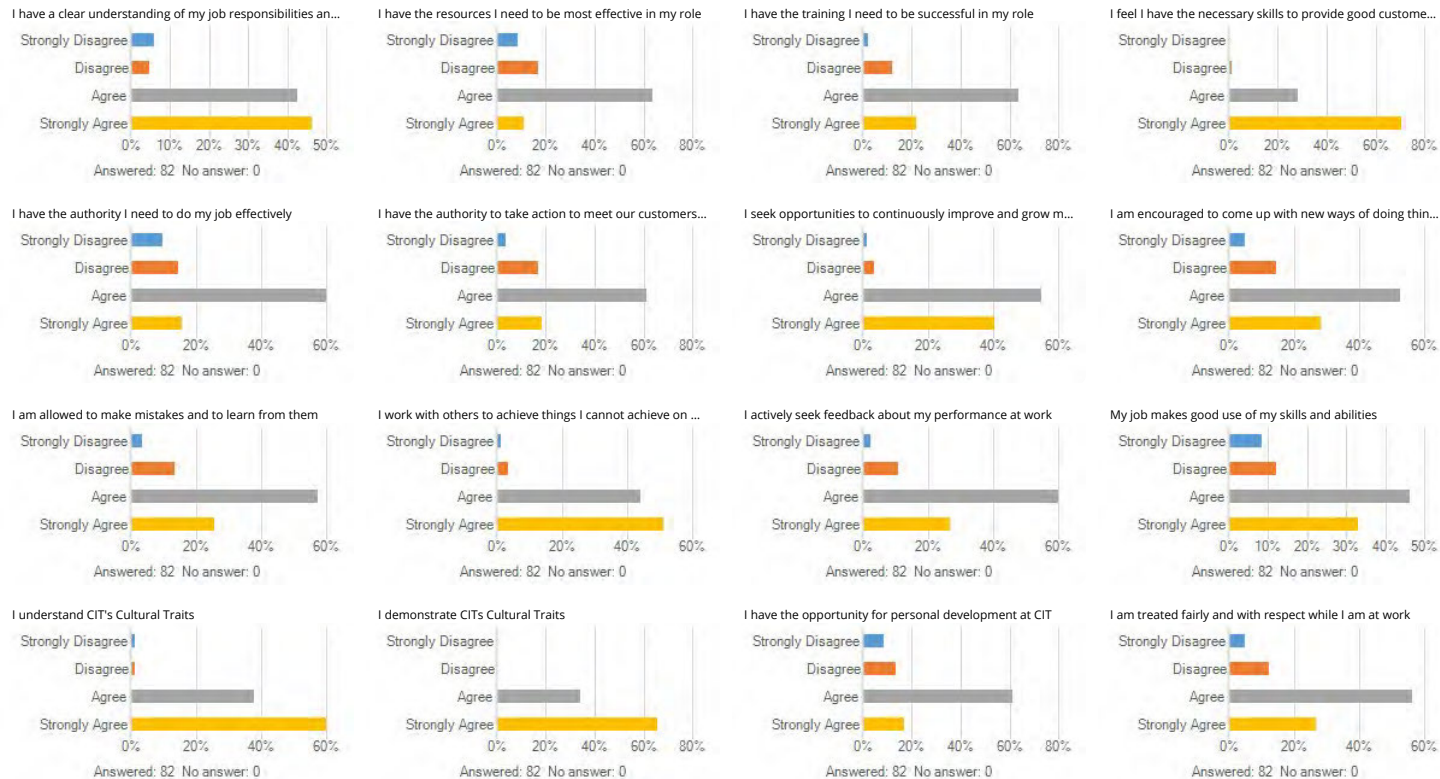
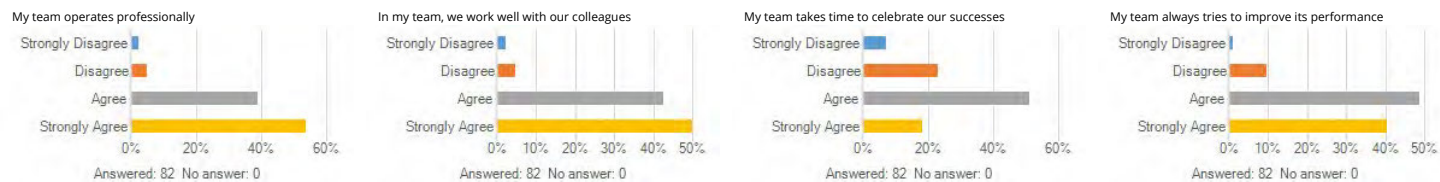
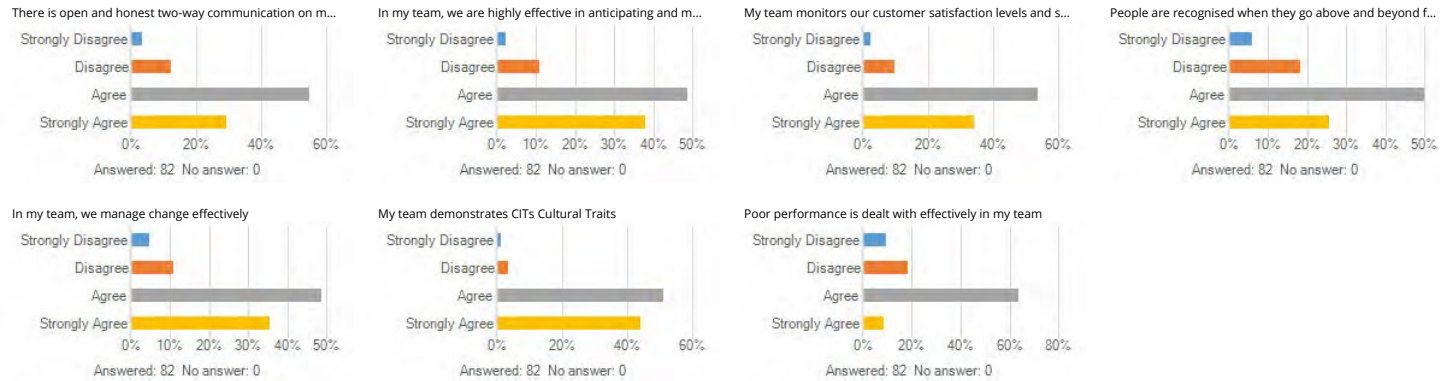


Individual

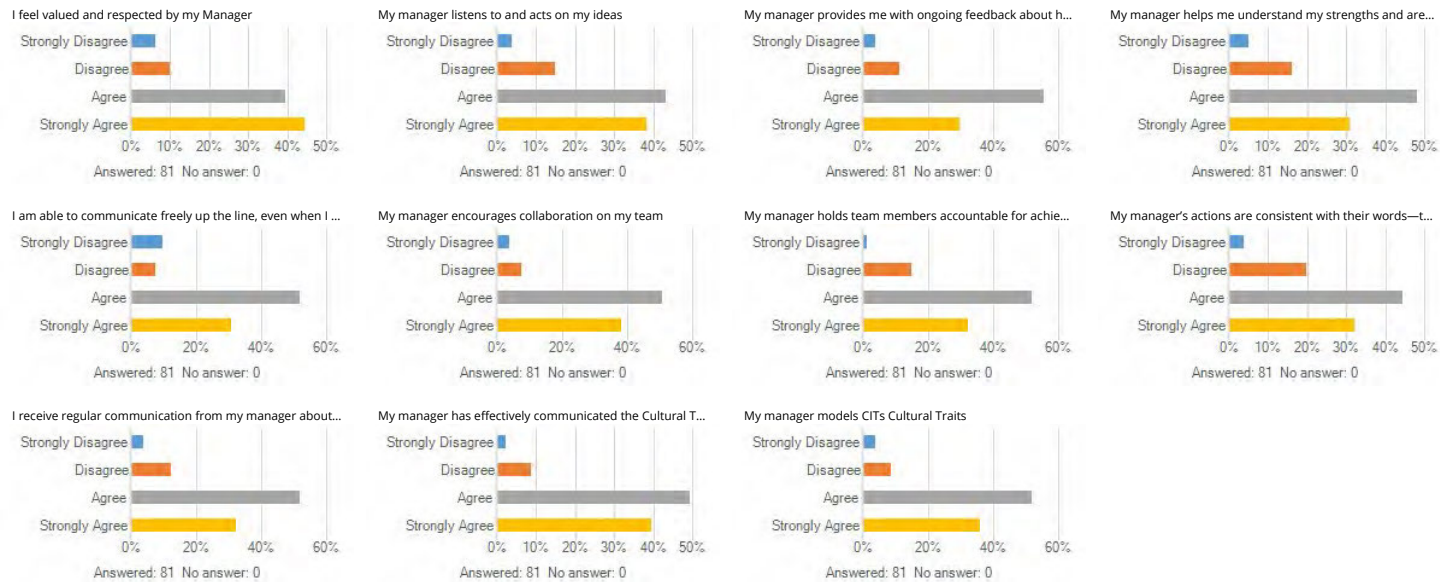


Team

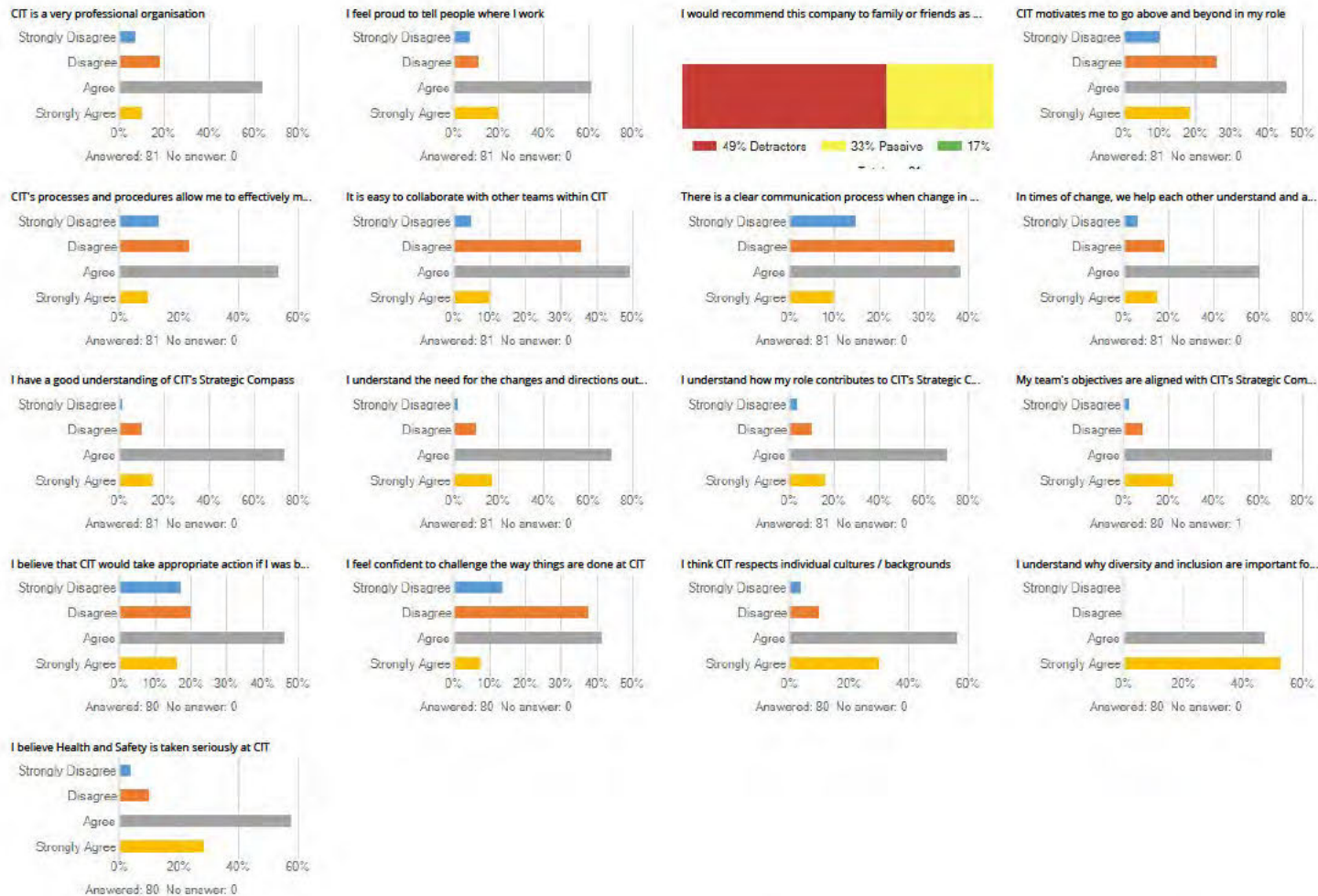




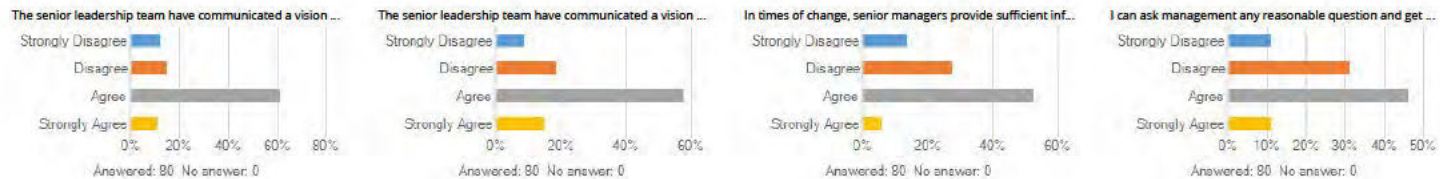
Manager

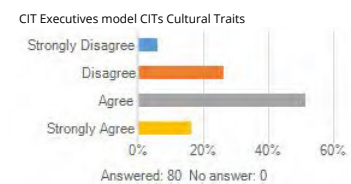
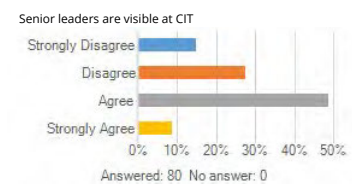


Organisation



Leadership





Free Text Questions

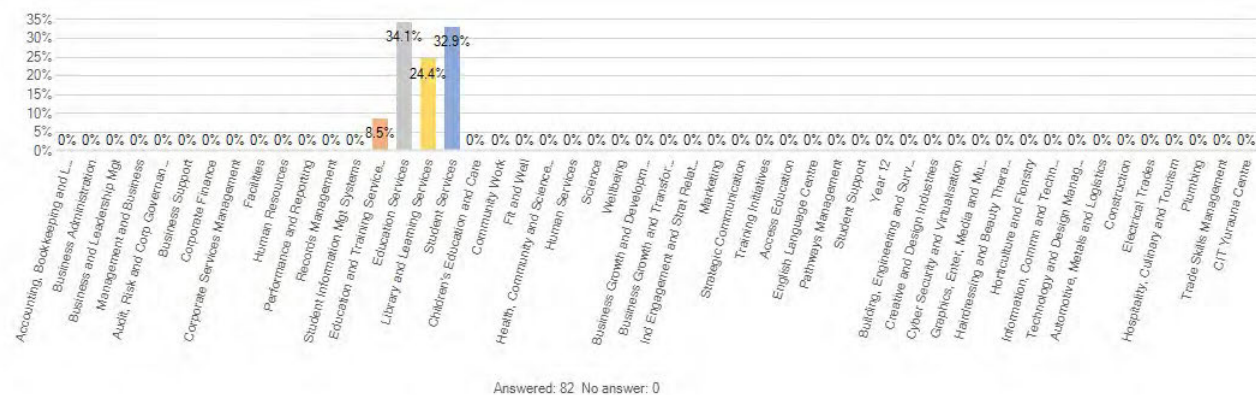
What keeps you working at CIT? (Maximum 100 words)

If you could change one thing about CIT, what would it be...

Do you have any other comments or questions? (Maximum 100 words)

Demographics

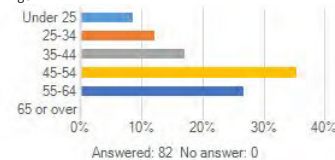
Department



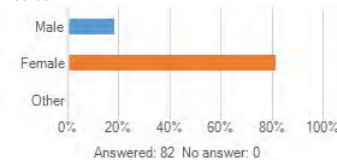
Campus



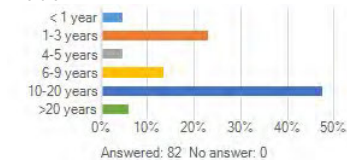
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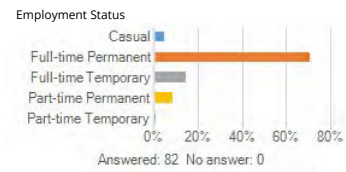


Gender



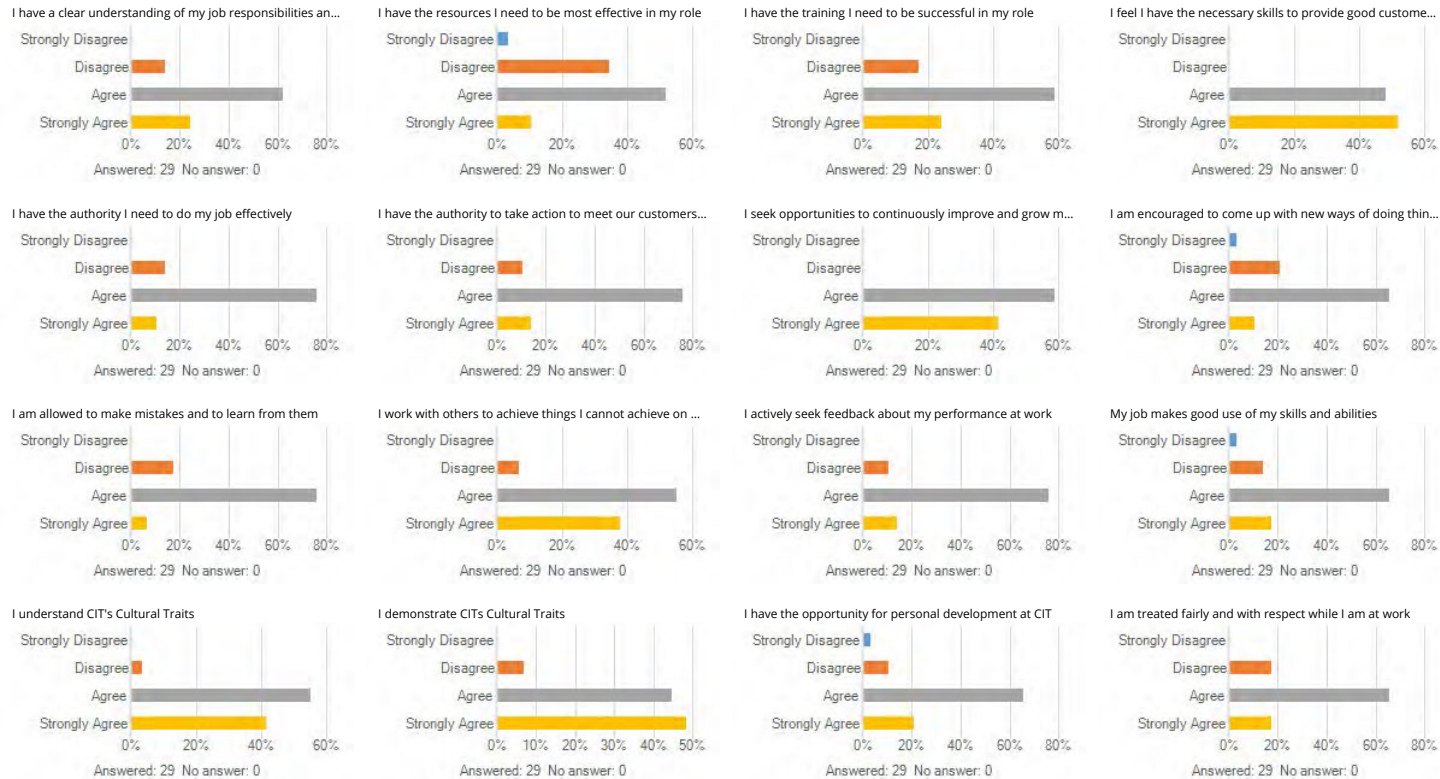
Tenure



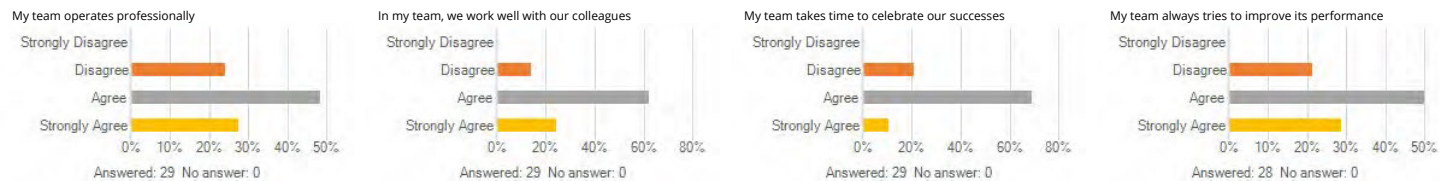


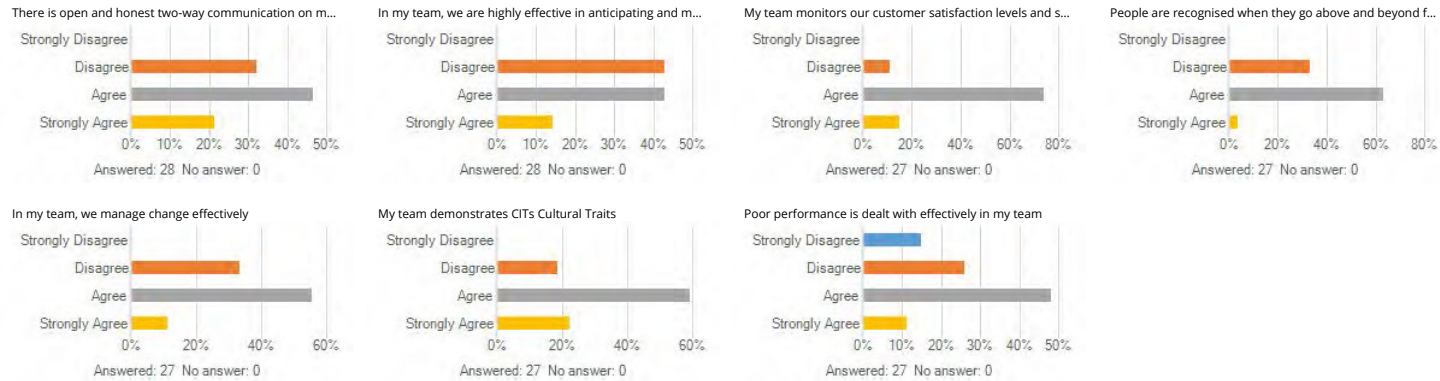


Individual

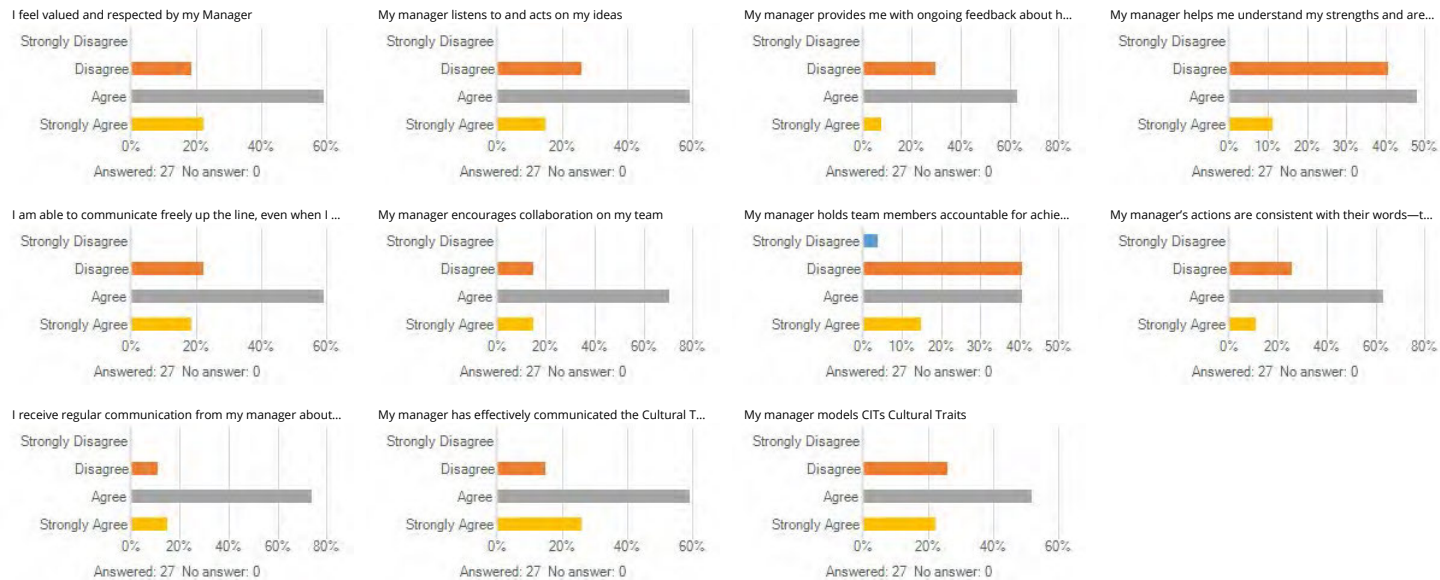


Team





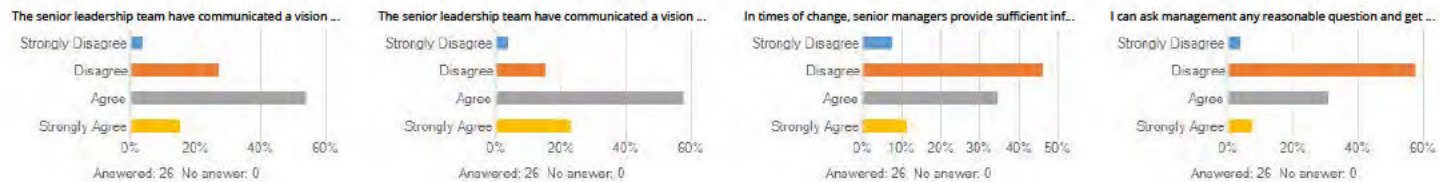
Manager

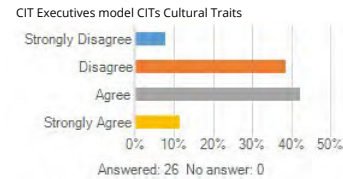
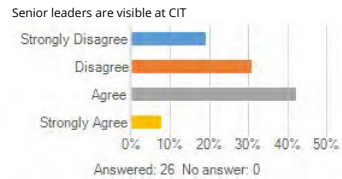


Organisation



Leadership





Free Text questions

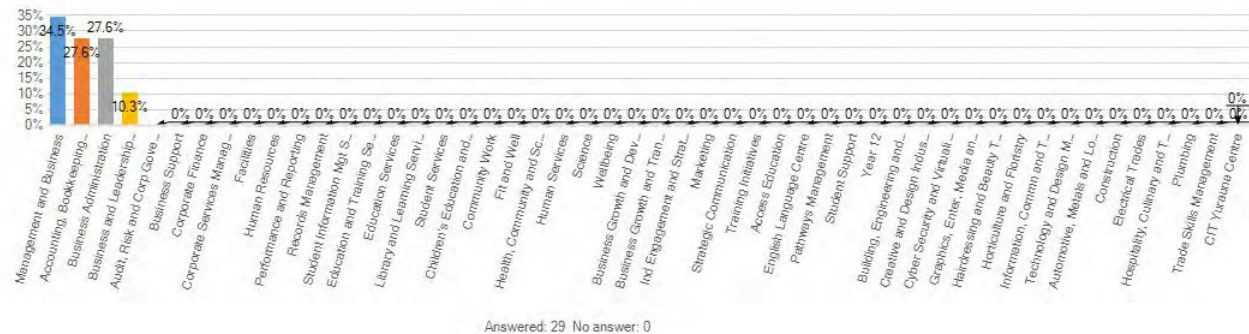
What keeps you working at CIT? (Maximum 100 words)

If you could change one thing about CIT, what would it be...

Do you have any other comments or questions? (Maximum 100 words)

Demographics

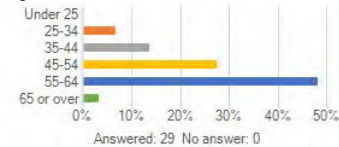
Department



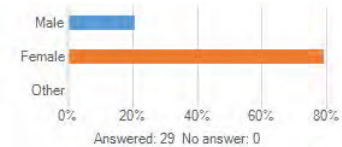
Campus



Age



Gender



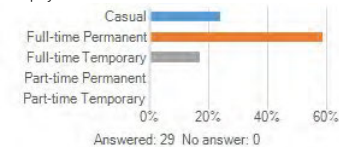
Tenure

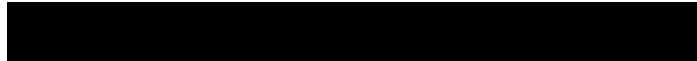


Staff Category

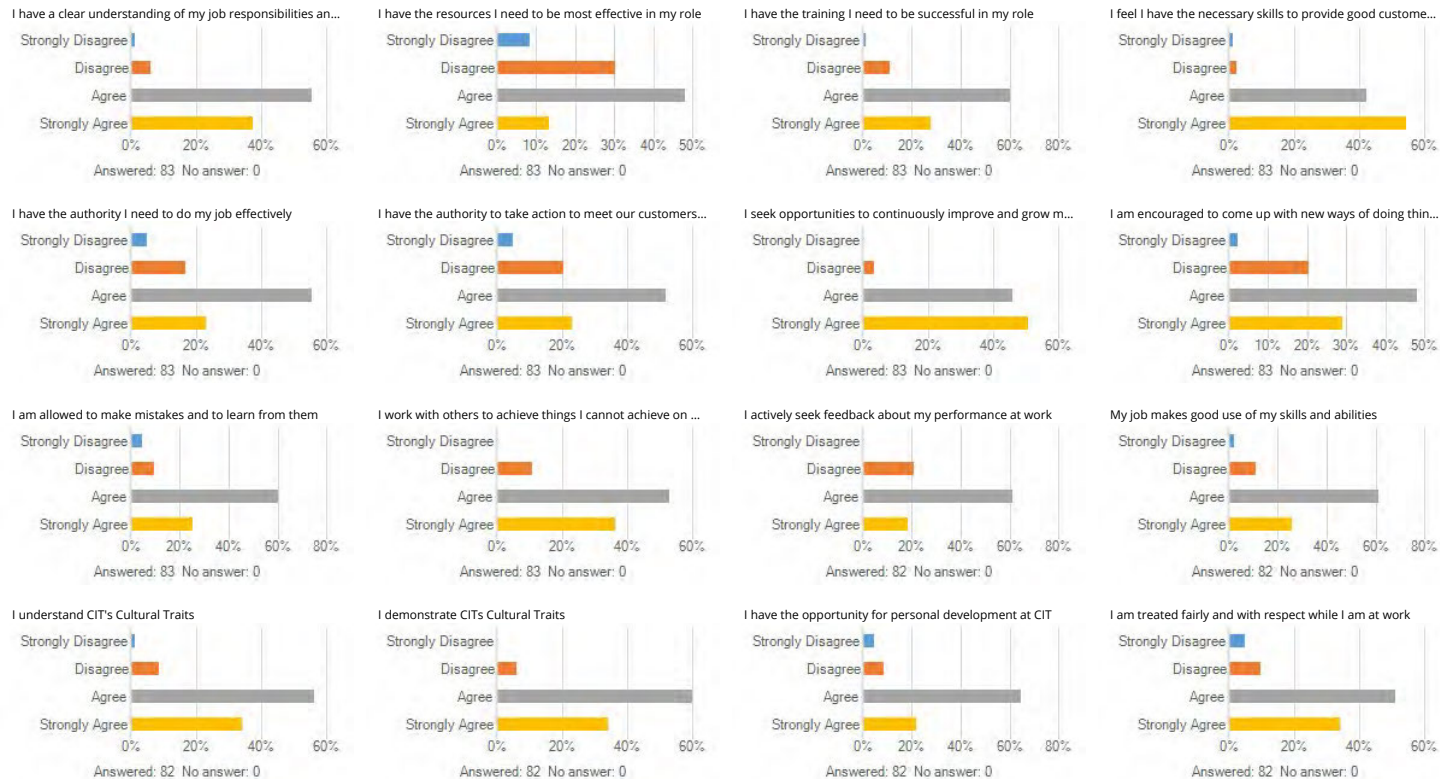


Employment Status



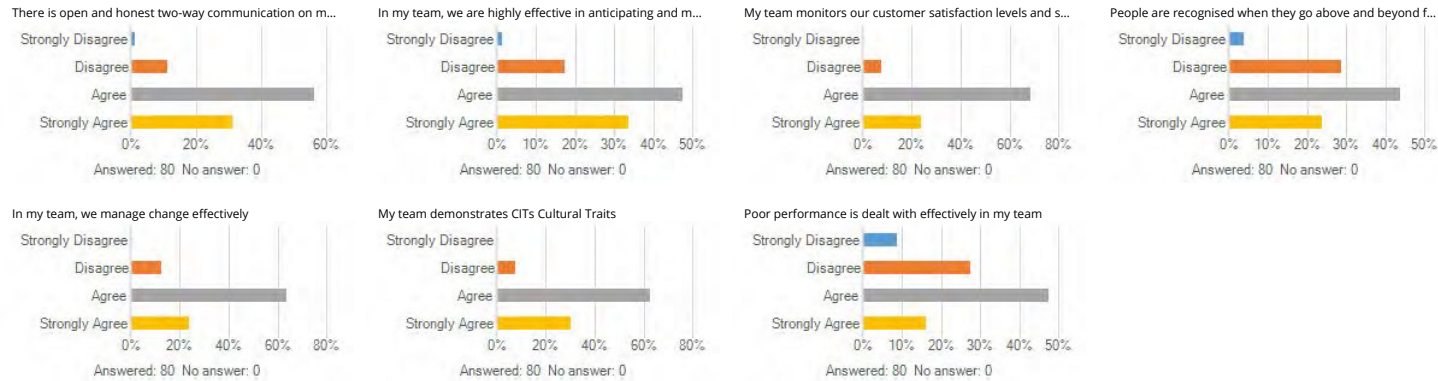


Individual

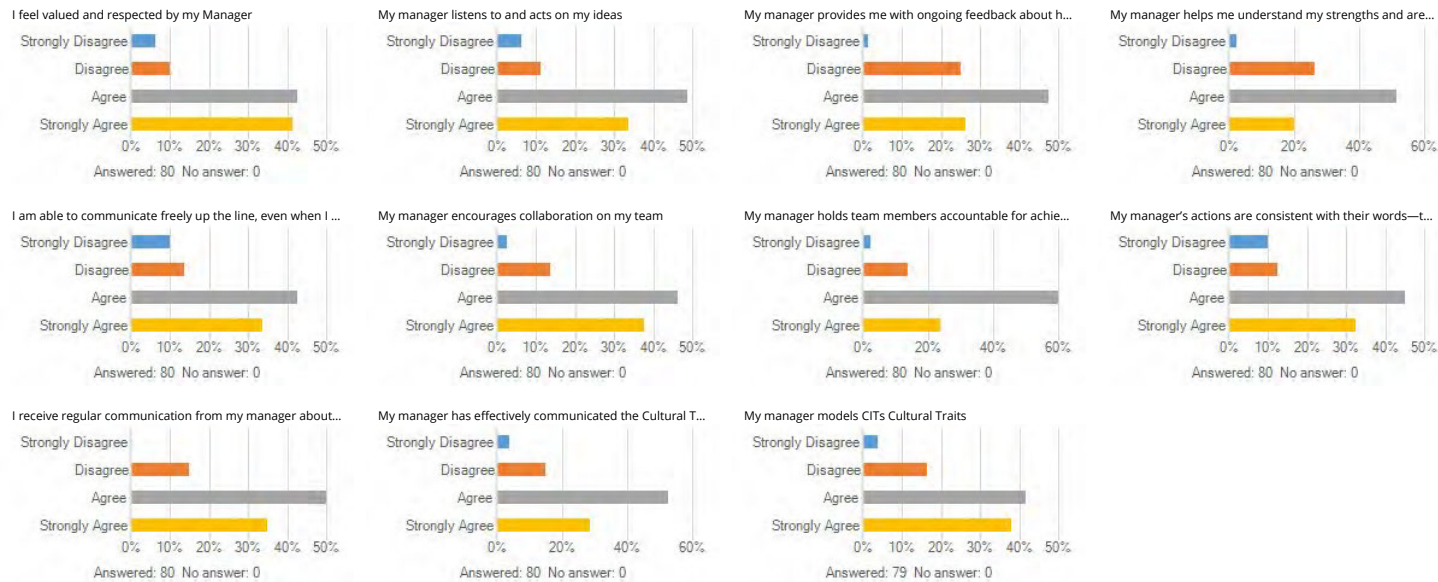


Team





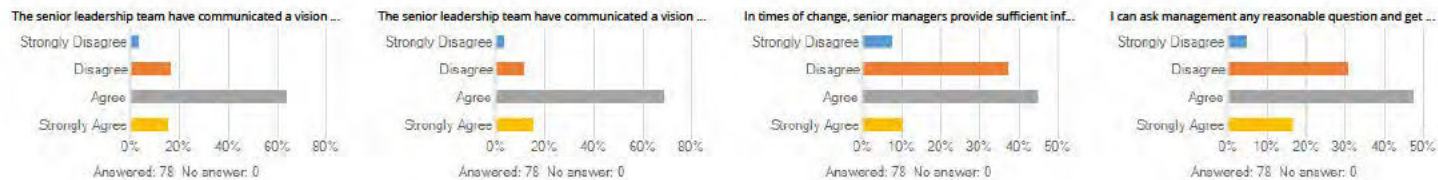
Manager

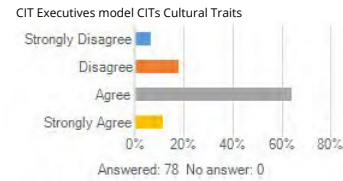
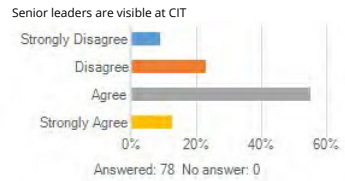


Organisation



Leadership





Free Text questions

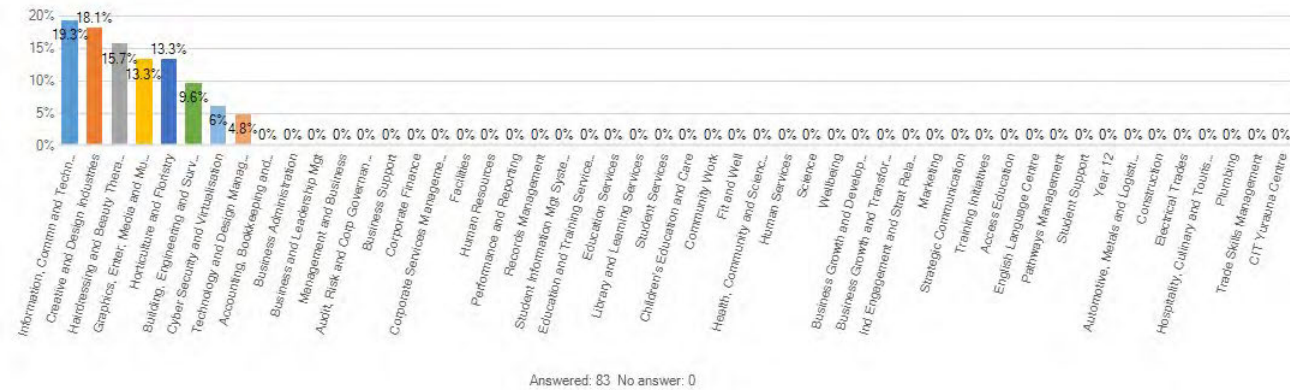
What keeps you working at CIT? (Maximum 100 words)

If you could change one thing about CIT, what would it be...

