

Interpreting your results

Percentage Favourable

The current satisfaction reported by each individual is reported using the statistic “%Favourable” (%Fav). For question scores, the % Fav is a binary measure (0 or 100%) of whether each individual responded favourably to your survey questions (i.e. where 100% means that the individual selected either “Tend to Agree” or “Strongly Agree” option on your survey rating scale, and 0% means they selected either “Mixed Feelings”, “Disagree” or “Strongly Disagree”). At a category level, the % Fav is the average score for all items within that category.

Traffic light colours are used to indicate whether the percentage favourable is “high” (%Fav score greater than or equal to 80%), “moderate” (50 < 80% Fav) or “low” (a %Favourable score of less than 50%).

low < 50%

moderate 50 < 80%

high \geq 80%

Benchmark comparisons

The current performance of your organisation (% Fav) can be compared to the average performance of an external benchmark. This comparison uses the statistic “% Difference” (% Diff).

Traffic light colours are used to show your performance compared to the benchmark. The % Diff can be “high” (10% or more higher than the comparison), “moderate” (less than 10% difference) or “low” (10% or more below the comparison). For example, if your “Benchmark % Diff” is +12%, this means that your results are 12% 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).

low \leq -10%

moderate \pm 10%

high \geq 10%

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).

Strongly Disagree (SD)

Disagree (D)

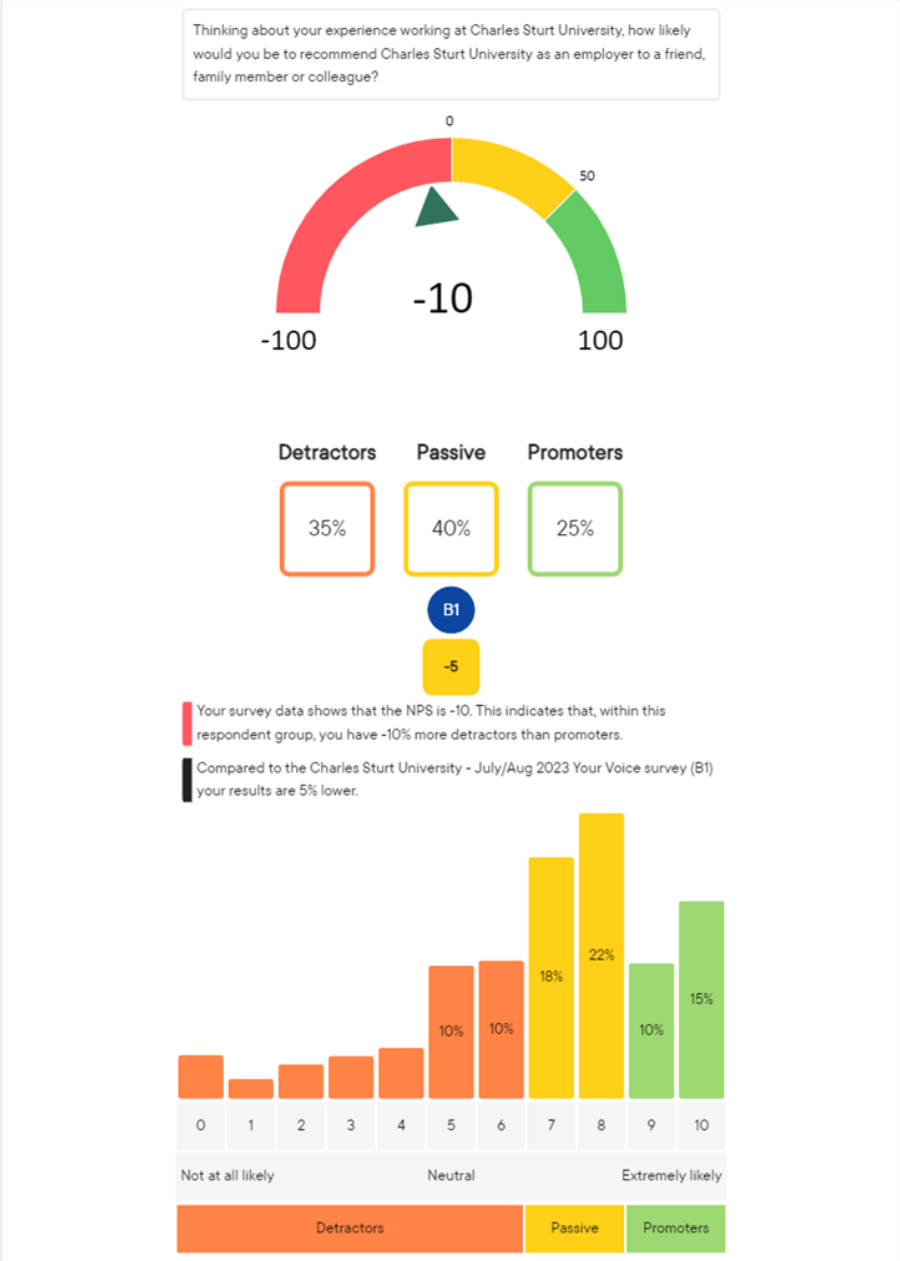
Mixed Feelings (M)

Agree (A)

Strongly Agree (SA)

Interpreting net promoter score

An Net Promoter Score (NPS) or Employee Net Promoter Score (eNPS) is a single question used to gauge where respondents or employees identify as advocates for your organisation. The score is calculated by the promoters minus the detractors.



Question Results

Category	Q#	Question	% N/A	% Fav	B1	
Work Practices	1	I understand how Charles Sturt University intends to achieve its vision and strategy	2%	62%	+3%	
	2	Charles Sturt University promotes a positive and respectful culture	0%	73%	+1%	
	3	My contributions are recognised	1%	59%	-1%	
	4	I have confidence in the ability of the Executive Leadership Team	2%	57%	+2%	
	5	I have confidence in the ability of senior management	1%	58%	-1%	
	6	I have confidence in the ability of my supervisor	1%	77%	-3%	
Engagement Tracker	7	I would like to still be working in Charles Sturt University in two years	2%	75%	-2%	
Wellbeing Tracker	8	I experience more positive than negative emotions at work	0%	64%	-6%	
Progress Tracker	9	The future for Charles Sturt University is positive	1%	58%	-3%	