

Make Your Voice Heard - Pulse Check

Report: Charles Sturt University - March 2023 (Overall Report)

start: 06 Mar 2023

close: 14 Mar 2023

report margin of error: 1.5%



**voice
project**

improving organisations
by giving people a voice
www.voiceproject.com

interpreting your results

current performance

The current performance of your organisation is reported using the statistics “% Favourable” (% Fav). The % Fav shows the percentage of people who responded favourably to your survey questions (i.e. by selecting the “Tend to Agree” or “Strongly Agree” option on your survey rating scale).

Traffic light colours are used to indicate whether the percentage favourable is “high” (80% or more people responded favourably), “moderate” (50<80% Fav) or “low” (less than 50% of people responded favourably).

benchmark comparisons

The current performance of your organisation (% Fav) can be compared to your previous survey results (if appropriate) and to the average performance of an industry benchmark. Both of these comparisons use the statistic “% Difference” (% Diff).

Traffic light colours are used to show your performance compared to the benchmark. The % Diff can be “high” (10 percentage points or more higher than the comparison), “moderate” (less than 10 percentage points difference) or “low” (10 percentage points or more below the comparison). For example, if your “Benchmark % Diff” is +12%, this means that your results are 12 percentage points higher than the industry average and would be coloured green. Be careful interpreting the significance of small differences with lower response rates.

current performance (% Fav)

high
≥ 80%

moderate
50 < 80%

low
< 50%

benchmark comparisons (% Diff)

high
≥ +10%

moderate
±10%

low
≤ -10%

The industry benchmark for this report is: **Australian & New Zealand Universities**

interpreting your results

interpreting detailed results

excluded responses (% N/A):

For each question, the percentage of respondents who chose not to respond to the question (i.e. answered “Not Applicable/Don’t Know” on the survey rating scale) is shown in the column labelled “% N/A”. Analyses on all questions did not include these responses.

distribution of responses:

The distribution of responses for each question is represented graphically (i.e. what proportion of respondents indicated responses of “Strongly Disagree”, “Tend to Disagree”, “Mixed Feelings/Neutral”, “Tend to Agree”, or “Strongly Agree” on any question).

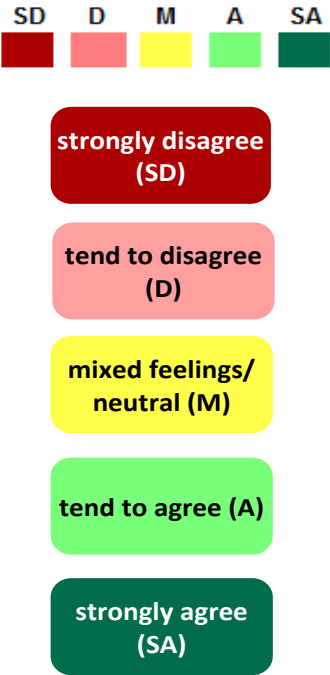
confidentiality

Reports are only produced when the minimum number of 10 people have fully completed their surveys. Individual rating scores from respondents are never shown in these reports.

excluded responses

not applicable/
don’t know
(% N/A)

distribution of responses



interpreting your results

definitions

The following definitions were referenced throughout the survey:

- **“Executive Leadership Team”** = responsible for setting the strategic direction and priorities for Charles Sturt University. It comprises the Vice-Chancellor, Deputy Vice-Chancellor (Academic), Deputy Vice-Chancellor (Research), Chief Operating Officer, Executive Deans, University Secretary, Director, Office of the Vice-Chancellor
- **“Senior Management”** = includes, Pro-Vice-Chancellors, Associate Deans, Executive Directors
- **“Supervisor”** = the person to whom you directly report (Heads of School, Directors, Managers or Team Leaders)