Do you have any other comments or questions? (Maximum 100 words)

Demographics

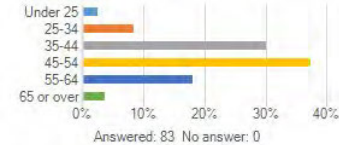
Department



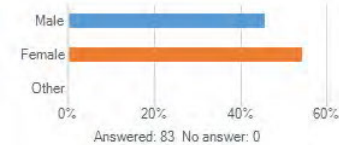
Campus



Age

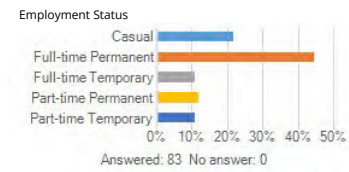
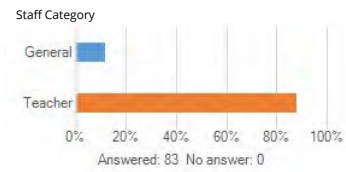


Gender



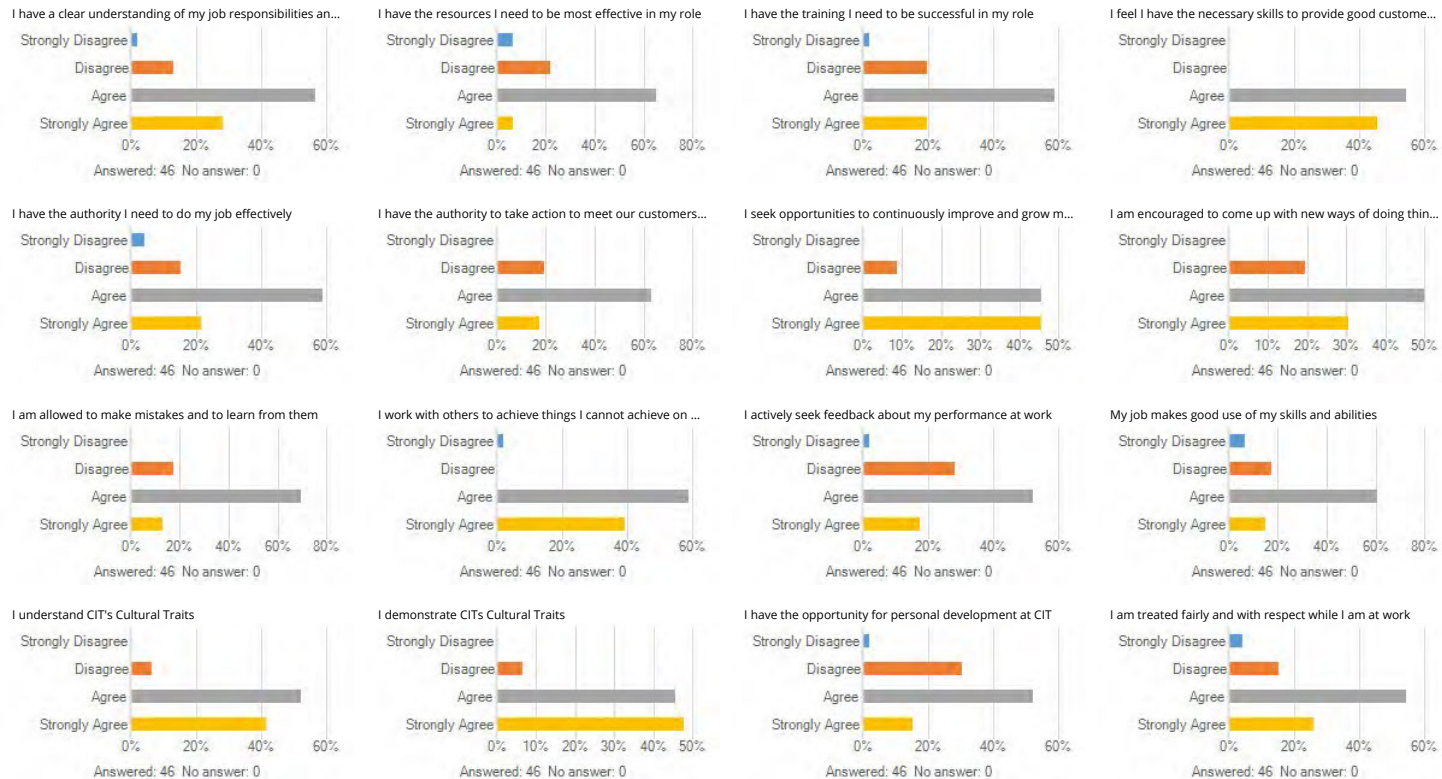
Tenure



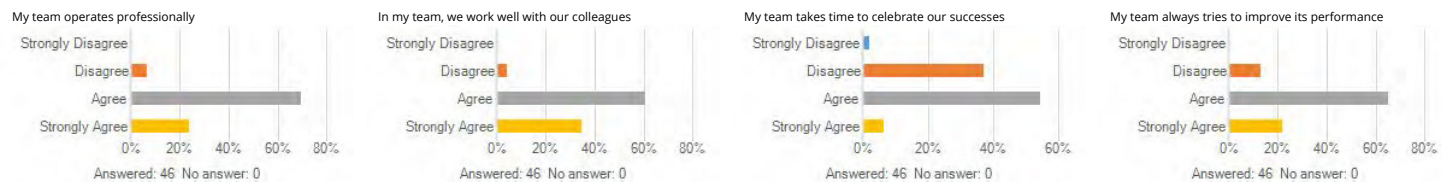


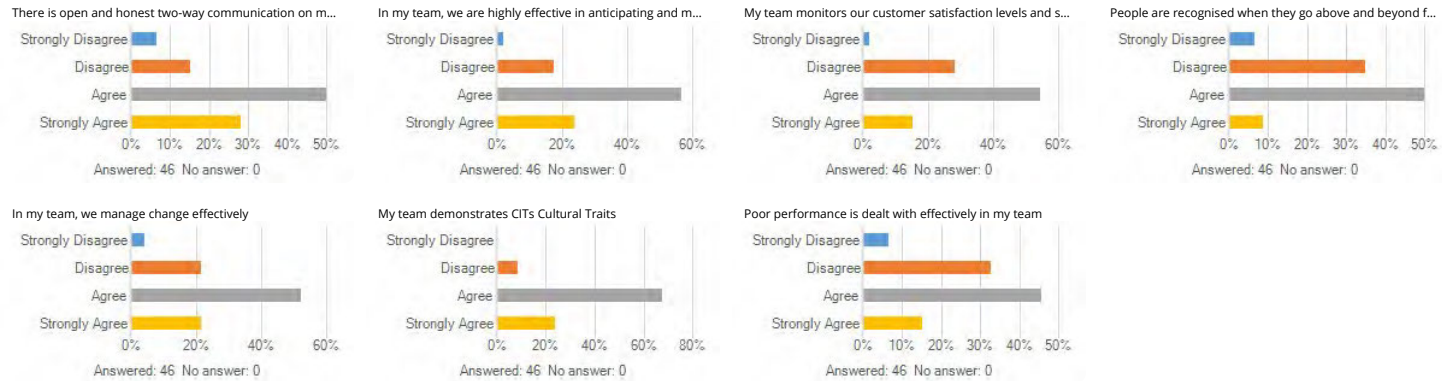


Individual

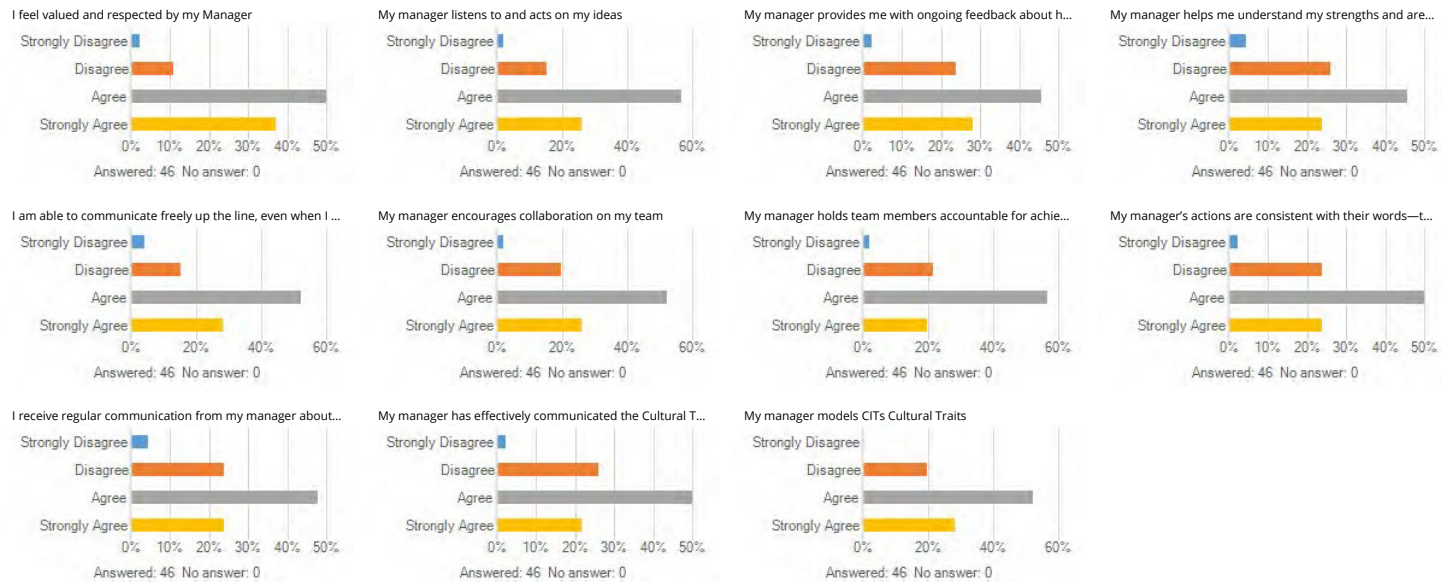


Team

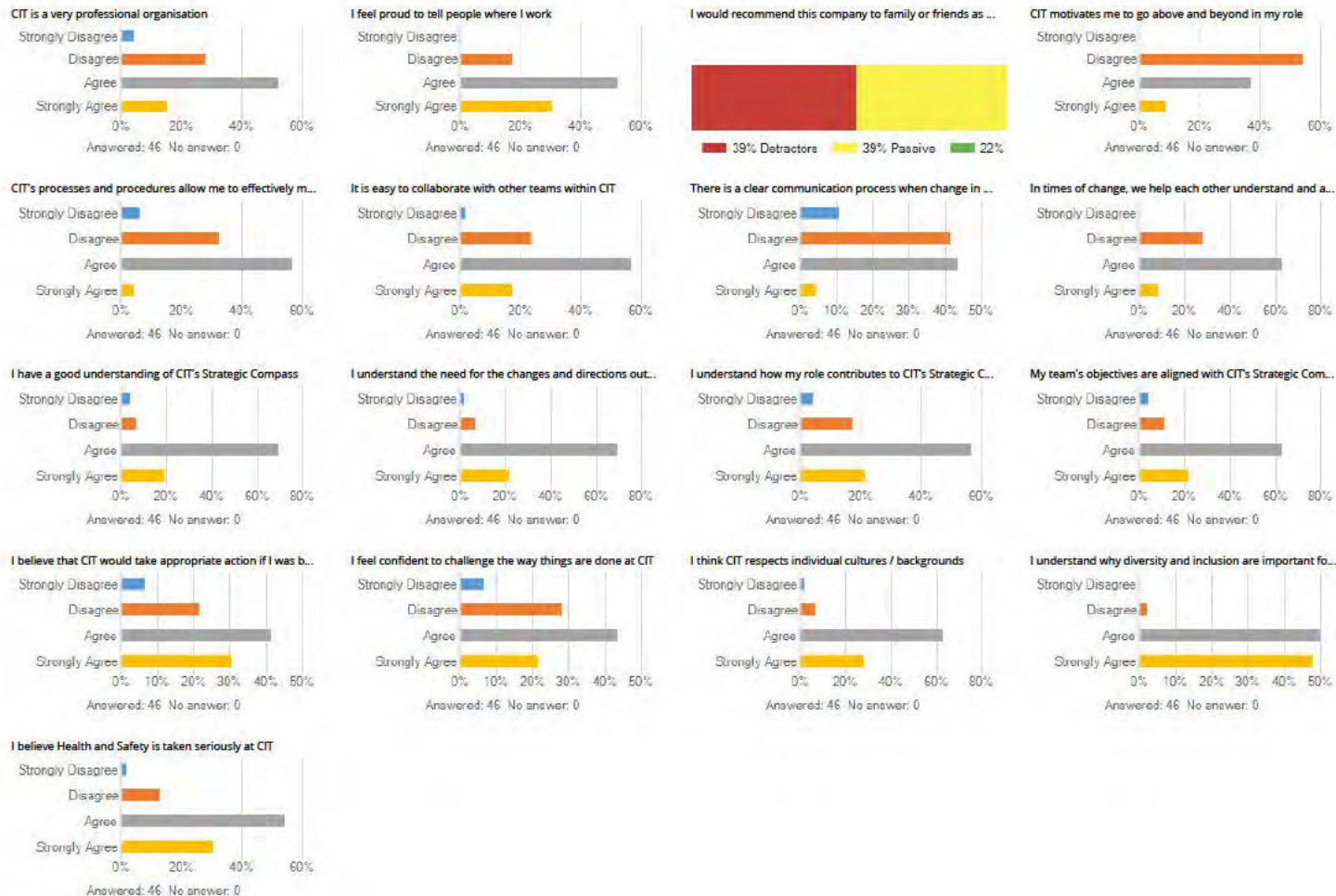




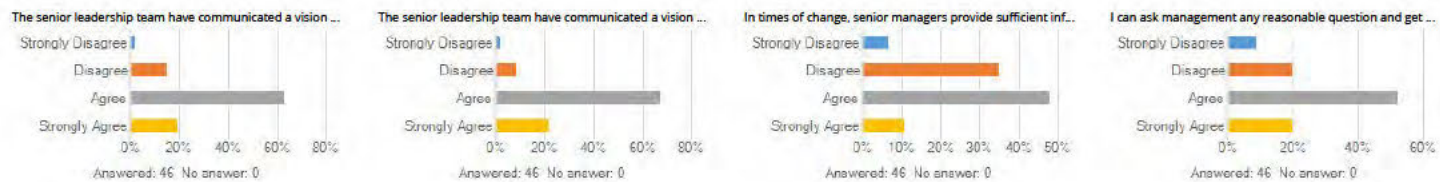
Manager



Organisation



Leadership





Free Text questions

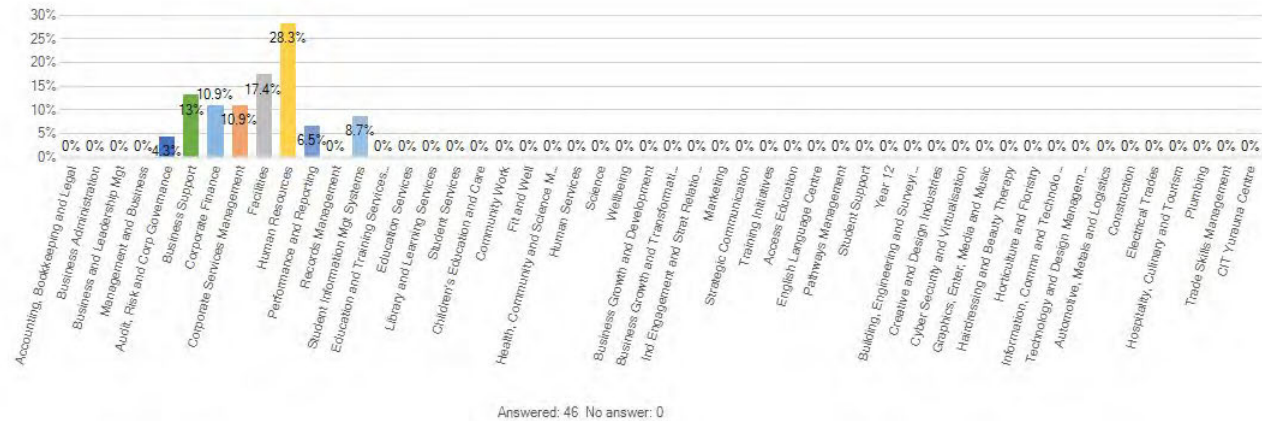
What keeps you working at CIT? (Maximum 100 words)

If you could change one thing about CIT, what would it be...

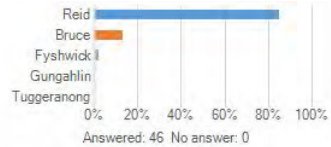
Do you have any other comments or questions? (Maximum 100 words)

Demographics

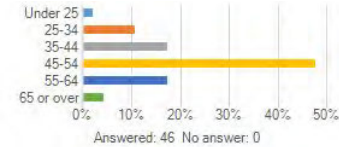
Department



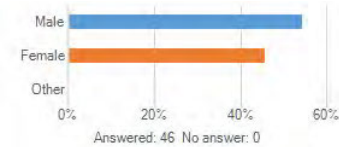
Campus



Age

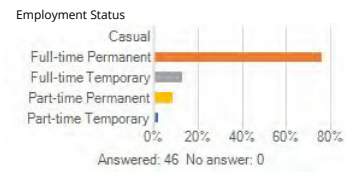
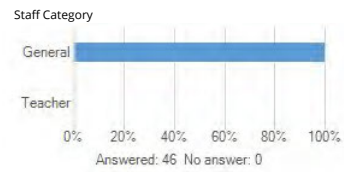


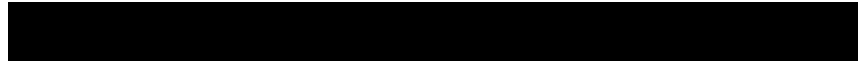
Gender



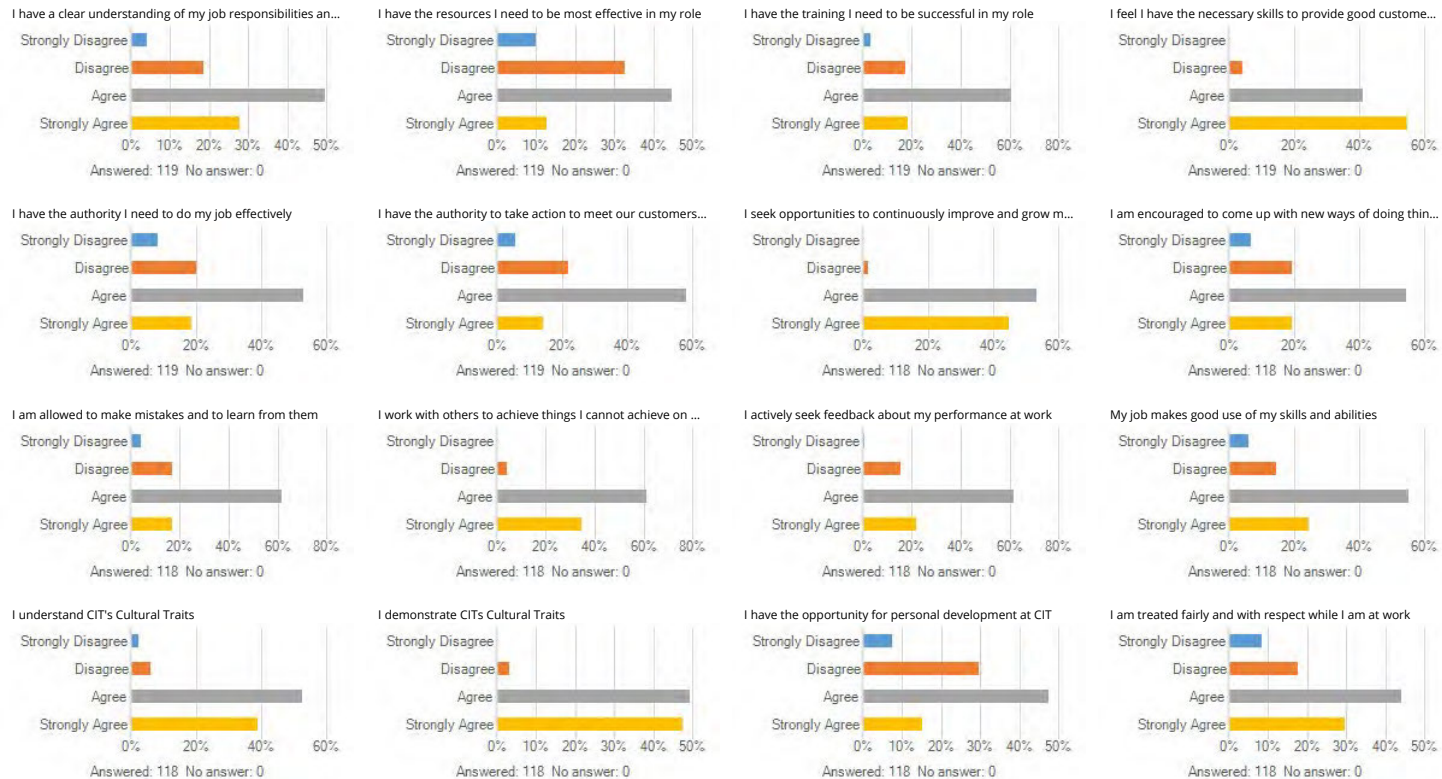
Tenure



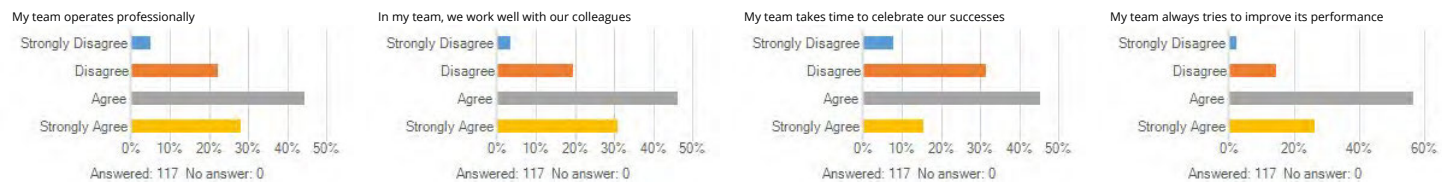


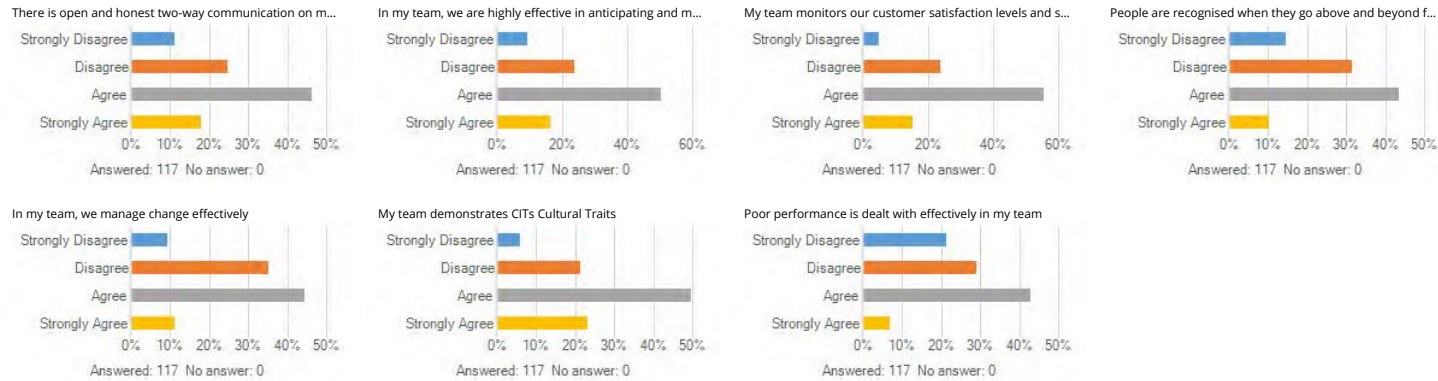


Individual

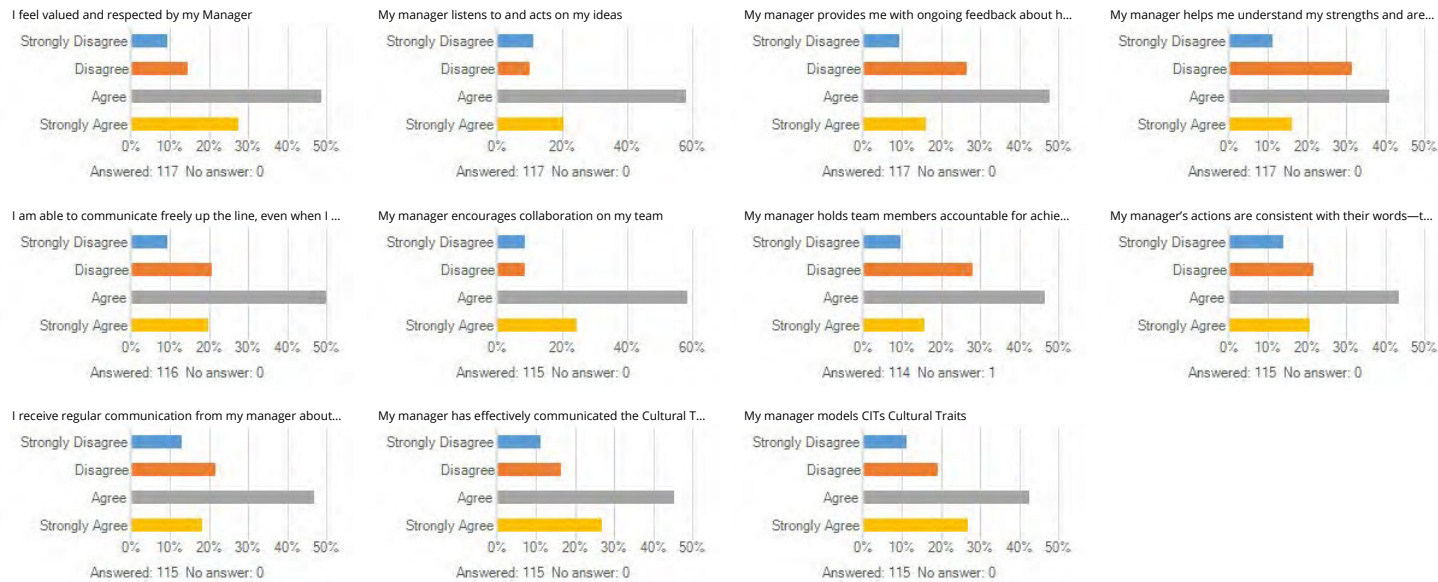


Team





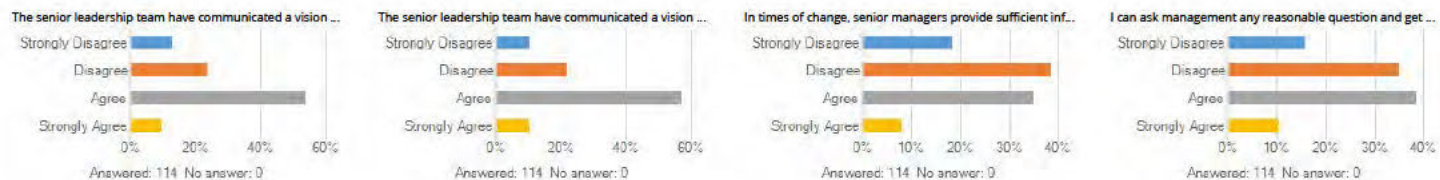
Manager

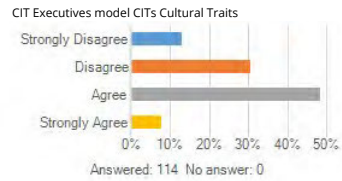
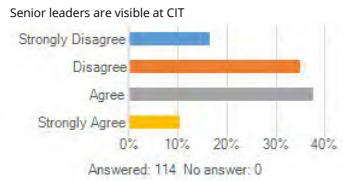


Organisation



Leadership





Free Text questions

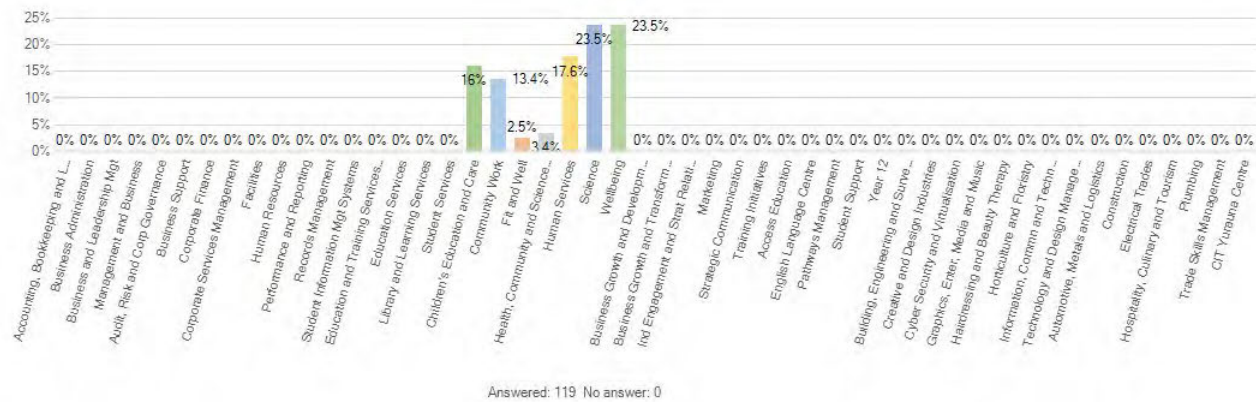
What keeps you working at CIT? (Maximum 100 words)

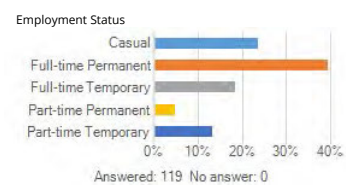
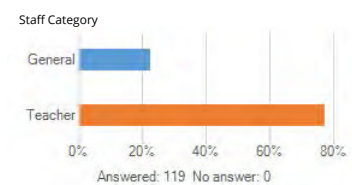
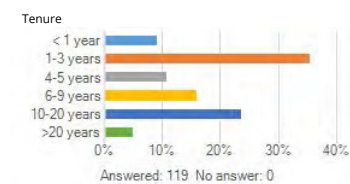
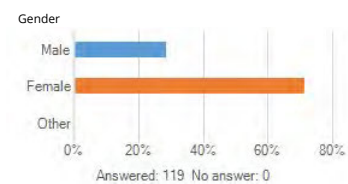
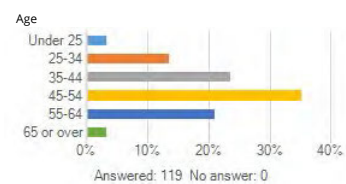
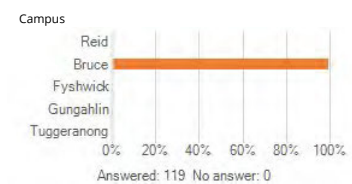
If you could change one thing about CIT, what would it be...

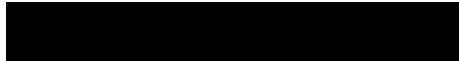
Do you have any other comments or questions? (Maximu...

