

# All voices matter - Your Voice Staff Survey

report: Employment Basis - Casual Sessional

start: 25 Jul 2022

close: 12 Aug 2022

responses: 165



2022  
Your Voice  
Staff Survey

All voices matter



Charles Sturt  
University

**voice  
project**

improving organisations  
by giving people a voice

[www.voiceproject.com](http://www.voiceproject.com)

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# introduction

## purpose

The purpose of this report is to present the results of your employee survey. This report helps leaders and employees better understand the quality of current work practices that affect employee engagement, wellbeing and organisational performance. Based on this understanding, an action plan should be created to capitalise on strengths and address development areas.

## 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.

## about voice project

Since 2002 Voice Project has given a voice to over 3 million people across more than 3000 organisations. Some of the benefits our clients have gained from acting on engagement survey feedback include: increased employee engagement, reduced employee turnover, process improvements, improved career planning processes, better performance appraisal and recognition systems, and improved services to customers.

# voice engagement model

Your organisation's survey is based on the Voice Engagement Model, which identifies the **drivers** of three organisational **outcomes**.

## outcomes

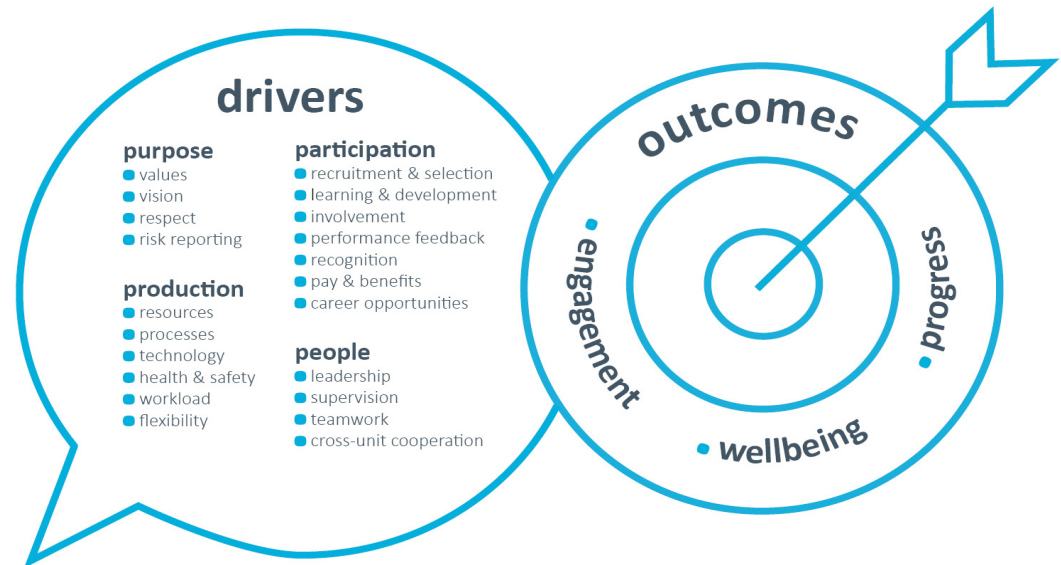
There are three main outcomes in this employee survey that are related to organisational performance:

- **Engagement** measures the overall job satisfaction of staff and their commitment to the organisation.
- **Wellbeing** measures the emotional wellness of staff at work, and their ability to successfully manage job stress.
- **Progress** measures staff perceptions about current organisational performance and optimism about the future.

## drivers

To identify how to increase engagement, wellbeing and progress, the Voice Engagement Survey measures current performance on a range of organisational practices. This assessment helps to identify areas where key changes can be made to drive stronger engagement, wellbeing and progress.

For example, if employees are unclear about the purpose of the organisation, this is likely to affect their emotional attachment to the organisation and their evaluation of its progress.



# interpreting your results

## current performance

The current performance of this group 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 this group (% Fav) can be compared to the average performance of an industry benchmark and to the performance of the organisation as a whole. 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.

Note that for category scores, the % Diff is the average of the % Diffs across all benchmarkable questions in that category (tailored questions may not be benchmarkable).

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

### current performance (% Fav)

**high**  
≥ 80%

**moderate**  
50 < 80%

**low**  
< 50%

### benchmark comparisons (% Diff)

**high**  
≥ +10%

**moderate**  
±10%

**low**  
≤ -10%

# interpreting your results

## interpreting detailed results

### excluded responses (% N/A):

For each category and 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 and categories did not include these responses.

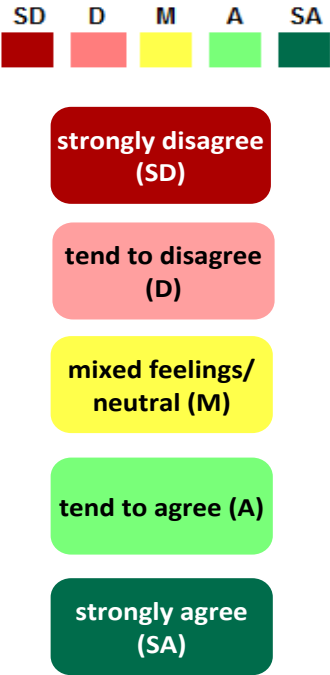
### distribution of responses:

The distribution of responses for each question and category 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 or category).

### 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)
- **“Customer”** = customers external to the university e.g., students, industry partners, community, clients
- **Community engagement** describes collaboration between the University and our constituent communities (local, regional/state, national, global) for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity
- **Entrepreneurship** refers to initiating any commercial, business, or similar applications of your work at the university
- **Industry engagement** describes collaboration between the University and industry partners for the purpose of research collaboration or commercialisation

## high level results



# engagement

2022  
% Fav

**75%**

CSU  
% Diff

**+4%**

- Engagement represents the level of job satisfaction and staff commitment to your organisation. Your survey data shows that engagement for this group is moderate, with 75% of survey respondents indicating they are engaged.
- Your results are 4% higher than the organisation wide results.

# wellbeing

2022  
% Fav

**71%**

CSU  
% Diff

**+15%**

- Wellbeing reflects the emotional wellness of staff at work, and their ability to successfully manage job stress. Your survey data shows that wellbeing in this group is moderate, with 71% of survey respondents indicating they feel well at work.
- Your results are 15% higher than the organisation wide results.

