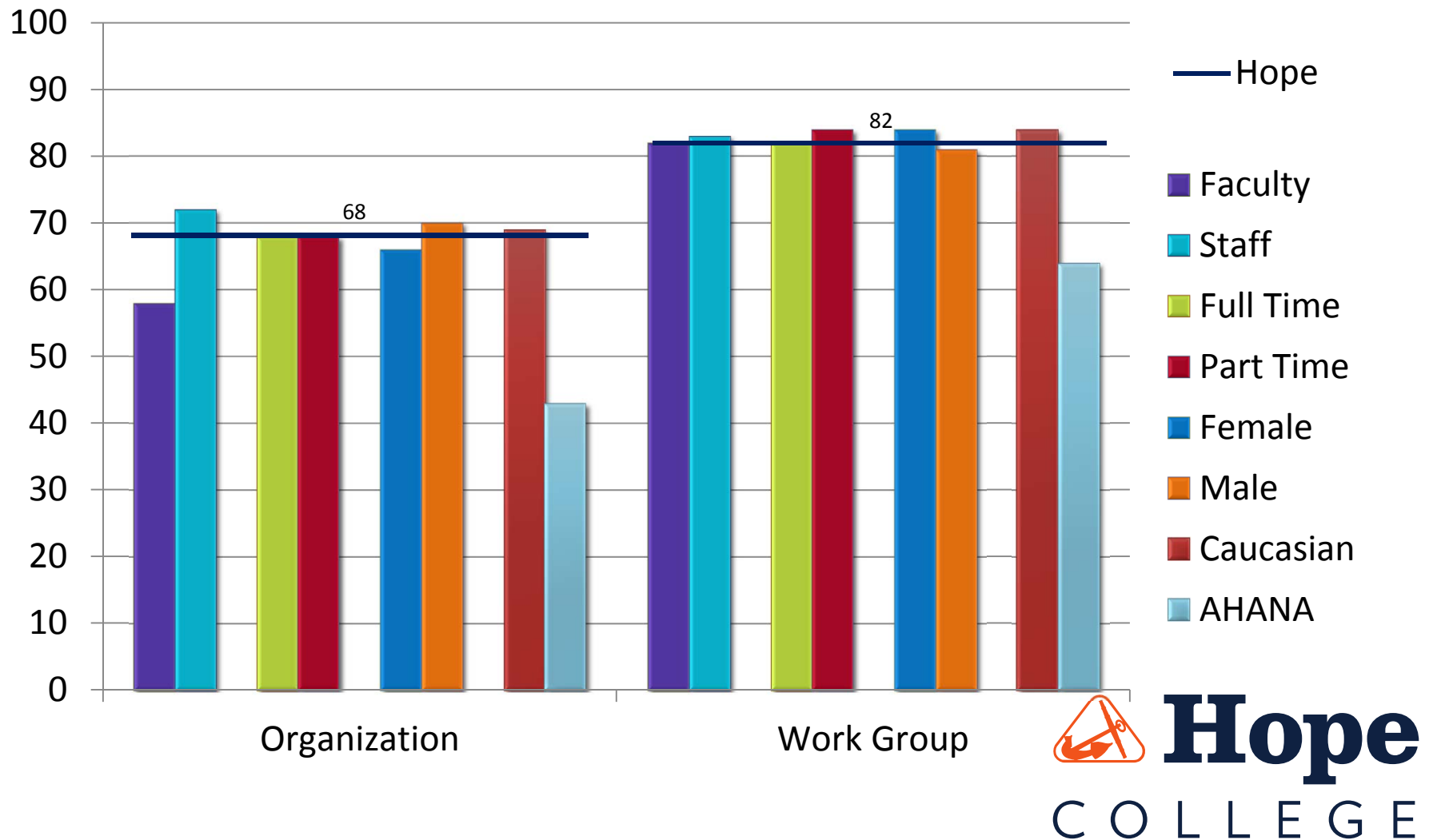
I can voice my opinions and concerns to mgmnt w/o fear of negative consequences