Demographics

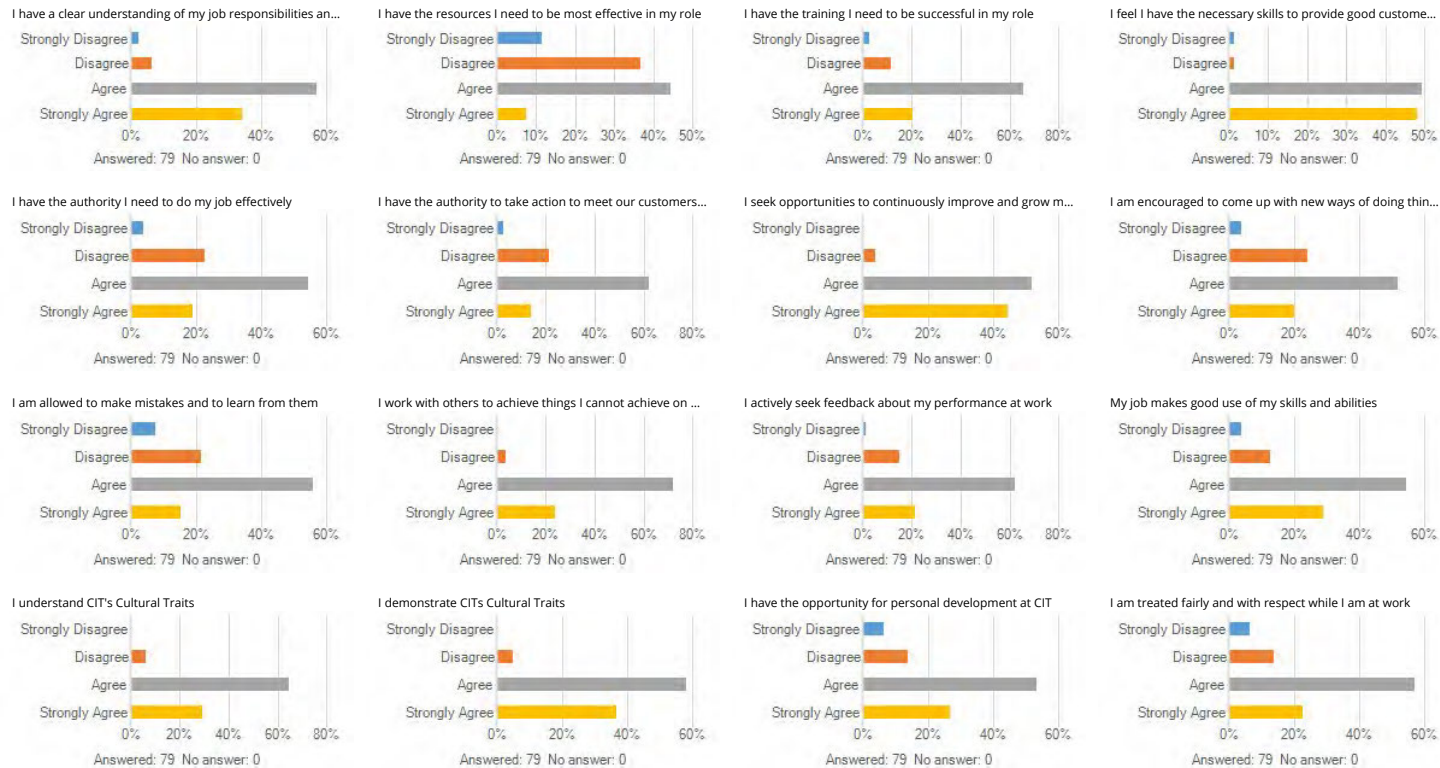
Department



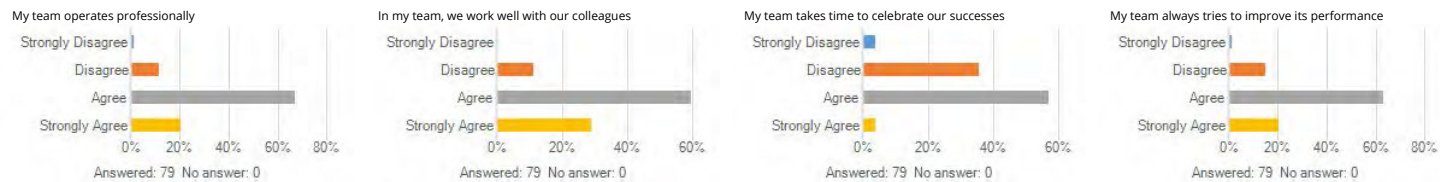


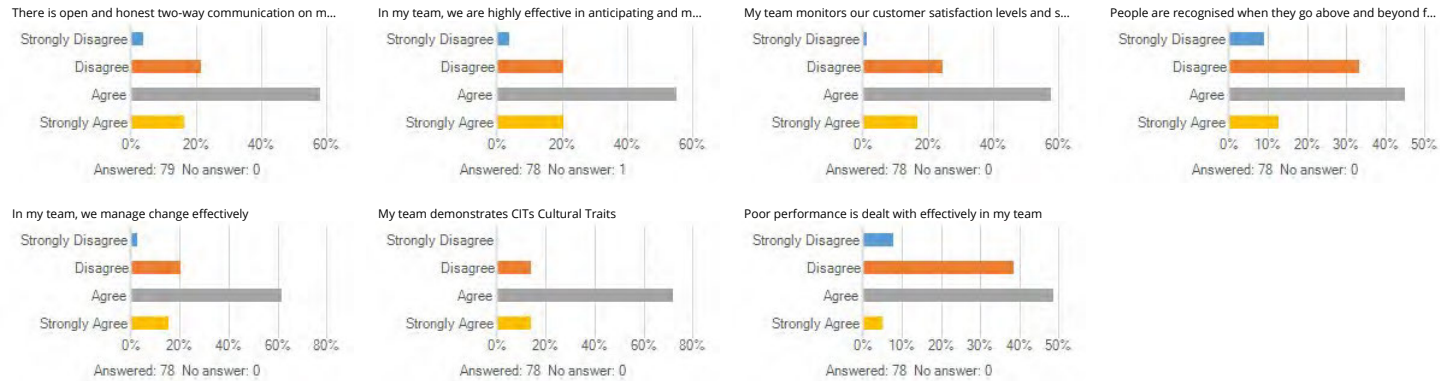


Individual

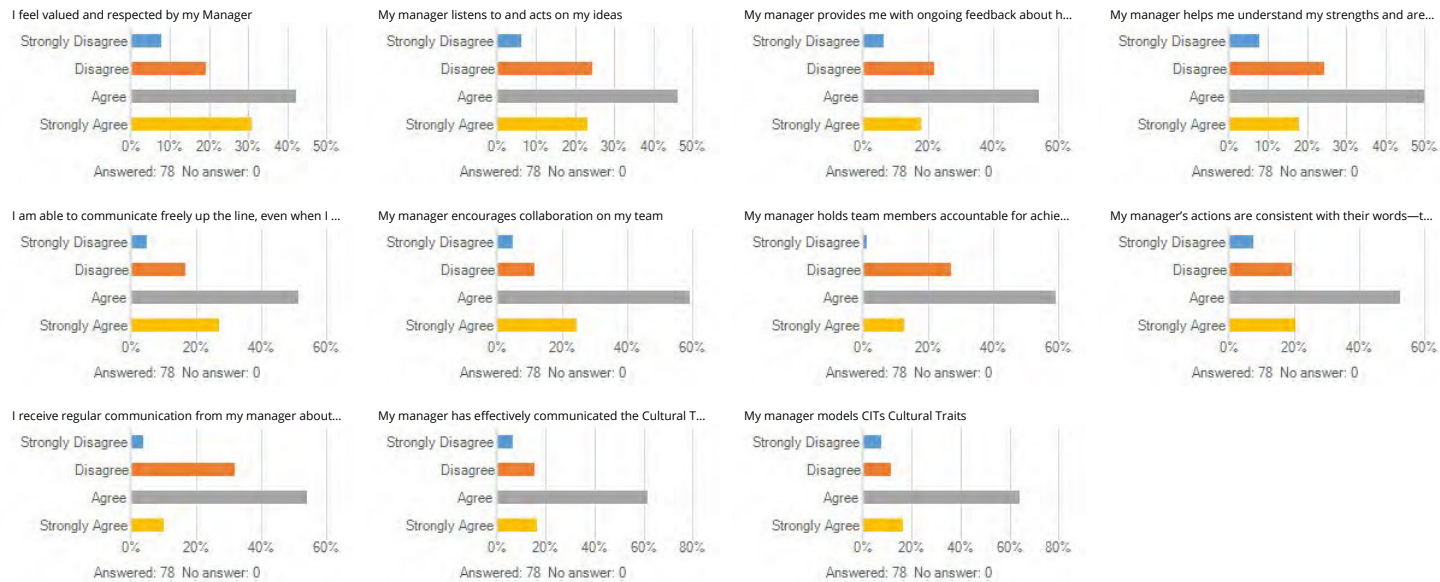


Team





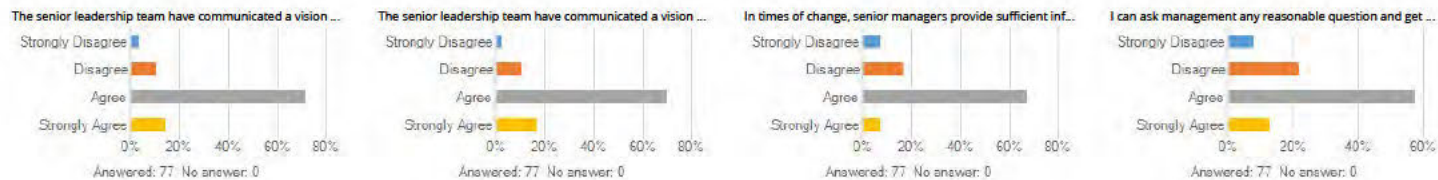
Manager

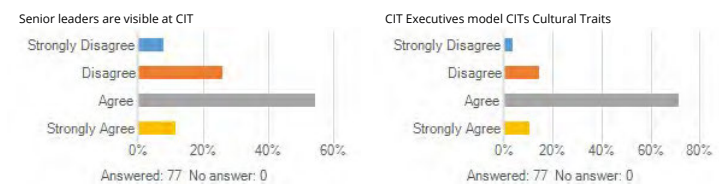


Organisation



Leadership





Free Text questions

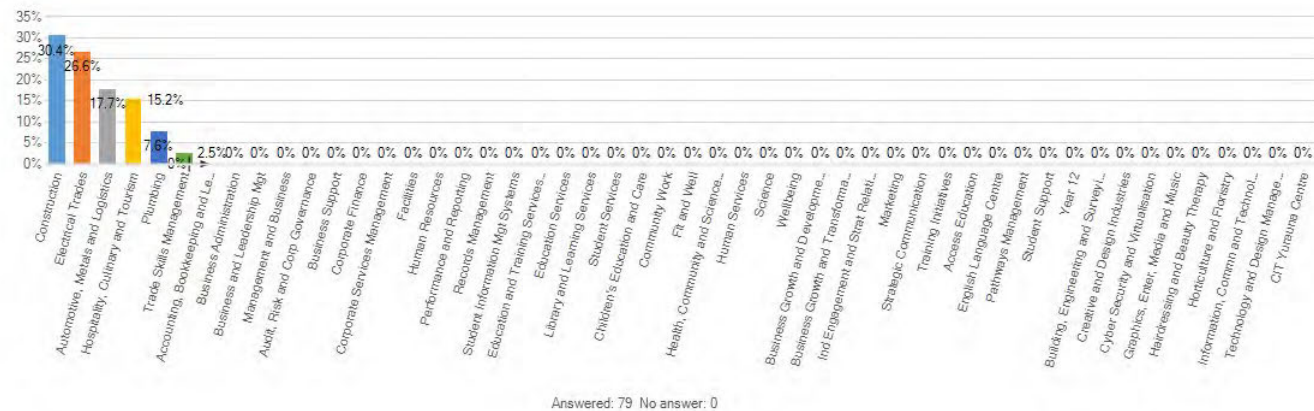
What keeps you working at CIT? (Maximum 100 words)

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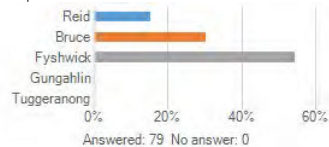
Do you have any other comments or questions? (Maximum 100 words)

Demographics

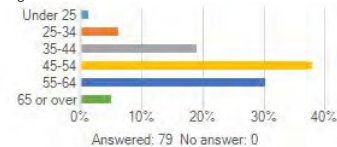
Department



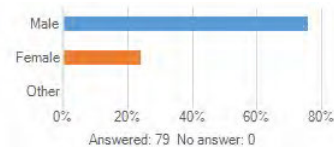
Campus



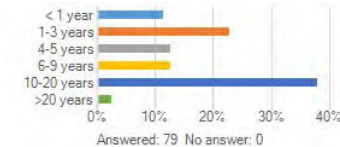
Age

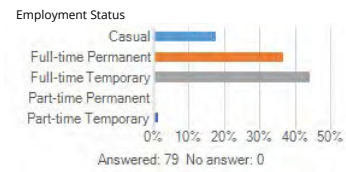
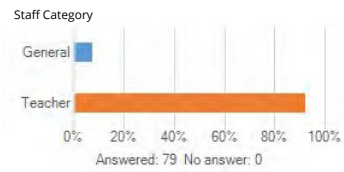


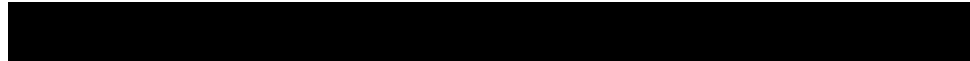
Gender



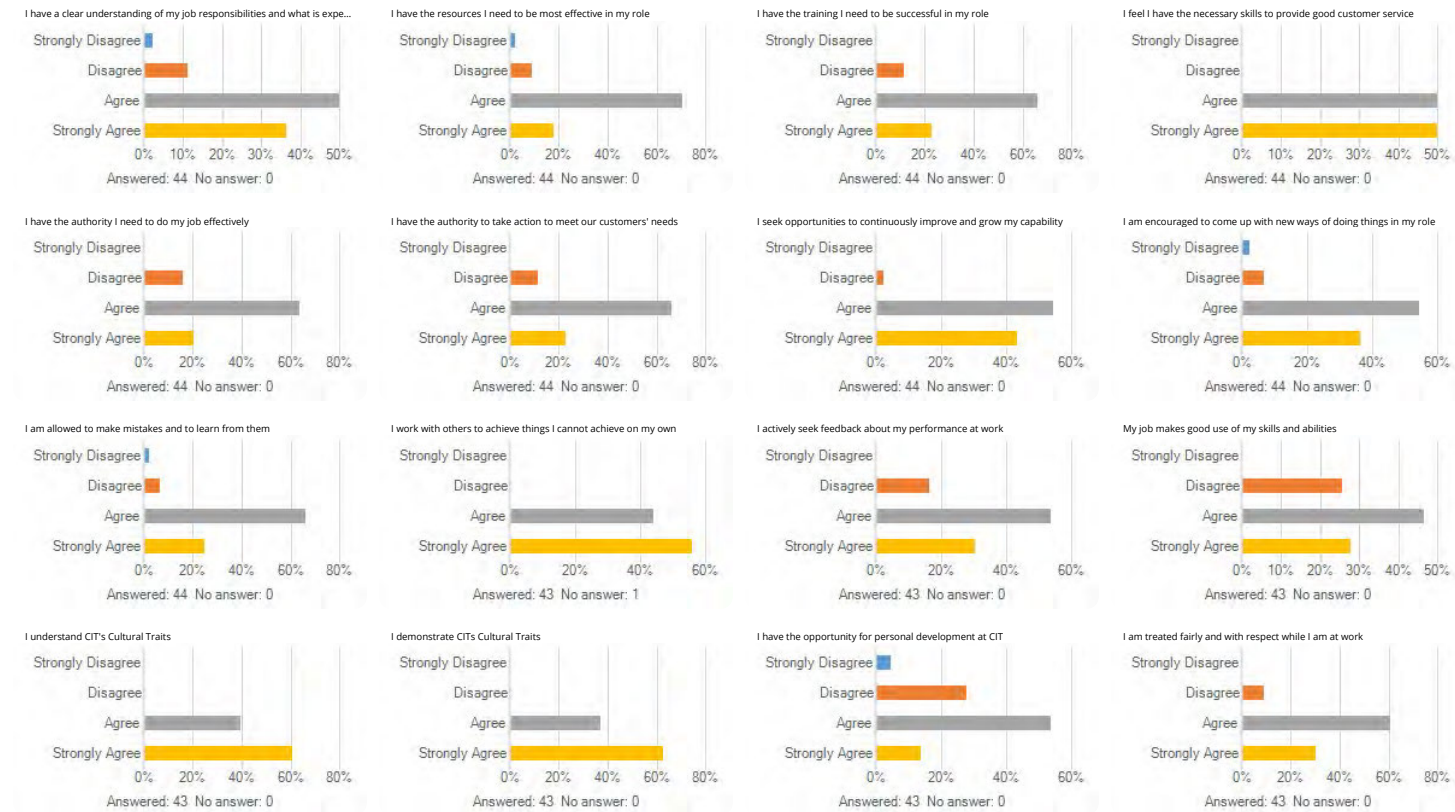
Tenure



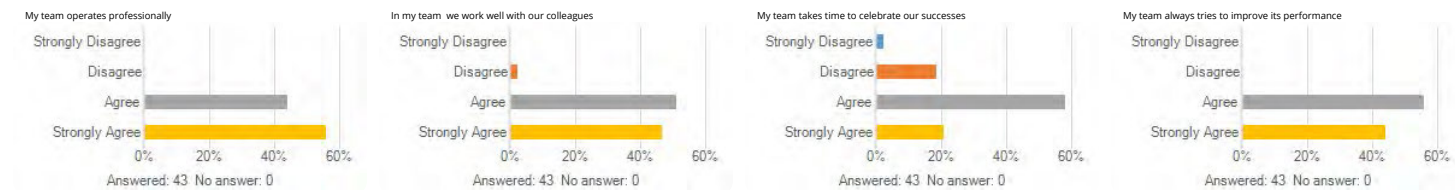


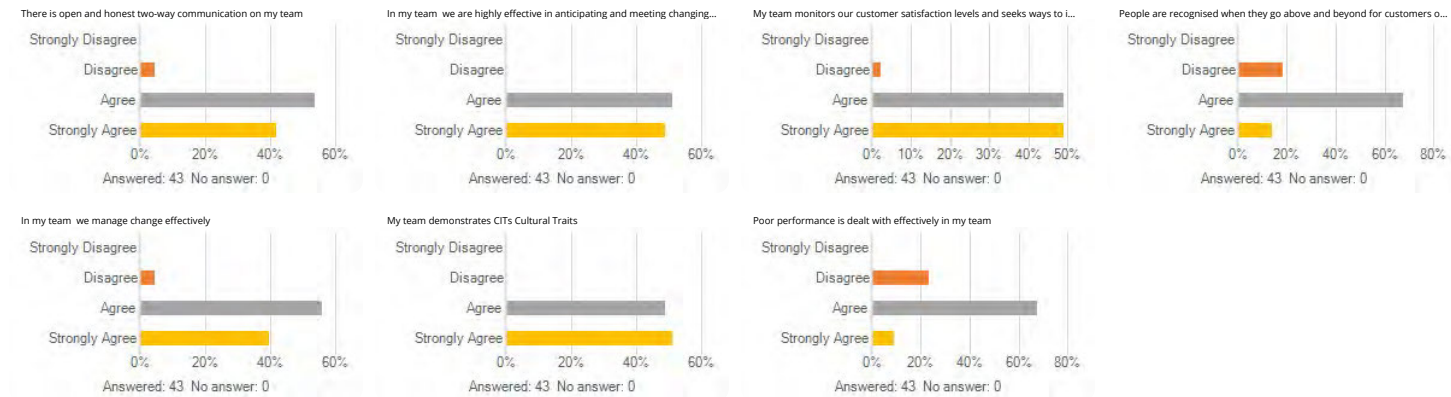


Individual

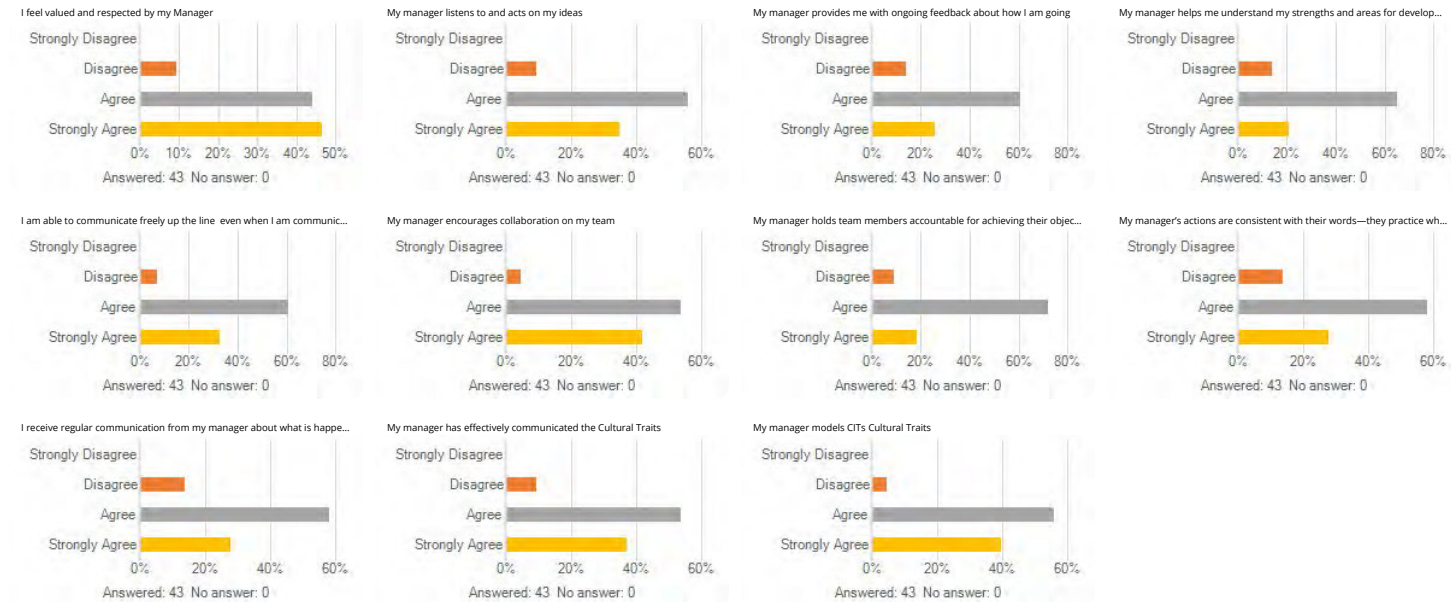


Team





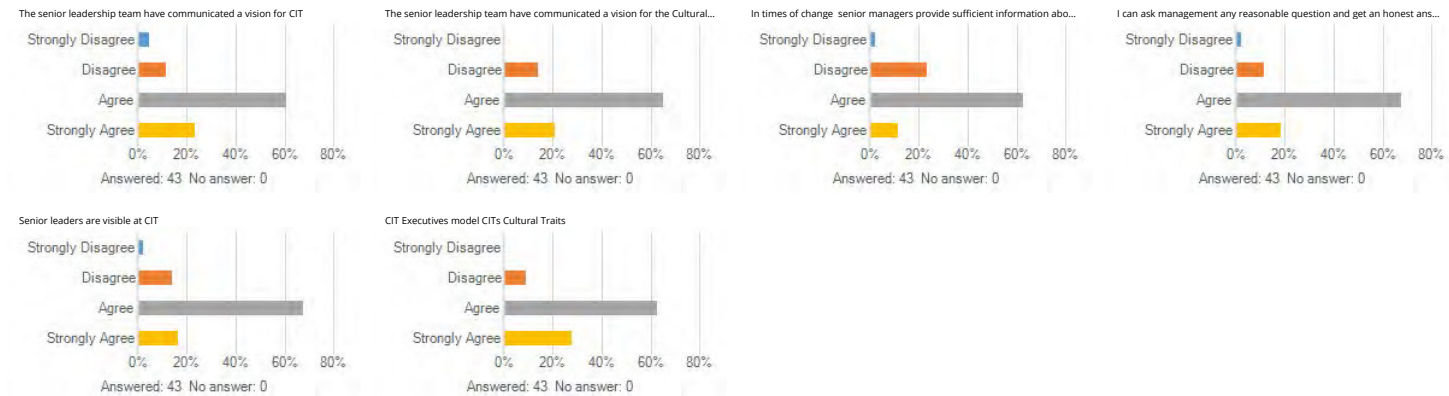
Manager



Organisation



Leadership



Free Text questions

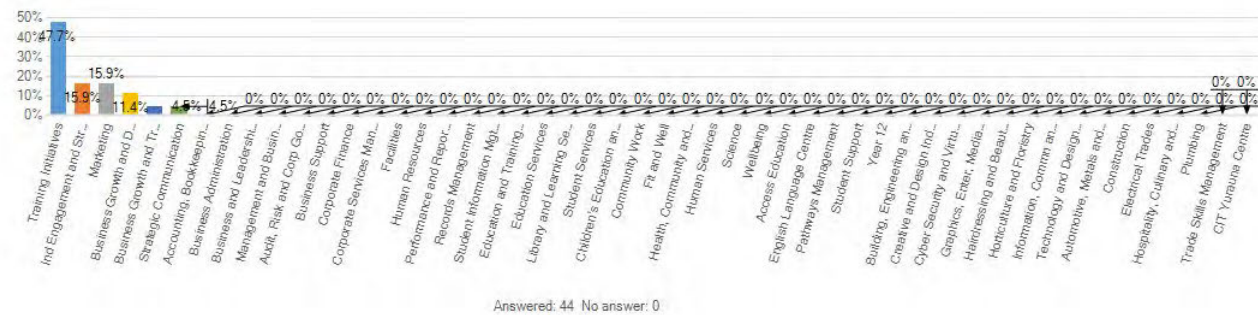
What keeps you working at CIT? (Maximum 100 words)

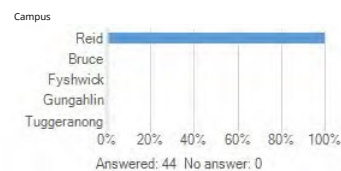
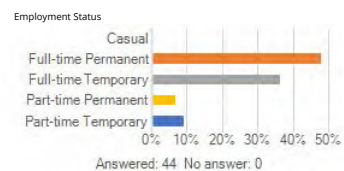
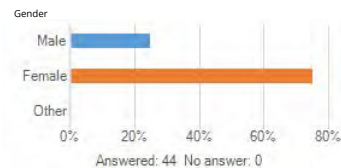
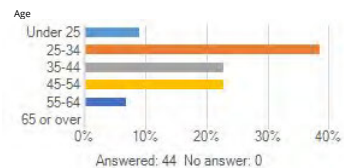
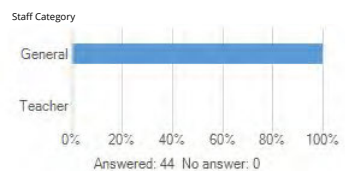
If you could change one thing about CIT what would it be? (Maximum 1...

Do you have any other comments or questions? (Maximum 150 words)

Demographics

Department





[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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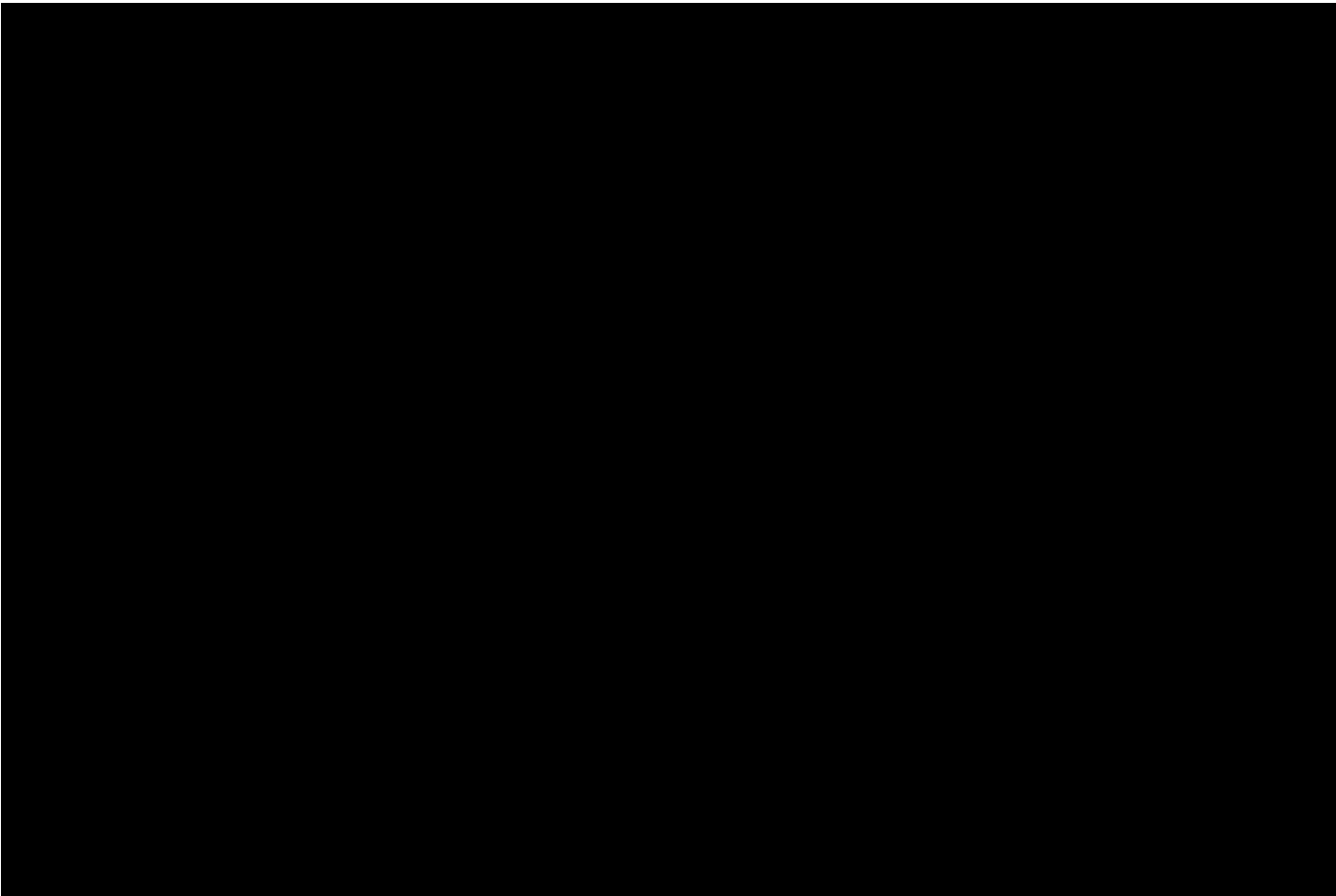
2019 CIT Staff Survey [REDACTED]

Filter applied:

If (Respondent Attribute : college_division = [REDACTED])

Total respondents: 543
Filtered respondents: [REDACTED]

College



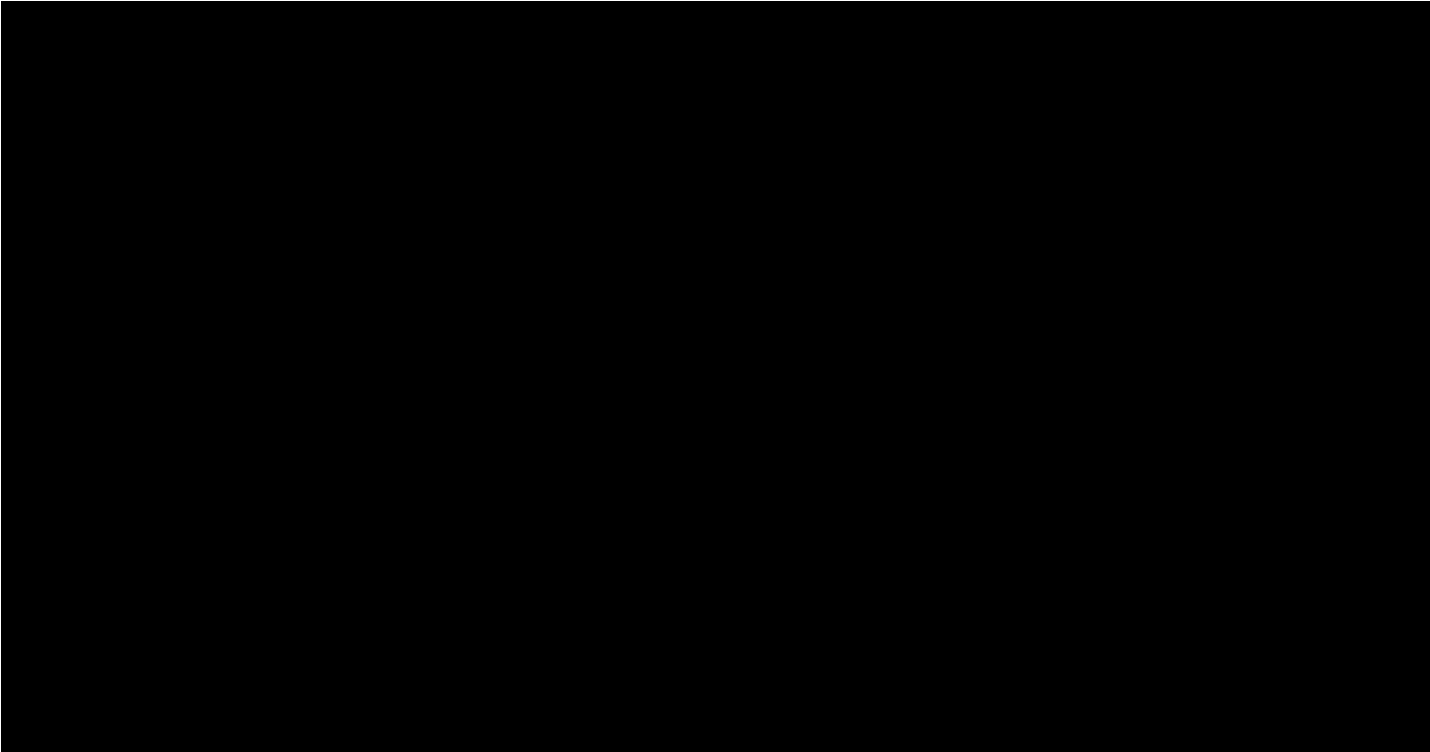
Answer choice	Responses	Percent
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	0	0.0%
[REDACTED]	0	0.0%
[REDACTED]	0	0.0%
[REDACTED]	0	0.0%
[REDACTED]	0	0.0%
[REDACTED]	0	0.0%
[REDACTED]	0	0.0%
[REDACTED]	0	0.0%
Total	[REDACTED]	[REDACTED]

Min	Max	Mean	Variance	Standard	Total n	Valid n
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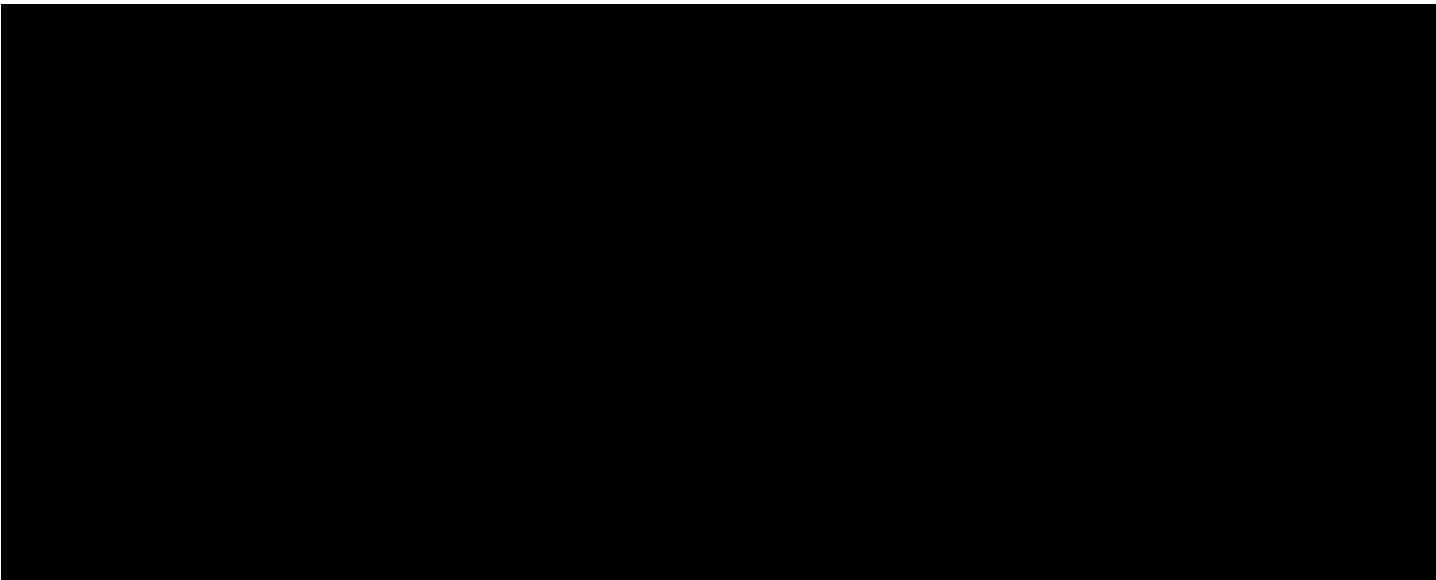
Age