# progress

**2022  
% Fav**

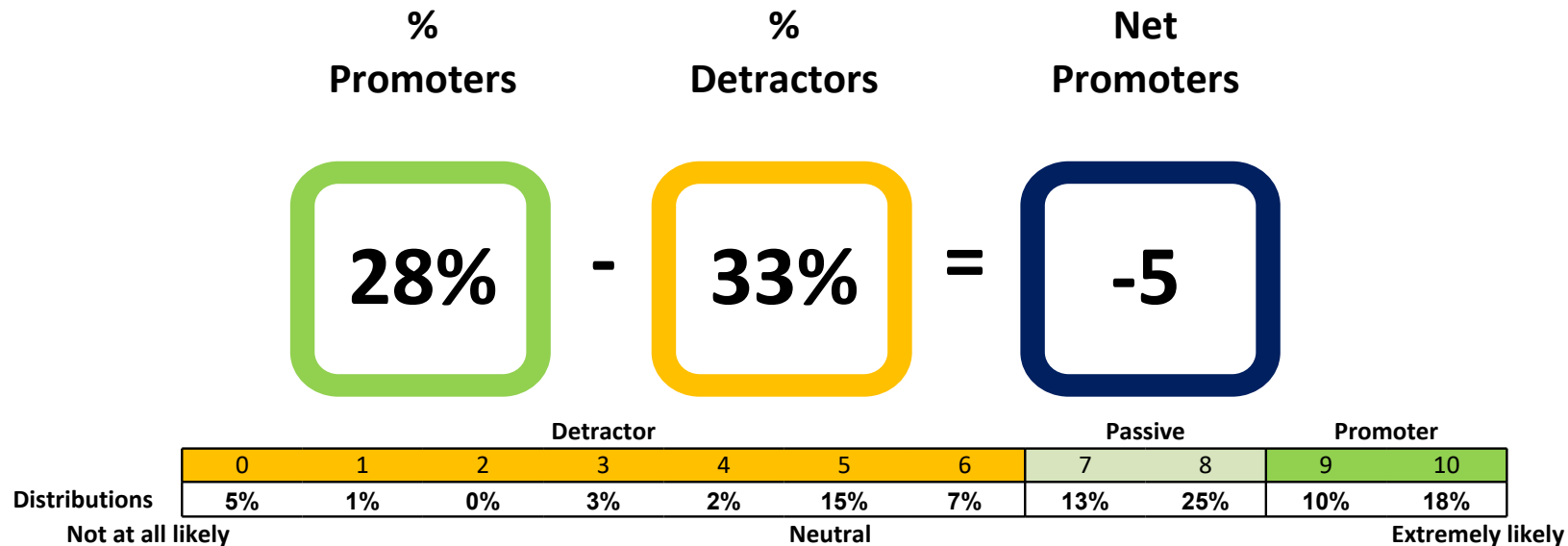
**57%**

**CSU  
% Diff**

**+16%**

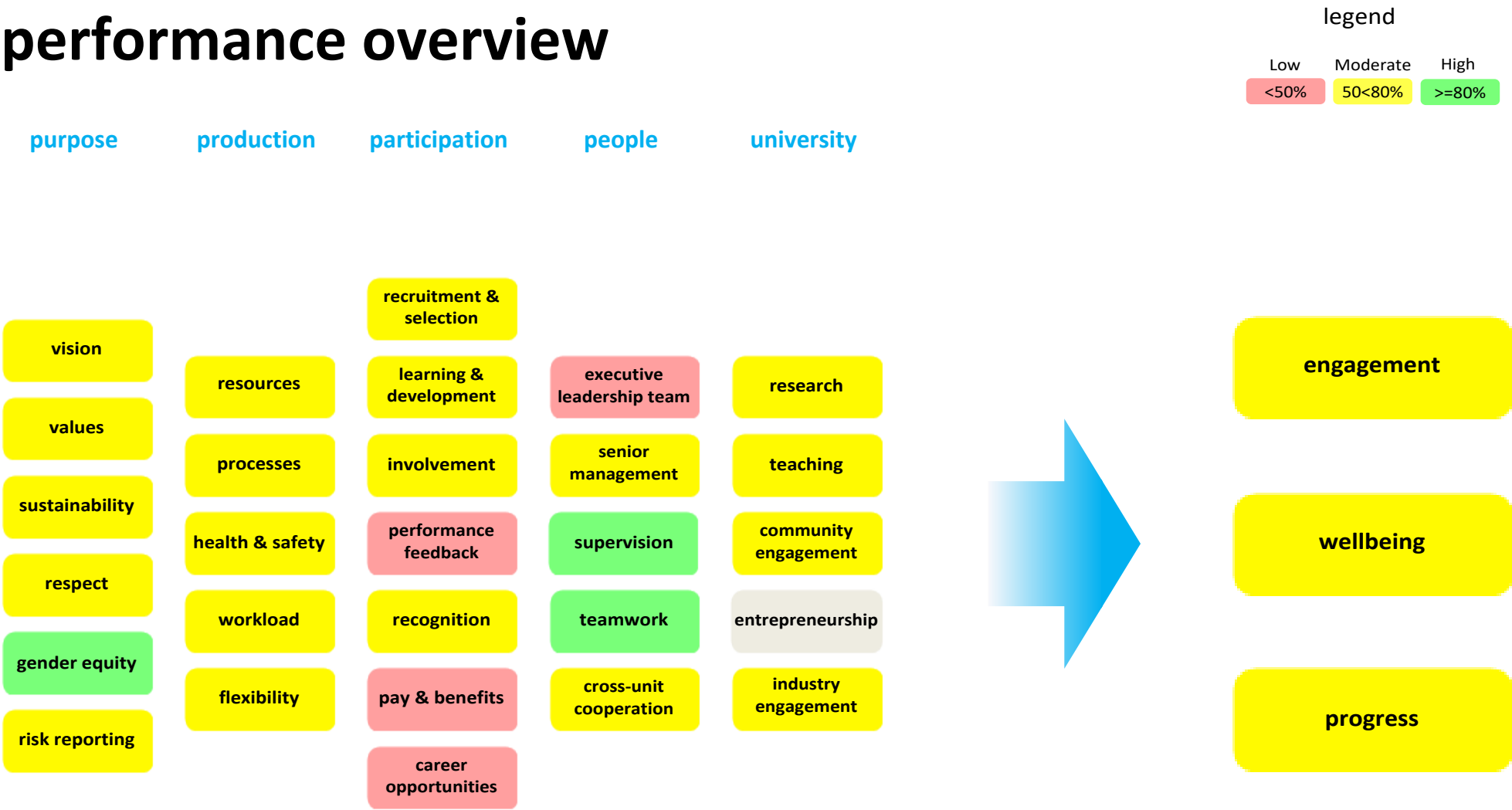
- Progress reflects staff perceptions about organisational performance. Your survey data shows that progress for this group is moderate, with 57% of survey respondents indicating they are satisfied with the organisation's progress and success in delivering outcomes.
- Your results are 16% higher than the organisation wide results.

# 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 -5. This indicates that, within this respondent group, you have 5% more detractors than promoters.

# performance overview



# priorities

		2022 % Fav	CSU % Diff
<b>Executive Leadership Team</b>	I have confidence in the ability of the Executive Leadership Team	41%	+2%
<b>Pay &amp; Benefits</b>	I am satisfied with the benefits I receive	43%	-19%
<b>Senior Management</b>	I have confidence in the ability of senior management	51%	+2%
<b>Executive Leadership Team</b>	I have confidence in the leadership of the Vice-Chancellor	44%	-5%
<b>Senior Management</b>	Senior management effectively lead and manage change	47%	+5%

The table above expands on the priority matrix at a question level, identifying the questions where performance was rated lowest in comparison to the relative importance of the issue. Key improvement areas, or areas of high impact in which staff perceive performance could improve, have been identified. We recommend that you consider other sources of information such as open-text comments alongside this information when determining the areas you will action.

# top 5 questions % favourable

		2022 % Fav	CSU % Diff
<b>Engagement</b>	I like the kind of work I do	90%	+3%
<b>Teamwork</b>	I have confidence in the ability of my colleagues	87%	+3%
<b>Values</b>	I believe in the overall purpose of Charles Sturt University - 'Yindyamarra Winhanganha' - The wisdom of respectfully knowing how to live well in a world worth living in	87%	0%
<b>Gender Equity</b>	At Charles Sturt University gender-based harassment and sexual harassment is not tolerated	86%	+5%
<b>Teamwork</b>	My colleagues give me help and support	86%	+1%

# top 5 questions compared to organisation

		2022 % Fav	CSU % Diff
<b>Flexibility</b>	I maintain a good balance between work and other aspects of my life	79%	+21%
<b>Workload</b>	My workload is manageable	66%	+20%
<b>Learning &amp; Development</b>	There is a commitment to ongoing training and development of staff	64%	+20%
<b>Progress</b>	The goals of Charles Sturt University are being reached	57%	+19%
<b>Resources</b>	Charles Sturt University makes good use of technology	74%	+18%



# bottom 5 questions % favourable

		2022 % Fav	CSU % Diff
<b>Career Opportunities</b>	Enough time and effort is spent on career planning	32%	+5%
<b>Career Opportunities</b>	There are enough opportunities for my career to progress at Charles Sturt University	39%	+6%
<b>Progress</b>	Change is handled well at Charles Sturt University	40%	+14%
<b>Vision</b>	I understand how Charles Sturt University intends to achieve its vision and strategy	41%	-2%
<b>Executive Leadership Team</b>	I have confidence in the ability of the Executive Leadership Team	41%	+2%

# bottom 5 questions compared to organisation

		2022 % Fav	CSU % Diff
<b>Pay &amp; Benefits</b>	I am satisfied with the benefits I receive	43%	-19%
<b>Sustainability</b>	I actively participate in environmental and social sustainability initiatives occurring at Charles Sturt University	43%	-13%
<b>Vision</b>	I am aware of the vision and strategy for the future of Charles Sturt University	54%	-13%
<b>Health &amp; Safety</b>	I know where to get help if I am feeling emotionally unwell or unsafe at work	61%	-9%
<b>Performance Feedback</b>	My supervisor discusses how to align my goals and activities with the university strategy	43%	-9%

