Trust Index: PRIDE

Campus Presentation
Thursday, October 15, 2015

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What we want to do today

- Focus on Pride

- 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

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The Trust Index©

- Measures 5 factors influencing trust: Credibility, Respect, Fairness, Camaraderie, **Pride**
  - *Pride: The positive way in which employees regard their jobs, team or work group, and the college.*

- 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

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Pride Dimension Statements

Personal Pride

- I feel I make a difference here.
- My work has special meaning: this is not "just a job".

Team

- When I look at what we accomplish, I feel a sense of pride.
- People here are willing to give extra to get the job done.

Company

- I want to work here for a long time.
- I'm proud to tell others I work here.
- People look forward to coming to work here.
- I feel good about the ways we contribute to the community.

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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?

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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

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Overall Results: Five Dimensions of Trust
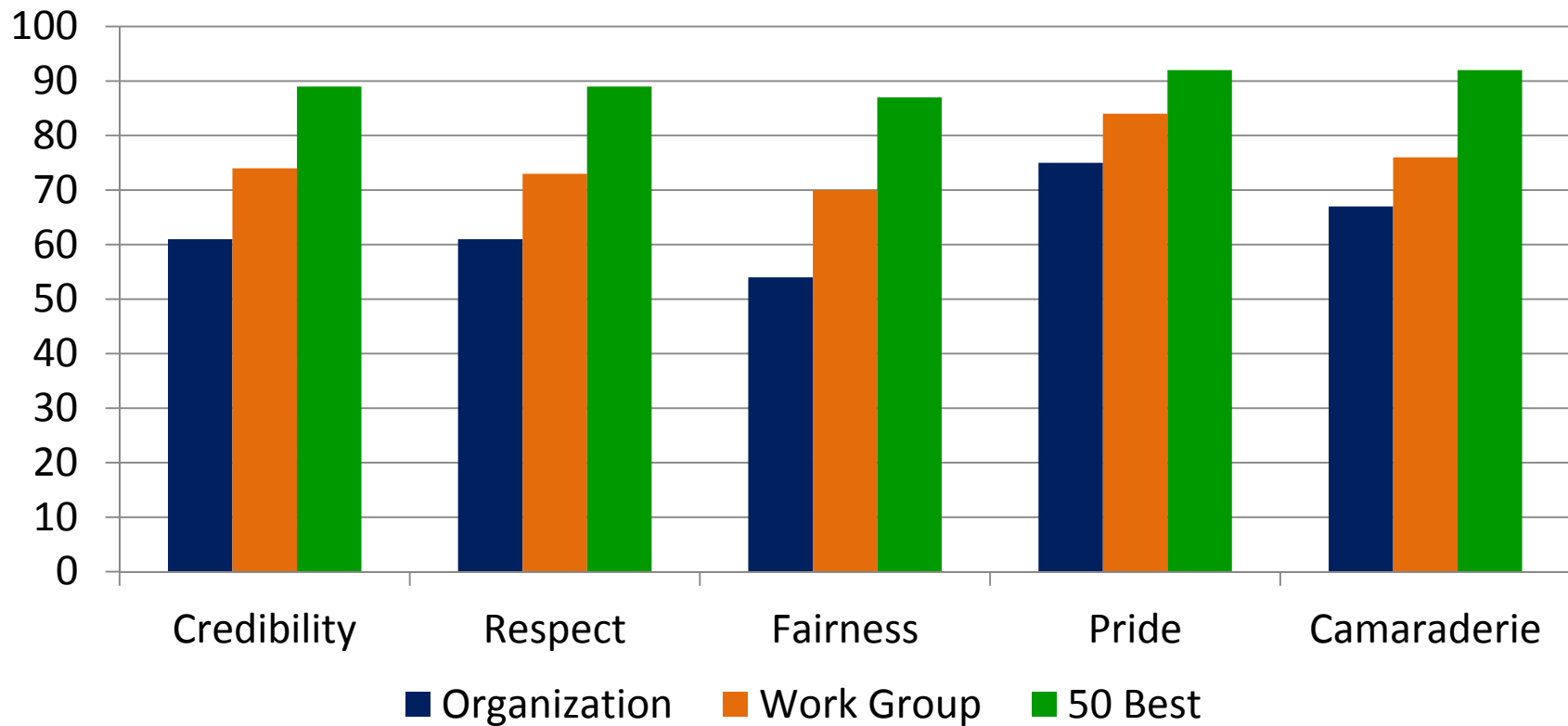