Answer choice	Responses	Percent
Under 25	█	██
25-34	█	██
35-44	█	██
45-54	█	██
55-64	██	██
65 or over	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

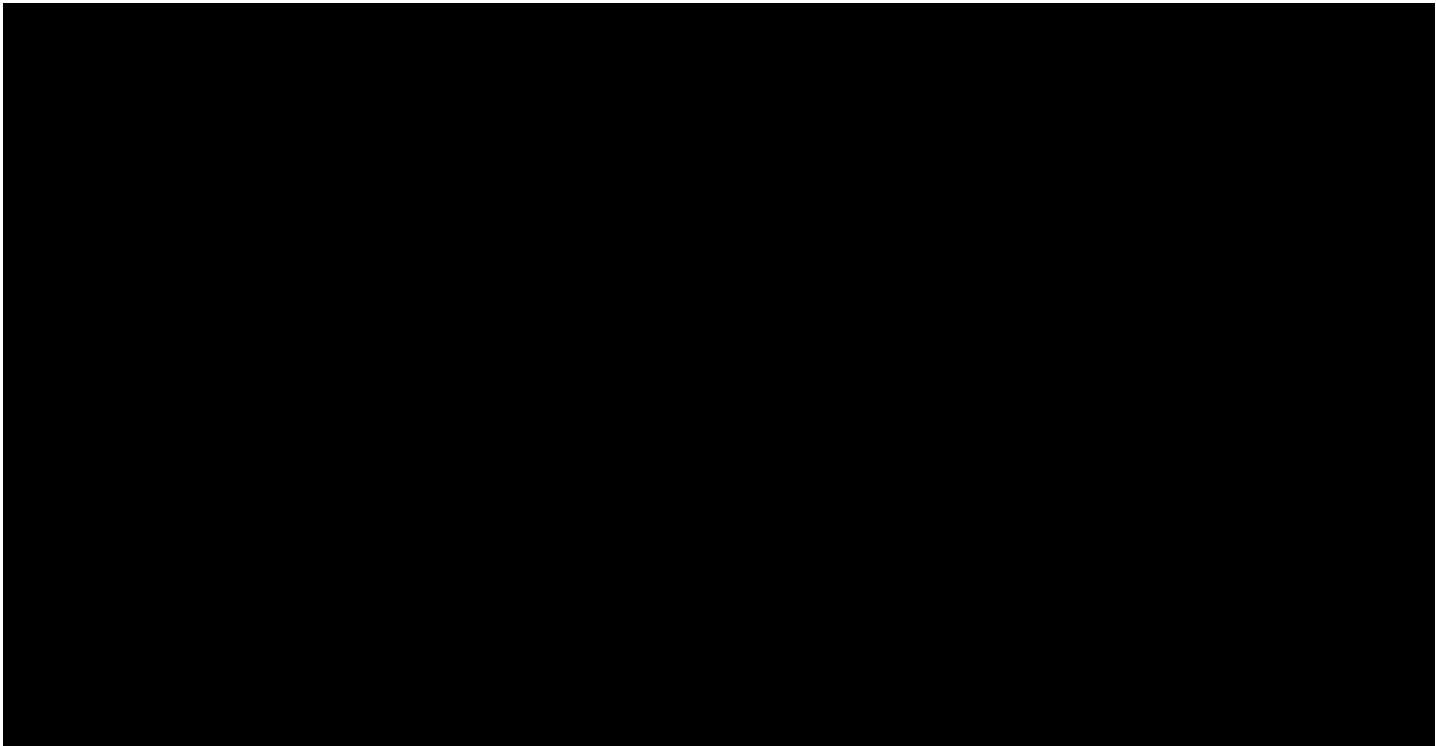
Gender



Answer choice	Responses	Percent
Male	█	███
Female	██	███
Other	█	███
Total	██	███

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

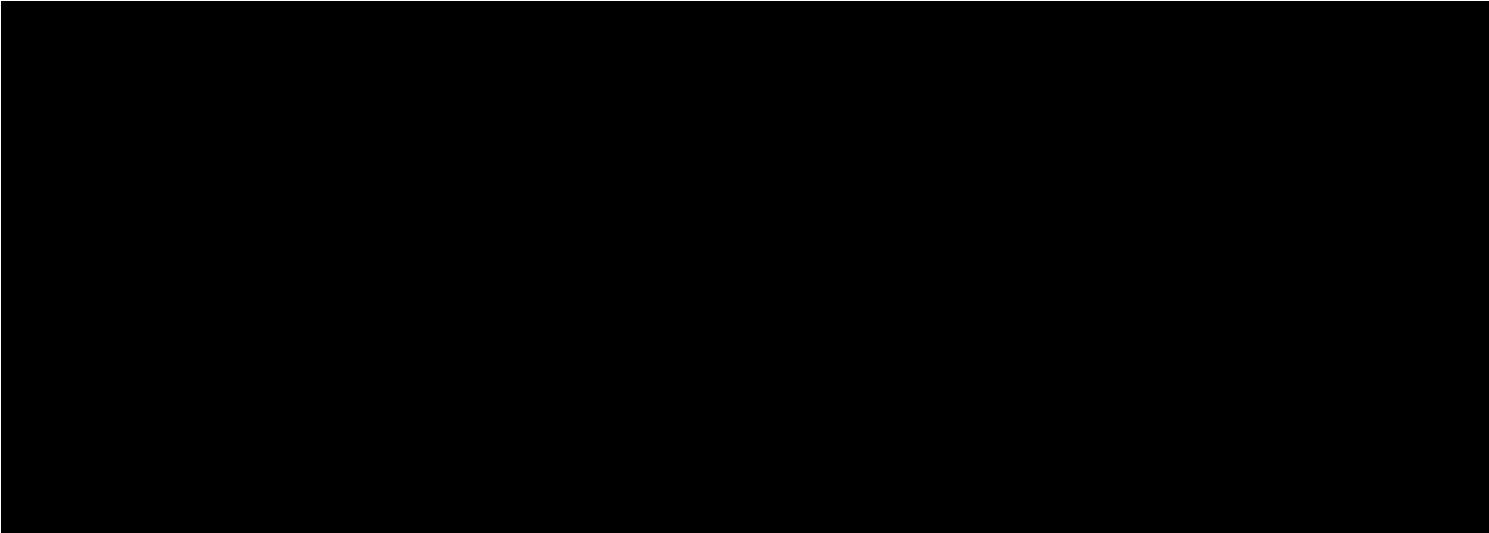
Tenure



Answer choice	Responses	Percent
< 1 year	█	██
1-3 years	█	██
4-5 years	█	██
6-9 years	█	██
10-20 years	██	██
>20 years	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

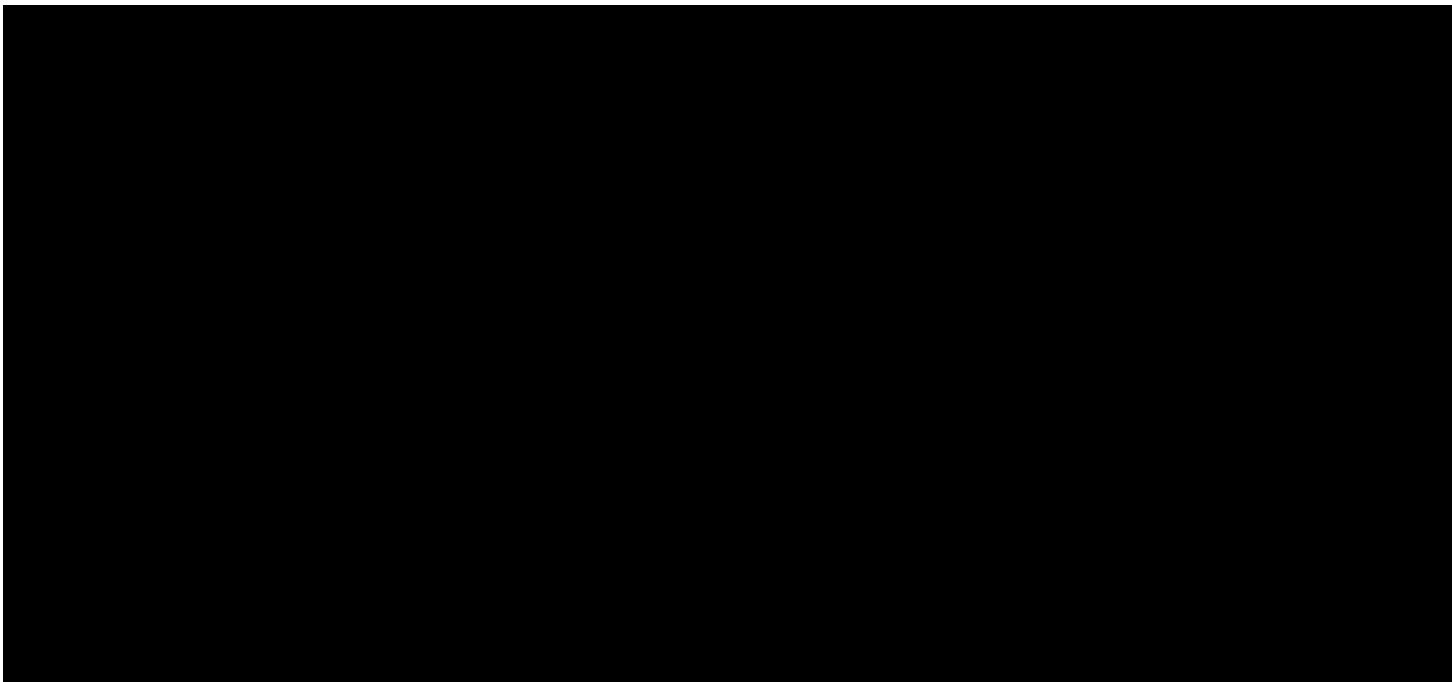
Staff Category



Answer choice	Responses	Percent
General	█	██
Teacher	█	██
Total	█	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	█	█

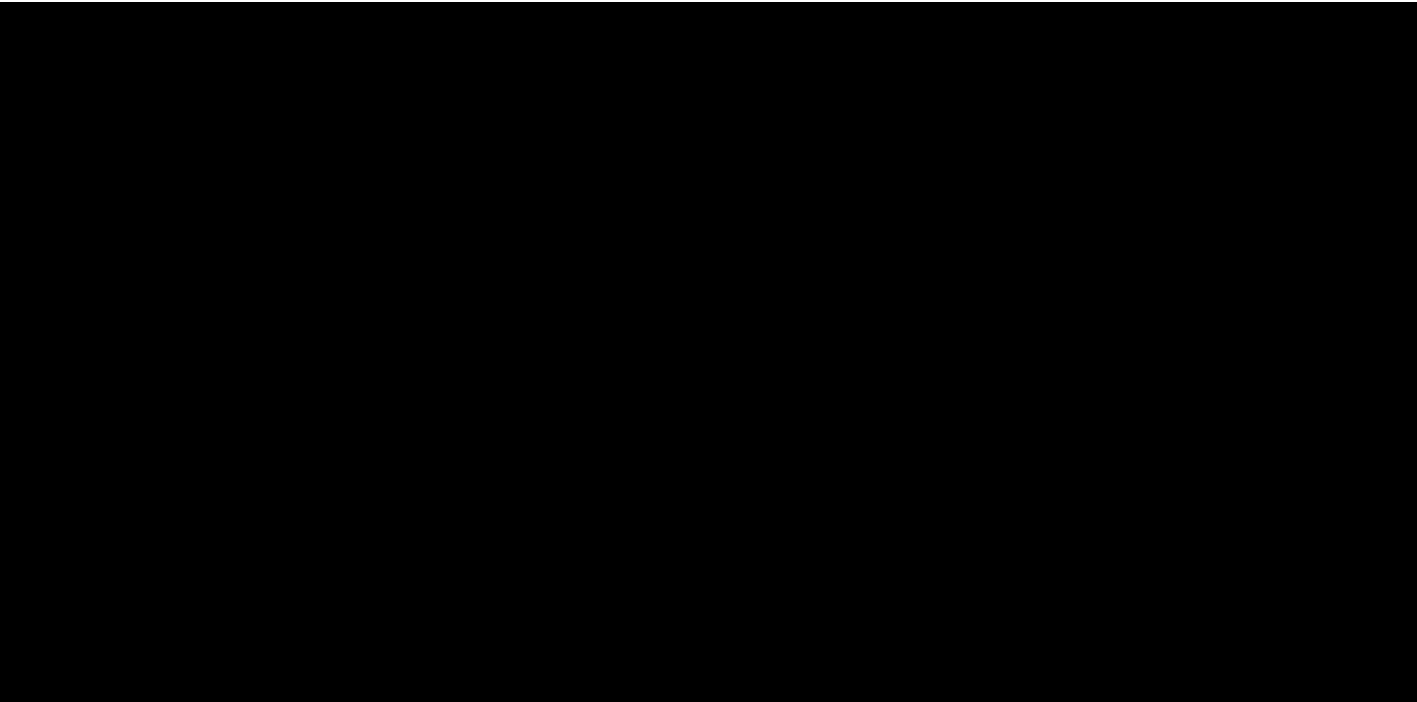
Employment Status



Answer choice	Responses	Percent
Casual	█	███
Full-time Permanent	██	███
Full-time Temporary	█	███
Part-time Permanent	█	███
Part-time Temporary	█	███
Total	██	███

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

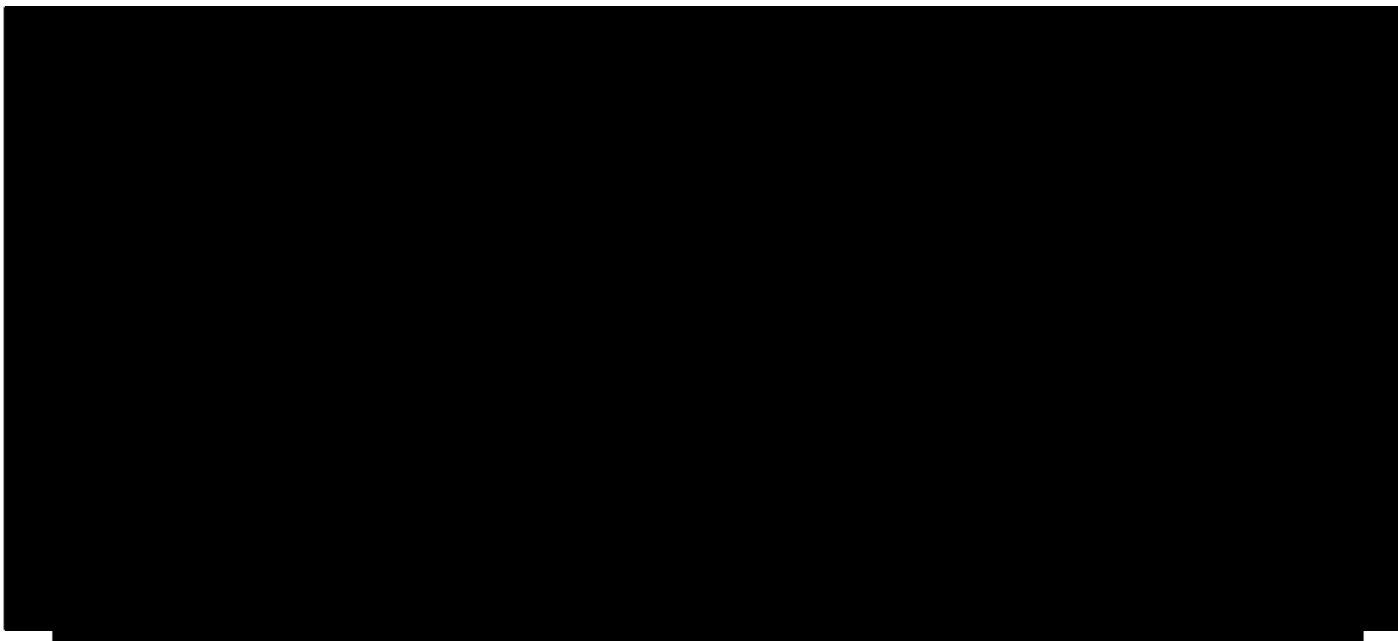
Campus



Answer choice	Responses	Percent
Reid	■	■
Bruce	■	■
Fyshwick	■	■
Gungahlin	■	■
Tuggeranong	■	■
Total	■	■

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
■	■	■	■	■	■	■

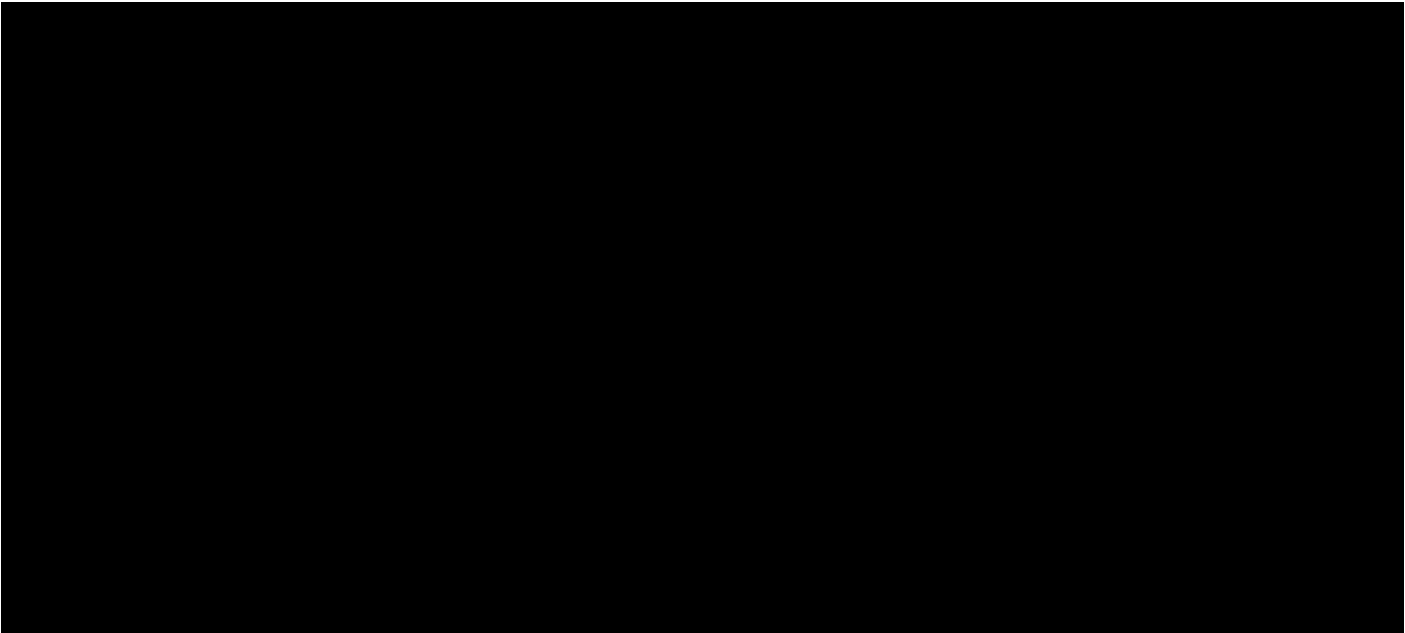
I have a clear understanding of my job responsibilities and what is expected of me



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

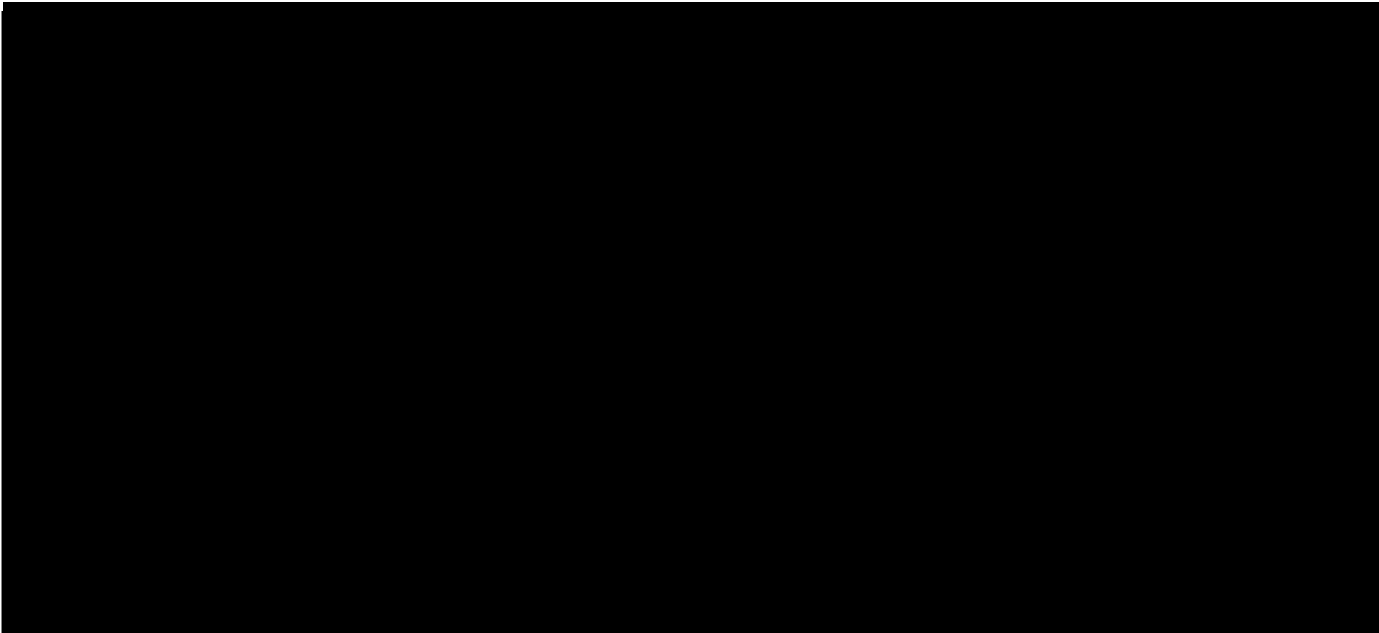
I have the resources I need to be most effective in my role



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	██	███
Agree	██	███
Strongly Agree	█	███
Total	██	███

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

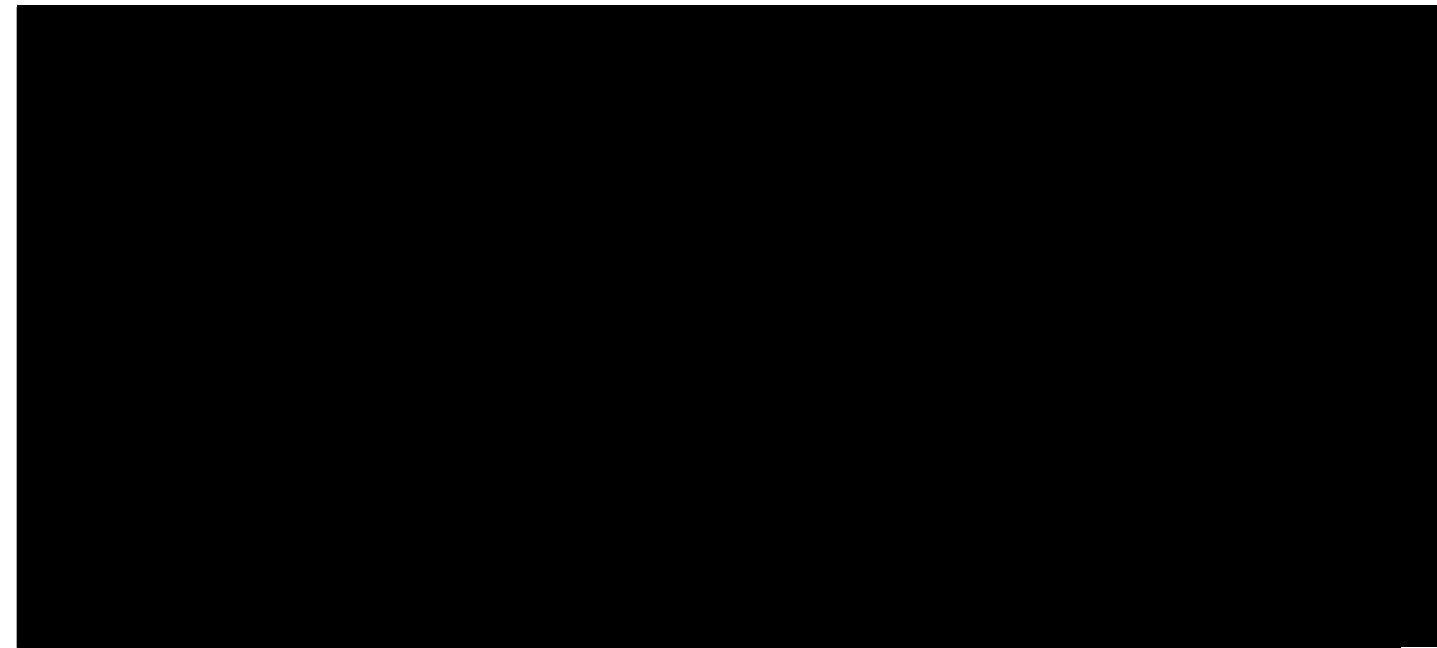
I have the training I need to be successful in my role



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

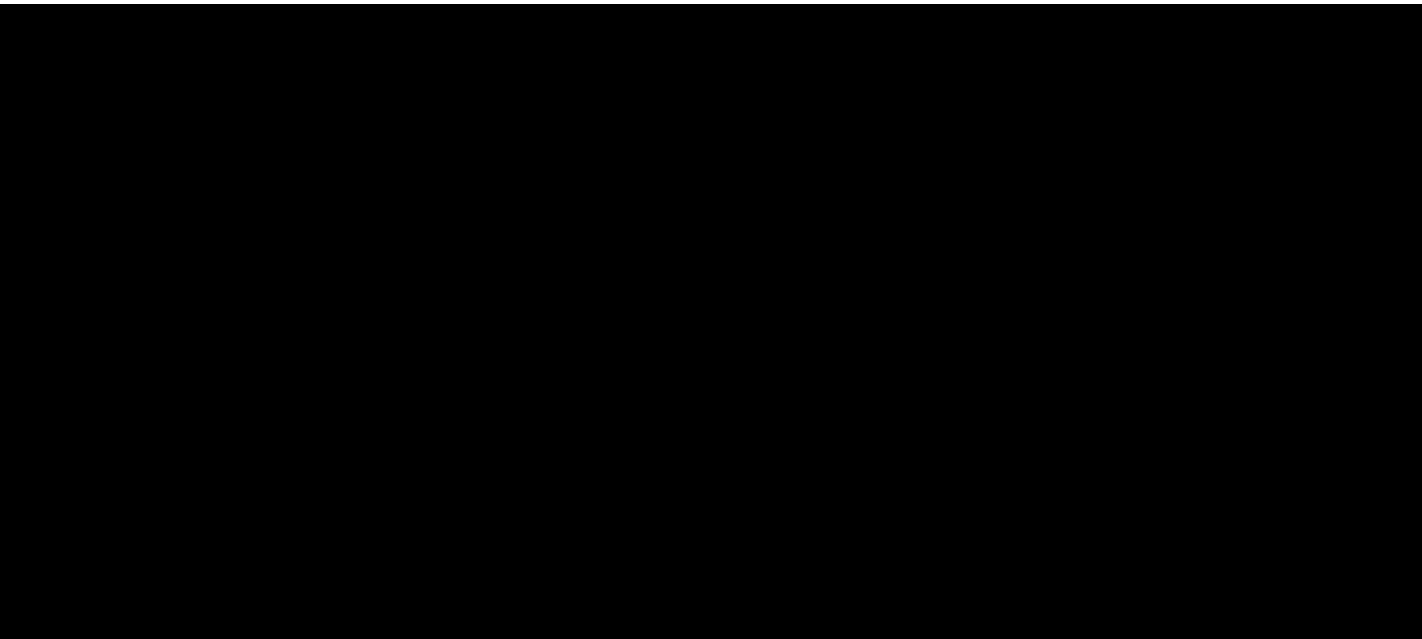
I feel I have the necessary skills to provide good customer service



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	██	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

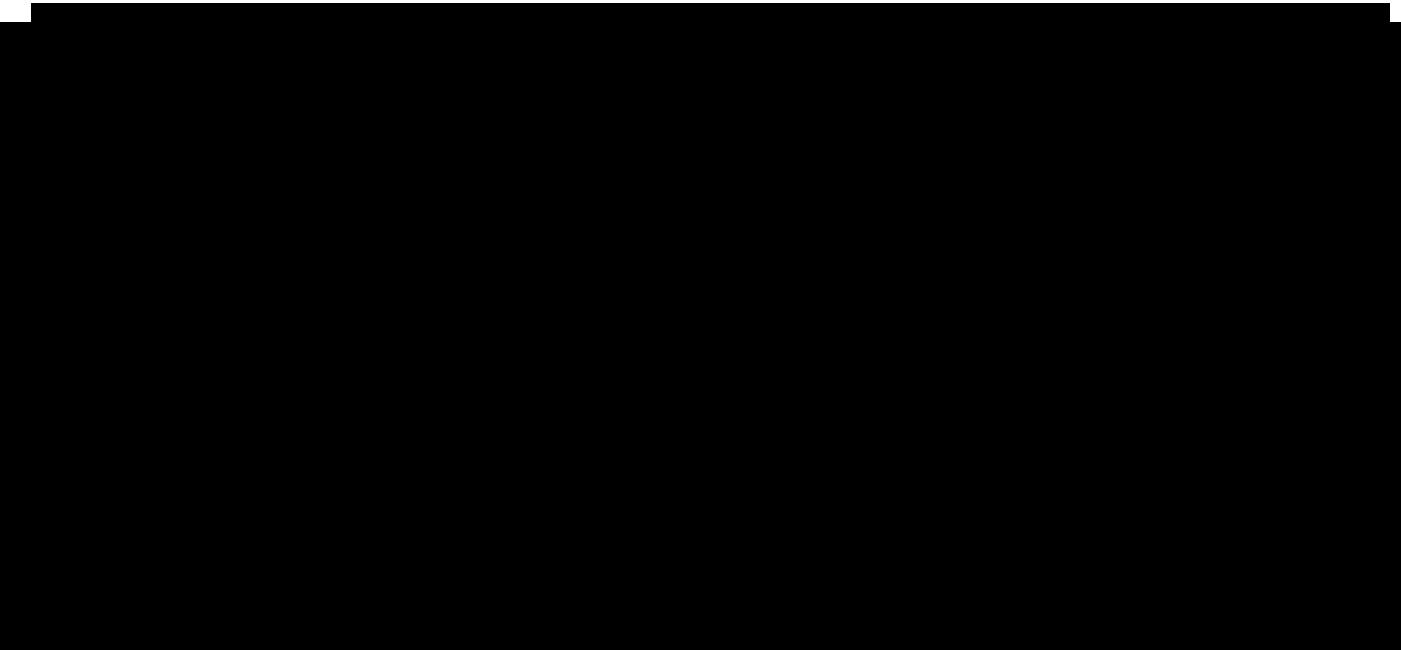
I have the authority I need to do my job effectively



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

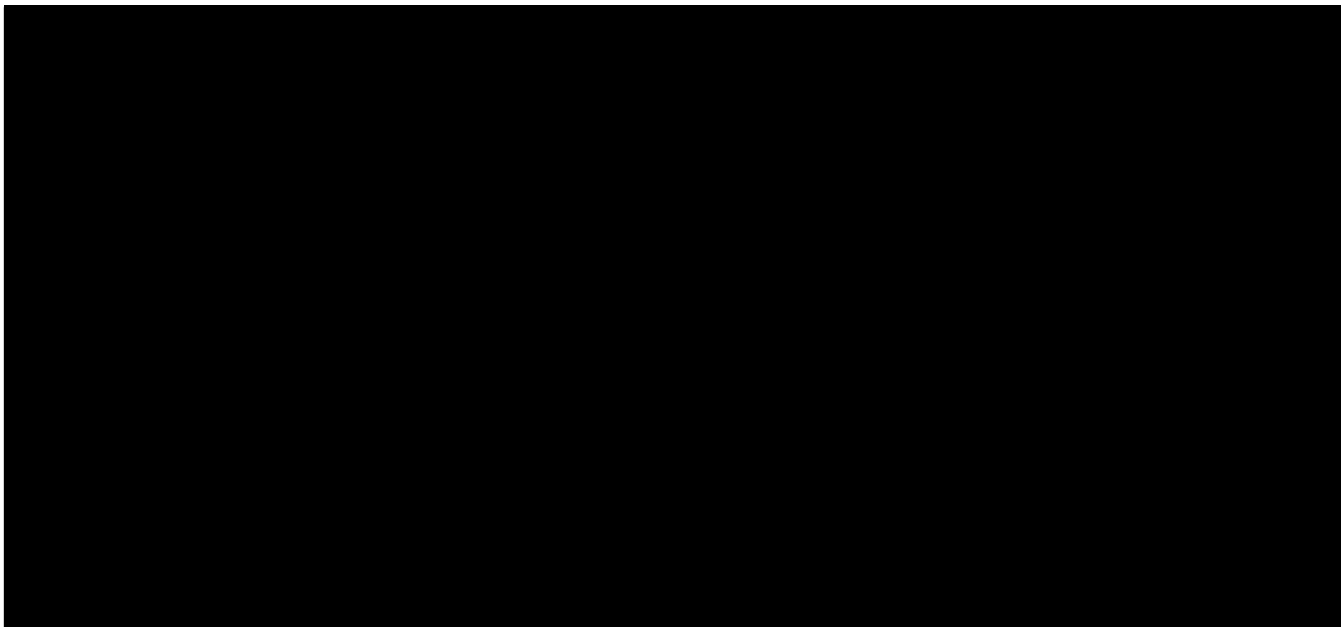
I have the authority to take action to meet our customers' needs



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

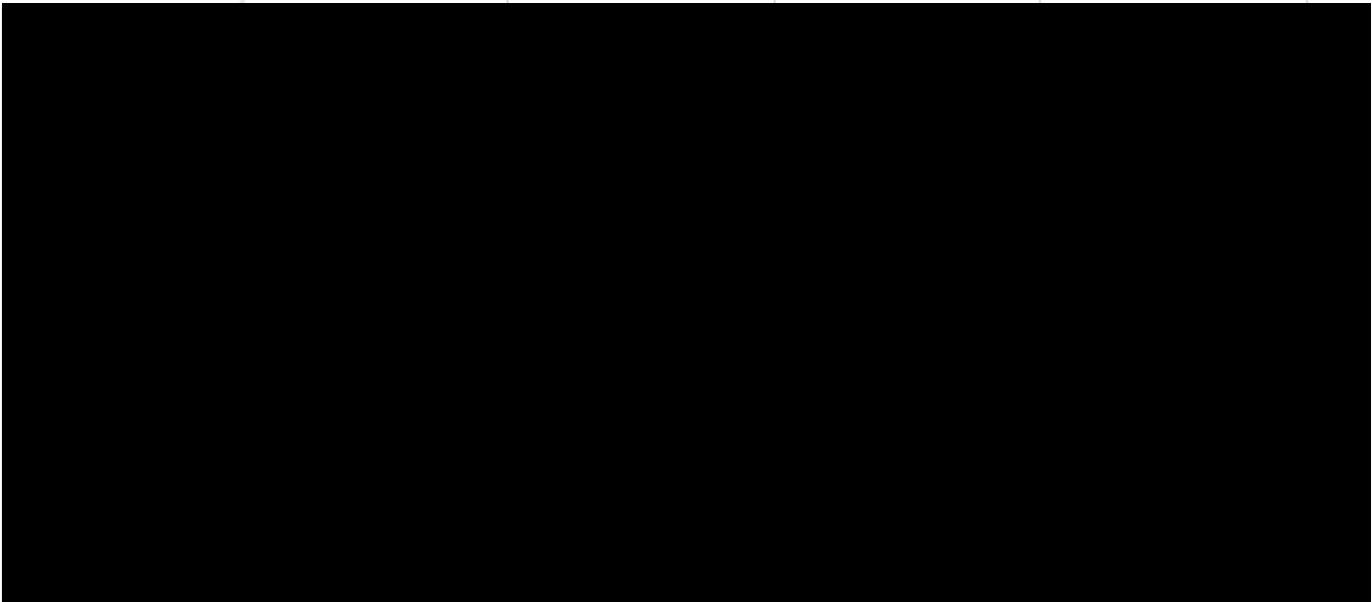
I seek opportunities to continuously improve and grow my capability