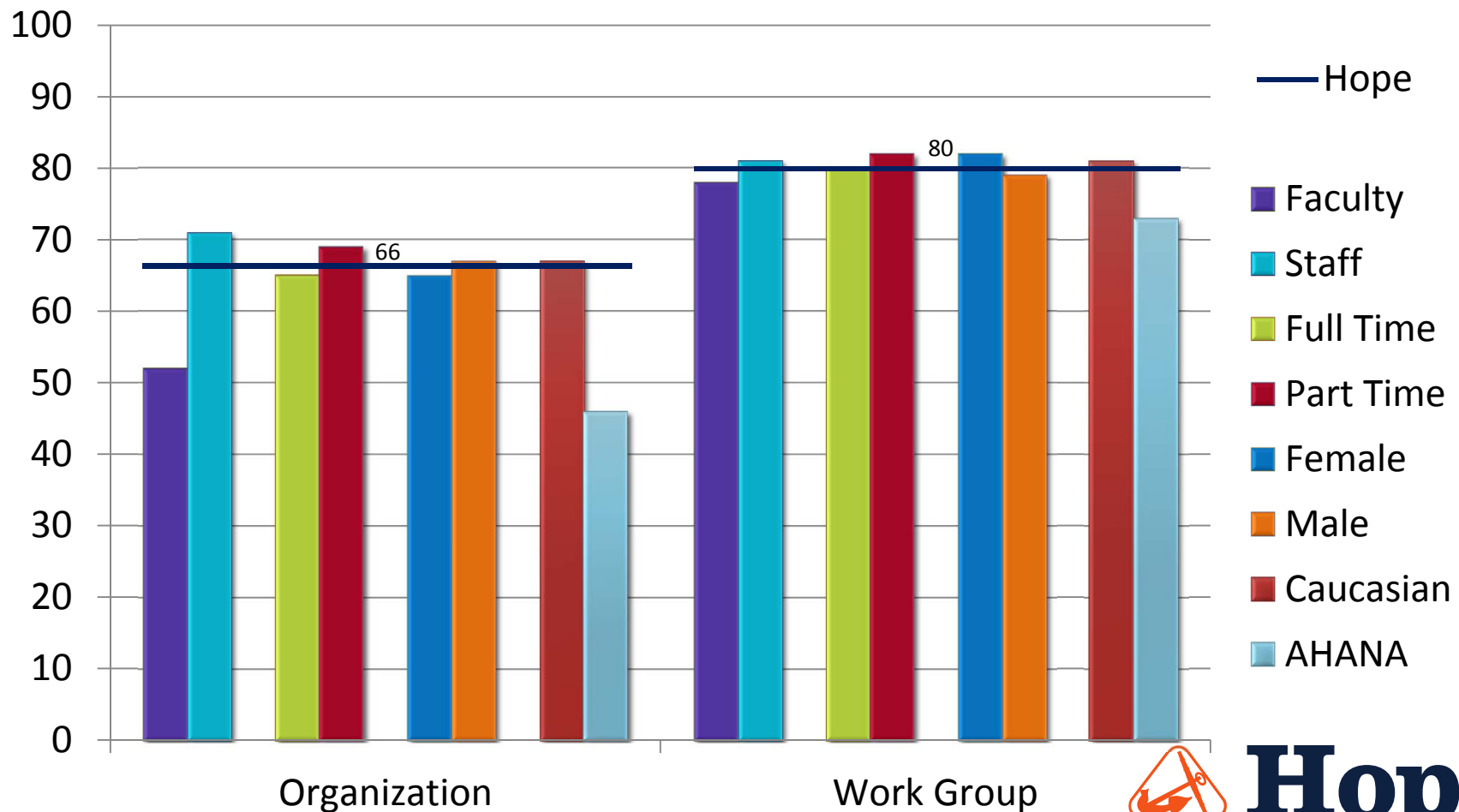
Mgmt demonstrates its commitment to creating a diverse and inclusive workplace.