engagement tracker

Mar 2023
% Fav

71%

2022
% Diff

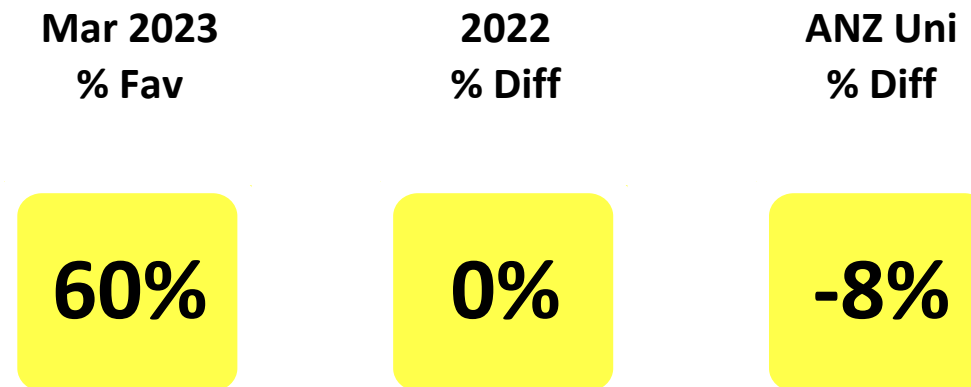
+1%

ANZ Uni
% Diff

-8%

- Your survey data shows that engagement tracker for the university is moderate, with 71% of survey respondents indicating they would recommend the university as a good place to work.
- On this one metric of engagement, your results are 1% higher than your previous survey.
- Compared to the Australian & New Zealand Universities benchmark, your results are 8% lower than is typical at other similar organisations.

wellbeing tracker



- Your survey data shows that wellbeing in your organisation is moderate, with 60% of survey respondents reporting they experience more positive than negative emotions at work.
- On this metric of wellbeing, your results are on par with your previous survey.
- Compared to the Australian & New Zealand Universities benchmark, your results are 8% lower than is typical at other similar organisations.