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	██	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

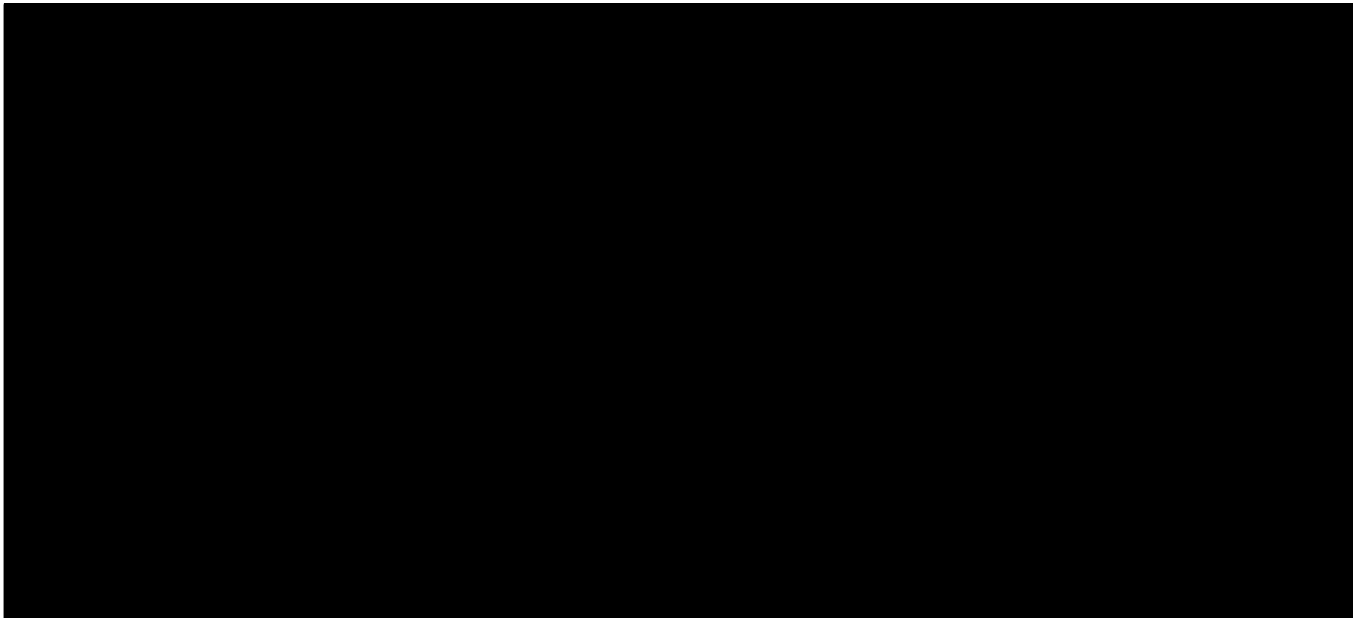
I am encouraged to come up with new ways of doing things in my role



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

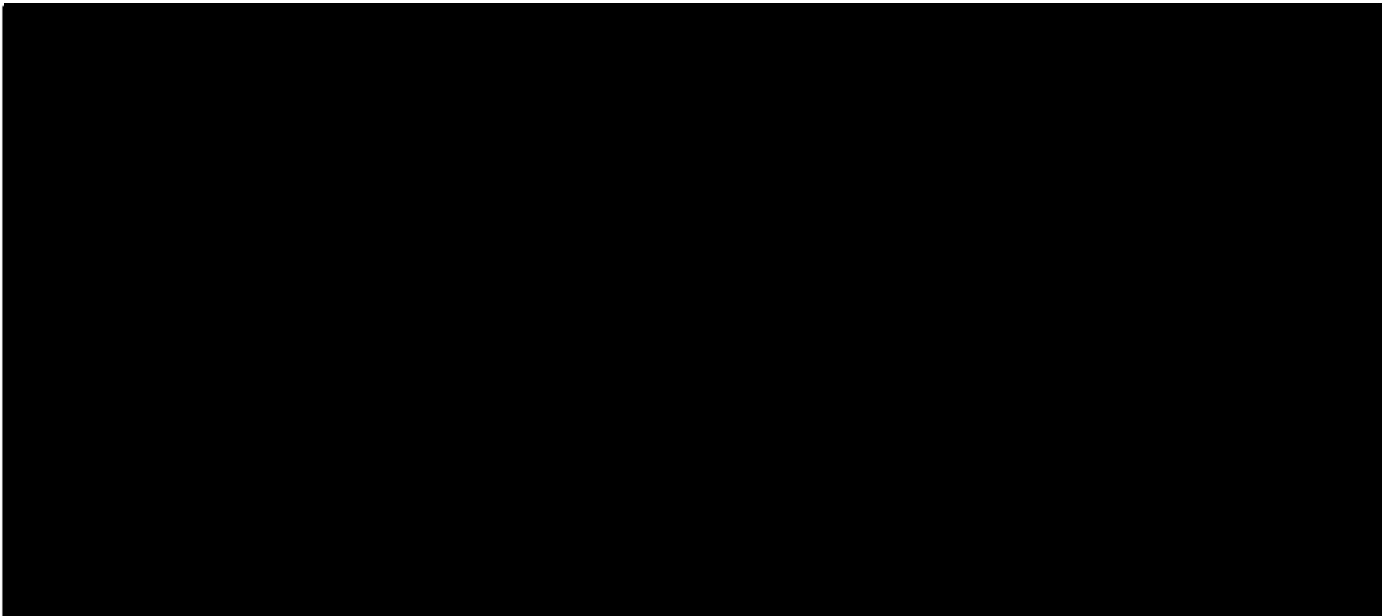
I am allowed to make mistakes and to learn from them



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

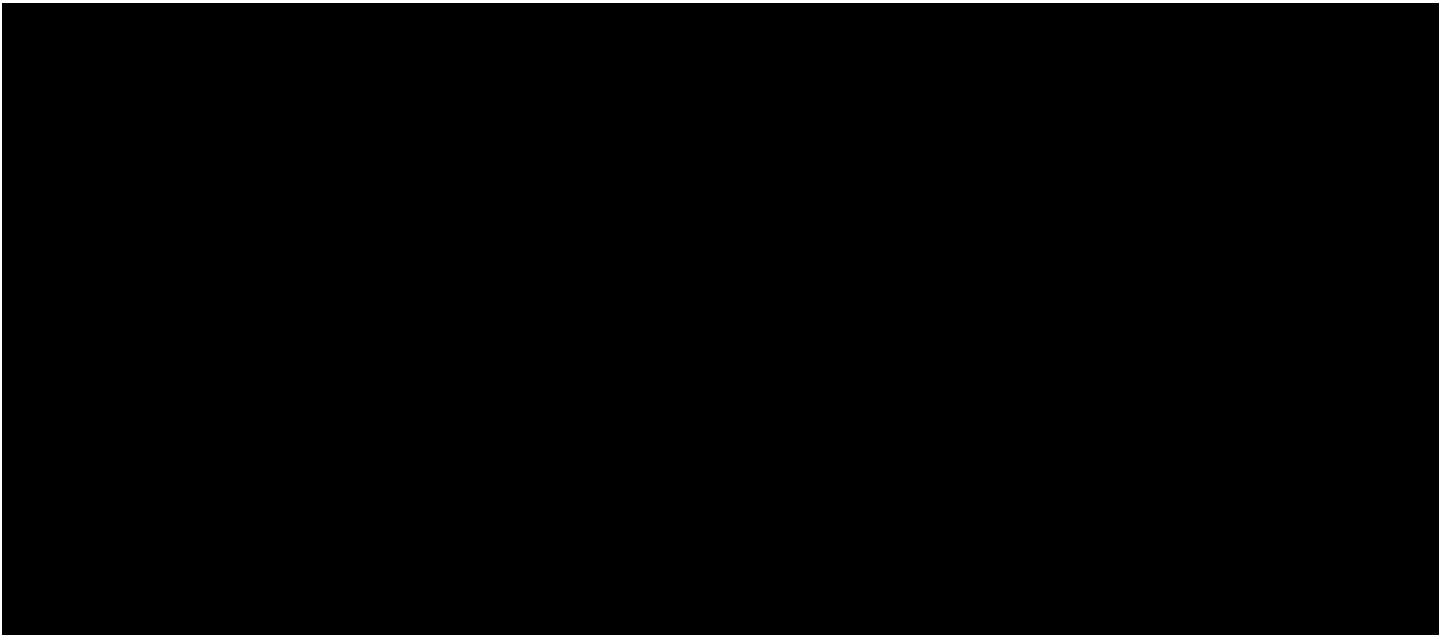
I work with others to achieve things I cannot achieve on my own



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	██	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	██

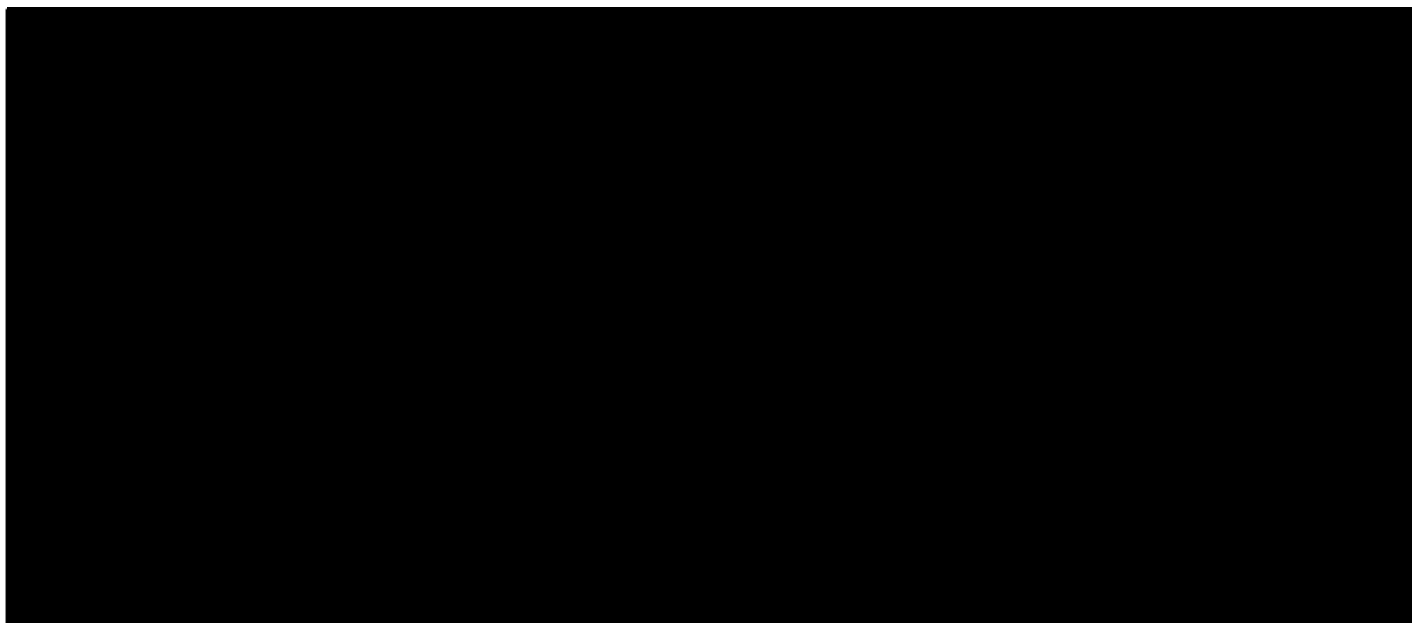
I actively seek feedback about my performance at work



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

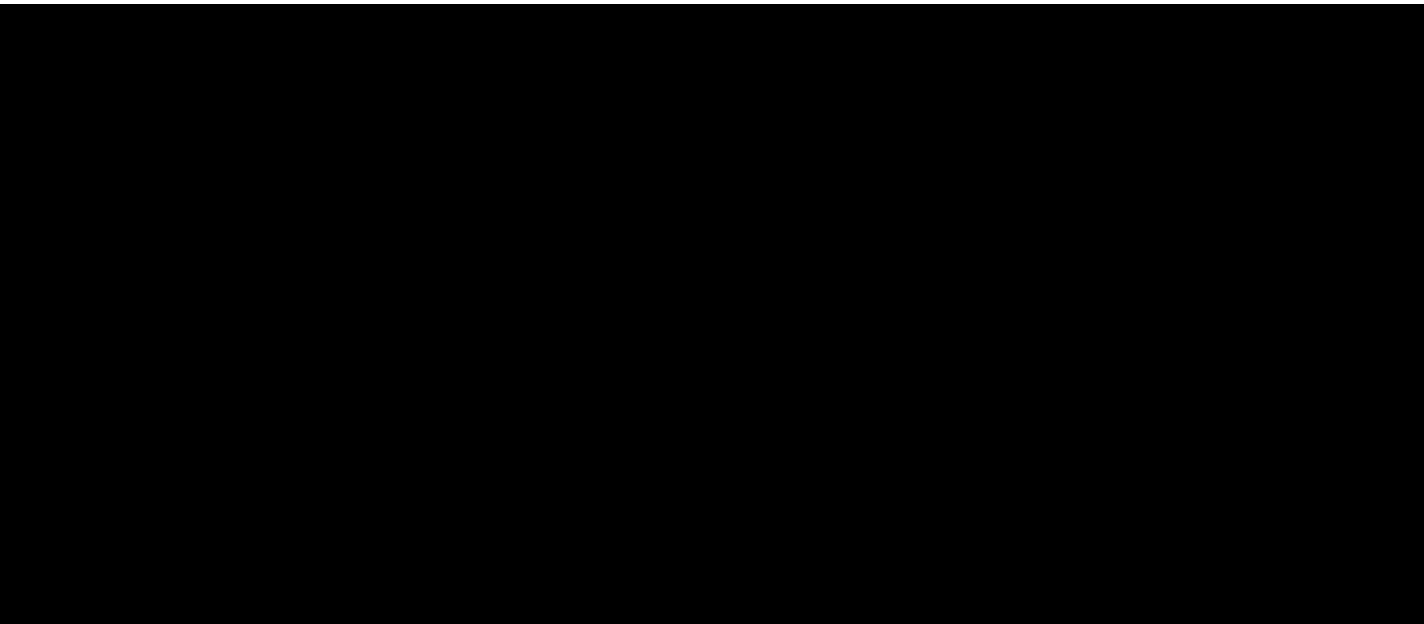
My job makes good use of my skills and abilities



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

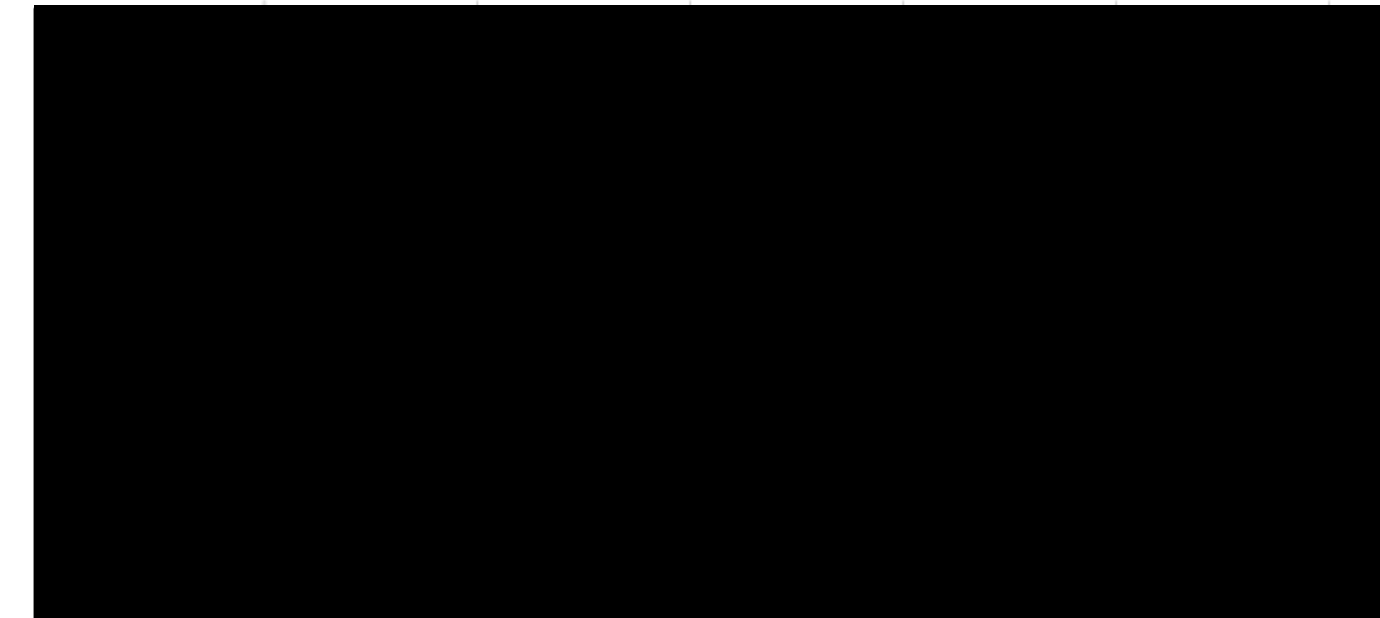
I understand CIT's Cultural Traits



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	██	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

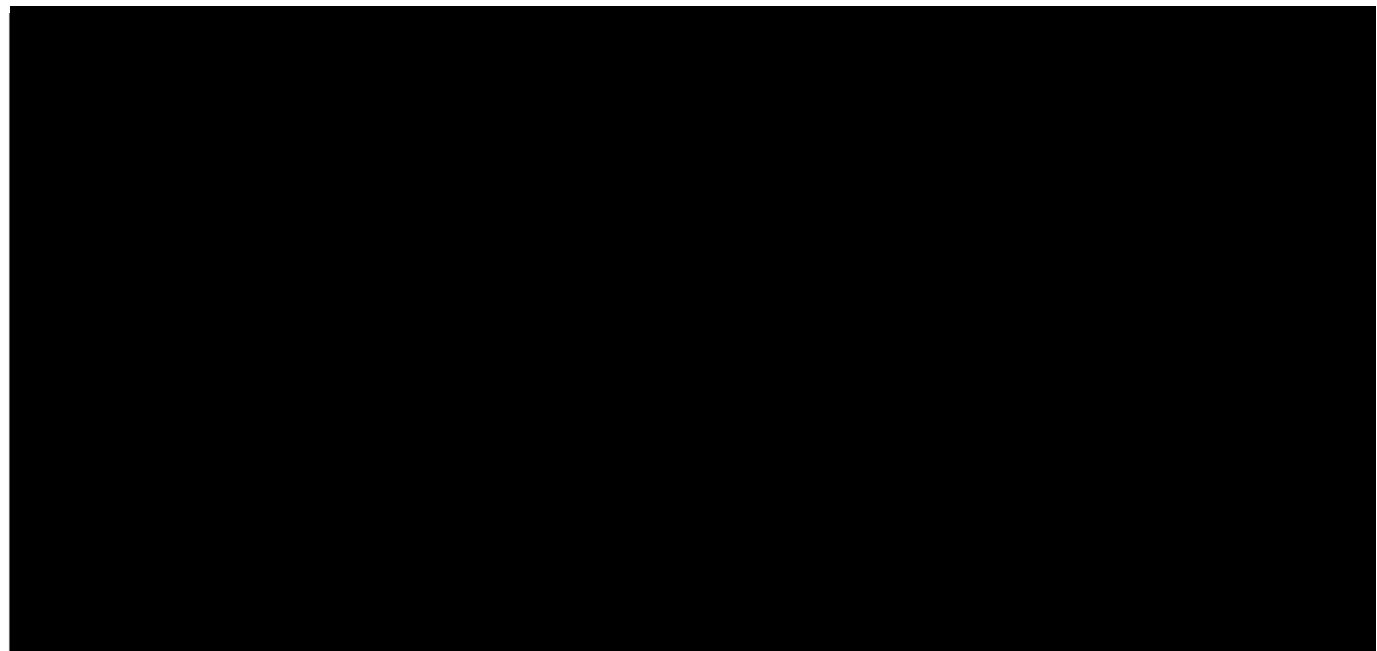
I demonstrate CITs Cultural Traits



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	██	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

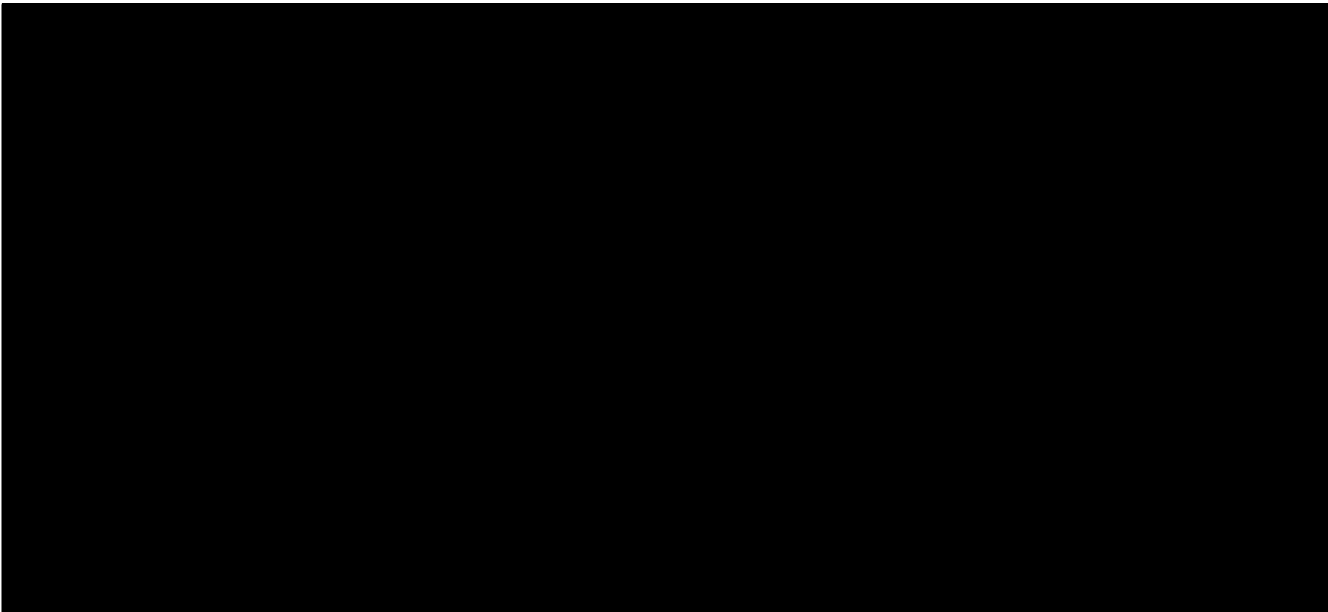
I have the opportunity for personal development at CIT



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

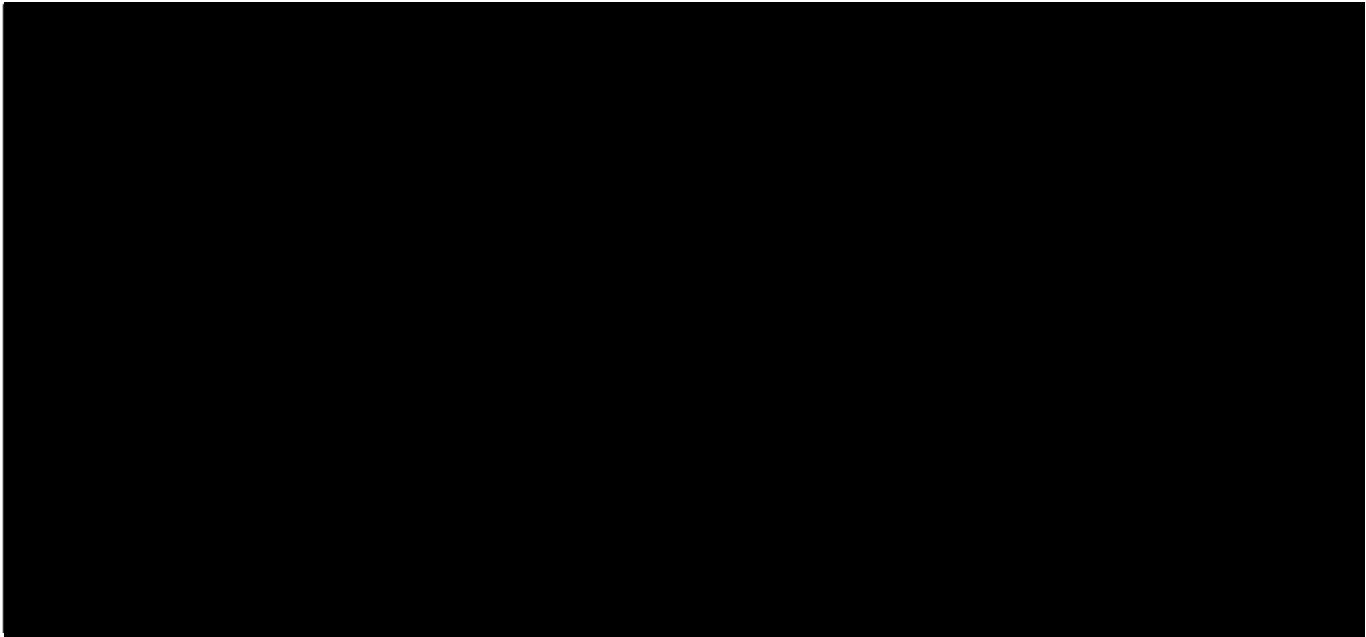
I am treated fairly and with respect while I am at work



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

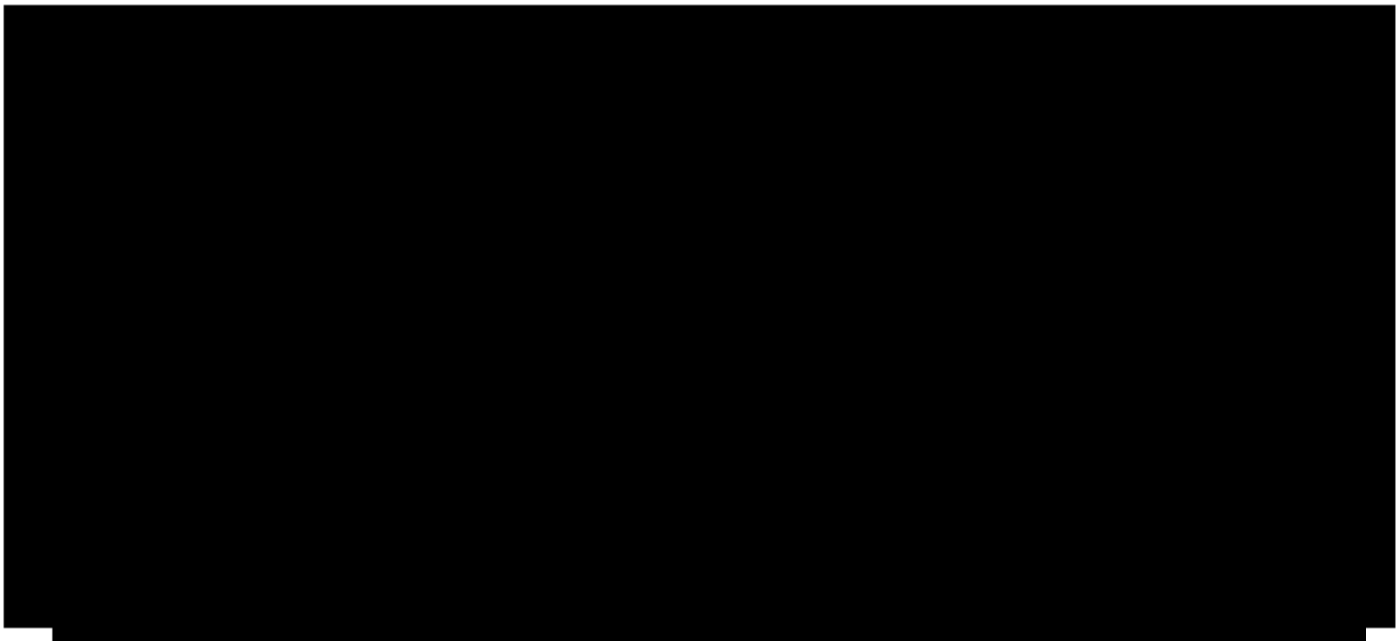
My team operates professionally



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

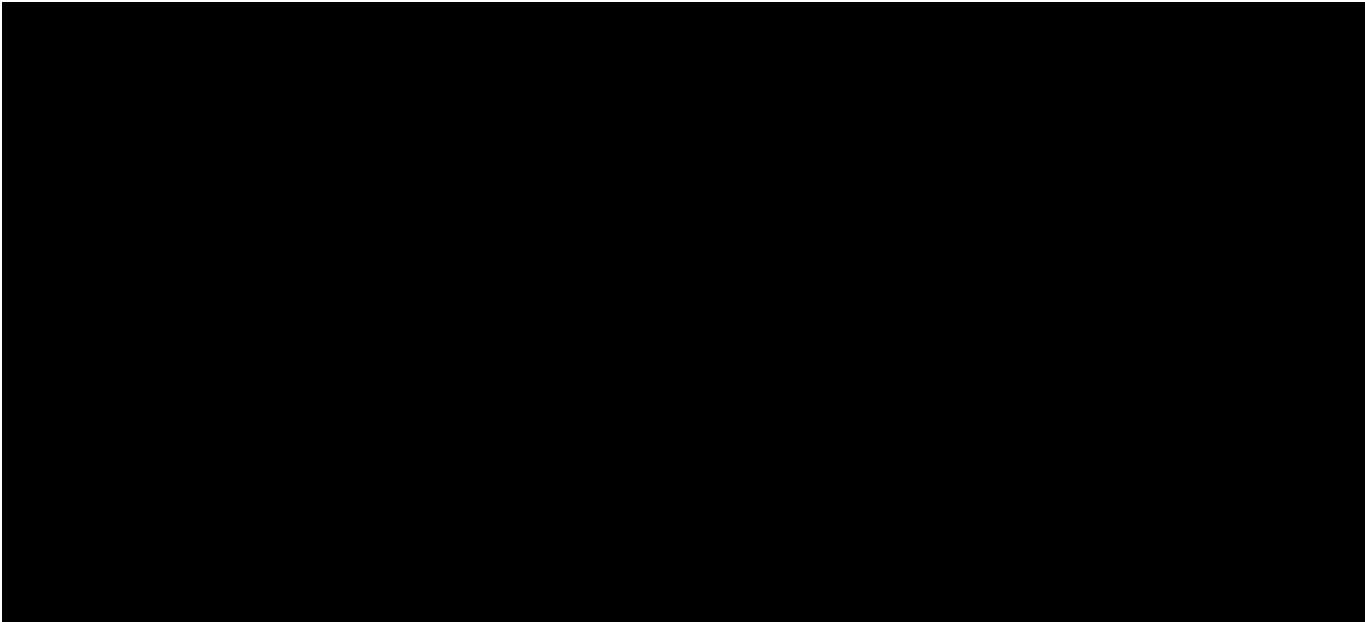
In my team, we work well with our colleagues



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

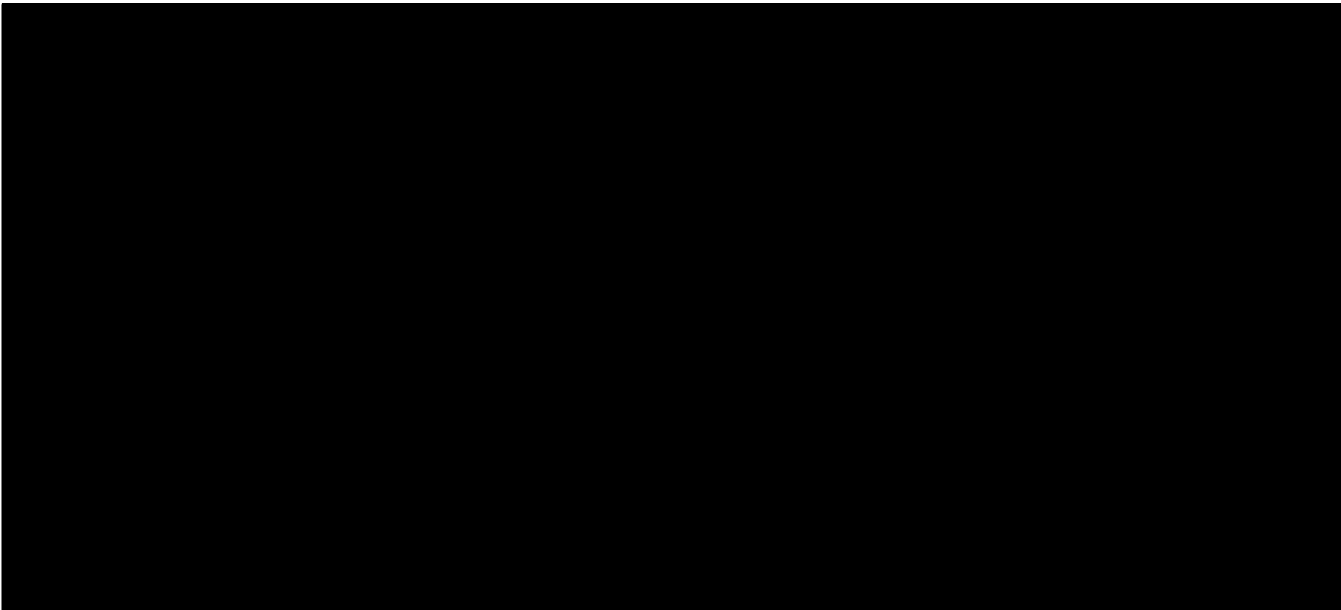
My team takes time to celebrate our successes



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

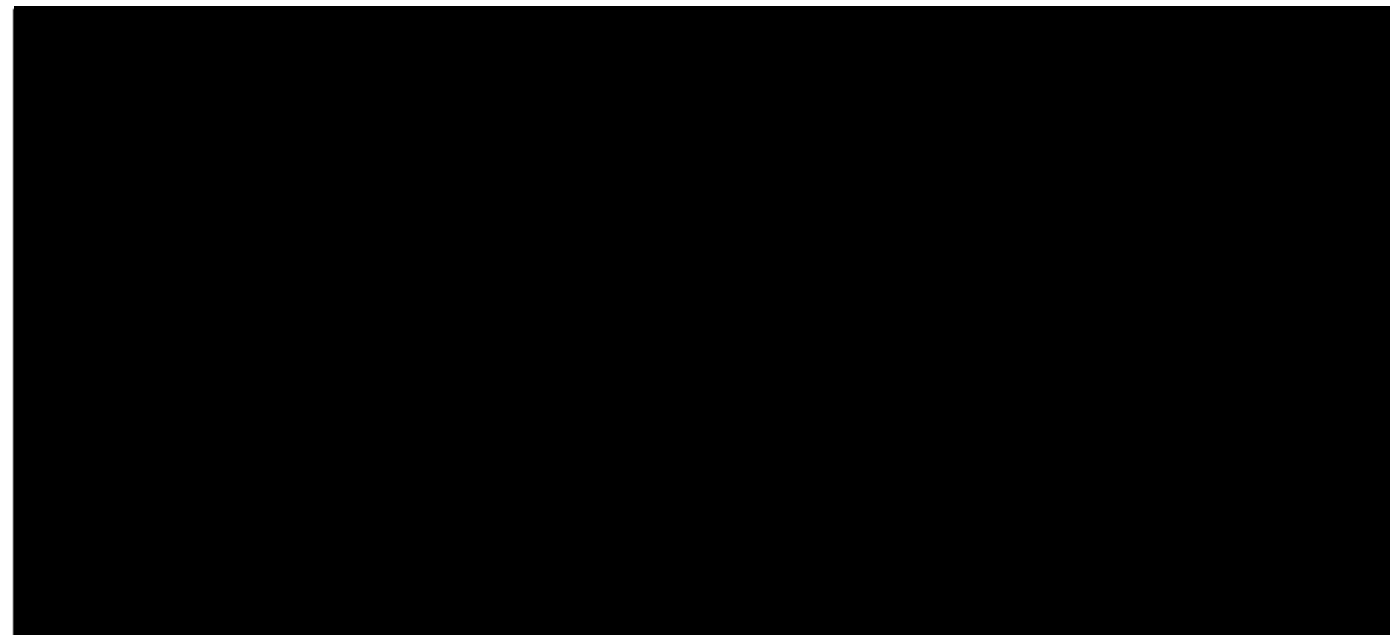
My team always tries to improve its performance