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Pride Results by Demography
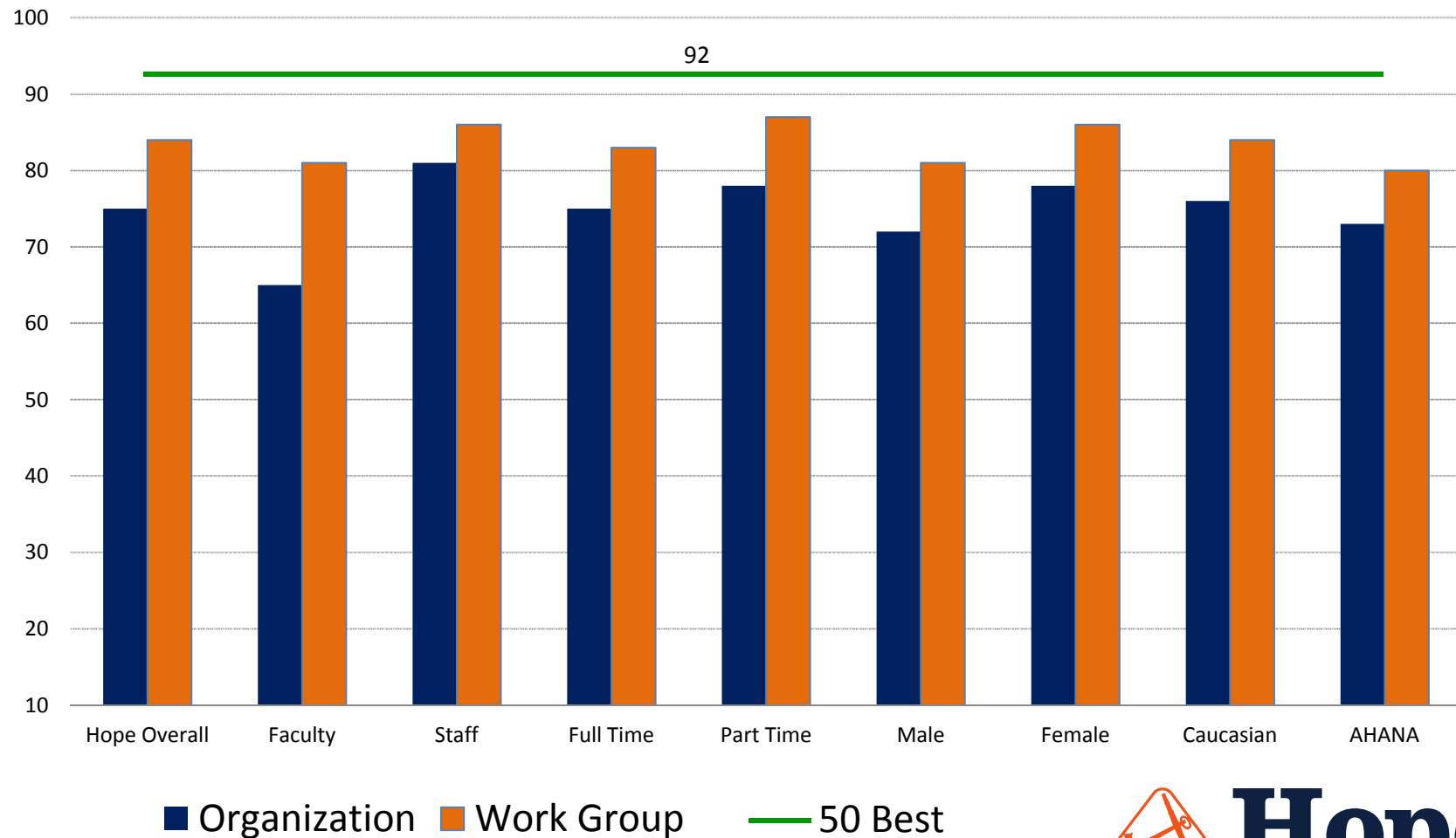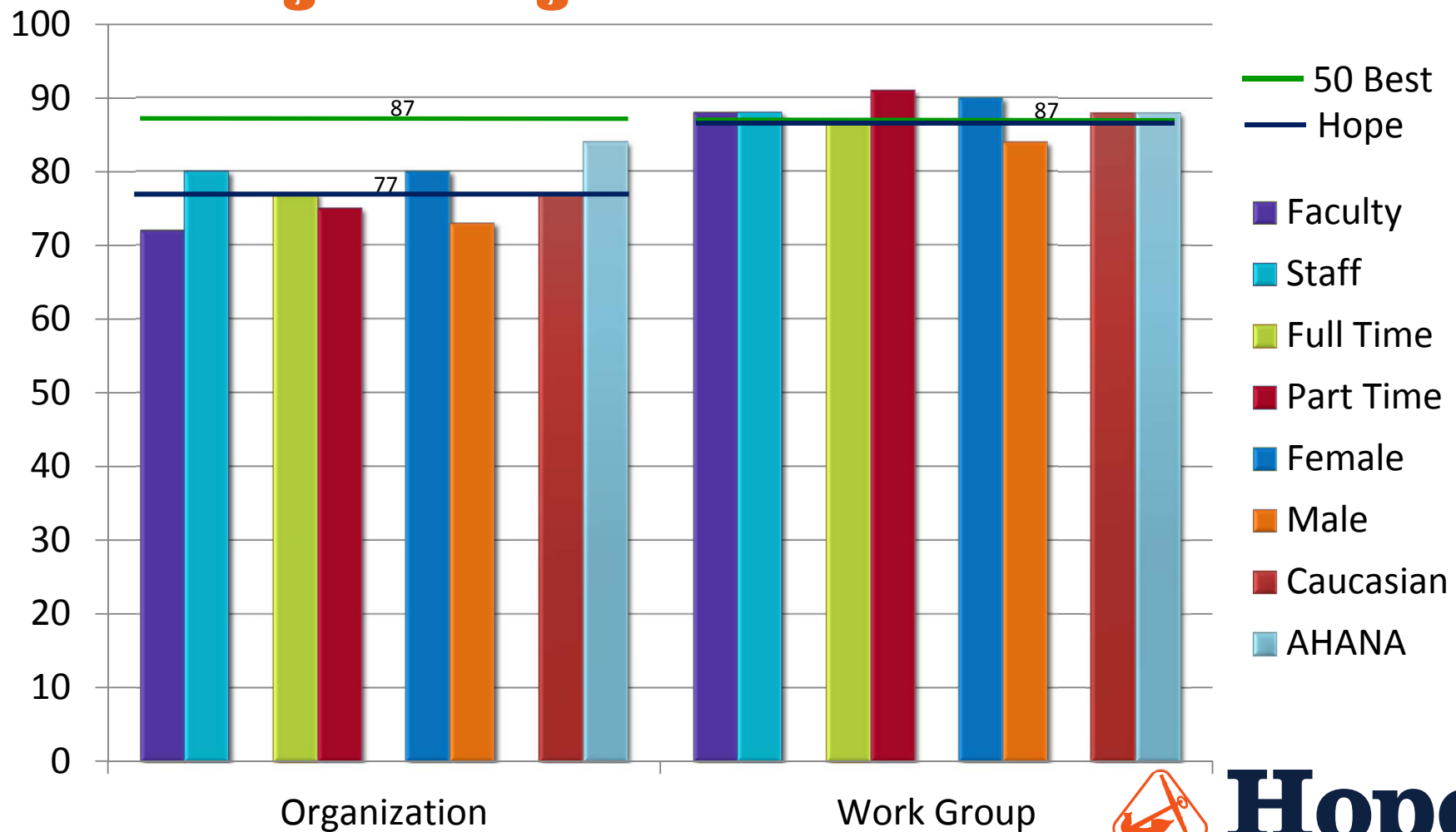
Racial and Ethnic Variability
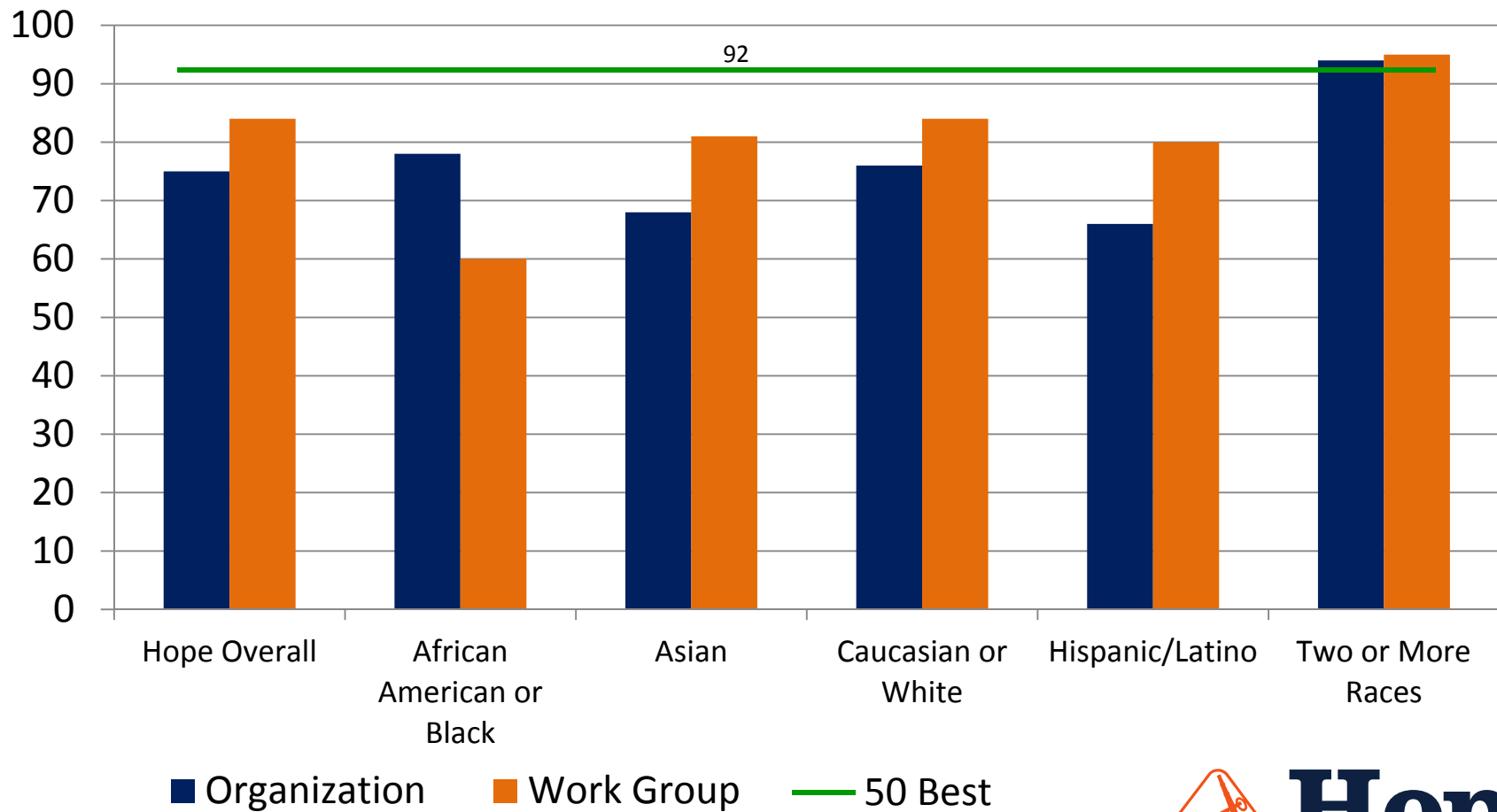
Overall Response by Statement
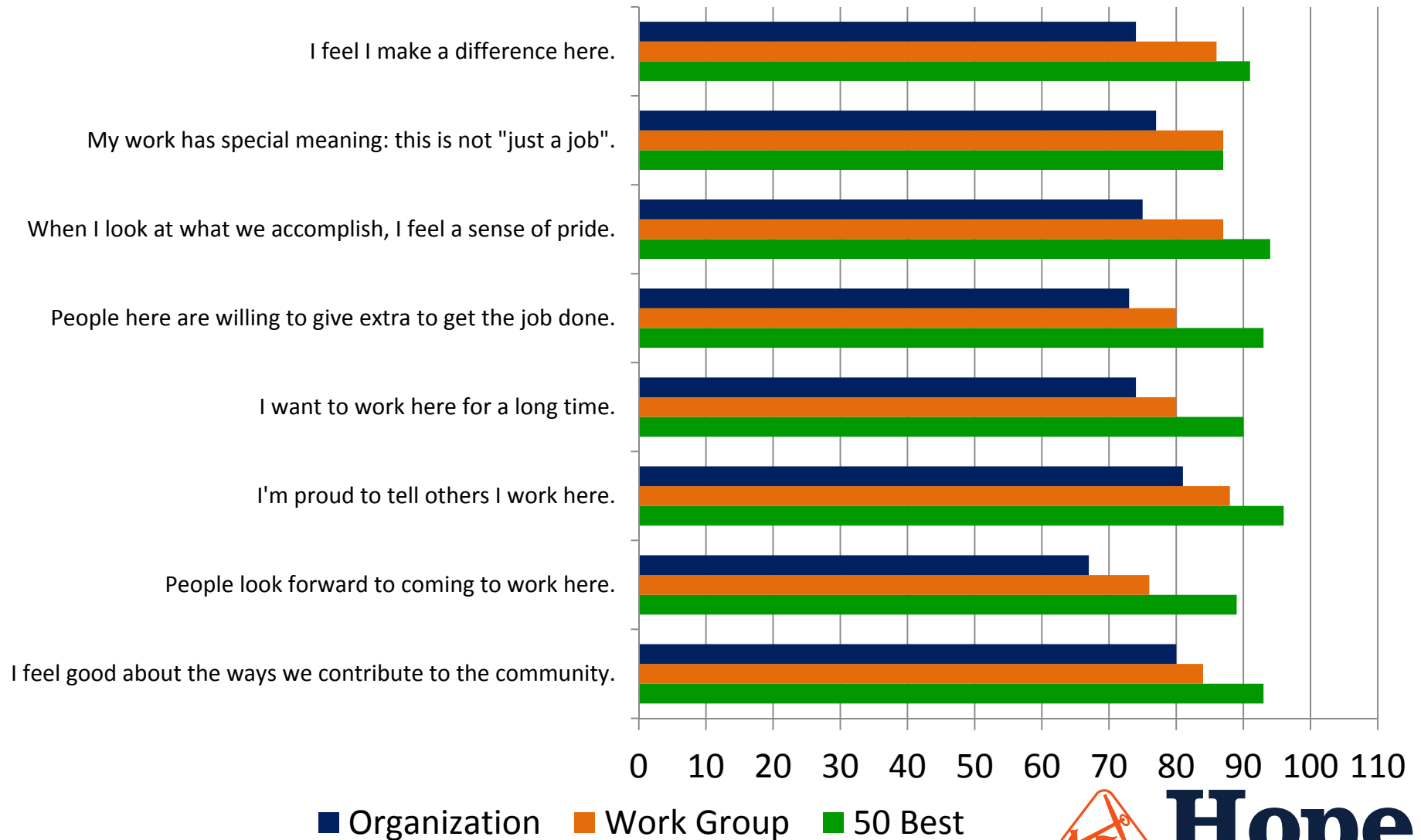
I feel I make a difference here.
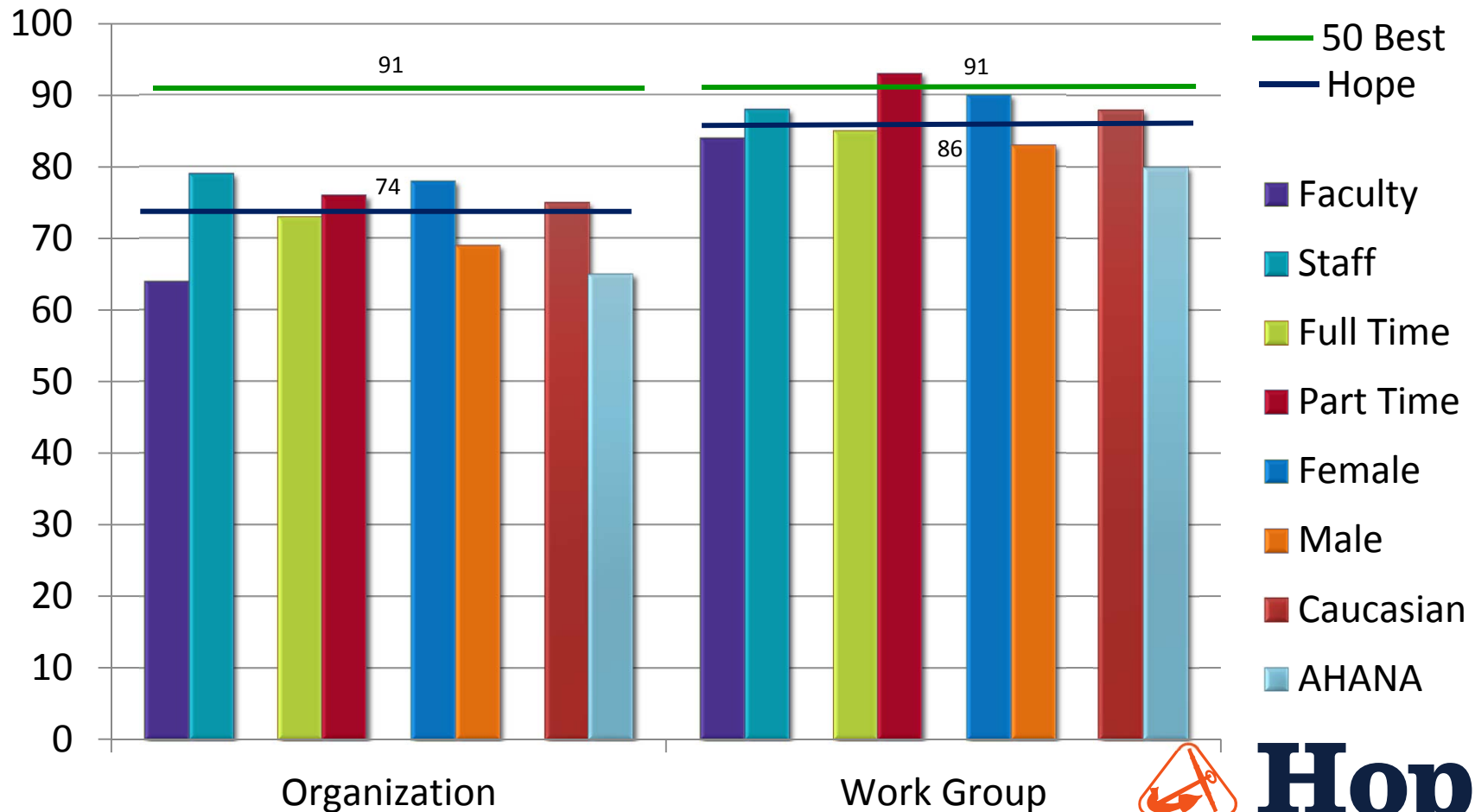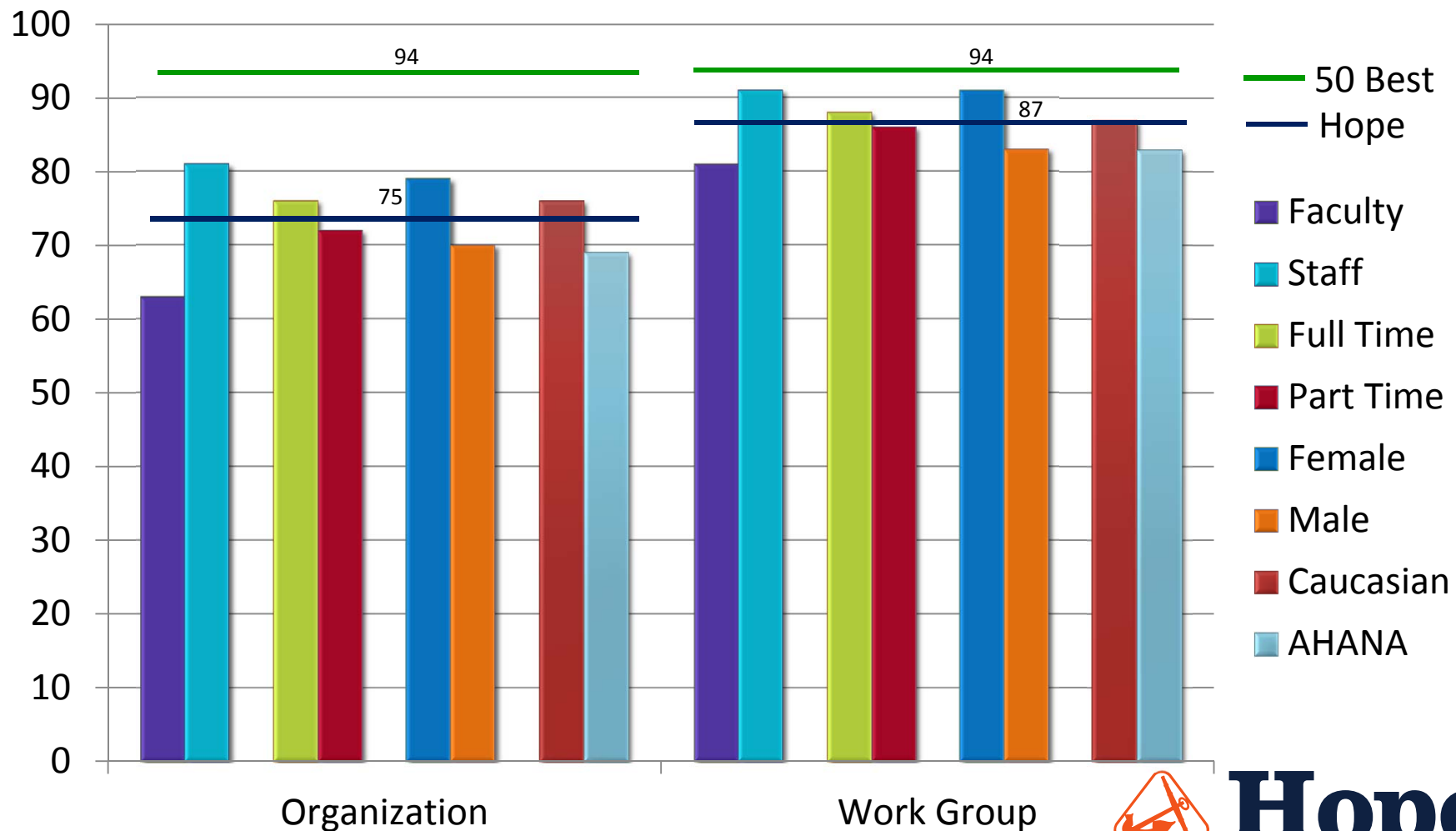
My work has special meaning: this is not "just a job".