## **detailed results**

# category results

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



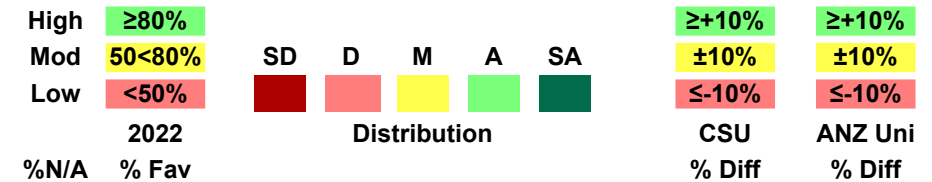
	ENGAGEMENT	3%	75%					+4%	-1%
	WELLBEING	1%	71%					+15%	+11%
	PROGRESS	15%	57%					+16%	+1%
PURPOSE	Vision	5%	54%					-4%	-8%
	Values	4%	76%					0%	-2%
	Sustainability	9%	63%					-6%	+7%
	Respect	3%	72%					+9%	+2%
	Gender Equity	8%	81%					+2%	+1%
PRODUCTION	Risk Reporting	2%	64%					+8%	+3%
	Resources	2%	70%					+8%	+7%
	Processes	1%	51%					+16%	+8%
	Health & Safety	3%	68%					-2%	-10%
	Workload	1%	63%					+18%	+10%
PARTICIPATION	Flexibility	2%	79%					+14%	+10%
	Recruitment & Selection	18%	50%					+14%	+2%
	Learning & Development	5%	59%					+15%	+2%
	Involvement	4%	59%					+3%	-2%
	Performance Feedback	11%	48%					-6%	-9%
PEOPLE	Recognition	6%	58%					+4%	-3%
	Pay & Benefits	8%	49%					-10%	-20%
	Career Opportunities	18%	39%					+6%	-2%
	Executive Leadership Team	19%	48%					+4%	-3%
	Senior Management	16%	52%					+4%	-10%
UNIVERSITY	Supervision	8%	81%					+2%	0%
	Teamwork	4%	87%					+2%	+2%
	Cross-Unit Cooperation	19%	55%					+11%	+9%
	Research	85%	71%					+20%	+9%
	Teaching	44%	60%					+6%	0%
	Community Engagement	87%	68%					+12%	+11%
	Entrepreneurship	98%							
	Industry Engagement	91%	60%					+2%	-1%

## question results

2022		Distribution						CSU		ANZ Uni	
%N/A	% Fav							% Diff		% Diff	
High	≥80%							≥+10%		≥+10%	
Mod	50<80%	SD	D	M	A	SA		±10%		±10%	
Low	<50%							≤-10%		≤-10%	

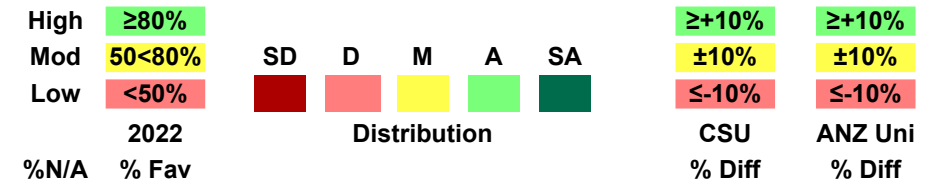
Vision	1	I am aware of the vision and strategy for the future of Charles Sturt University	5%	54%						-13%	-10%
	2	I understand how Charles Sturt University intends to achieve its vision and strategy	7%	41%						-2%	
	3	Charles Sturt University has a strong focus on achieving positive results	2%	68%						+3%	-6%
Values	4	I believe in the overall purpose of Charles Sturt University - 'Yindymarra Winhanganha' - The wisdom of respectfully knowing how to live well in a world worth living in	1%	87%						0%	+4%
	5	I believe in the values of Charles Sturt University	2%	83%						-2%	+1%
	6	Charles Sturt University is ethical	3%	63%						-1%	-9%
	7	Charles Sturt University works to drive sustainable prosperity	8%	71%						+1%	
Sustainability	8	Charles Sturt University is environmentally responsible	7%	79%						-2%	+7%
	9	I am encouraged to make positive contributions to social and environmental sustainability	6%	67%						-4%	
	10	I actively participate in environmental and social sustainability initiatives occurring at Charles Sturt University	13%	43%						-13%	

# question results



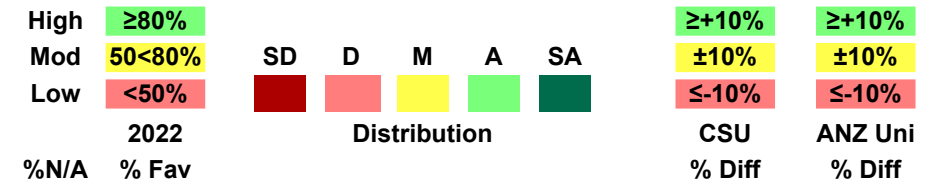
Respect	11 Charles Sturt University promotes a positive and respectful culture	0%	67%							+4%	
	12 Staff treat each other with respect	1%	76%							+14%	+2%
	13 Discrimination is prevented and discouraged at Charles Sturt University	4%	75%							+6%	-3%
	14 Bullying and abusive behaviours are prevented and discouraged at Charles Sturt University	5%	72%							+13%	+7%
Gender Equity	15 Charles Sturt University is committed to achieving a gender diverse workforce	7%	78%							-1%	-1%
	16 Charles Sturt University has practices, policies and procedures in place to prevent gender discrimination	9%	81%							+2%	+2%
	17 At Charles Sturt University gender-based harassment and sexual harassment is not tolerated	8%	86%							+5%	-1%
	18 Individuals of all genders are recognised equally for their contributions at Charles Sturt University	8%	79%							+3%	+3%
Risk Reporting	19 I am encouraged to give feedback about things that concern me	2%	67%							+5%	+5%
	20 If I saw misconduct of other staff, I would feel safe reporting it	4%	69%							+10%	+1%
	21 I would feel comfortable about making a complaint about any issue affecting me in the workplace	0%	57%							+8%	

# question results



Resources	22 I have access to the right equipment to do my job well	4%	67%							0%	-2%
	23 Charles Sturt University makes good use of technology	3%	74%							+18%	+20%
	24 I have access to the information I need to do my job well	0%	70%							+7%	+2%
Processes	25 There are clear processes for how work is to be done	1%	63%							+15%	+8%
	26 Our processes are efficient	2%	46%							+18%	+11%
	27 At Charles Sturt University it is clear who has responsibility for what	2%	45%							+16%	+4%
Health & Safety	28 Keeping high levels of health and safety is a priority of Charles Sturt University	4%	75%							+6%	-4%
	29 I know where to get help if I am feeling emotionally unwell or unsafe at work	3%	61%							-9%	-17%
Workload	30 My workload is manageable	1%	66%							+20%	+15%
	31 I am given enough time to do my job well	1%	59%							+16%	+5%
Flexibility	32 I have the flexibility I need to manage work and other commitments	2%	79%							+7%	+3%
	33 I maintain a good balance between work and other aspects of my life	2%	79%							+21%	+17%

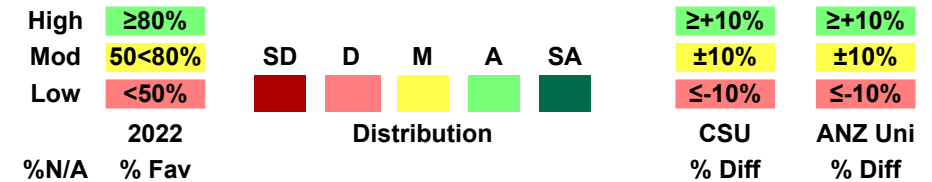
# question results



Recruitment & Selection	34	Charles Sturt University is good at attracting people to apply for jobs here	21%	51%						+13%	+1%
	35	Charles Sturt University is good at selecting the right people for the right jobs	15%	49%						+15%	+3%
Learning & Development	36	There is a commitment to ongoing training and development of staff	2%	64%						+20%	+7%
	37	The training and development I've received has improved my performance	7%	55%						+10%	-3%
Involvement	38	I am empowered to make decisions needed to do my job well	4%	65%						+2%	-3%
	39	I am encouraged to put forward ideas for improvement	2%	68%						+2%	-4%
	40	I am consulted before decisions that affect me are made	6%	43%						+5%	+1%