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

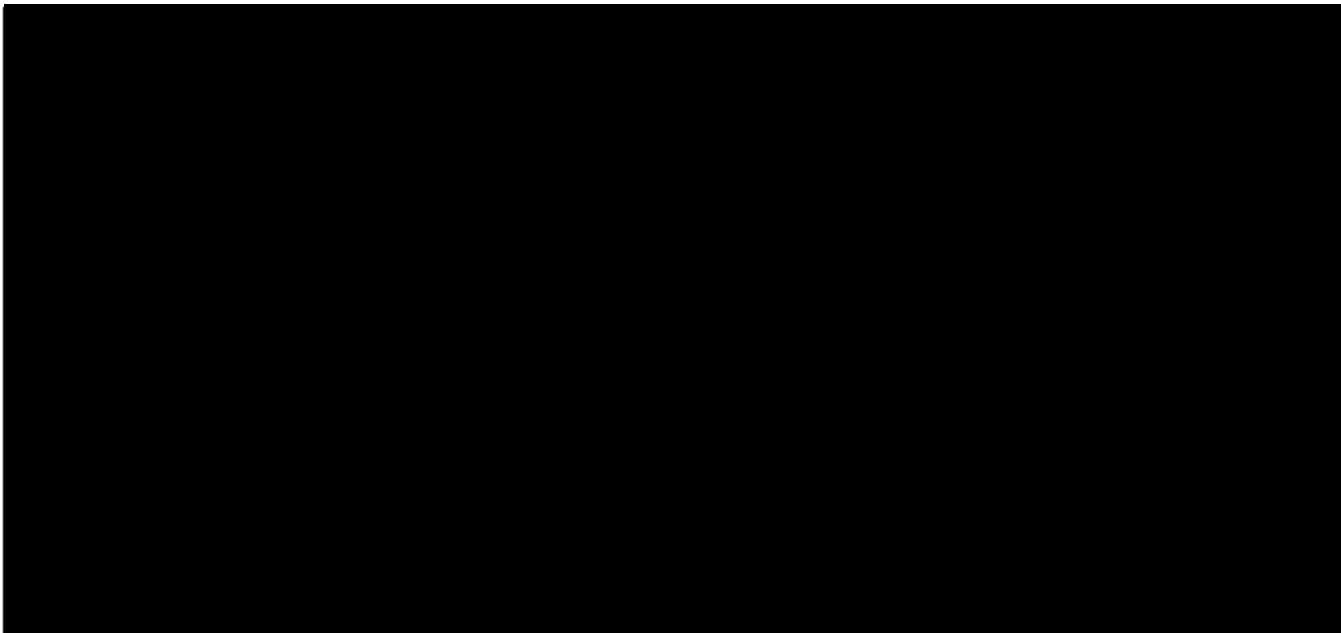
There is open and honest two-way communication on my team



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

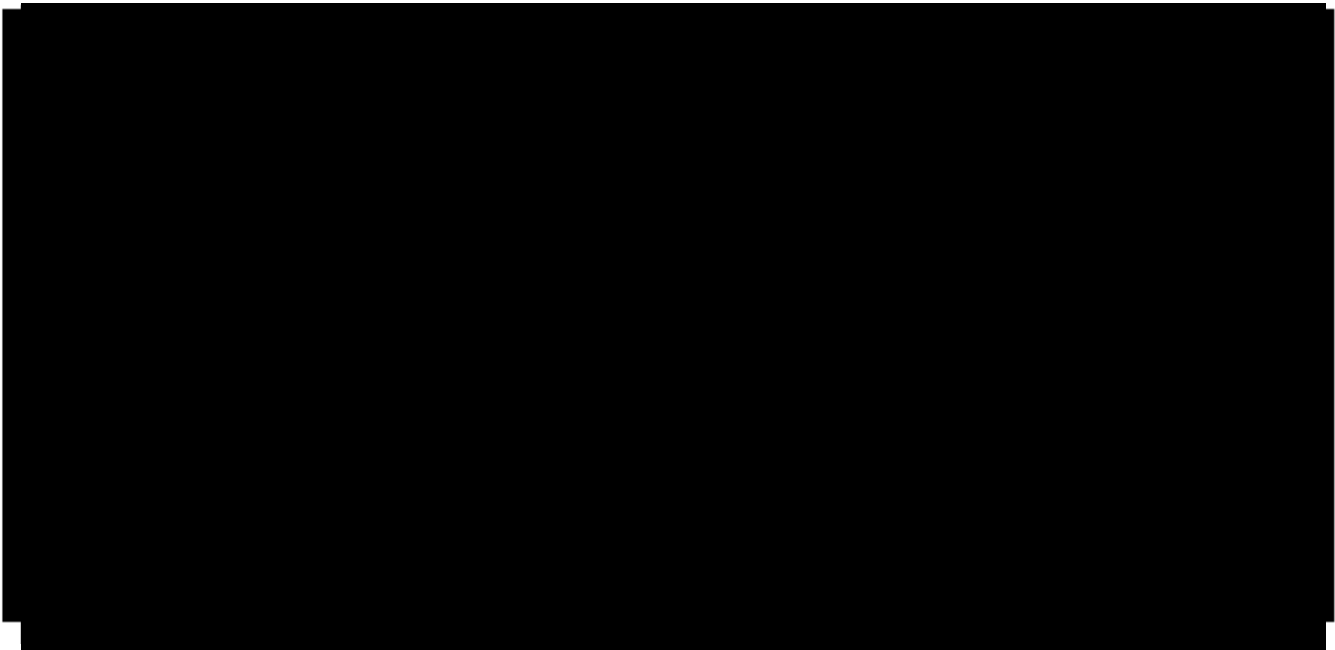
In my team, we are highly effective in anticipating and meeting changing customer needs



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	██	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

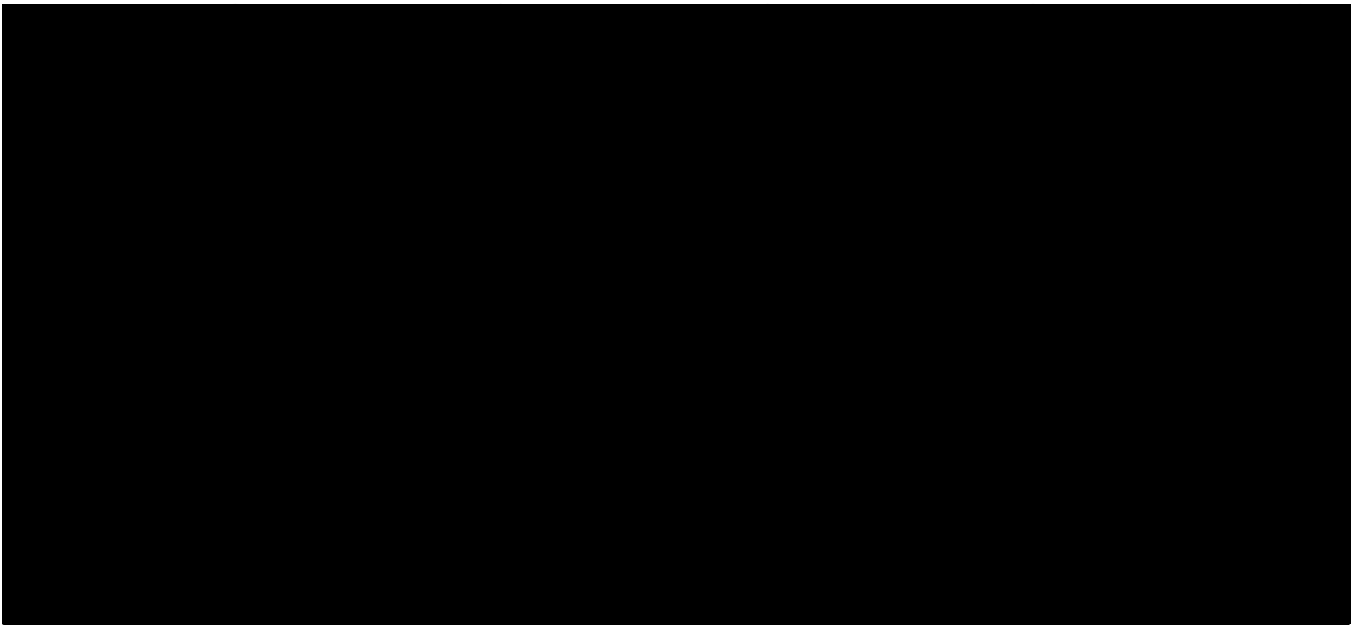
My team monitors our customer satisfaction levels and seeks ways to improve them



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

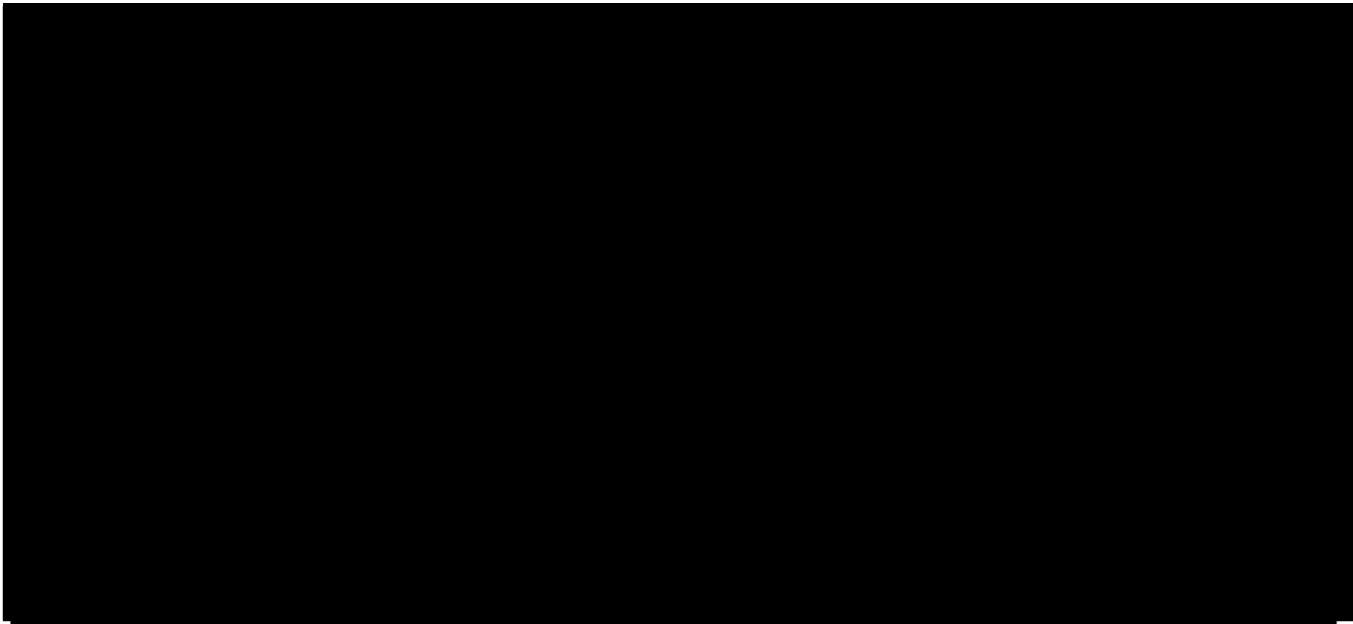
People are recognised when they go above and beyond for customers on my team



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

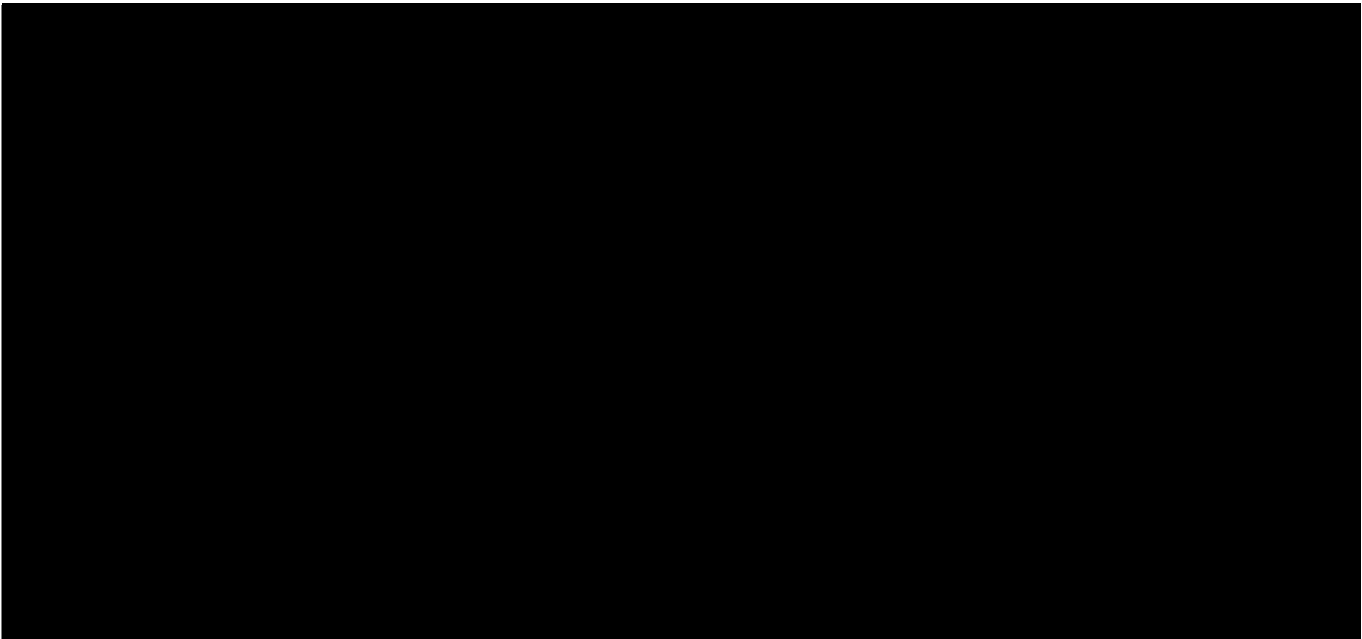
In my team, we manage change effectively



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

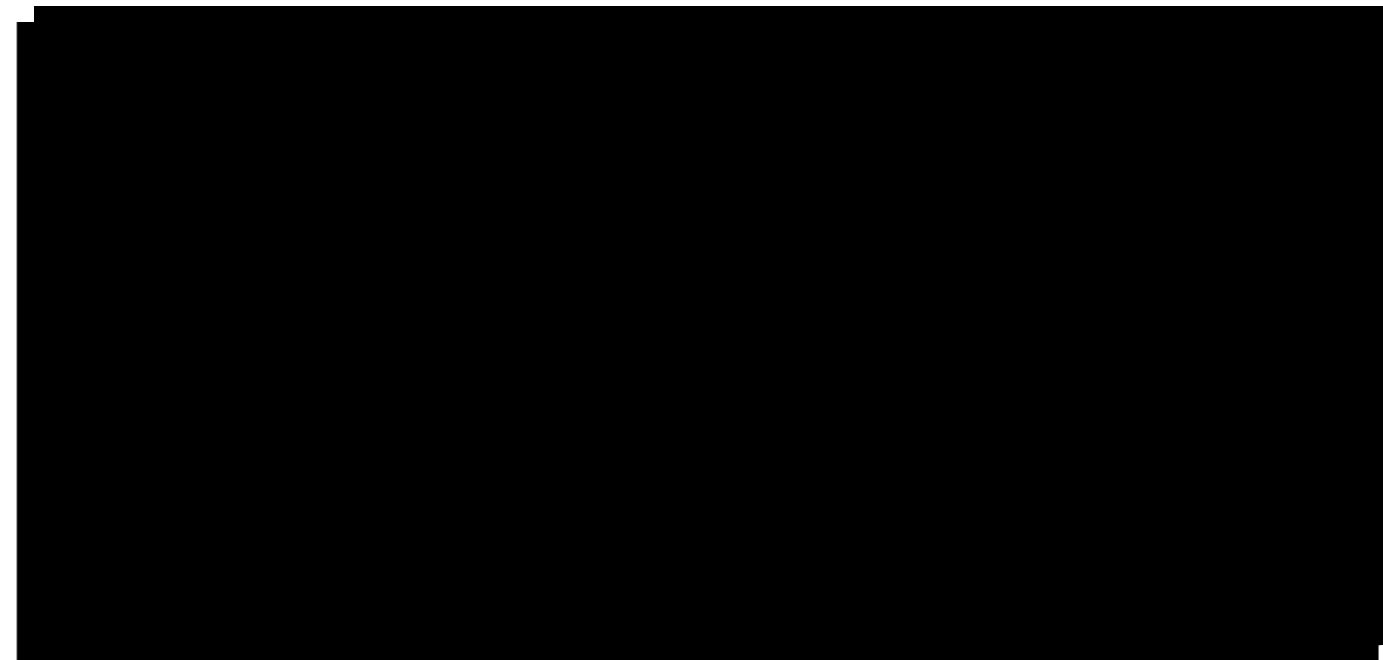
My team demonstrates CITs Cultural Traits



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

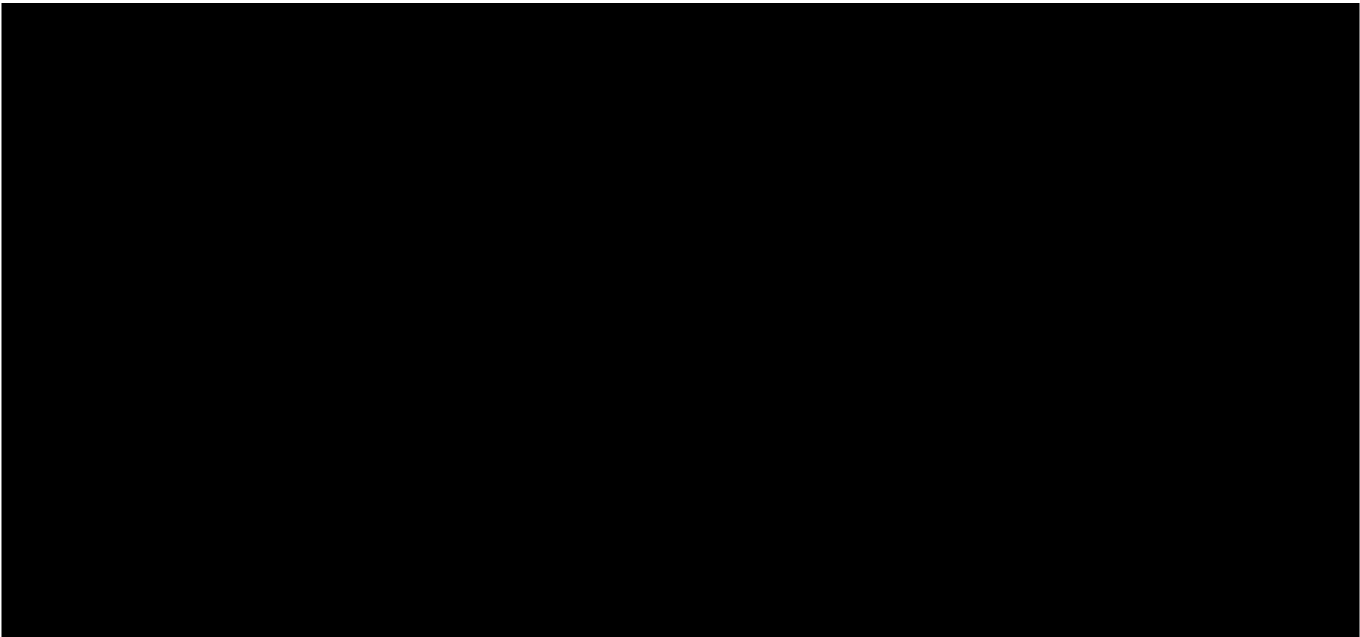
Poor performance is dealt with effectively in my team



Answer choice	Responses	Percent
Strongly Disagree	█	███
Disagree	█	███
Agree	██	███
Strongly Agree	█	███
Total	██	███

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

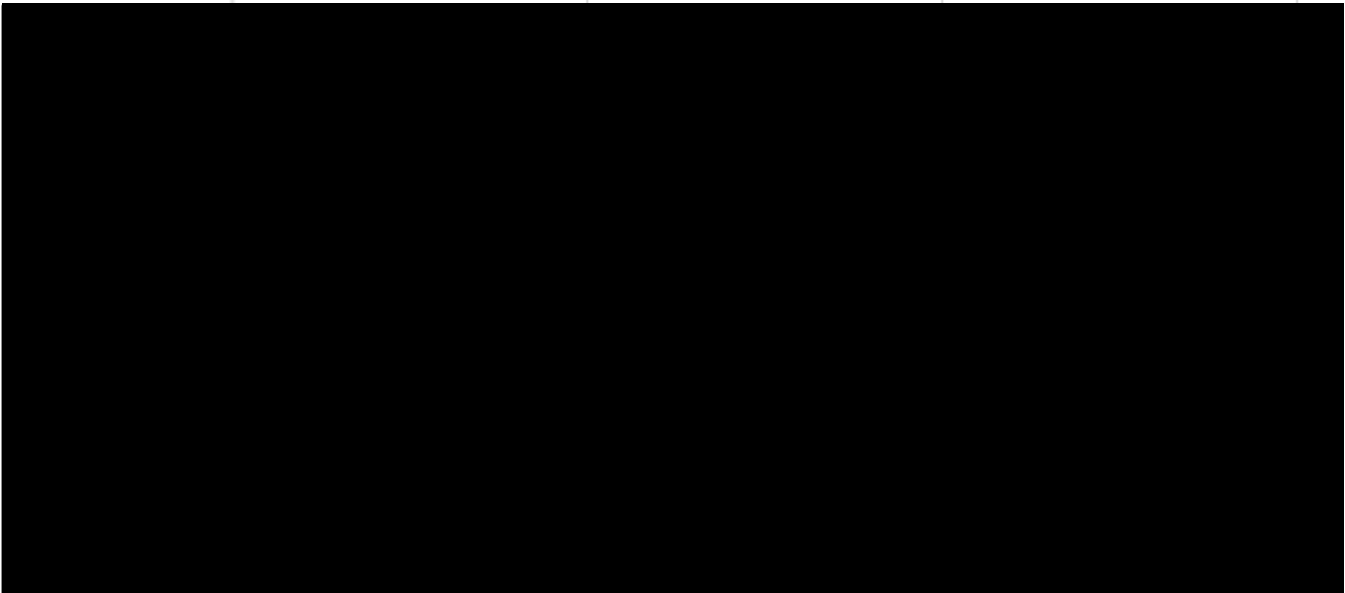
I feel valued and respected by my Manager



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

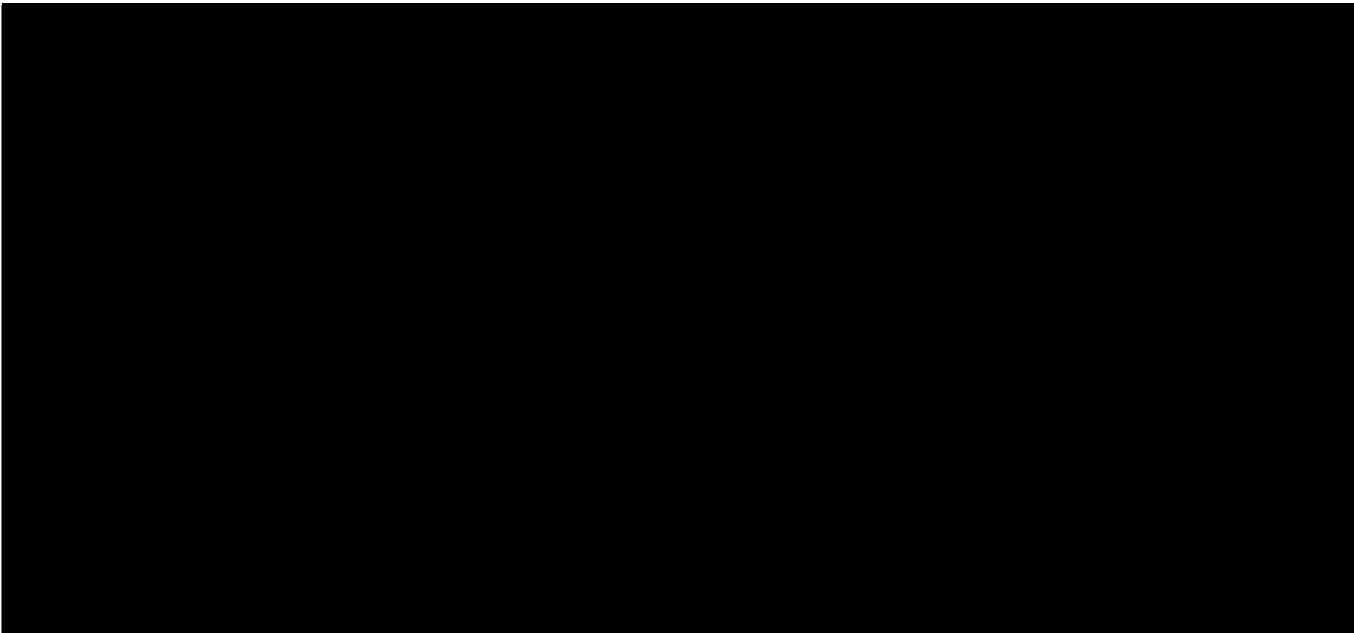
My manager listens to and acts on my ideas



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

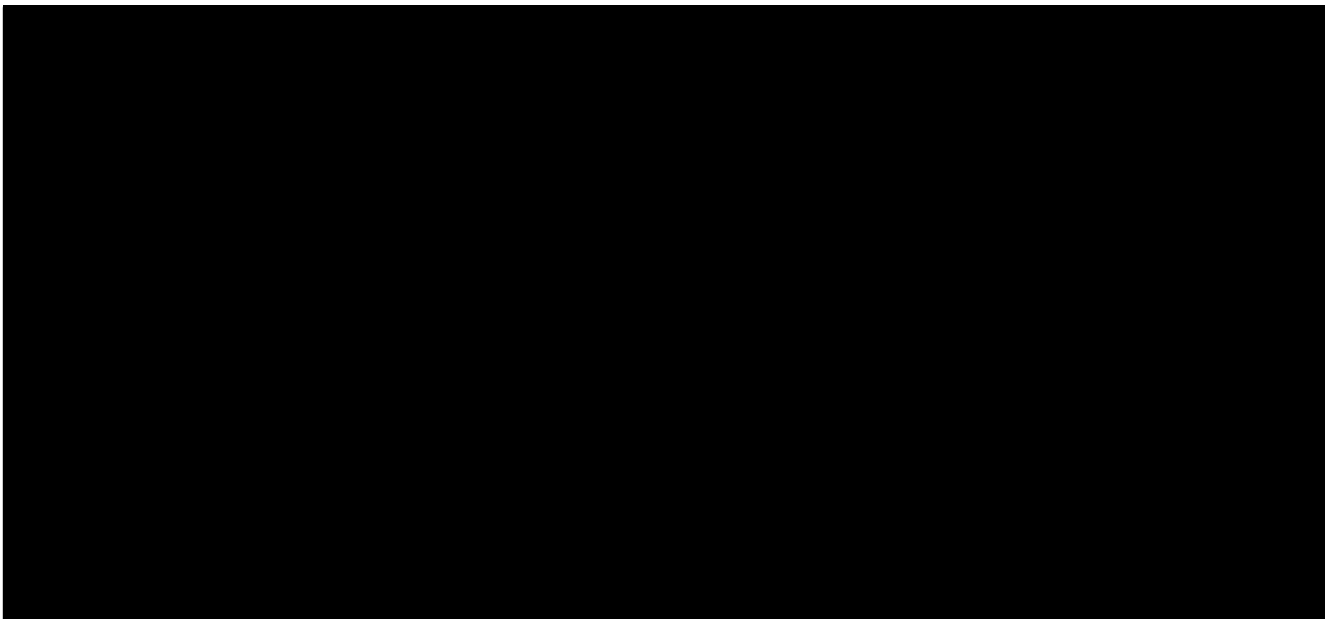
My manager provides me with ongoing feedback about how I am going



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

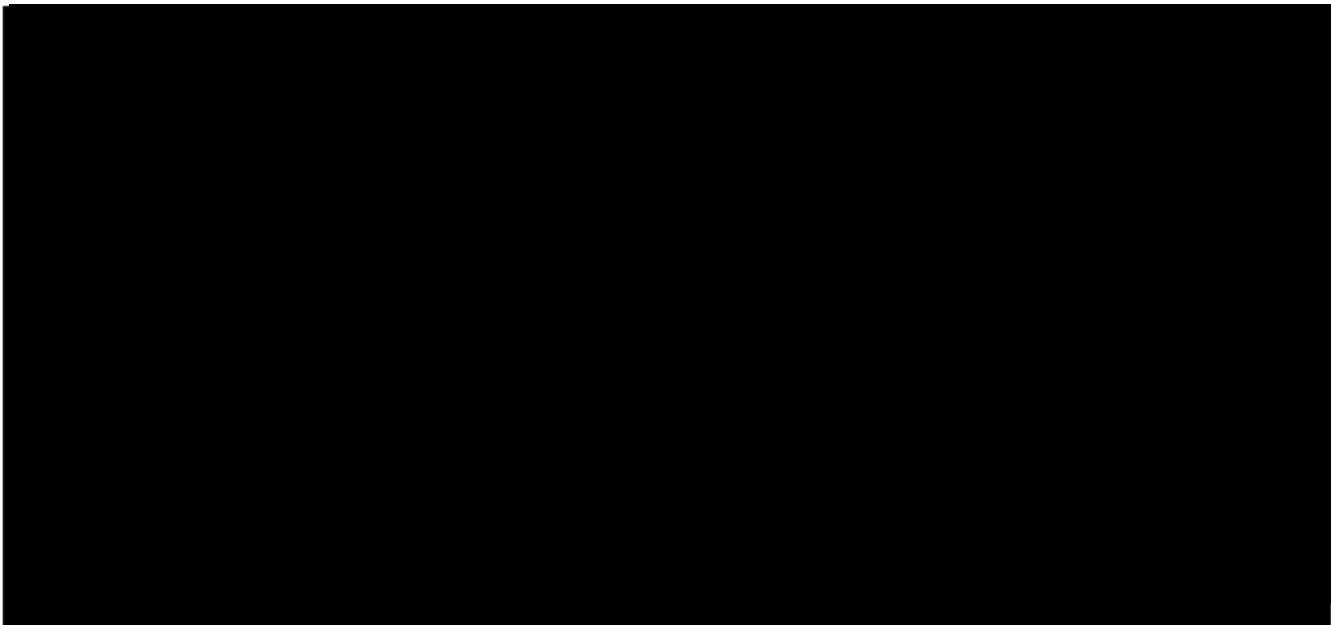
My manager helps me understand my strengths and areas for development



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	██	███
Agree	██	███
Strongly Agree	█	███
Total	██	███

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

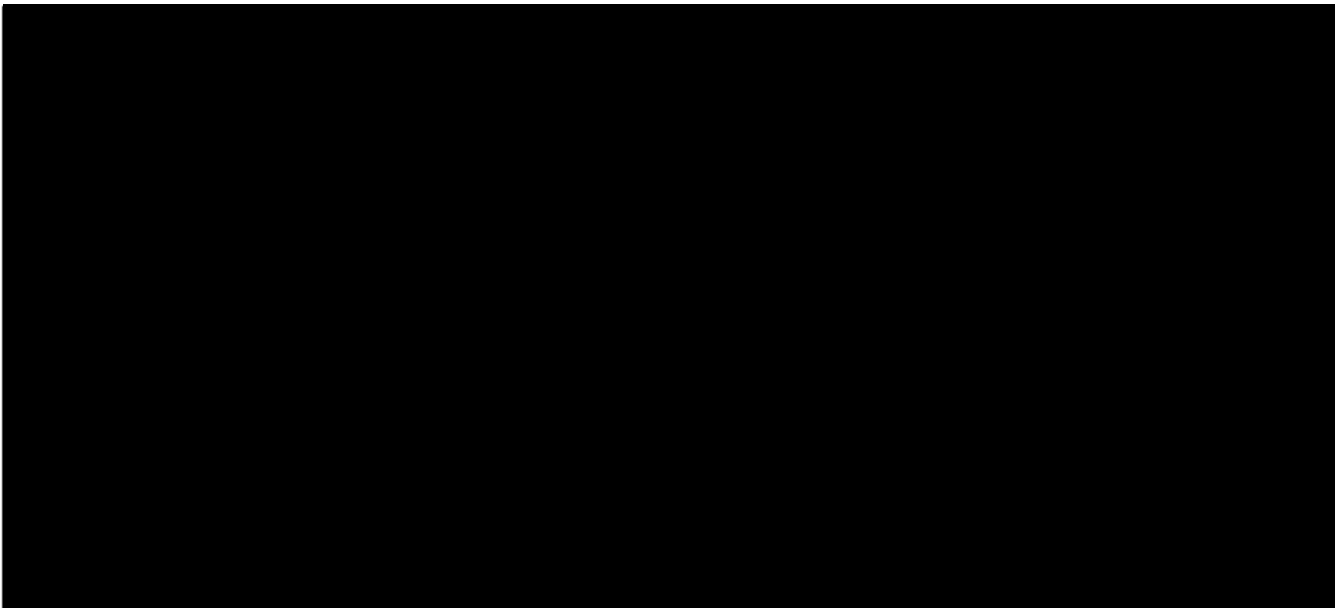
I am able to communicate freely up the line, even when I am communicating bad news



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

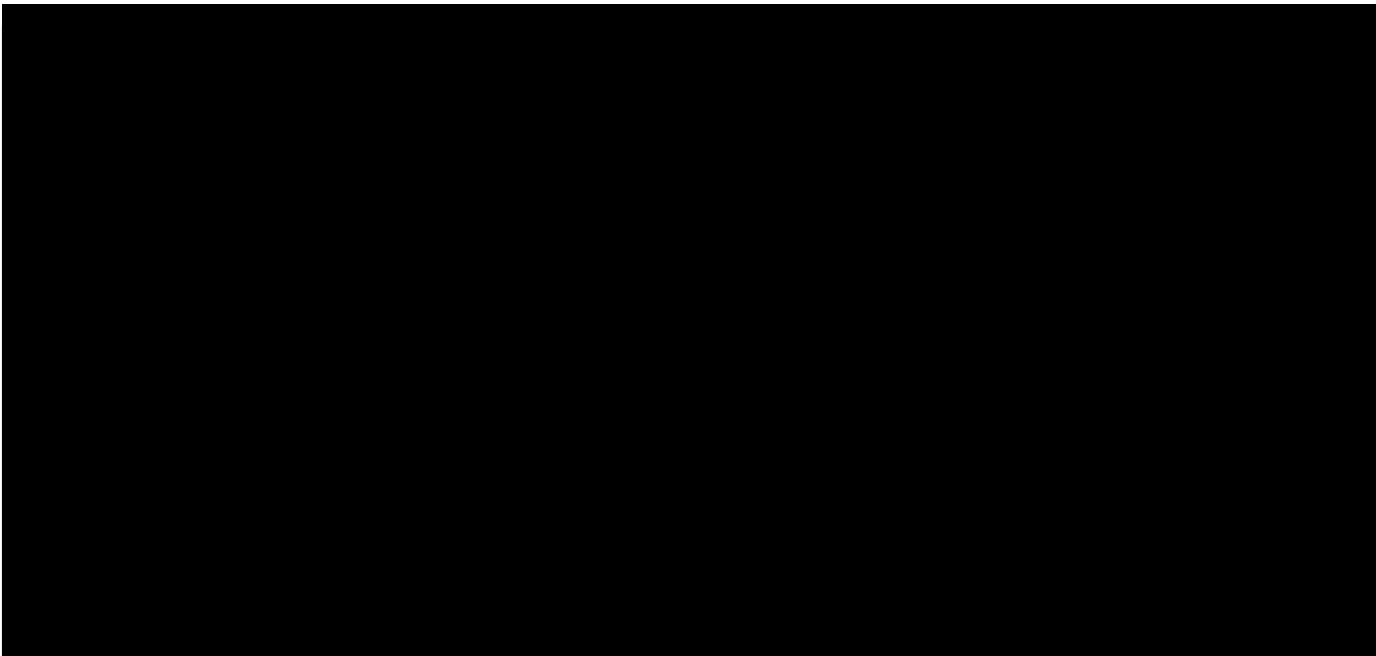
My manager encourages collaboration on my team