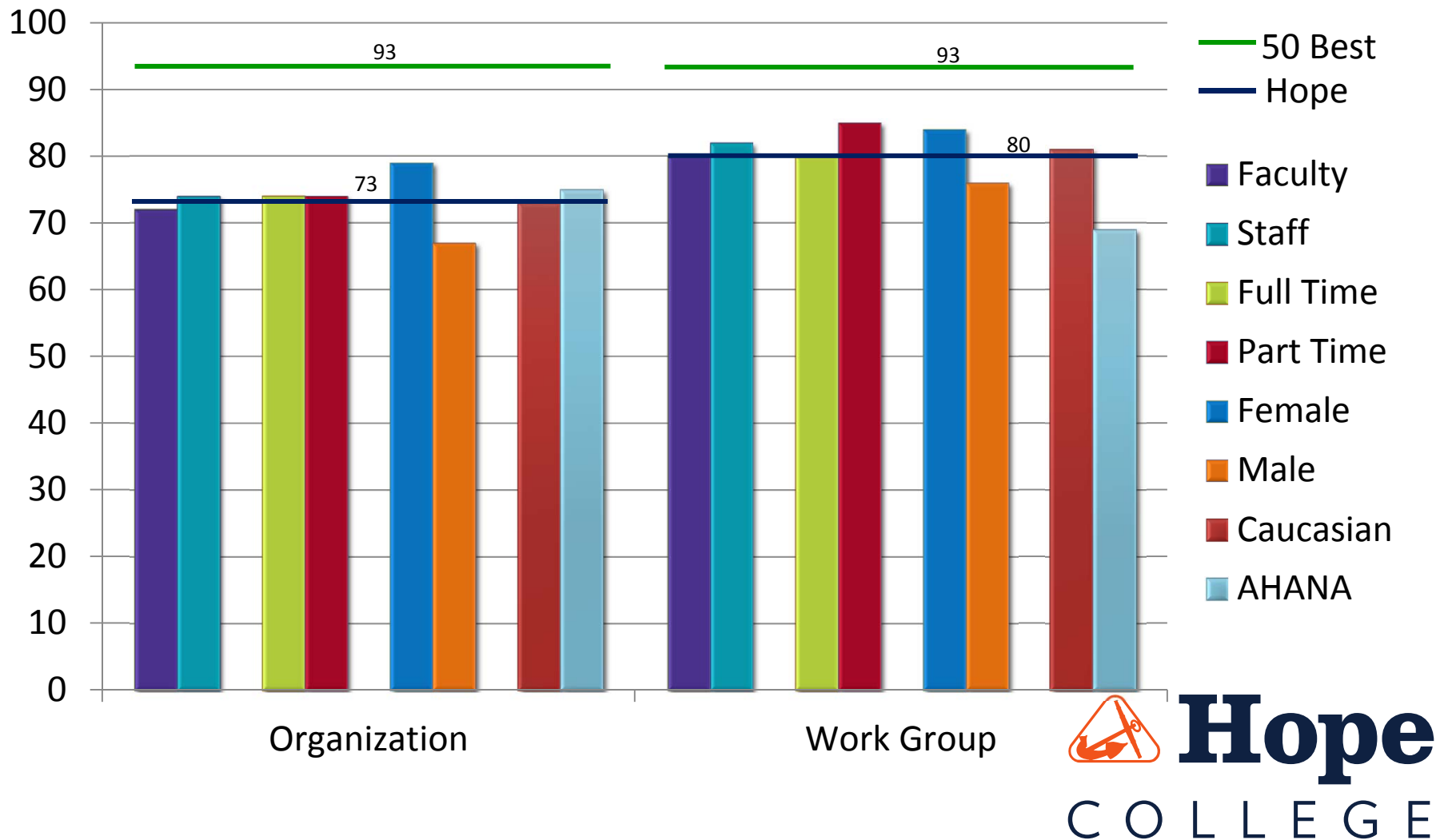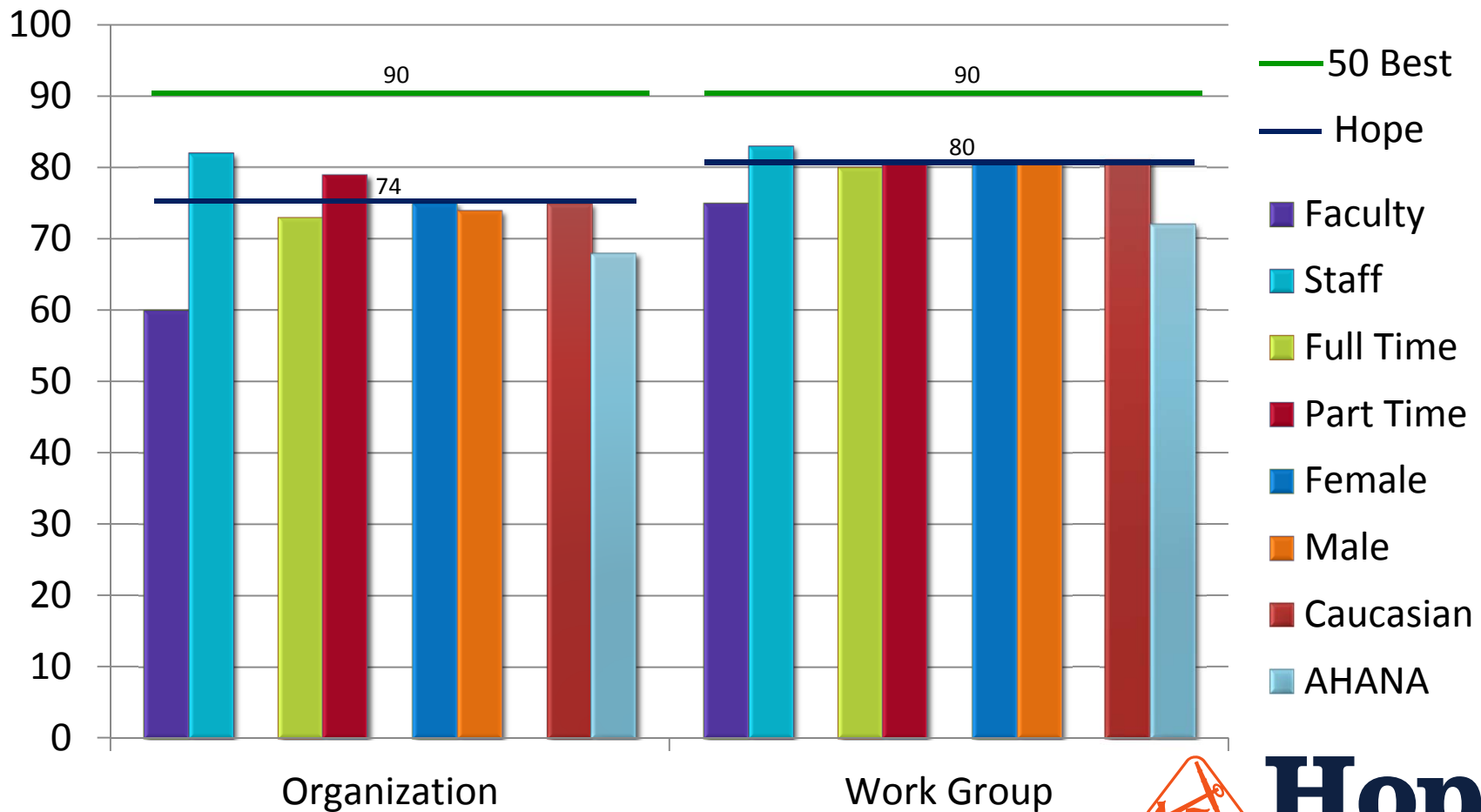# When I look at what we accomplish, I have a sense of pride.