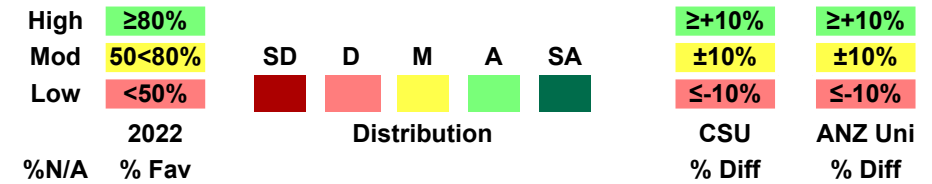


# question results



Performance Feedback	41	I have regular conversations with my supervisor about how I am performing	7%	51%								-8%	
	42	I have quality conversations with my supervisor about how I am performing	10%	51%								-6%	
	43	My supervisor discusses how to align my goals and activities with the university strategy	13%	43%								-9%	
	44	The way my performance is evaluated provides me with clear guidelines for improvement	14%	46%								-3%	-9%
Recognition	45	My contributions are recognised	5%	56%								+4%	-1%
	46	At Charles Sturt University we celebrate success	7%	60%								+4%	-4%
Pay & Benefits	47	I am satisfied with the income I receive	2%	55%								-2%	-6%
	48	I am satisfied with the benefits I receive	13%	43%								-19%	-34%
Career Opportunities	49	Enough time and effort is spent on career planning	19%	32%								+5%	-3%
	50	I am developing skills needed for career progression	19%	45%								+6%	-4%
	51	There are enough opportunities for my career to progress at Charles Sturt University	16%	39%								+6%	0%

# question results



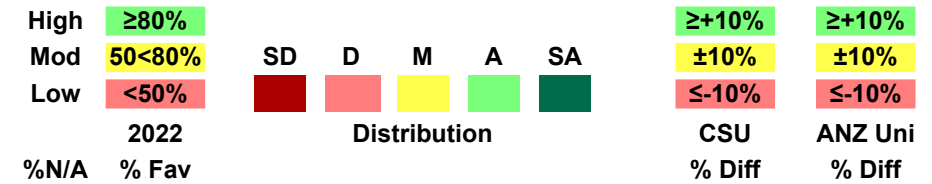
## Executive Leadership Team

52	I have confidence in the leadership of the Vice-Chancellor	20%	44%							-5%	-10%
53	I have confidence in the ability of the Executive Leadership Team	21%	41%							+2%	-13%
54	The Executive Leadership Team behave in a way that is consistent with the values of Charles Sturt University	22%	48%							+3%	-4%
55	The Executive Leadership Team keep staff informed	12%	63%							+14%	+9%
56	The Executive Leadership Team effectively lead and manage change	21%	43%							+8%	+1%

## Senior Management

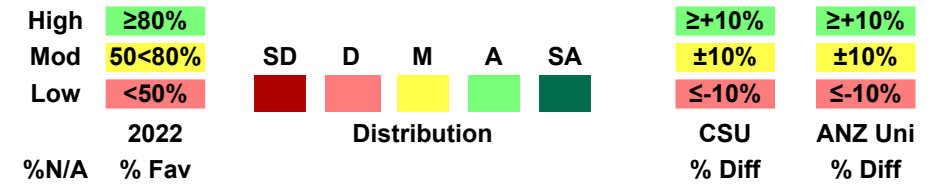
57	I have confidence in the ability of senior management	15%	51%							+2%	-15%
58	Senior management behaves in a way that is consistent with the values of Charles Sturt University	19%	54%							+1%	-9%
59	Senior management keeps people informed	12%	57%							+7%	-6%
60	Senior management effectively lead and manage change	17%	47%							+5%	

# question results



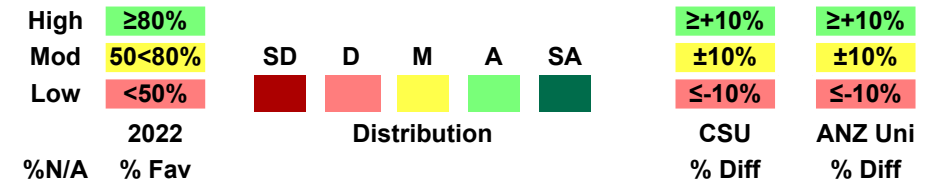
Supervision	61 I have confidence in the ability of my supervisor	4%	82%					+4%	+4%
	62 My supervisor behaves in a way that is consistent with the values of Charles Sturt University	7%	84%					+4%	+1%
	63 My supervisor gives me help and support	4%	80%					+3%	+2%
	64 My supervisor genuinely supports equality between genders	13%	81%					-3%	-6%
	65 My supervisor effectively leads and manages change	12%	75%					+4%	
Teamwork	66 I have confidence in the ability of my colleagues	4%	87%					+3%	+3%
	67 My colleagues give me help and support	5%	86%					+1%	0%
Cross-Unit Cooperation	68 Knowledge and information are shared throughout Charles Sturt University	14%	56%					+14%	+18%
	69 My work unit receives help and support from other work units	25%	55%					+8%	0%

# question results



Research	70 I am given enough support to achieve my research goals	85%	48%							+18%	+6%
	71 Research is regarded favourably within my work unit	84%	78%							+13%	+1%
	72 My work unit encourages its members to engage in collaborative research	85%	88%							+28%	+21%
Teaching	73 I am given enough support to achieve my teaching goals	43%	56%							+9%	+1%
	74 Teaching is regarded favourably within my work unit	45%	69%							+1%	-3%
	75 I am given enough support to evaluate my teaching effectively	45%	56%							+7%	+1%
Community Engagement	76 I am given enough support to achieve my community engagement goals	87%	55%							+10%	+5%
	77 Community engagement is regarded favourably within my work unit	87%	82%							+15%	+16%
Entrepreneurship	78 I am given enough support to enable me to be entrepreneurial	98%									
	79 Entrepreneurship is regarded favourably within my work unit	98%									
Industry Engagement	80 I am given enough support to enable me to engage with industry	91%	47%							+3%	-2%
	81 Industry engagement is regarded favourably within my work unit	91%	73%							+2%	0%

# question results



## Engagement

82 My work gives me a feeling of personal accomplishment

1%

83%

+8%

+3%

83 I like the kind of work I do

1%

90%

+3%

+2%

84 I am proud to tell people that I work for Charles Sturt University

1%

79%

+7%

-1%

85 I would recommend Charles Sturt University as a good place to work

2%

71%

+10%

-1%

86 I would like to still be working at Charles Sturt University in two years

5%

76%

+4%

+1%

87 I can see a future for me at Charles Sturt University

8%

51%

-9%

-12%

## Wellbeing

88 My job has a positive impact on my wellbeing

1%

73%

+17%

+14%

89 I experience more positive than negative emotions at work

1%

76%

+14%

+8%

90 I feel in control of things in my job

1%

64%

+11%

+8%

91 I am able to keep my job stress at an acceptable level

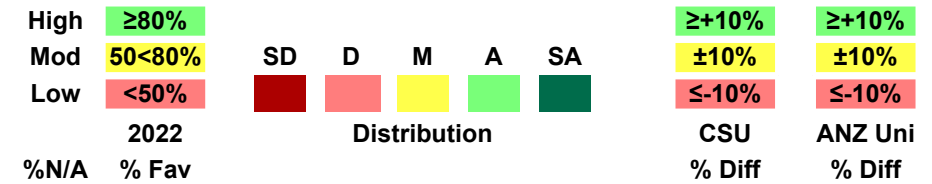
1%

71%

+16%

+13%

# question results



Progress	92	Change is handled well at Charles Sturt University	16%	40%						+14%	+7%
	93	Charles Sturt University is innovative	8%	56%						+15%	+5%
	94	Customers are satisfied with our services	19%	59%						+16%	-4%
	95	I would recommend Charles Sturt University's services	7%	68%						+12%	-2%
	96	The goals of Charles Sturt University are being reached	27%	57%						+19%	0%
	97	The future for Charles Sturt University is positive	14%	64%						+16%	-1%

# All voices matter - Your Voice Staff Survey

report: Employment Basis - Adjunct

start: 25 Jul 2022

close: 12 Aug 2022

responses: 25



2022  
Your Voice  
Staff Survey

All voices matter



Charles Sturt  
University

**voice  
project**

improving organisations  
by giving people a voice

[www.voiceproject.com](http://www.voiceproject.com)

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# introduction

## purpose

The purpose of this report is to present the results of your employee survey. This report helps leaders and employees better understand the quality of current work practices that affect employee engagement and organisational performance. Based on this understanding, an action plan should be created to capitalise on strengths and address development areas.