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

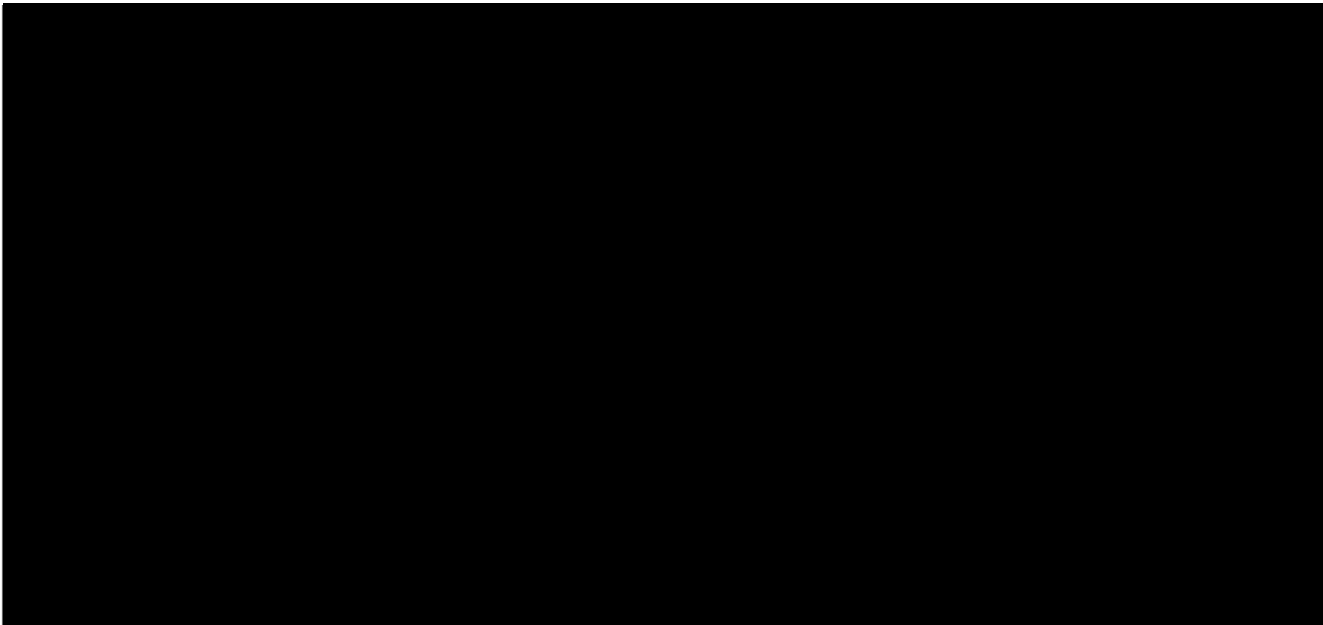
My manager holds team members accountable for achieving their objectives



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

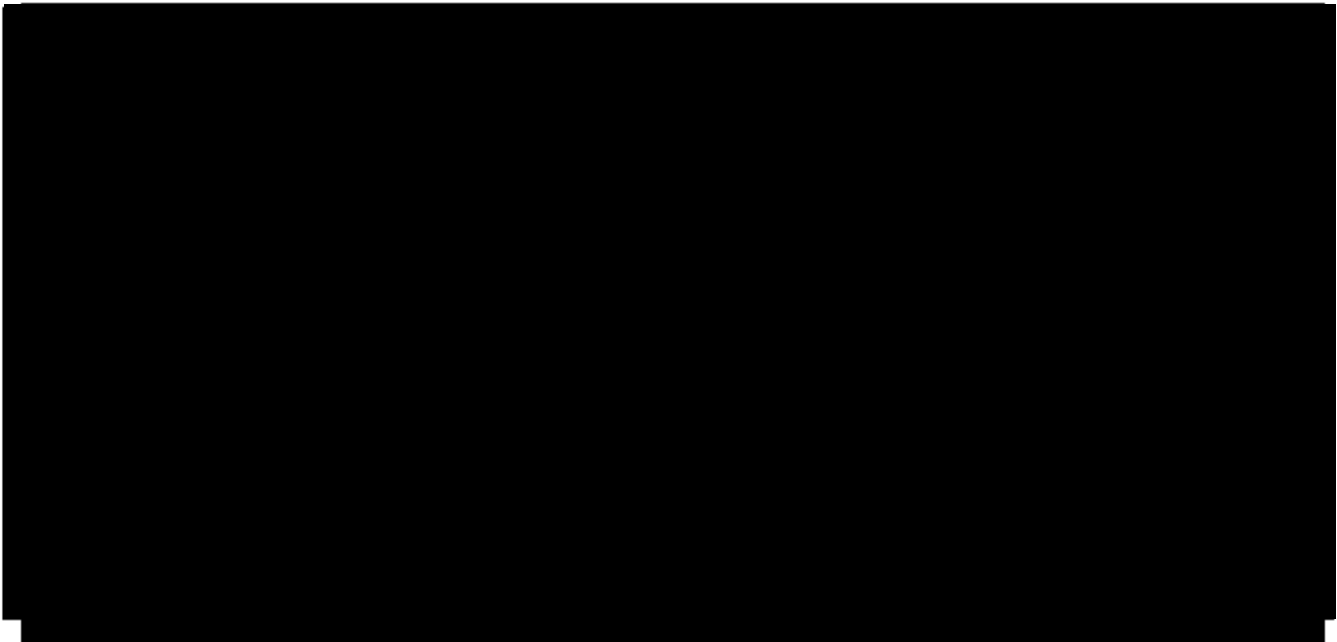
My manager’s actions are consistent with their words—they practice what they preach



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

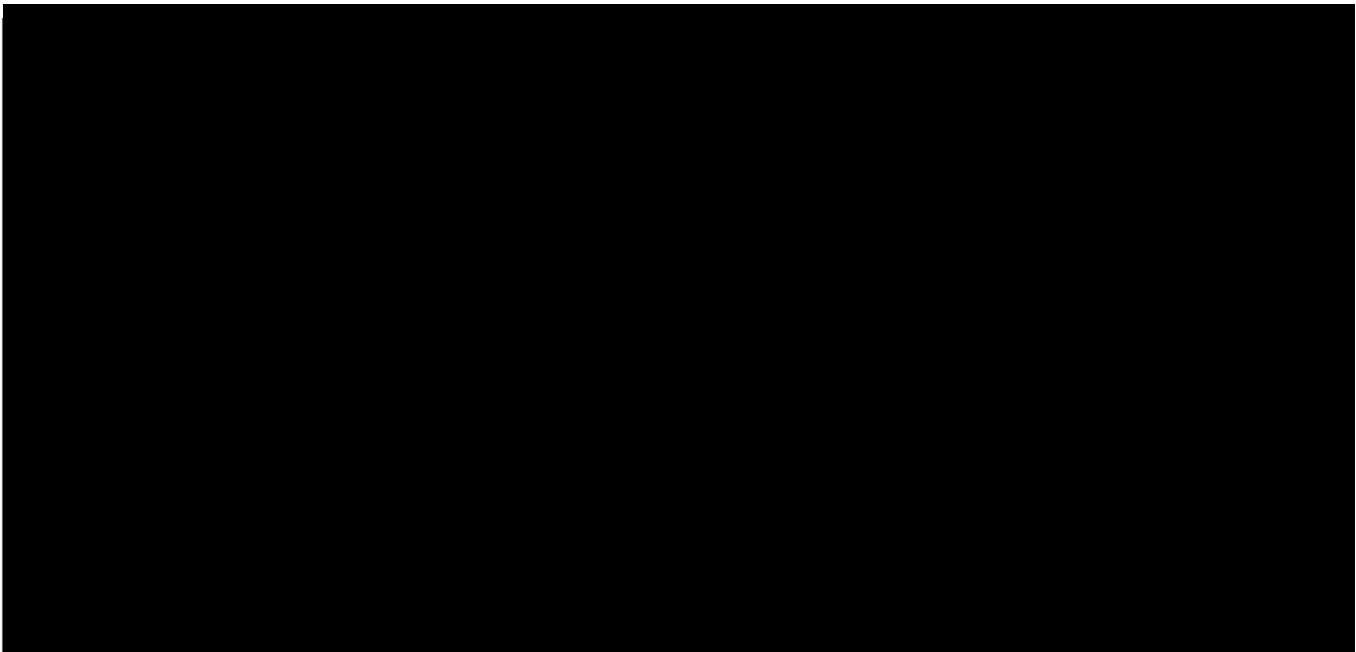
I receive regular communication from my manager about what is happening at CIT



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

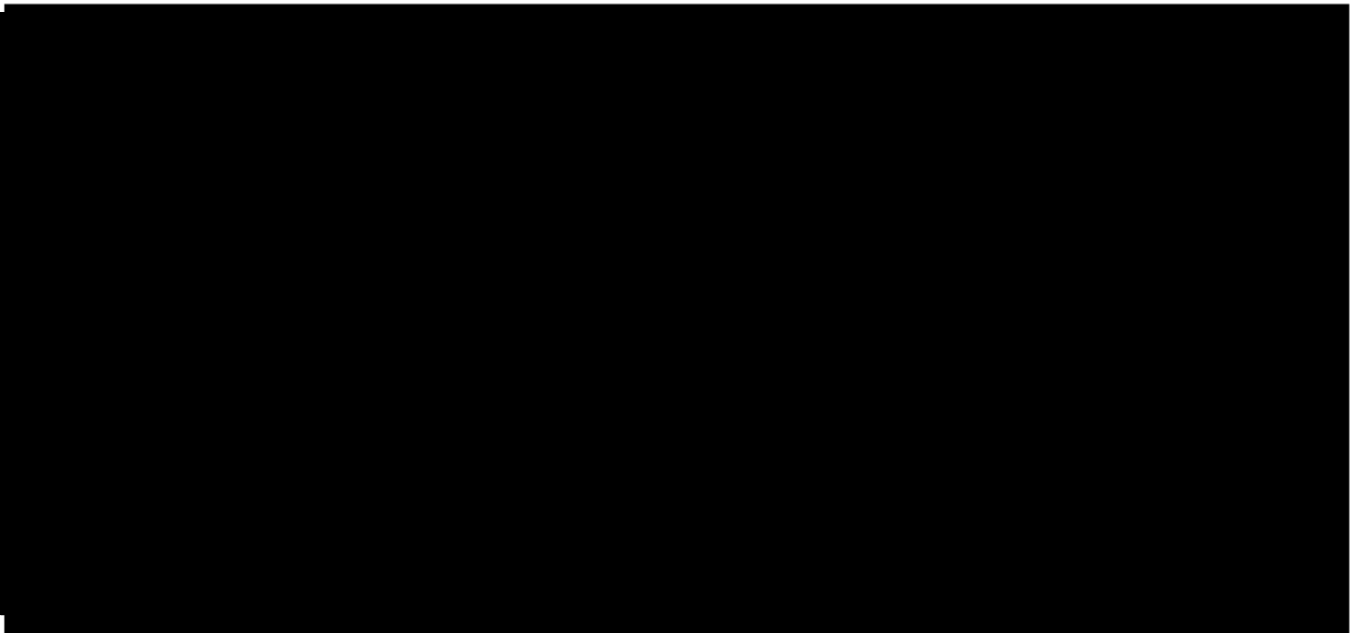
My manager has effectively communicated the Cultural Traits



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

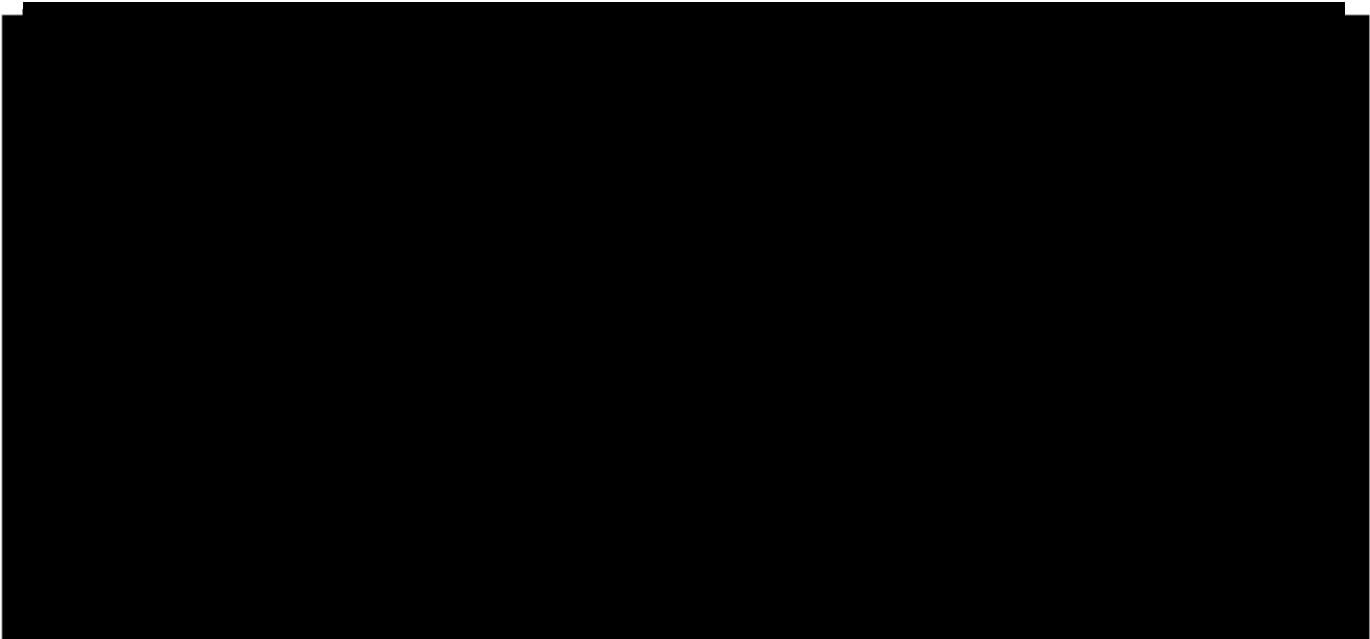
My manager models CITs Cultural Traits



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

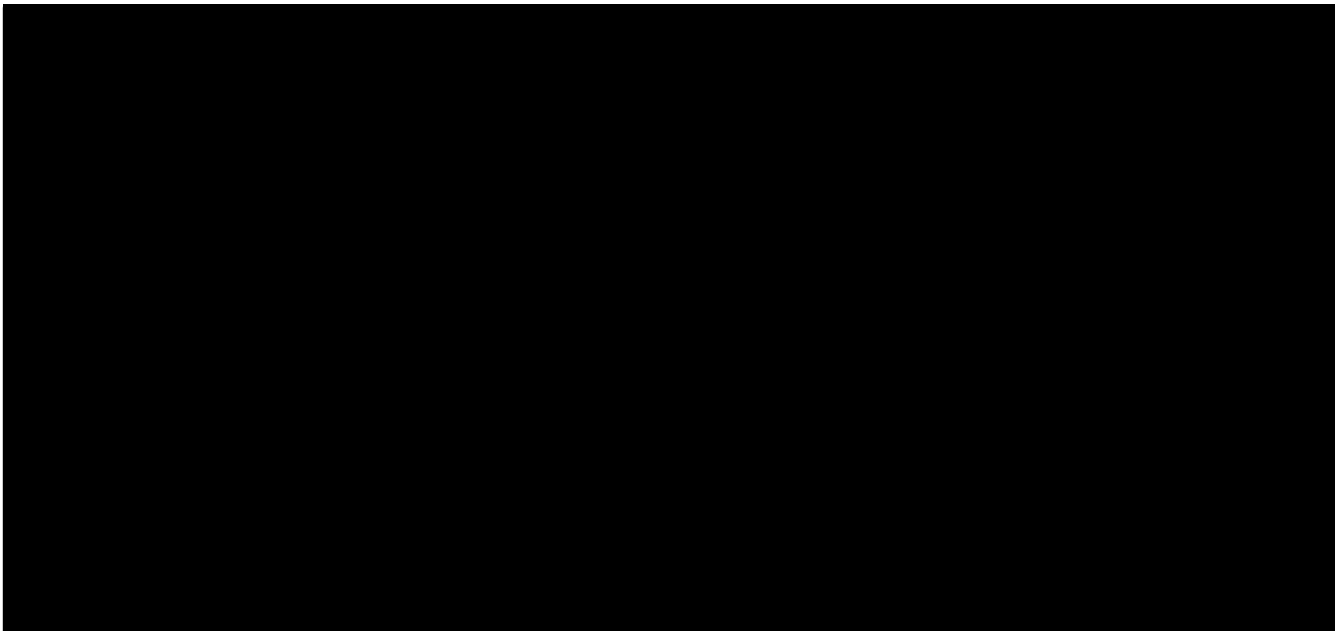
CIT is a very professional organisation



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

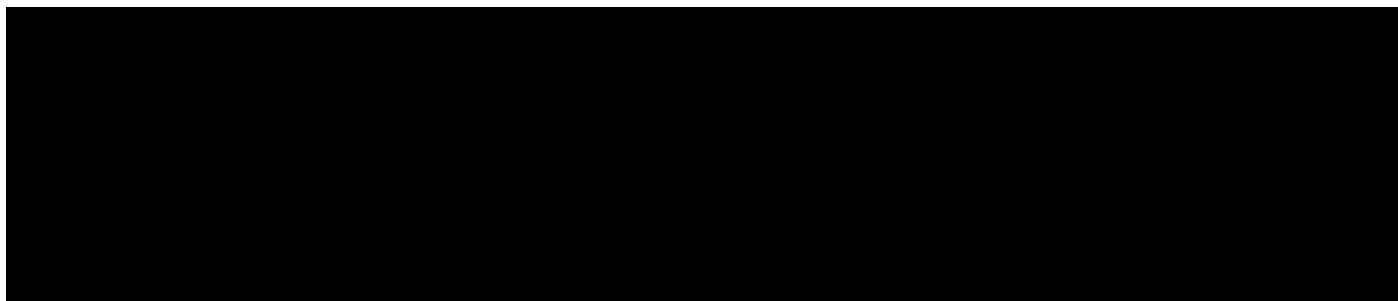
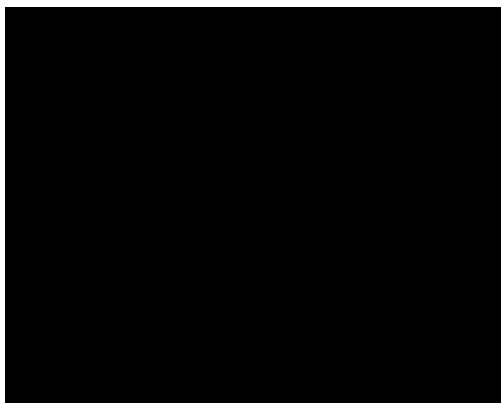
I feel proud to tell people where I work







Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

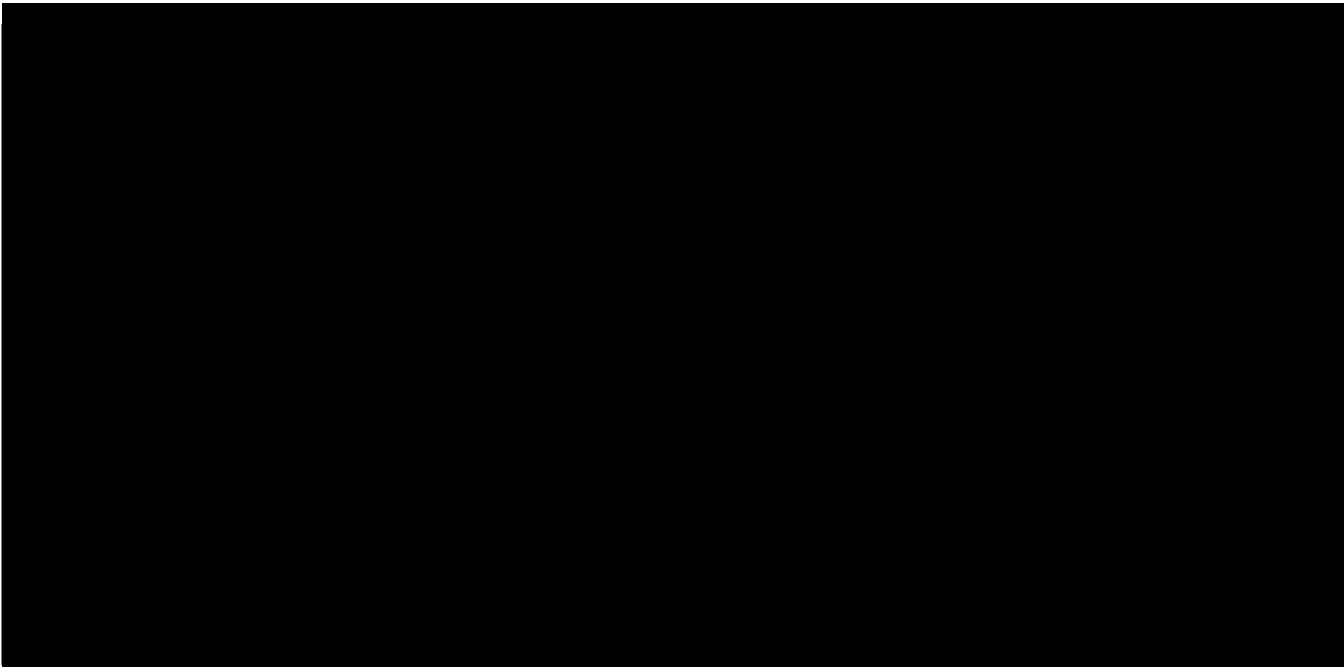
Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

I would recommend this company to family or friends as a great place to work



Answer choice	Responses	Percent
0		
1		
2		
3		
4		
5		
6		
Detractors		
7		
8		
Passive		
9		
10		
Promoters		
Total		
NPS		

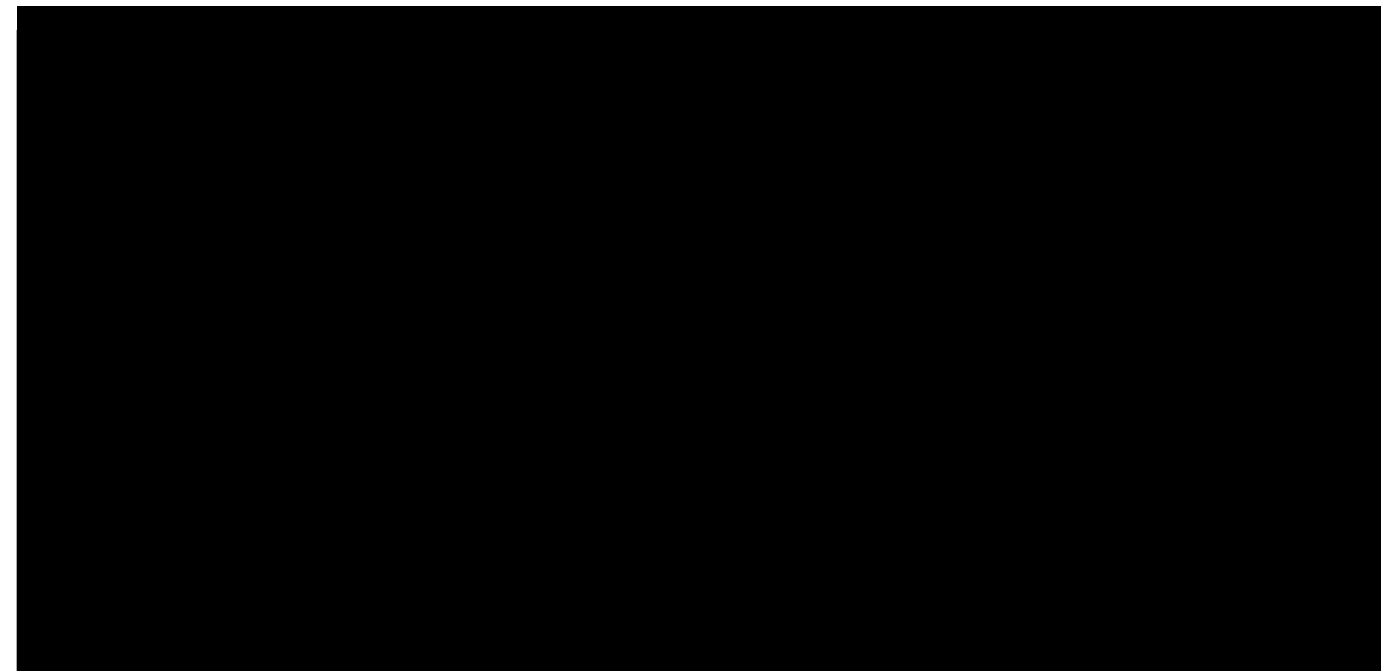
CIT motivates me to go above and beyond in my role



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

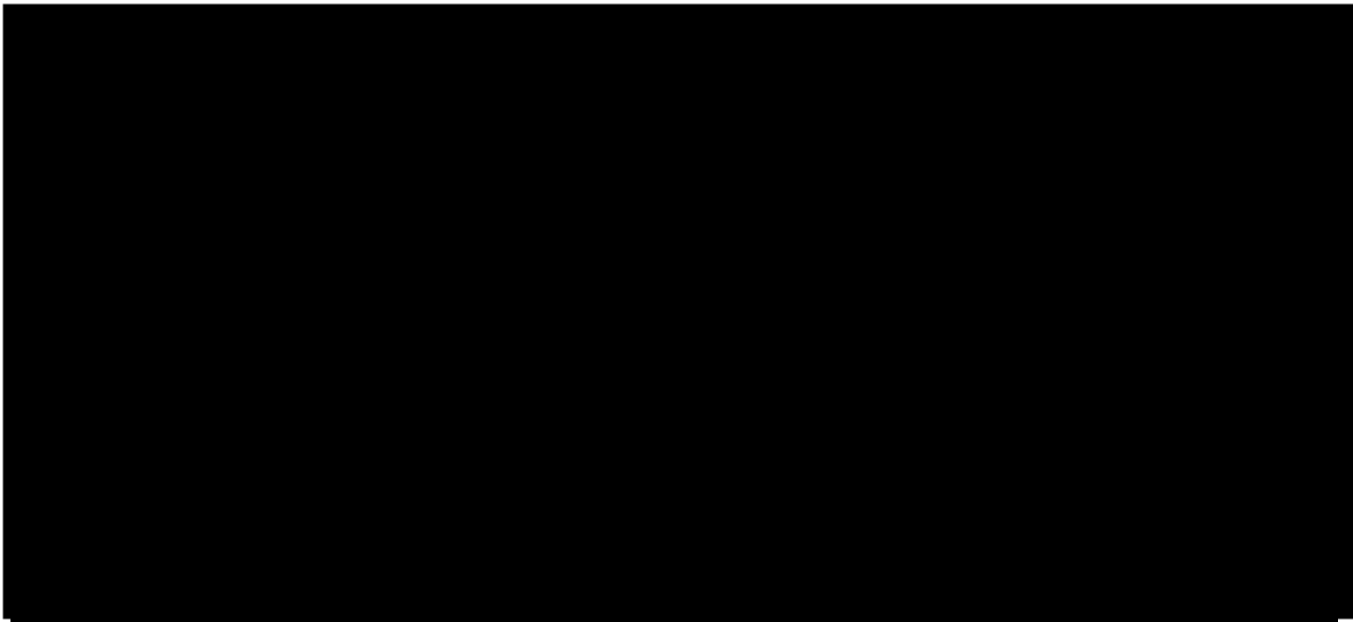
CIT's processes and procedures allow me to effectively meet our customers' needs



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

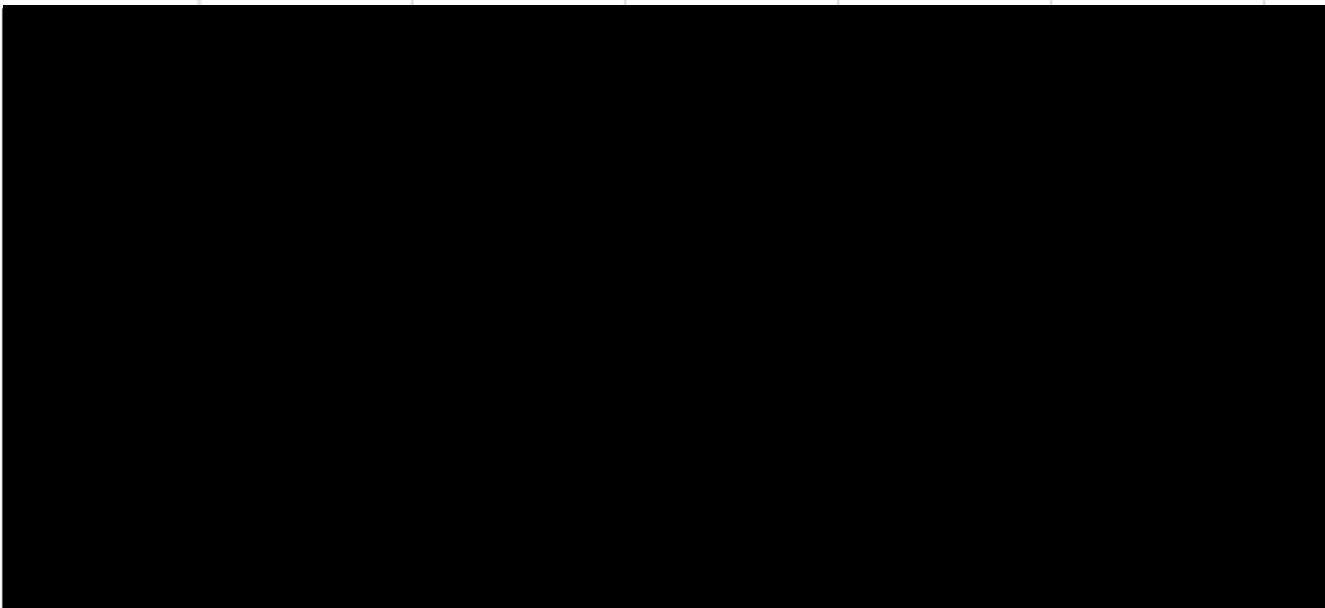
It is easy to collaborate with other teams within CIT



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

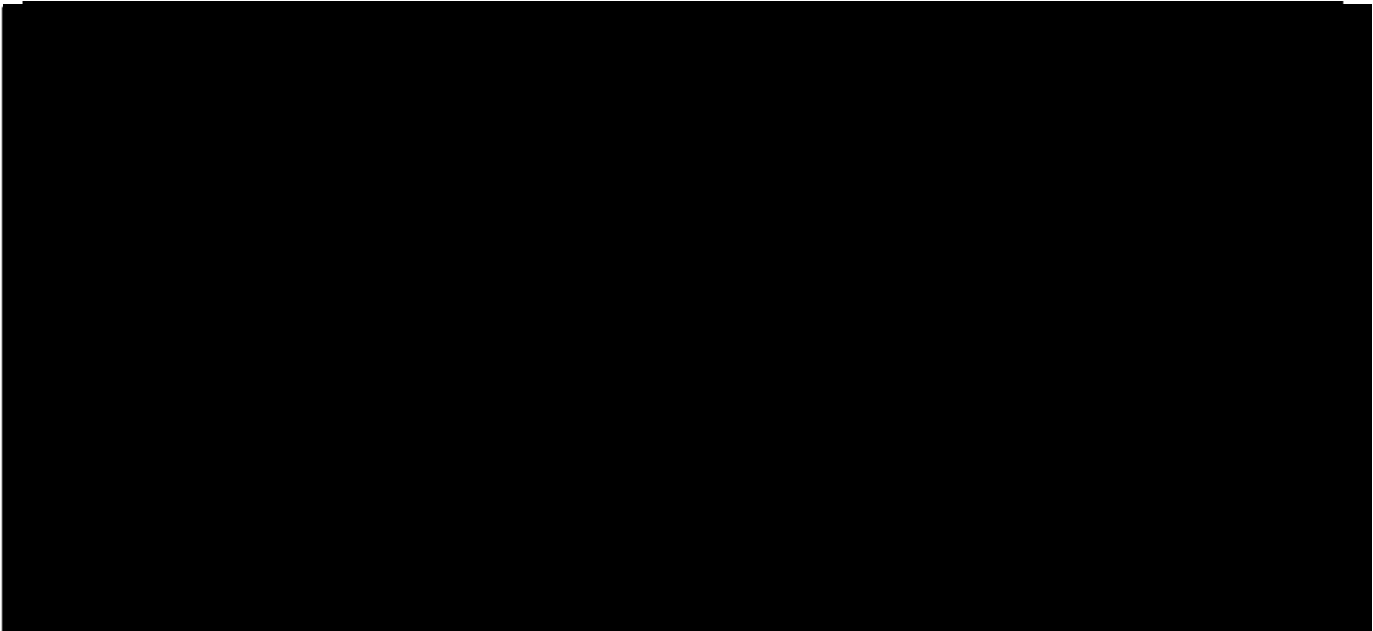
There is a clear communication process when change in CIT is proposed



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	██	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

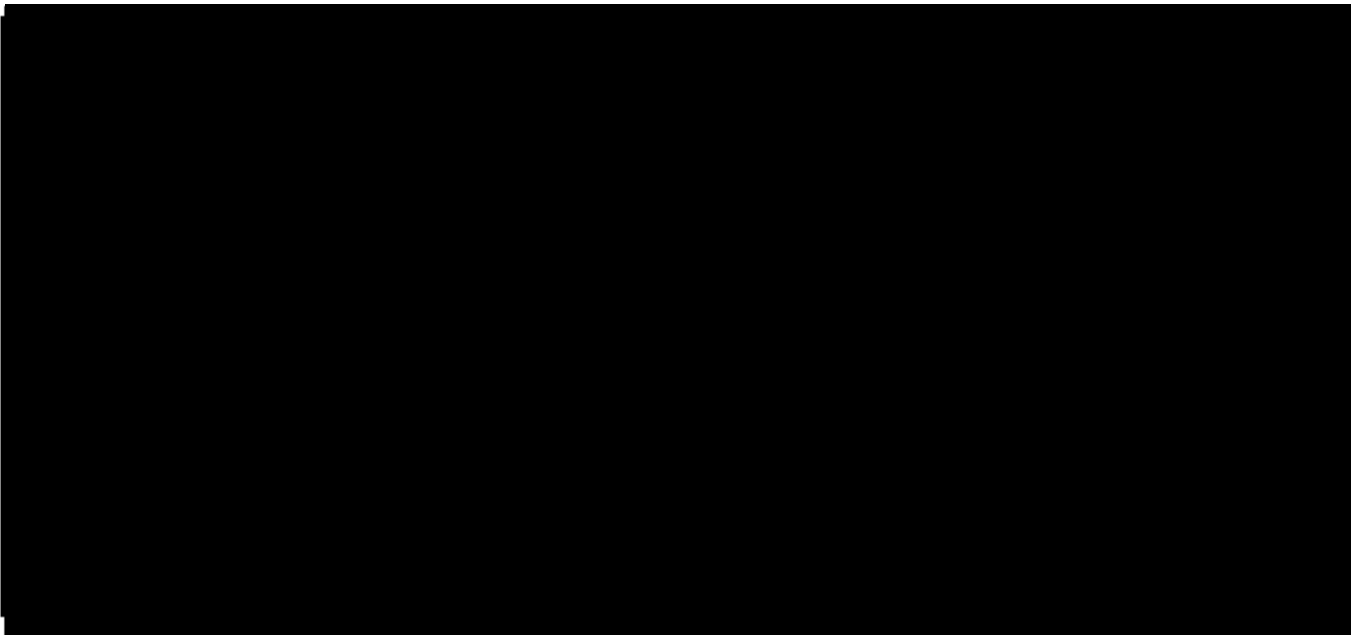
In times of change, we help each other understand and adapt to the new ways of working