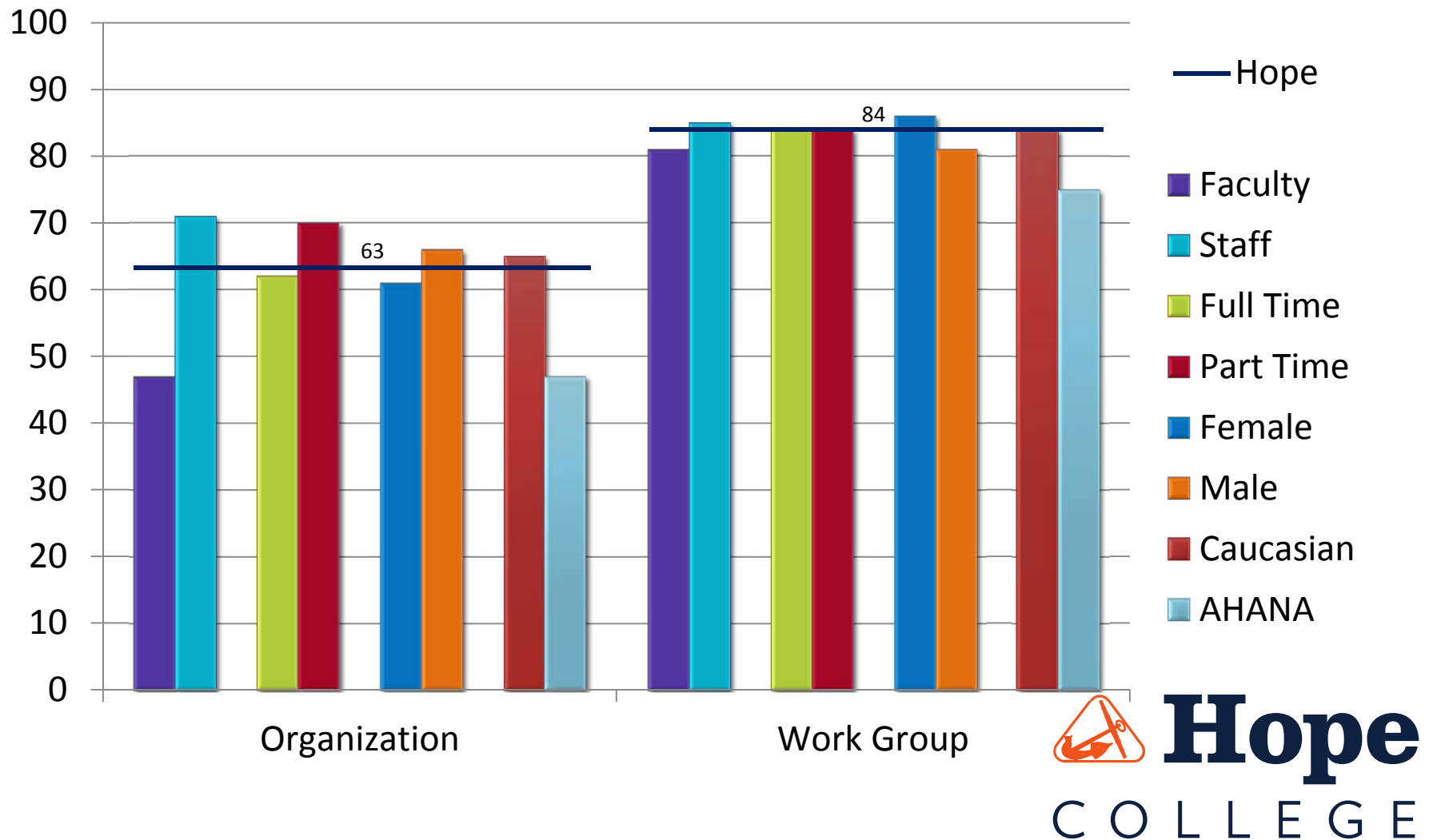
Faculty demonstrate sensitivity and understanding in their interactions with people of different races, ethnicities and cultures.