## 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.

## about voice project

Since 2002 Voice Project has given a voice to over 3 million people across more than 3000 organisations. Some of the benefits our clients have gained from acting on engagement survey feedback include: increased employee engagement, reduced employee turnover, process improvements, improved career planning processes, better performance appraisal and recognition systems, and improved services to customers.

# voice engagement model

Your organisation's survey is based on the Voice Engagement Model, which identifies the **drivers** of three organisational **outcomes**.

## outcomes

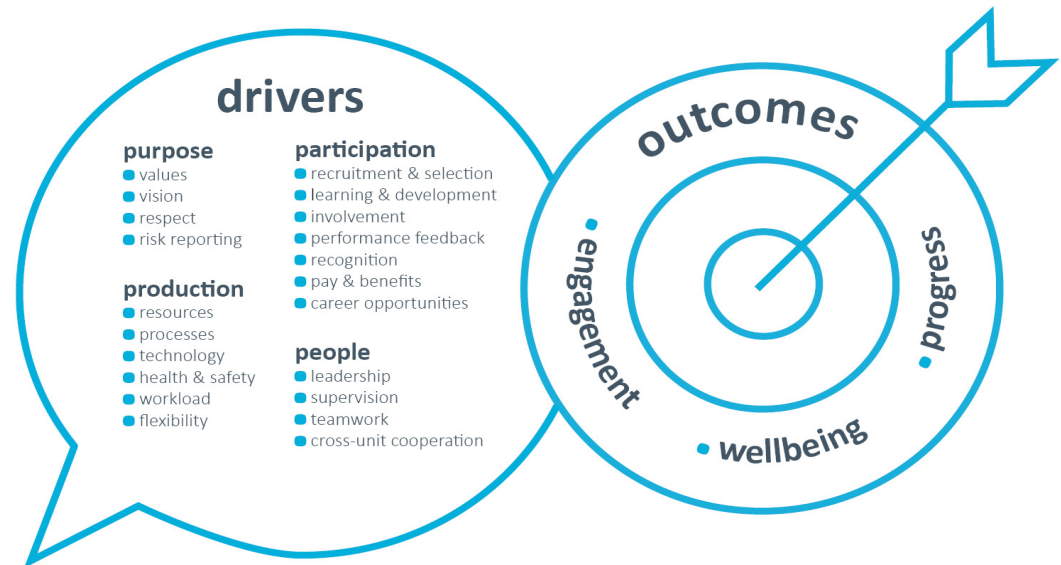
There are three main outcomes in this employee survey that are related to organisational performance:

- **Engagement** measures the overall job satisfaction of staff and their commitment to the organisation.
- **Wellbeing** measures the emotional wellness of staff at work, and their ability to successfully manage job stress.
- **Progress** measures staff perceptions about current organisational performance and optimism about the future.

## drivers

To identify how to increase engagement, wellbeing and progress, the Voice Engagement Survey measures current performance on a range of organisational practices. This assessment helps to identify areas where key changes can be made to drive stronger engagement, wellbeing and progress.

For example, if employees are unclear about the purpose of the organisation, this is likely to affect their emotional attachment to the organisation and their evaluation of its progress.



# interpreting your results

## current performance

The current performance of this group 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 this group (% Fav) can be compared to the average performance of an industry benchmark and to the performance of the organisation as a whole. 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.

Note that for category scores, the % Diff is the average of the % Diffs across all benchmarkable questions in that category (tailored questions may not be benchmarkable).

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

### current performance (% Fav)

**high**  
≥ 80%

**moderate**  
50 < 80%

**low**  
< 50%

### benchmark comparisons (% Diff)

**high**  
≥ +10%

**moderate**  
±10%

**low**  
≤ -10%

# interpreting your results

## interpreting detailed results

### excluded responses (% N/A):

For each category and 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 and categories did not include these responses.

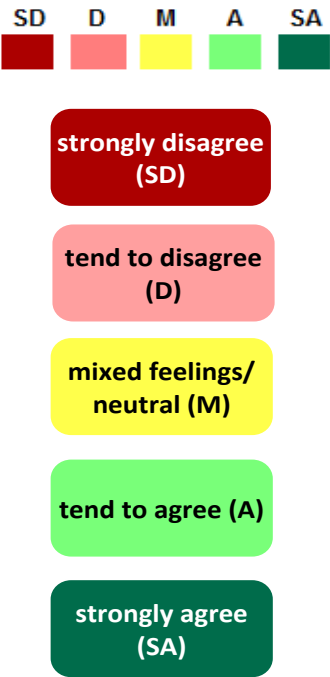
### distribution of responses:

The distribution of responses for each question and category 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 or category).

### 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)
- **“Customer”** = customers external to the university e.g., students, industry partners, community, clients
- **Community engagement** describes collaboration between the University and our constituent communities (local, regional/state, national, global) for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity
- **Entrepreneurship** refers to initiating any commercial, business, or similar applications of your work at the university
- **Industry engagement** describes collaboration between the University and industry partners for the purpose of research collaboration or commercialisation

## high level results

# engagement

**2022  
% Fav**

**83%**

**CSU  
% Diff**

**+11%**

- Engagement represents the level of job satisfaction and staff commitment to your organisation. Your survey data shows that engagement for this group is high, with 83% of survey respondents indicating they are engaged.
- Your results are 11% higher than the organisation wide results.

# wellbeing

2022  
% Fav

**84%**

CSU  
% Diff

**+28%**

- Wellbeing reflects the emotional wellness of staff at work, and their ability to successfully manage job stress. Your survey data shows that wellbeing in this group is high, with 84% of survey respondents indicating they feel well at work.
- Your results are 28% higher than the organisation wide results.



