



The Great Place to Work® Trust Model© assesses employee experiences within five dimensions: credibility, respect, fairness, pride, and camaraderie. Index scores reflect the percentage of respondents selecting "often true" and "almost always true" to individual index statements. The first three indices (credibility, respect, and fairness) comprise the Great Place to Work Trust Index.

Great Place to Work Index Scores 2015-2017							
	Organization Perspective			Workgroup Perspective			
	2015 (n=594)	2017 (n=558)	2015-2017 Change	2015 (n=594)	2017 (n=558)	2015-2017 Change	
Credibility: Employees see management as credible (believable, trustworthy); assesses employees' perceptions of management's communication practices, competence, and integrity.	61	68	7	74	79	5	Great Place to Work Trust Index
Respect: Employees feel respected by management; assesses employees' perceptions of professional support, collaboration and involvement in decisions, and the level of care management shows for employees as people.	61	66	5	73	77	4	
Fairness: Employees believe management practices and policies are fair; assesses the equity, impartiality, and justice employees experience in the workplace	54	57	3	70	73	3	
Pride: Measures how employees feel about their own individual impact through their work, their pride in the work of their team, and their pride in the company overall.	75	79	4	84	85	1	Great Place to Work Trust Index
Camaraderie: Measures whether employees believe their company is a strong community where colleagues are friendly, supportive, and welcoming.	67	71	4	76	79	3	
Culture and Inclusion: Hope College-developed index of culture and inclusion items specific to our institution administered with the Great Place to Work assessment.	62	66	4	78	81	3	Hope Index