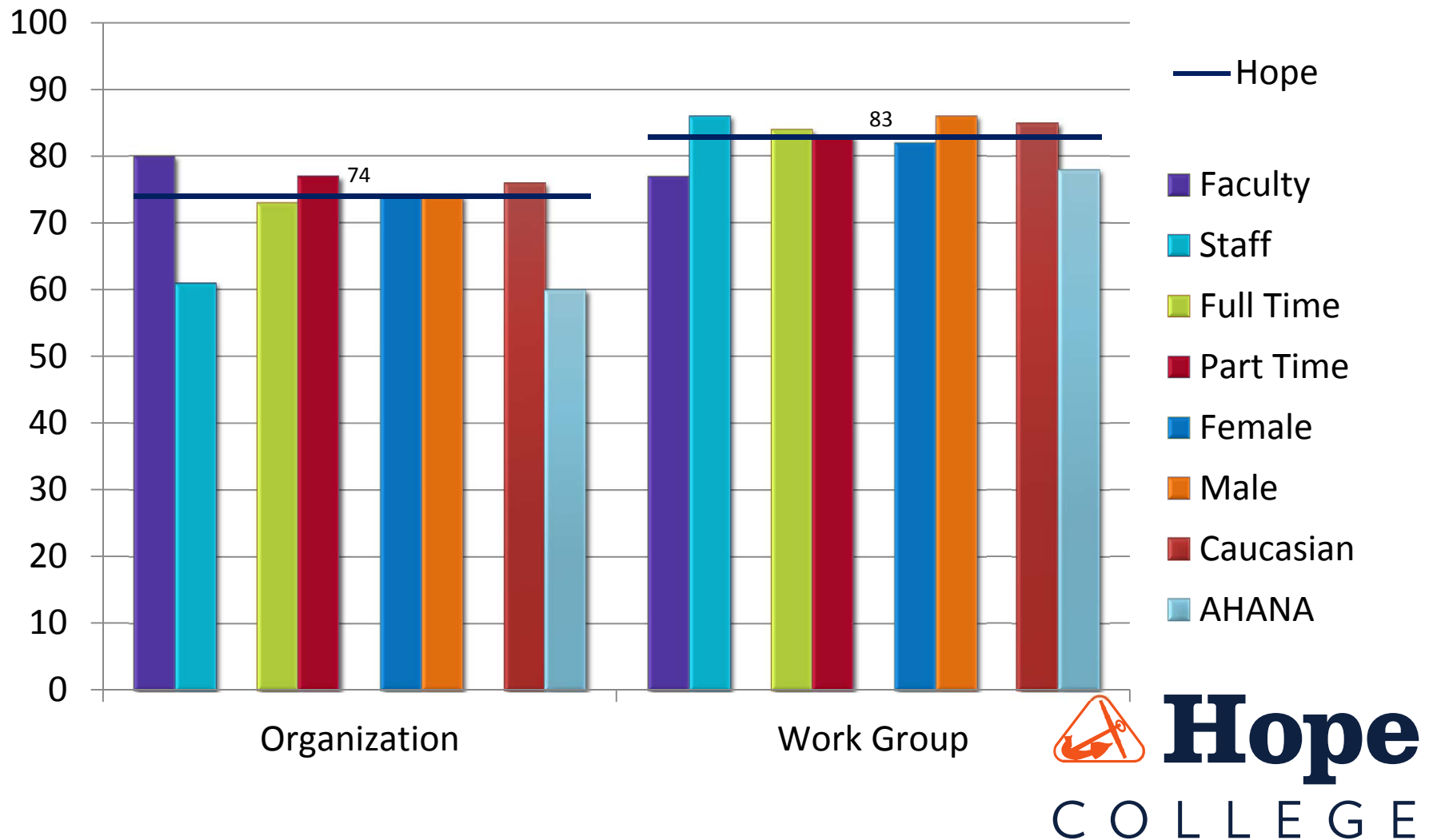
Staff demonstrate sensitivity and understanding in their interactions with people of different races, ethnicities and cultures.



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People with varied physical, cognitive and emotional abilities are treated fairly here.



Small Group Discussion