# progress

**2022  
% Fav**

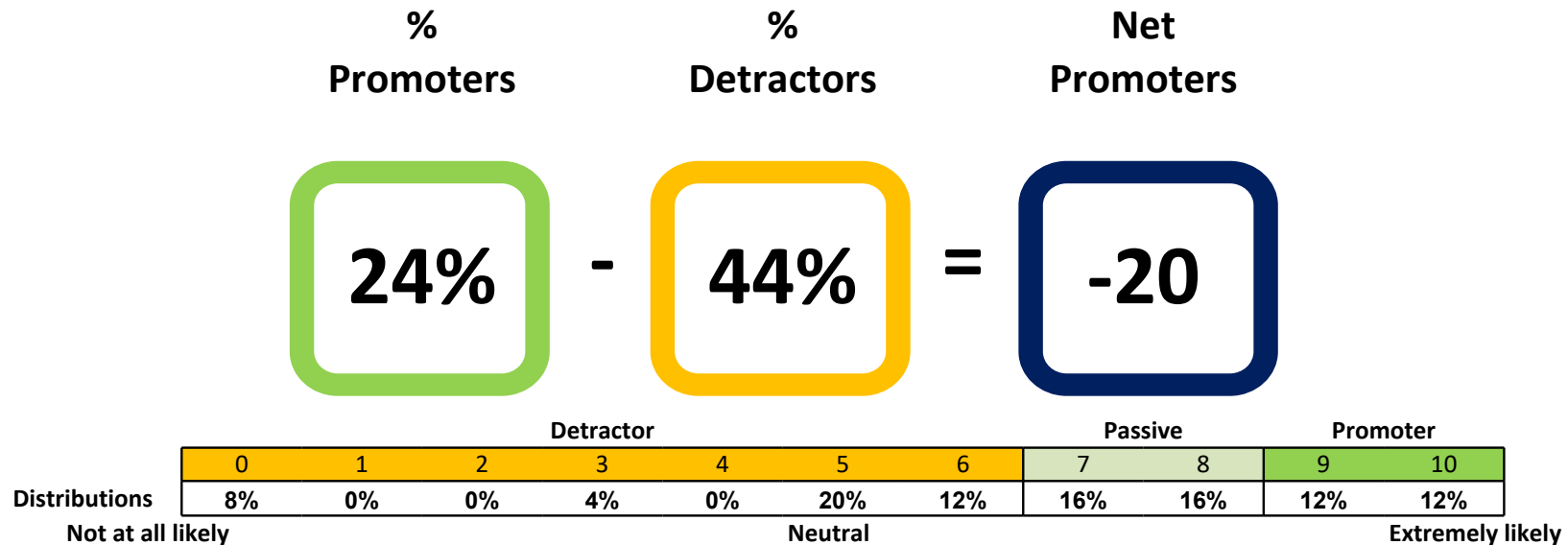
**60%**

**CSU  
% Diff**

**+18%**

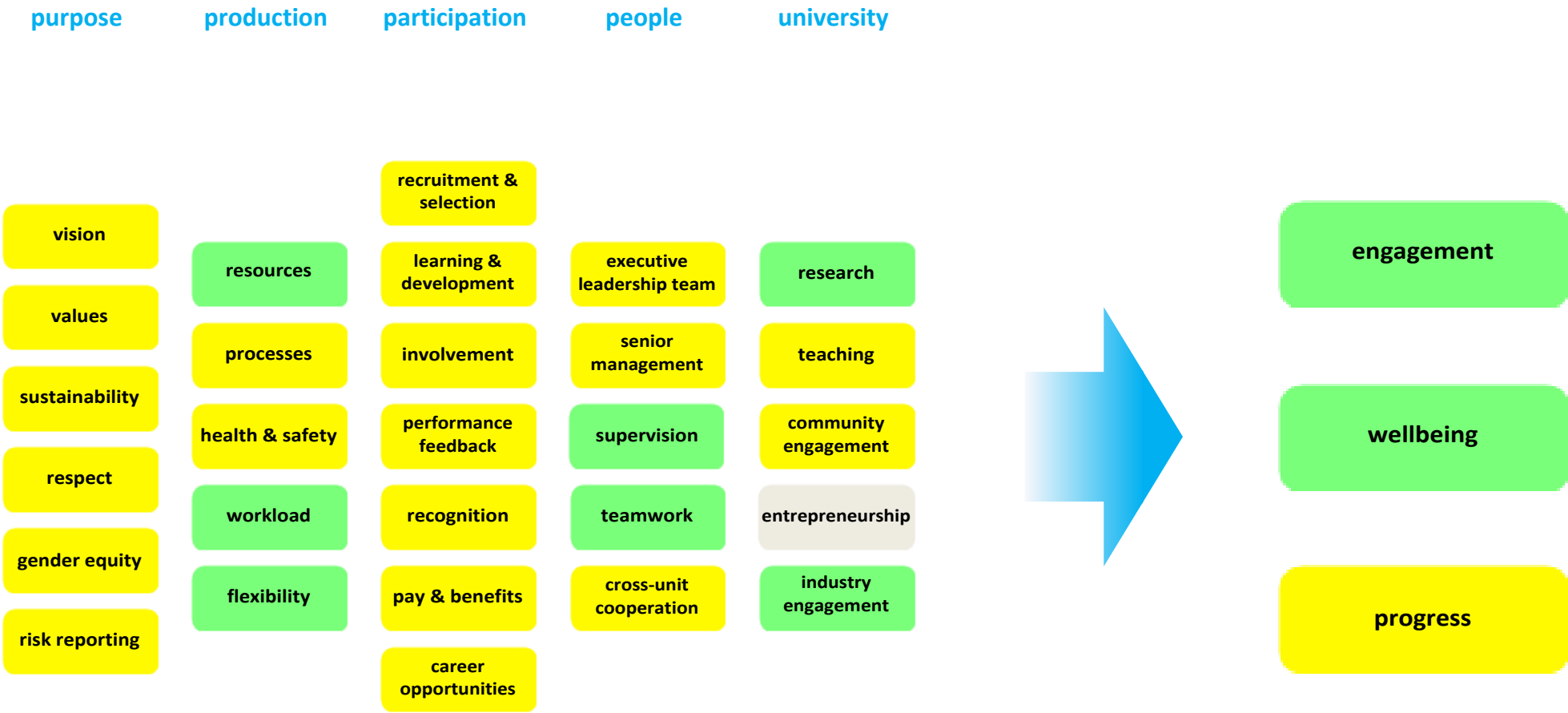
- Progress reflects staff perceptions about organisational performance. Your survey data shows that progress for this group is moderate, with 60% of survey respondents indicating they are satisfied with the organisation's progress and success in delivering outcomes.
- Your results are 18% higher than the organisation wide results.

# 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.

# performance overview



# top 5 questions % favourable

		2022 % Fav	CSU % Diff
Research	Research is regarded favourably within my work unit	100%	+35%
Engagement	I like the kind of work I do	96%	+10%
Engagement	My work gives me a feeling of personal accomplishment	96%	+21%
Teamwork	I have confidence in the ability of my colleagues	96%	+12%
Sustainability	Charles Sturt University is environmentally responsible	96%	+15%

# top 5 questions compared to organisation

		2022 % Fav	CSU % Diff
<b>Workload</b>	I am given enough time to do my job well	85%	+42%
<b>Research</b>	Research is regarded favourably within my work unit	100%	+35%
<b>Processes</b>	There are clear processes for how work is to be done	83%	+35%
<b>Workload</b>	My workload is manageable	80%	+34%
<b>Learning &amp; Development</b>	There is a commitment to ongoing training and development of staff	76%	+32%

# bottom 5 questions % favourable

		2022 % Fav	CSU % Diff
<b>Recruitment &amp; Selection</b>	Charles Sturt University is good at selecting the right people for the right jobs	41%	+7%
<b>Processes</b>	Our processes are efficient	42%	+13%
<b>Executive Leadership Team</b>	The Executive Leadership Team effectively lead and manage change	45%	+10%
<b>Involvement</b>	I am consulted before decisions that affect me are made	45%	+7%
<b>Sustainability</b>	I actively participate in environmental and social sustainability initiatives occurring at Charles Sturt University	45%	-10%

# bottom 5 questions compared to organisation

		2022 % Fav	CSU % Diff
<b>Gender Equity</b>	Charles Sturt University has practices, policies and procedures in place to prevent gender discrimination	67%	-13%
<b>Gender Equity</b>	At Charles Sturt University gender-based harassment and sexual harassment is not tolerated	71%	-10%
<b>Sustainability</b>	I actively participate in environmental and social sustainability initiatives occurring at Charles Sturt University	45%	-10%
<b>Gender Equity</b>	Individuals of all genders are recognised equally for their contributions at Charles Sturt University	67%	-10%
<b>Respect</b>	Discrimination is prevented and discouraged at Charles Sturt University	61%	-8%