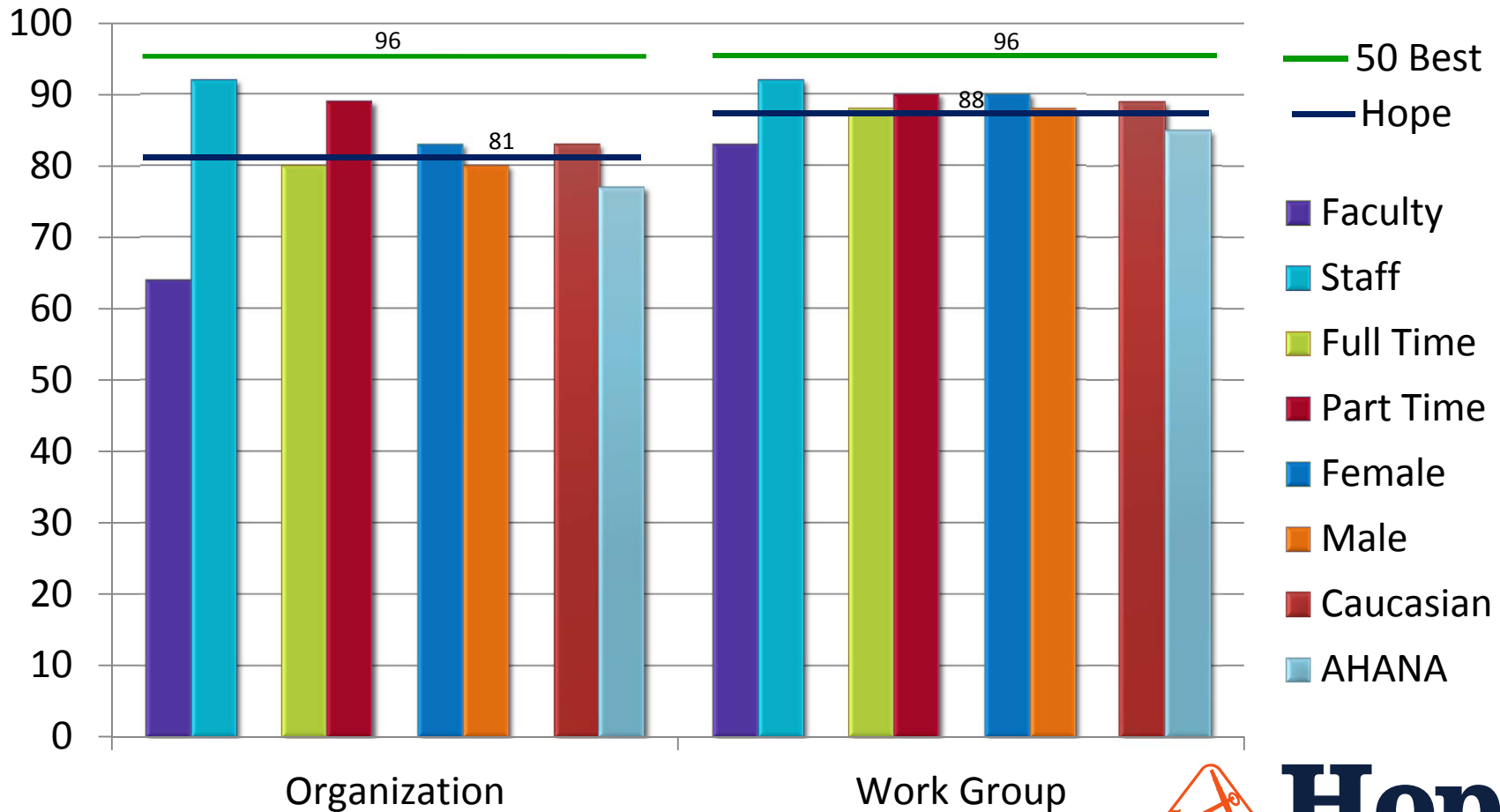# People here are willing to give extra to get the job done.
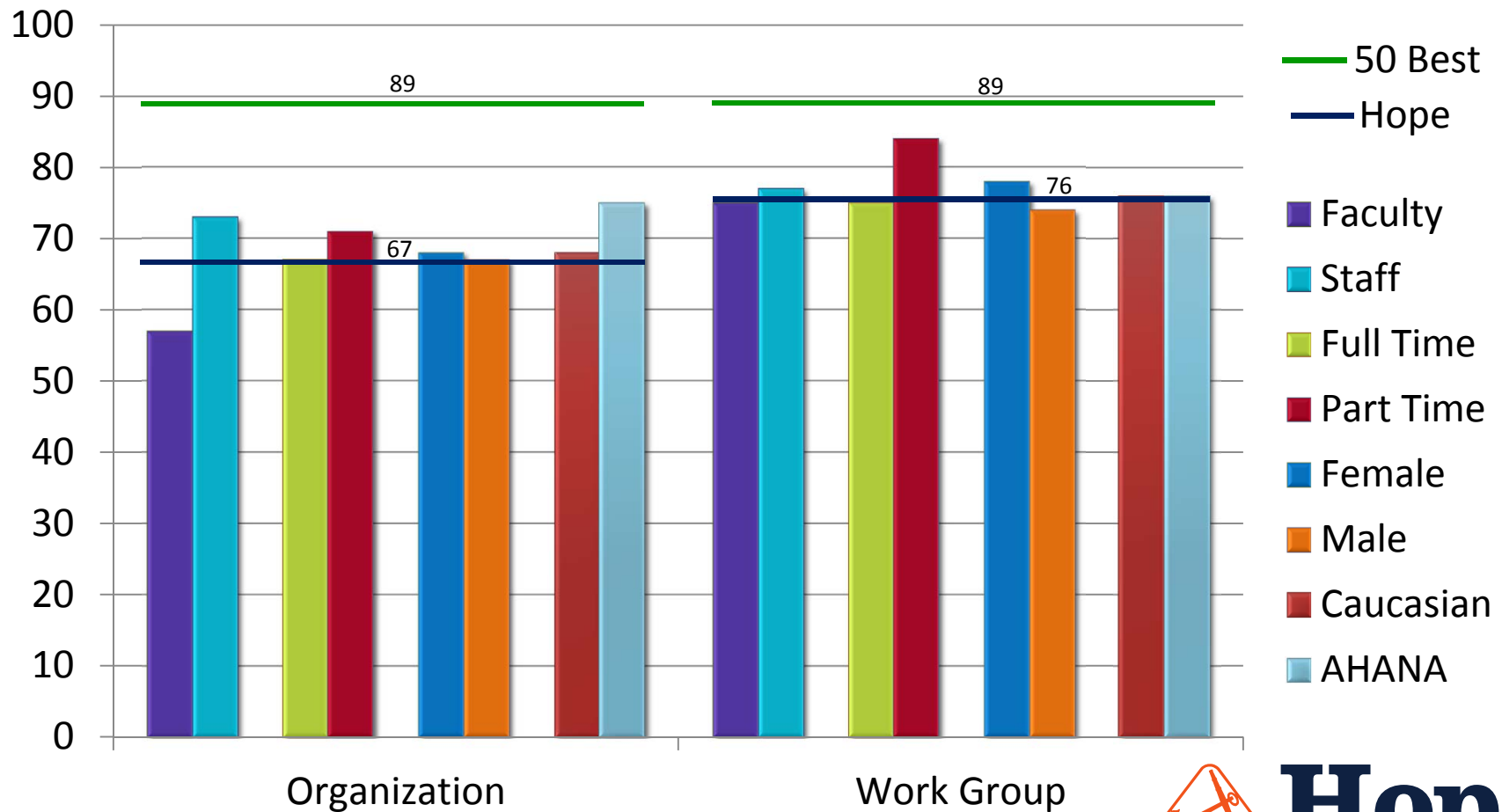