progress tracker

Mar 2023
% Fav

52%

2022
% Diff

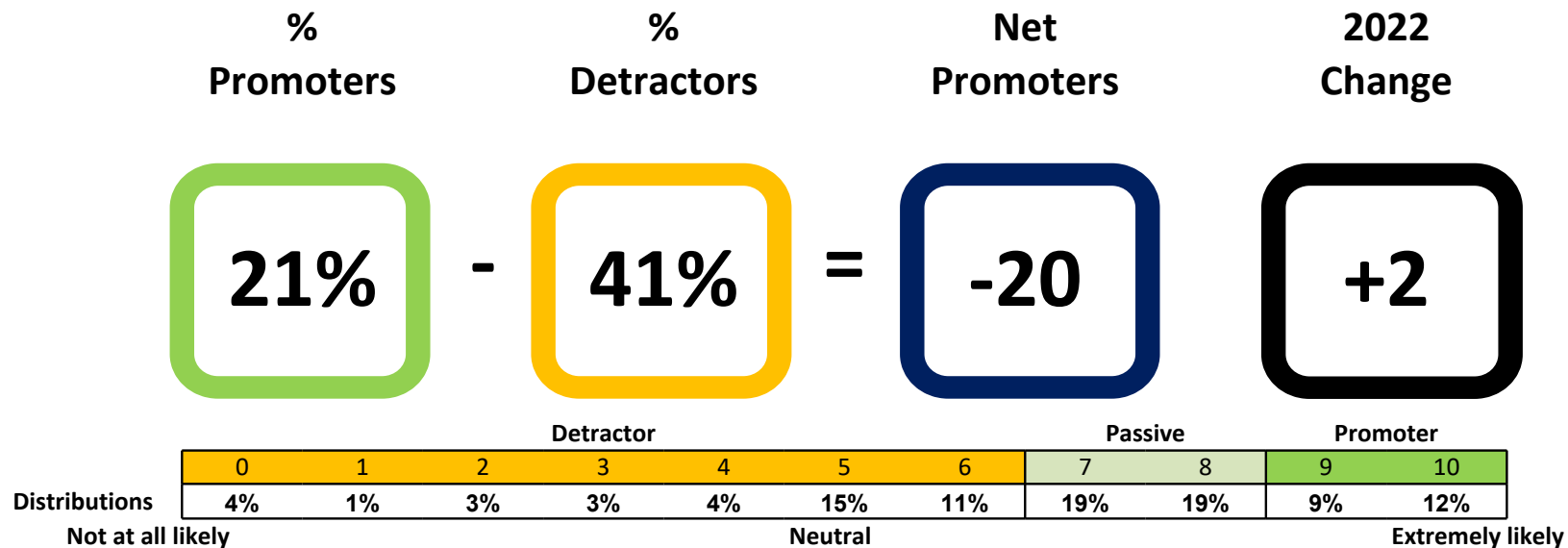
+6%

ANZ Uni
% Diff

-13%

- Your survey data shows that progress tracker for your organisation is moderate, with 52% of survey respondents agreeing that the future for the university is positive.
- On this metric of progress, your progress results are 6% higher than your previous survey.
- Compared to the Australian & New Zealand Universities benchmark, your results are 13% lower than is typical at other similar organisations.

net promoter score



- An Employee Net Promoter Score (eNPS) is a single question used to gauge whether employees identify as advocates for your organisation. For your survey, respondents were asked to answer the following question:
“Thinking about your experience working at Charles Sturt University, how likely would you be to recommend Charles Sturt University as an employer to a friend, family member or colleague?”
- Your survey data shows that the eNPS is -20. This indicates that, within this respondent group, you have 20% more detractors than promoters.

question results

High	≥80%	≥+10%								≥+10%	≥+10%
Mod	50<80%	±10%								±10%	±10%
Low	<50%	≤-10%								≤-10%	≤-10%
	Mar 2023	2022								ANZ Uni	RUN
%N/A	% Fav	% Diff								% Diff	% Diff

Drivers	1 I am aware of the vision and strategy for the future of Charles Sturt University	1%	71%	+3%						+7%	+9%
	2 Charles Sturt University is ethical	1%	70%	+7%						-2%	+2%
	3 Our processes are efficient	1%	19%	-7%						-16%	-15%
	4 My workload is manageable	0%	42%	-1%						-9%	-7%
	5 I am empowered to make decisions needed to do my job well	0%	56%	-6%						-13%	
	6 I am consulted before decisions that affect me are made	1%	36%	-1%						-6%	0%
	7 The way my performance is evaluated provides me with clear guidelines for improvement	3%	51%	+2%						-4%	-1%
	8 There is a commitment to ongoing training and development of staff	1%	44%	+3%						-13%	-9%
	9 Enough time and effort is spent on career planning	4%	25%	-1%						-10%	-5%
	10 My contributions are recognised	1%	54%	+2%						-3%	0%

question results

High	≥80%	≥+10%							≥+10%	≥+10%
Mod	50<80%	±10%							±10%	±10%
Low	<50%	≤-10%							≤-10%	≤-10%
	Mar 2023	2022							ANZ Uni	RUN
%N/A	% Fav	% Diff							% Diff	% Diff



	11	I have confidence in the ability of the Executive Leadership Team	3%	49%	+10%							-5%	0%
	12	I have confidence in the ability of senior management	3%	51%	+2%							-15%	-7%
	13	I have confidence in the ability of my supervisor	1%	72%	-5%							-6%	-2%
	14	Knowledge and information are shared throughout Charles Sturt University	1%	41%	+1%							+3%	+8%
	15	My work unit receives help and support from other work units	4%	47%	+2%							-8%	
	16	Bullying and abusive behaviours are prevented and discouraged at Charles Sturt University	3%	63%	+6%							-1%	+3%
	17	I would feel comfortable about making a complaint about any issue affecting me in the workplace	2%	52%	+4%							-16%	
Engagement Tracker	18	I am proud to tell people that I work for Charles Sturt University	1%	71%	+1%							-8%	-4%
Wellbeing Tracker	19	I experience more positive than negative emotions at work	0%	60%	0%							-8%	-5%
Progress Tracker	20	The future for Charles Sturt University is positive	2%	52%	+6%							-13%	-2%