# **detailed results**



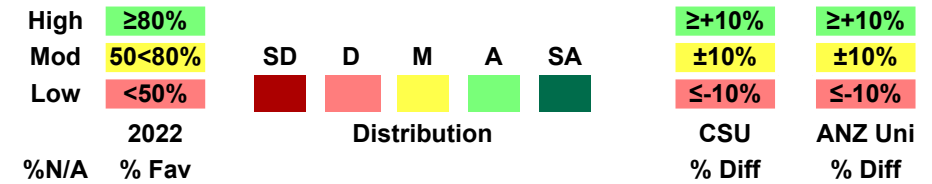
# category results

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

SD D M A SA  
Distribution

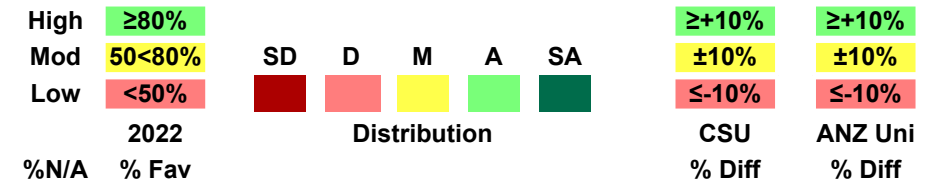
	ENGAGEMENT	9%	83%					+11%	+6%
	WELLBEING	8%	84%					+28%	+23%
	PROGRESS	17%	60%					+18%	+4%
PURPOSE	Vision	4%	68%					+10%	+6%
	Values	4%	76%					0%	-3%
	Sustainability	8%	75%					+6%	+24%
	Respect	5%	63%					0%	-12%
	Gender Equity	5%	70%					-9%	-11%
PRODUCTION	Risk Reporting	9%	73%					+17%	+9%
	Resources	4%	85%					+23%	+21%
	Processes	5%	58%					+23%	+14%
	Health & Safety	8%	78%					+9%	0%
	Workload	20%	83%					+38%	+30%
PARTICIPATION	Flexibility	12%	86%					+21%	+17%
	Recruitment & Selection	32%	50%					+14%	+2%
	Learning & Development	14%	68%					+23%	+10%
	Involvement	11%	63%					+7%	+1%
	Performance Feedback	28%	67%					+12%	+12%
PEOPLE	Recognition	4%	65%					+11%	+4%
	Pay & Benefits	44%	75%					+15%	+6%
	Career Opportunities	49%	53%					+20%	+12%
	Executive Leadership Team	15%	57%					+14%	+6%
	Senior Management	14%	58%					+10%	-2%
UNIVERSITY	Supervision	20%	90%					+12%	+10%
	Teamwork	4%	92%					+7%	+7%
	Cross-Unit Cooperation	20%	68%					+23%	+21%
	Research	49%	81%					+30%	+19%
	Teaching	49%	74%					+19%	+13%
	Community Engagement	62%	78%					+22%	+21%
	Entrepreneurship	92%							
	Industry Engagement	76%	92%					+34%	+31%

# question results



Vision	1	I am aware of the vision and strategy for the future of Charles Sturt University	4%	75%						+8%	+10%
	2	I understand how Charles Sturt University intends to achieve its vision and strategy	4%	54%						+11%	
	3	Charles Sturt University has a strong focus on achieving positive results	4%	75%						+11%	+1%
Values	4	I believe in the overall purpose of Charles Sturt University - 'Yindyamarra Winhanganha' - The wisdom of respectfully knowing how to live well in a world worth living in	0%	84%						-3%	+1%
	5	I believe in the values of Charles Sturt University	4%	79%						-6%	-3%
	6	Charles Sturt University is ethical	4%	67%						+3%	-5%
	7	Charles Sturt University works to drive sustainable prosperity	8%	74%						+4%	
Sustainability	8	Charles Sturt University is environmentally responsible	4%	96%						+15%	+24%
	9	I am encouraged to make positive contributions to social and environmental sustainability	8%	83%						+11%	
	10	I actively participate in environmental and social sustainability initiatives occurring at Charles Sturt University	12%	45%						-10%	

# question results

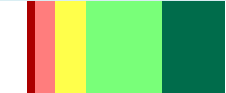


## Respect

11 Charles Sturt University promotes a positive and respectful culture

4%

71%

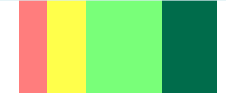


+8%

12 Staff treat each other with respect

4%

67%



+5%

-7%

13 Discrimination is prevented and discouraged at Charles Sturt University

8%

61%



-8%

-17%

14 Bullying and abusive behaviours are prevented and discouraged at Charles Sturt University

4%

54%



-4%

-11%

## Gender Equity

15 Charles Sturt University is committed to achieving a gender diverse workforce

8%

74%



-5%

-5%

16 Charles Sturt University has practices, policies and procedures in place to prevent gender discrimination

4%

67%



-13%

-13%

17 At Charles Sturt University gender-based harassment and sexual harassment is not tolerated

4%

71%



-10%

-16%

18 Individuals of all genders are recognised equally for their contributions at Charles Sturt University

4%

67%



-10%

-10%

## Risk Reporting

19 I am encouraged to give feedback about things that concern me

12%

64%



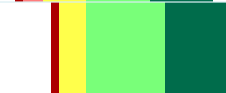
+2%

+2%

20 If I saw misconduct of other staff, I would feel safe reporting it

8%

83%



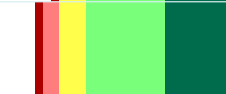
+24%

+15%

21 I would feel comfortable about making a complaint about any issue affecting me in the workplace

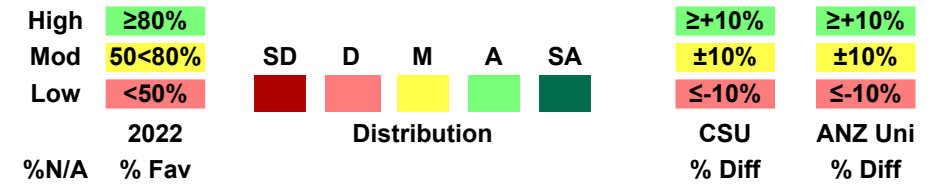
8%

74%



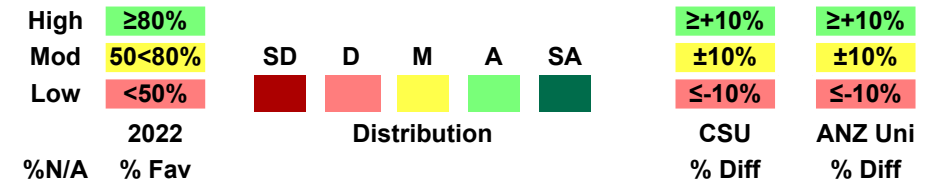
+25%

# question results



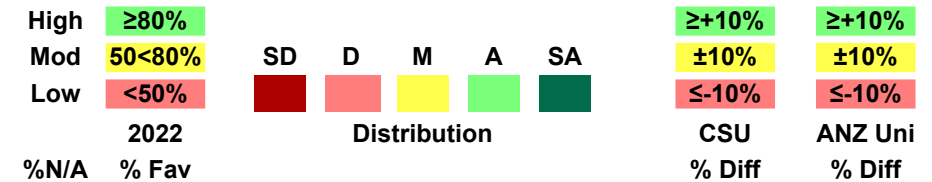
Resources	22 I have access to the right equipment to do my job well	8%	91%							+24%	+22%
	23 Charles Sturt University makes good use of technology	0%	80%							+24%	+26%
	24 I have access to the information I need to do my job well	4%	83%							+20%	+15%
Processes	25 There are clear processes for how work is to be done	8%	83%							+35%	+28%
	26 Our processes are efficient	4%	42%							+13%	+6%
	27 At Charles Sturt University it is clear who has responsibility for what	4%	50%							+21%	+9%
Health & Safety	28 Keeping high levels of health and safety is a priority of Charles Sturt University	8%	83%							+13%	+4%
	29 I know where to get help if I am feeling emotionally unwell or unsafe at work	8%	74%							+4%	-4%
Workload	30 My workload is manageable	20%	80%							+34%	+29%
	31 I am given enough time to do my job well	20%	85%							+42%	+31%
Flexibility	32 I have the flexibility I need to manage work and other commitments	12%	95%							+24%	+20%
	33 I maintain a good balance between work and other aspects of my life	12%	77%							+19%	+15%