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I want to work here for a long time.
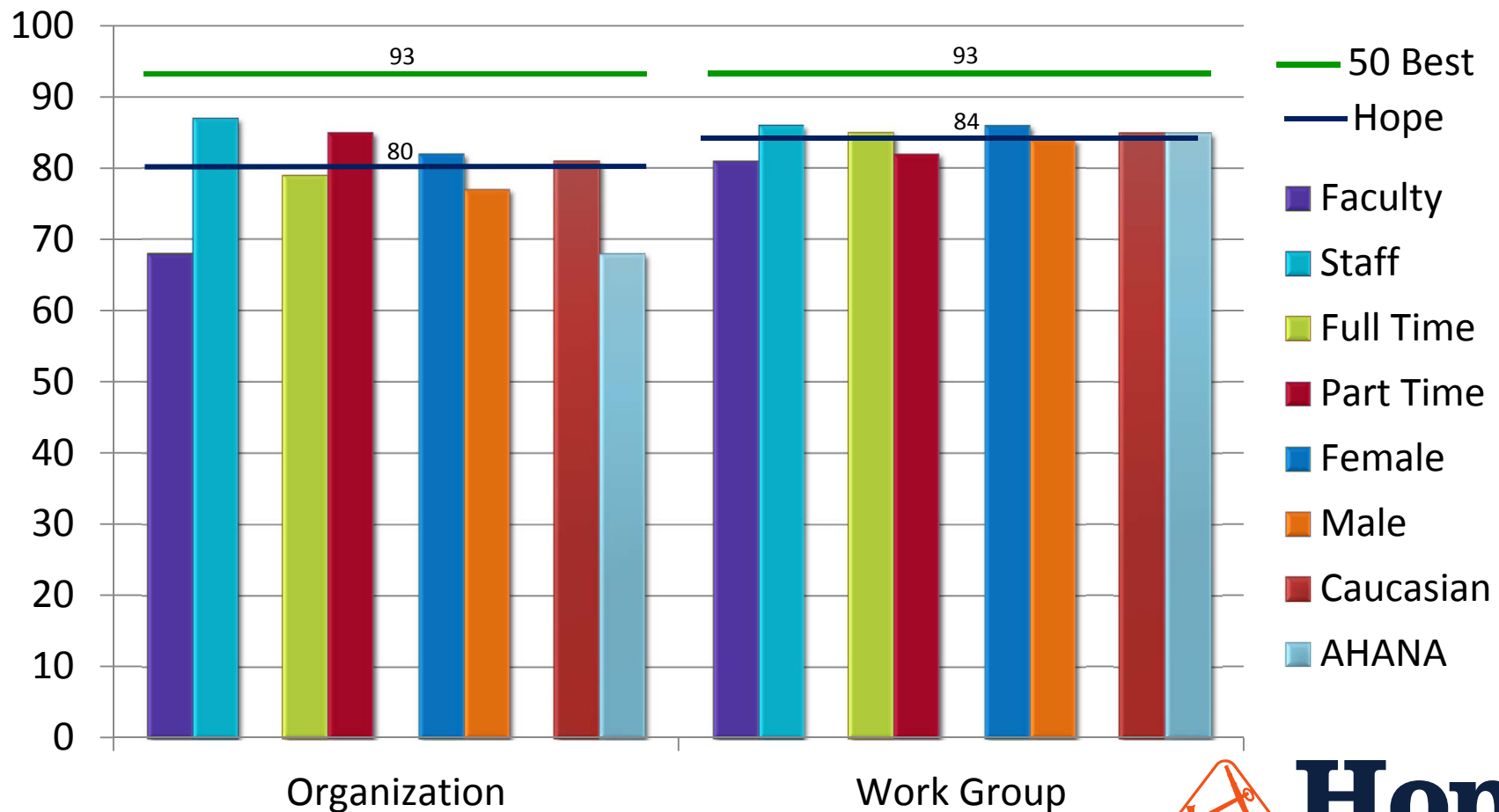
I'm proud to tell others I work here.