## question results



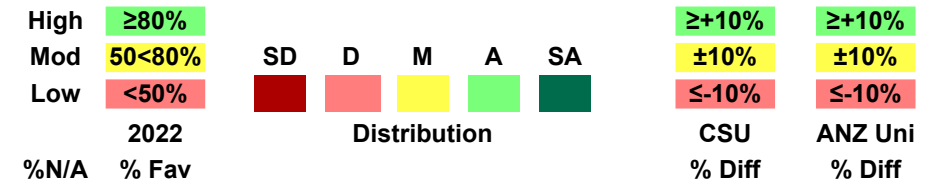
Recruitment & Selection	34	Charles Sturt University is good at attracting people to apply for jobs here	32%	59%						+21%	+9%
	35	Charles Sturt University is good at selecting the right people for the right jobs	32%	41%						+7%	-5%
Learning & Development	36	There is a commitment to ongoing training and development of staff	16%	76%						+32%	+19%
	37	The training and development I've received has improved my performance	12%	59%						+15%	+1%
Involvement	38	I am empowered to make decisions needed to do my job well	12%	77%						+14%	+8%
	39	I am encouraged to put forward ideas for improvement	8%	65%						-2%	-8%
	40	I am consulted before decisions that affect me are made	12%	45%						+7%	+3%

# question results



Performance Feedback	41	I have regular conversations with my supervisor about how I am performing	28%	67%						+8%	
	42	I have quality conversations with my supervisor about how I am performing	28%	67%						+9%	
	43	My supervisor discusses how to align my goals and activities with the university strategy	28%	67%						+15%	
	44	The way my performance is evaluated provides me with clear guidelines for improvement	28%	67%						+17%	+12%
Recognition	45	My contributions are recognised	4%	67%						+14%	+10%
	46	At Charles Sturt University we celebrate success	4%	63%						+7%	-1%
Pay & Benefits	47	I am satisfied with the income I receive	44%	71%						+15%	+11%
	48	I am satisfied with the benefits I receive	44%	79%						+16%	+1%
Career Opportunities	49	Enough time and effort is spent on career planning	48%	46%						+20%	+12%
	50	I am developing skills needed for career progression	52%	67%						+28%	+18%
	51	There are enough opportunities for my career to progress at Charles Sturt University	48%	46%						+13%	+8%

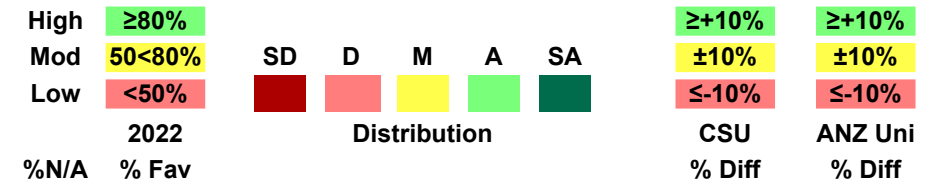
# question results



## Executive Leadership Team

52	I have confidence in the leadership of the Vice-Chancellor	12%	73%					+24%	+19%
53	I have confidence in the ability of the Executive Leadership Team	16%	48%					+8%	-6%
54	The Executive Leadership Team behave in a way that is consistent with the values of Charles Sturt University	20%	55%					+10%	+3%
55	The Executive Leadership Team keep staff informed	8%	65%					+16%	+11%
56	The Executive Leadership Team effectively lead and manage change	20%	45%					+10%	+4%
Senior Management	57	I have confidence in the ability of senior management	12%	59%				+10%	-6%
	58	Senior management behaves in a way that is consistent with the values of Charles Sturt University	16%	62%				+10%	-1%
	59	Senior management keeps people informed	12%	64%				+14%	+1%
	60	Senior management effectively lead and manage change	16%	48%				+5%	

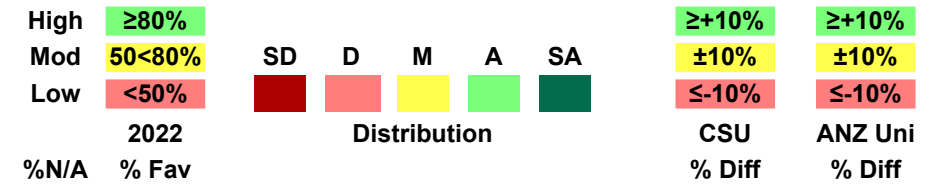
# question results



Supervision	61 I have confidence in the ability of my supervisor	20%	95%							+17%	+17%
	62 My supervisor behaves in a way that is consistent with the values of Charles Sturt University	20%	95%							+15%	+12%
	63 My supervisor gives me help and support	20%	90%							+13%	+12%
	64 My supervisor genuinely supports equality between genders	20%	85%							+1%	-2%
	65 My supervisor effectively leads and manages change	20%	85%							+14%	
Teamwork	66 I have confidence in the ability of my colleagues	4%	96%							+12%	+12%
	67 My colleagues give me help and support	4%	88%							+3%	+2%
Cross-Unit Cooperation	68 Knowledge and information are shared throughout Charles Sturt University	20%	60%							+18%	+22%
	69 My work unit receives help and support from other work units	20%	75%							+28%	+20%

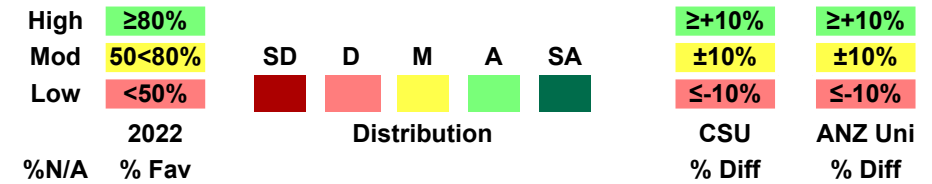


# question results



Research	70 I am given enough support to achieve my research goals	52%	58%								+28%	+16%
	71 Research is regarded favourably within my work unit	48%	100%								+35%	+24%
	72 My work unit encourages its members to engage in collaborative research	48%	85%								+25%	+18%
Teaching	73 I am given enough support to achieve my teaching goals	52%	75%								+28%	+20%
	74 Teaching is regarded favourably within my work unit	48%	77%								+9%	+4%
	75 I am given enough support to evaluate my teaching effectively	48%	69%								+21%	+15%
Community Engagement	76 I am given enough support to achieve my community engagement goals	64%	67%								+22%	+17%
	77 Community engagement is regarded favourably within my work unit	60%	90%								+23%	+24%
Entrepreneurship	78 I am given enough support to enable me to be entrepreneurial	92%										
	79 Entrepreneurship is regarded favourably within my work unit	92%										
Industry Engagement	80 I am given enough support to enable me to engage with industry	76%	83%								+40%	+35%
	81 Industry engagement is regarded favourably within my work unit	76%	100%								+28%	+27%

# question results



## Engagement

82 My work gives me a feeling of personal accomplishment

4%

96%

+21%

+16%

83 I like the kind of work I do

4%

96%

+10%

+8%

84 I am proud to tell people that I work for Charles Sturt University

8%

91%

+19%

+12%

85 I would recommend Charles Sturt University as a good place to work

12%

68%

+7%

-3%

86 I would like to still be working at Charles Sturt University in two years

12%

77%

+5%

+2%

87 I can see a future for me at Charles Sturt University

16%

67%

+7%

+4%

## Wellbeing

88 My job has a positive impact on my wellbeing

8%

83%

+28%

+24%

89 I experience more positive than negative emotions at work

8%

87%

+25%

+20%

90 I feel in control of things in my job

8%

83%

+30%

+26%

91 I am able to keep my job stress at an acceptable level

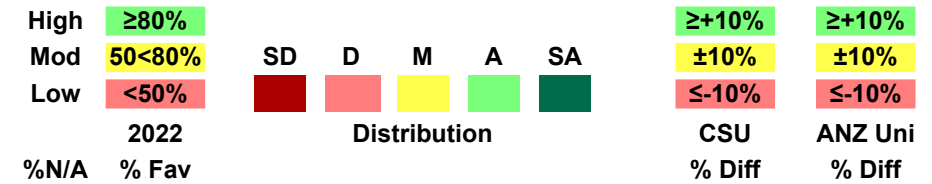
8%

83%

+28%

+24%

# question results



Progress	92 Change is handled well at Charles Sturt University	12%	50%					+24%	+17%
	93 Charles Sturt University is innovative	8%	52%					+12%	+1%
	94 Customers are satisfied with our services	28%	61%					+18%	-2%
	95 I would recommend Charles Sturt University's services	12%	64%					+8%	-6%
	96 The goals of Charles Sturt University are being reached	28%	67%					+29%	+10%
	97 The future for Charles Sturt University is positive	16%	67%					+19%	+2%