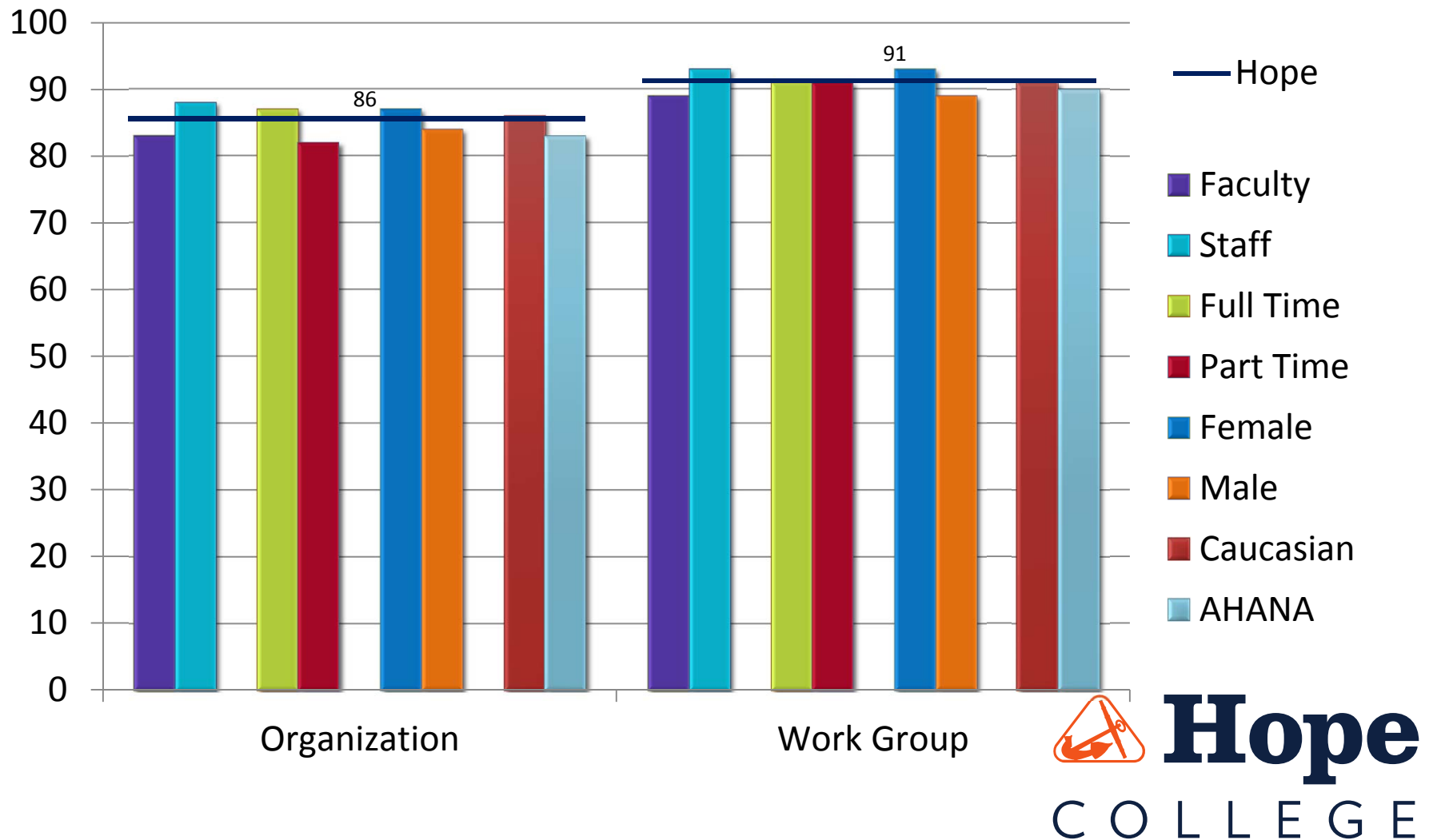# People look forward to coming to work here.

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I feel good about the ways we contribute to the community.

The work I do helps achieve the college's mission.

Small Group Discussion