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

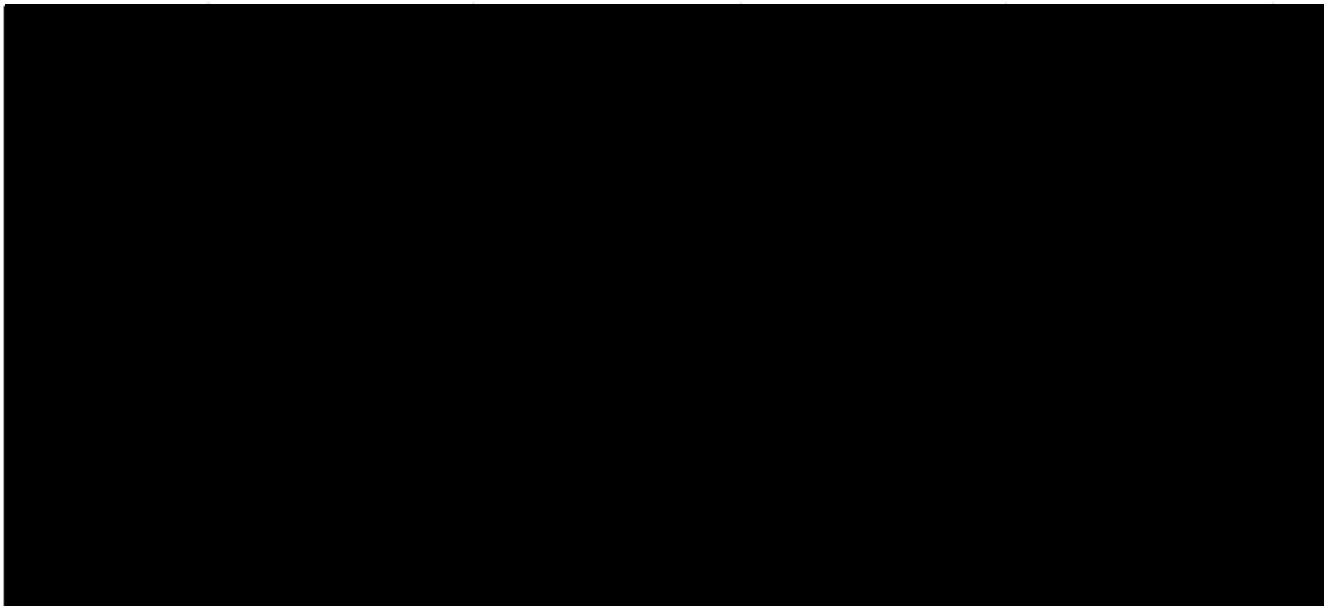
I have a good understanding of CIT’s Strategic Compass



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

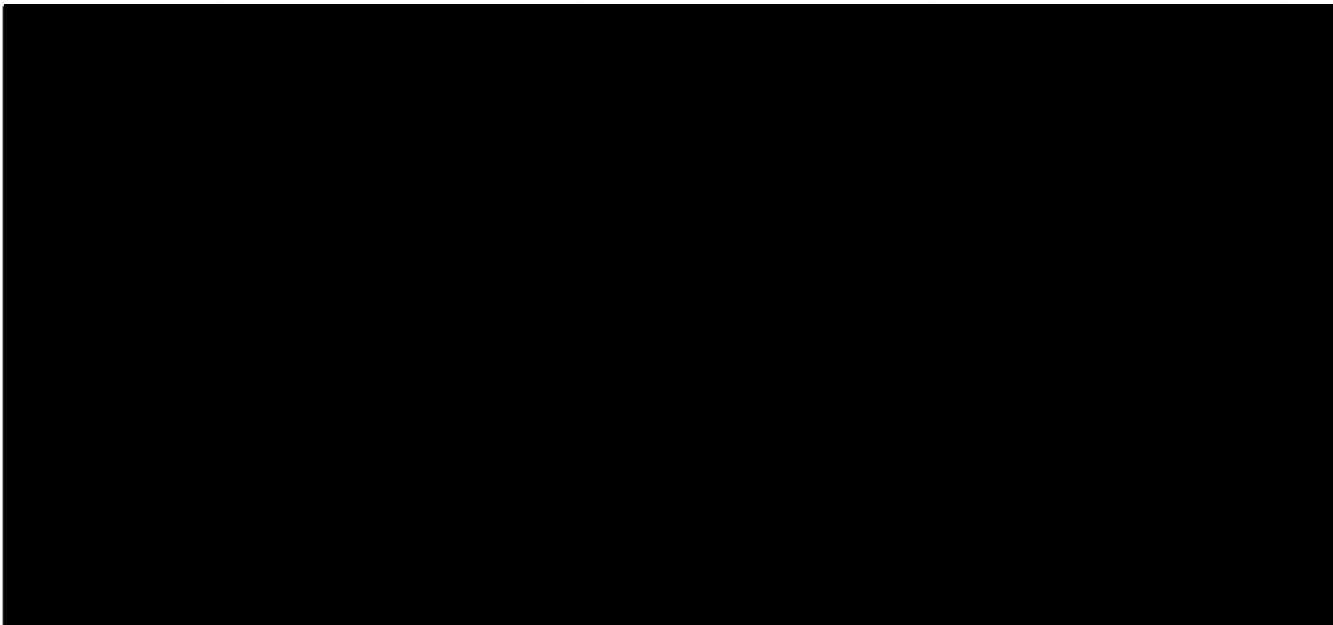
I understand the need for the changes and directions outlined in the Strategic Compass



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

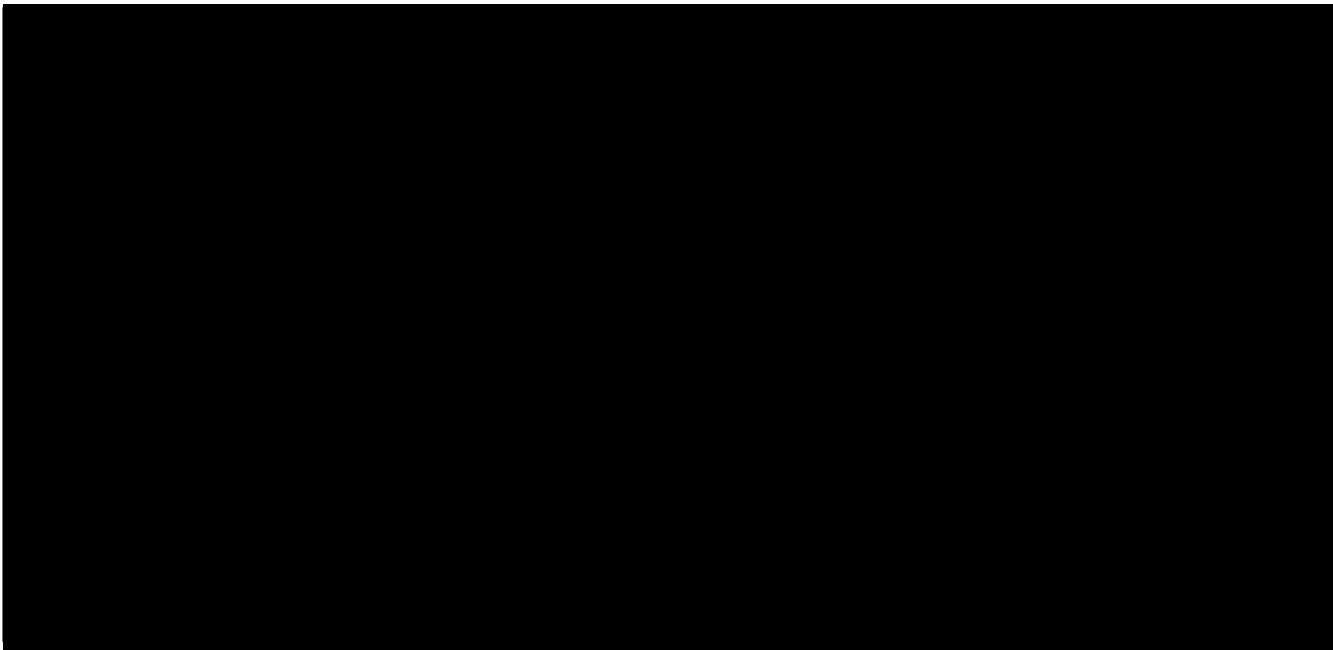
I understand how my role contributes to CIT’s Strategic Compass



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

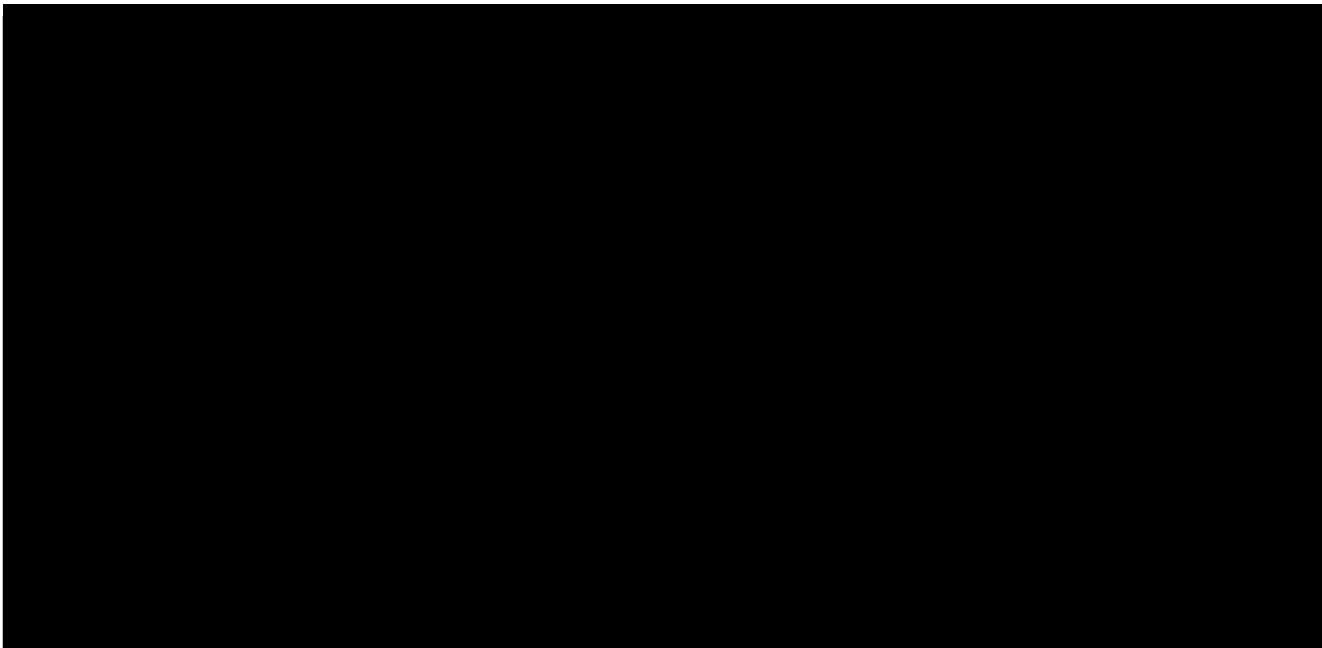
My team's objectives are aligned with CIT’s Strategic Compass



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

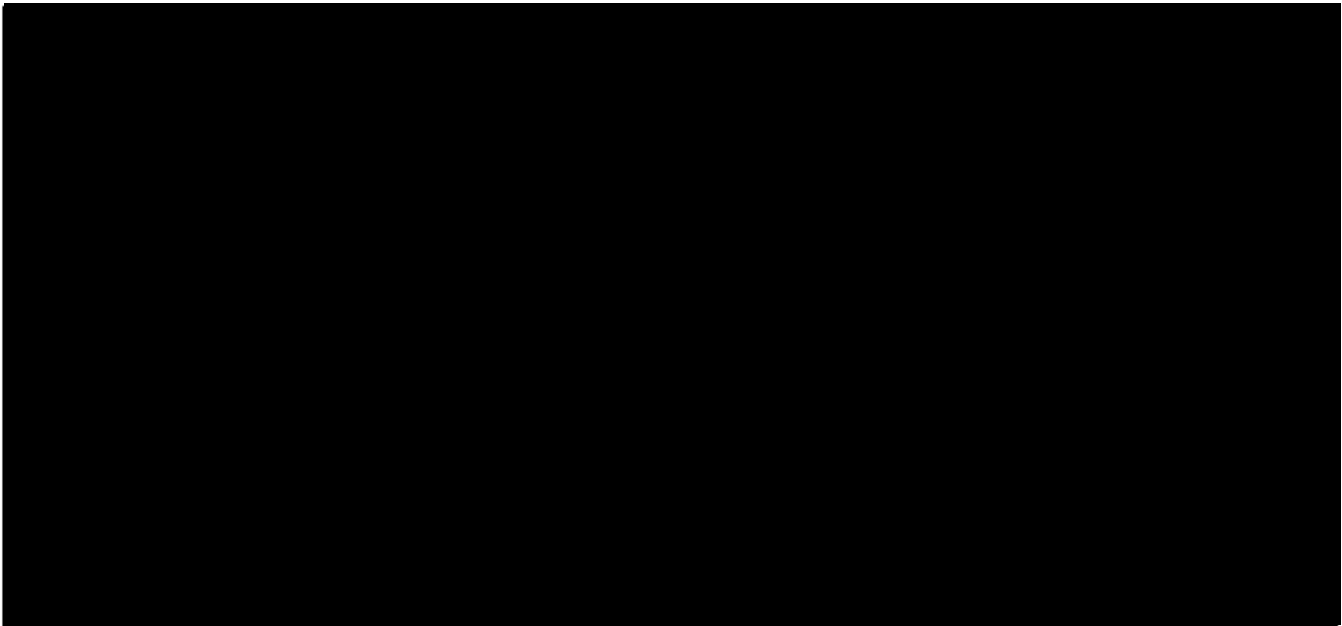
I believe that CIT would take appropriate action if I was being treated unfairly in the workplace



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

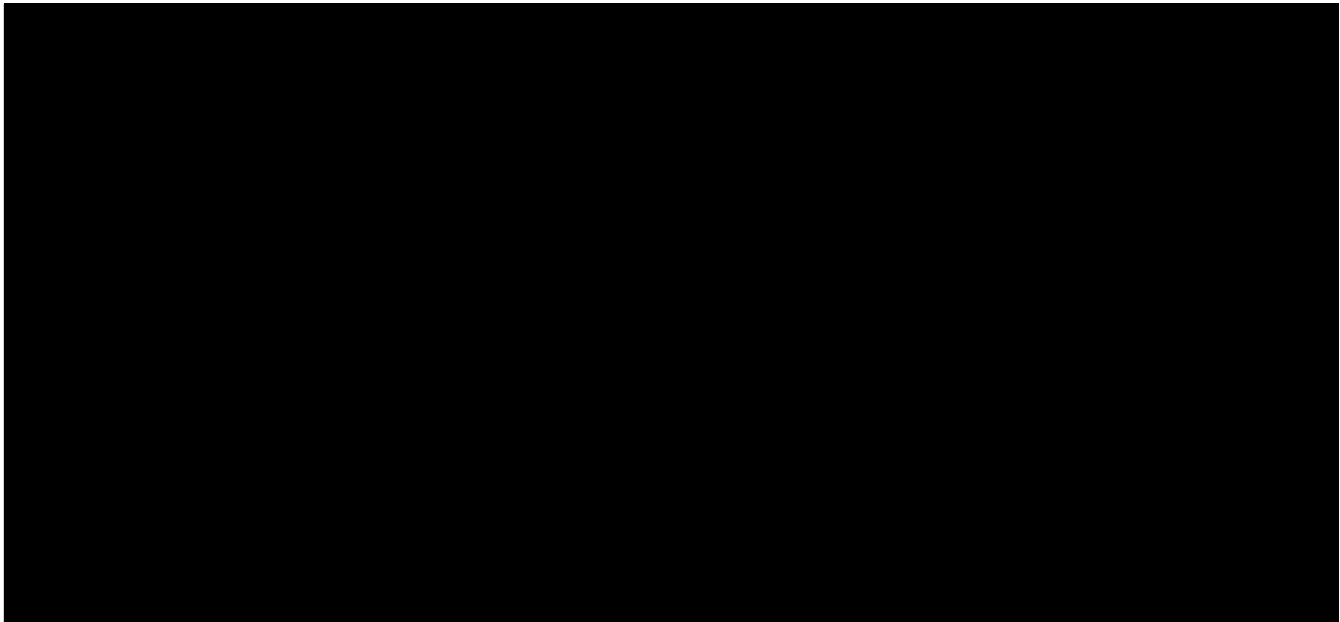
I feel confident to challenge the way things are done at CIT



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

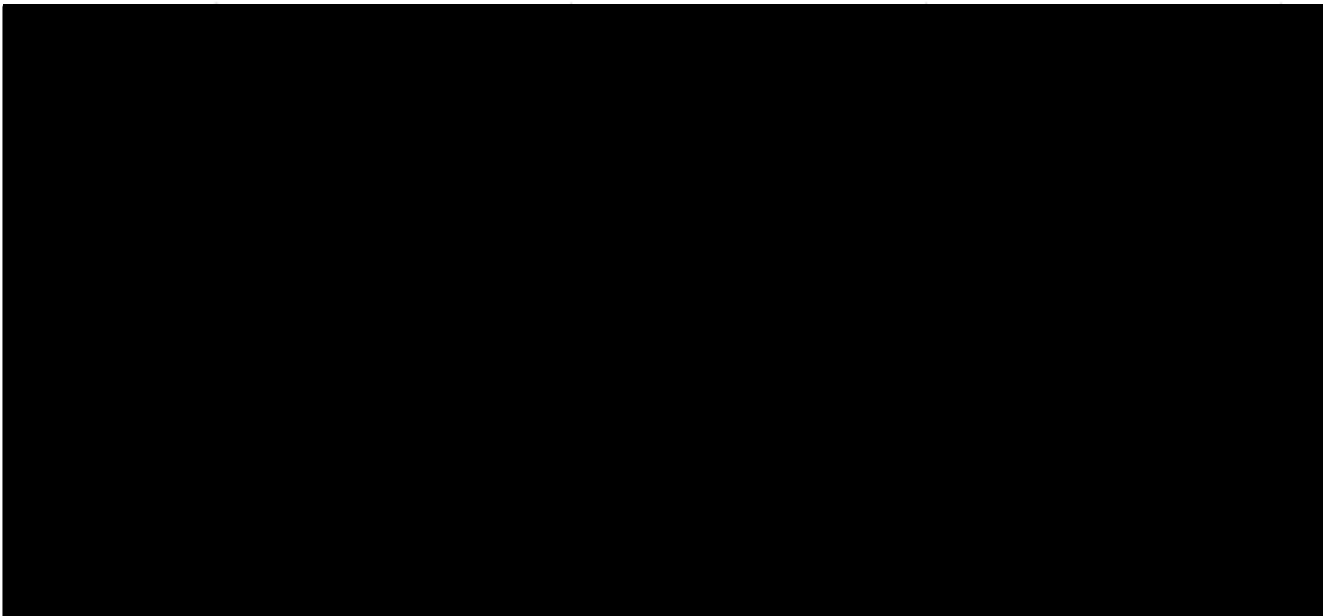
I think CIT respects individual cultures / backgrounds



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

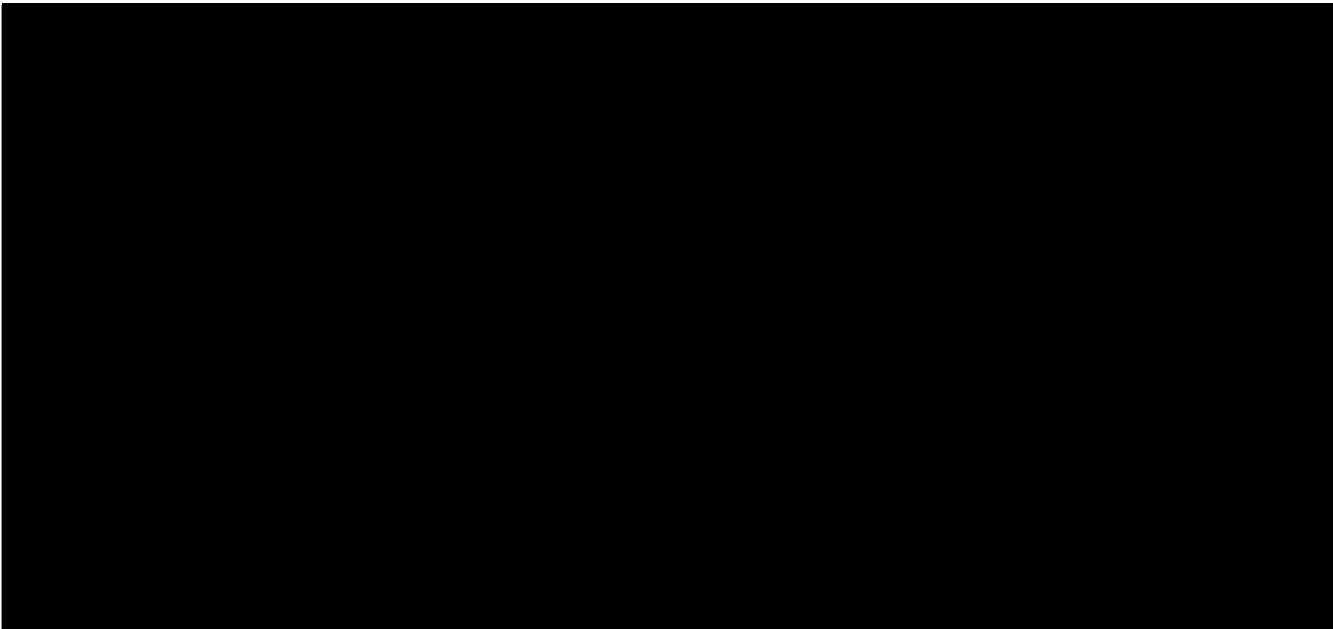
I understand why diversity and inclusion are important for CIT



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	██	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

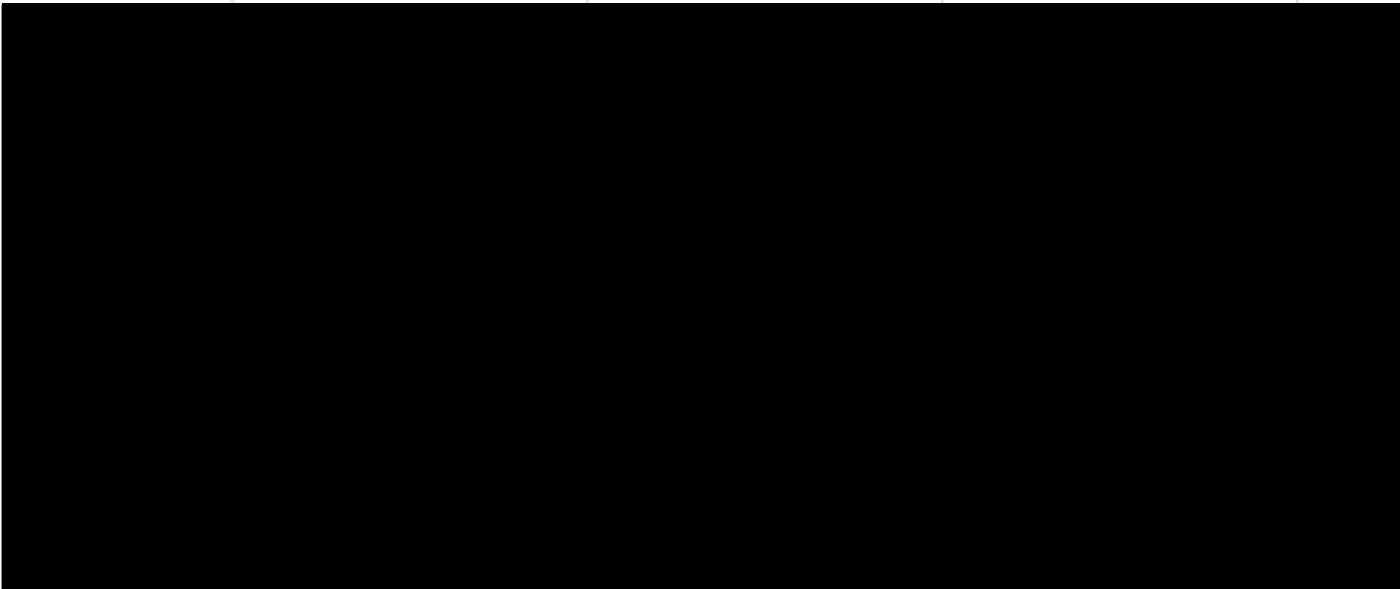
I believe Health and Safety is taken seriously at CIT



Answer choice	Responses	Percent
Strongly Disagree	█	█
Disagree	█	█
Agree	█	█
Strongly Agree	█	█
Total	█	█

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	█	█	█	█	█

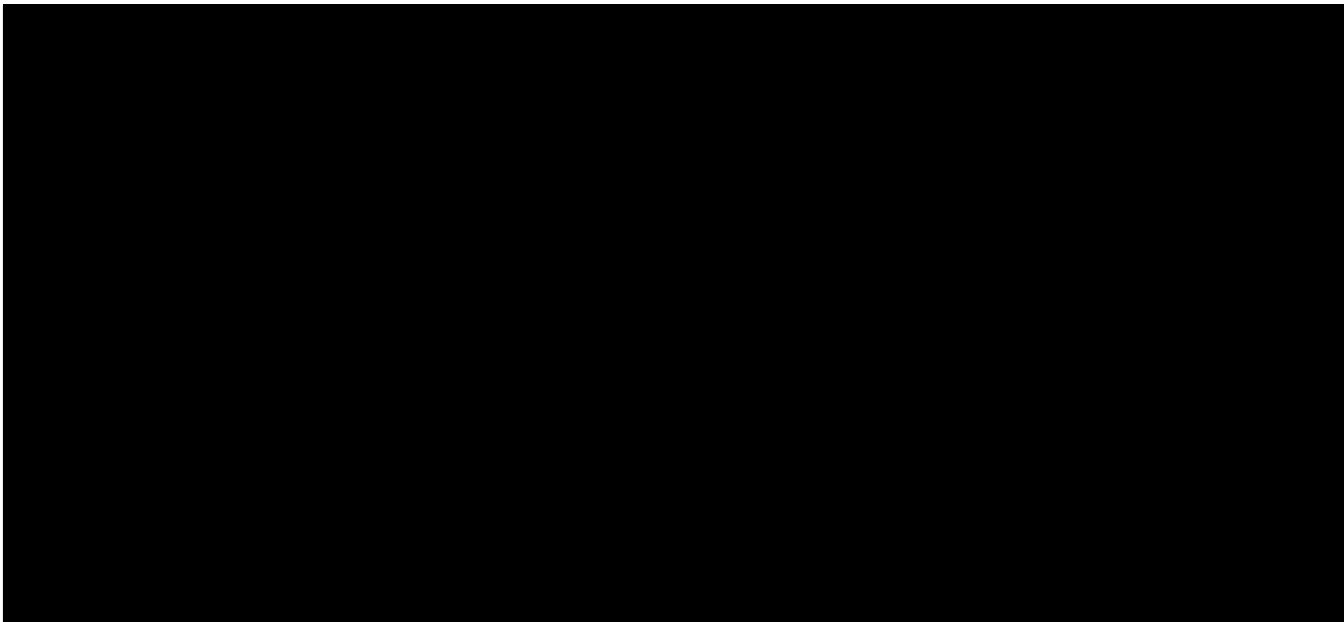
The senior leadership team have communicated a vision for CIT



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

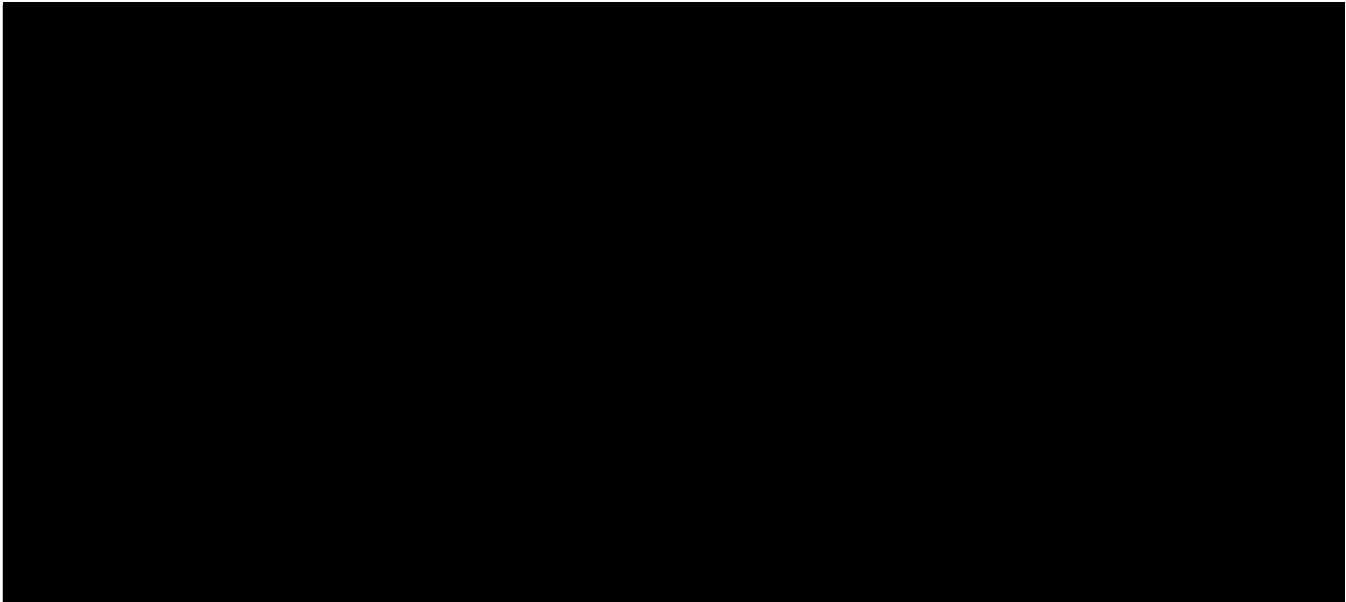
The senior leadership team have communicated a vision for the Cultural Traits at CIT



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

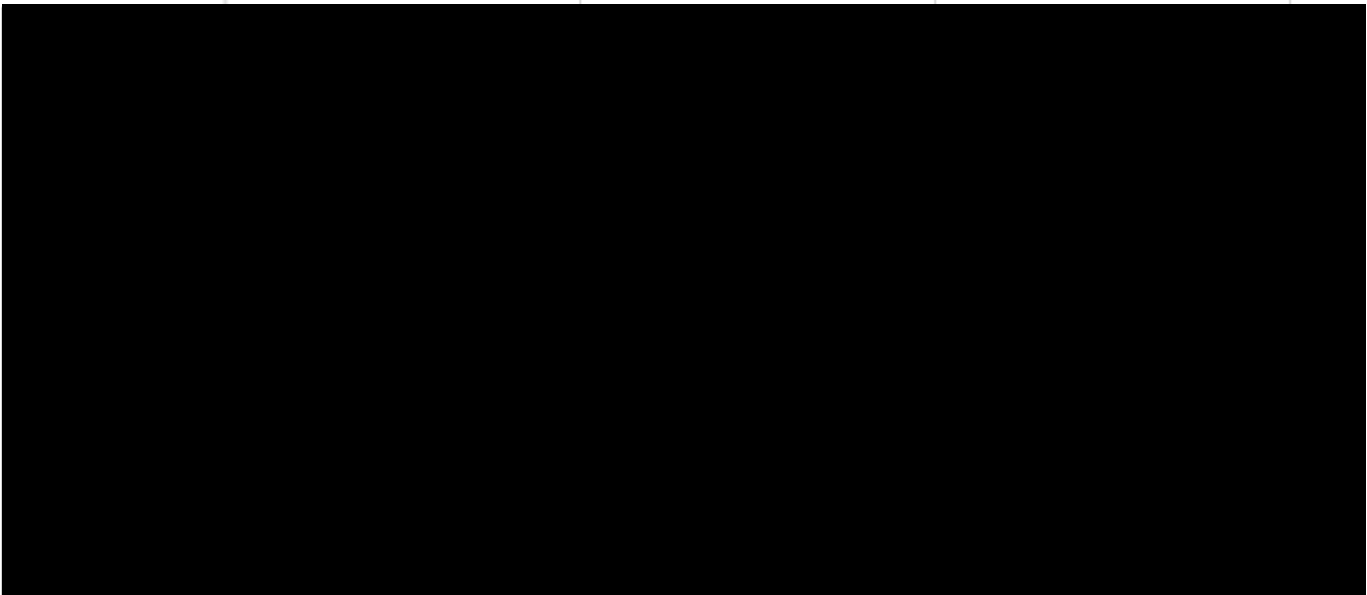
In times of change, senior managers provide sufficient information about the purpose of the changes



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	██	██
Agree	█	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

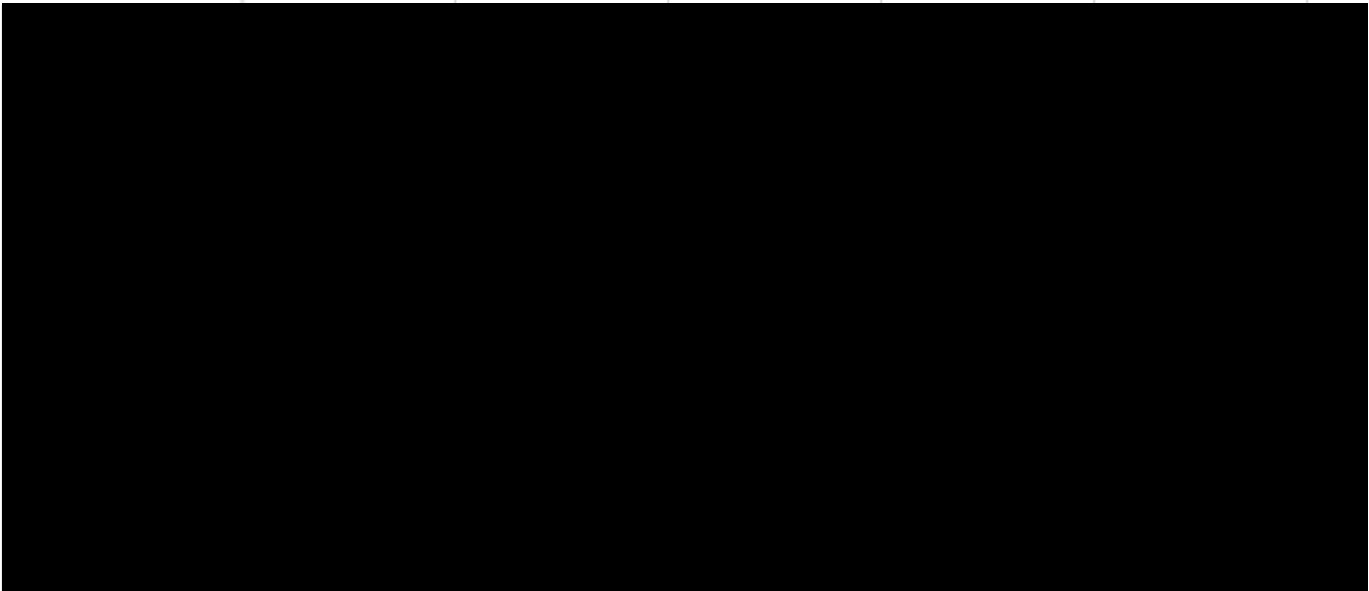
I can ask management any reasonable question and get an honest answer



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	██	███
Agree	█	███
Strongly Agree	█	██
Total	██	███

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
1	█	██	██	██	██	█

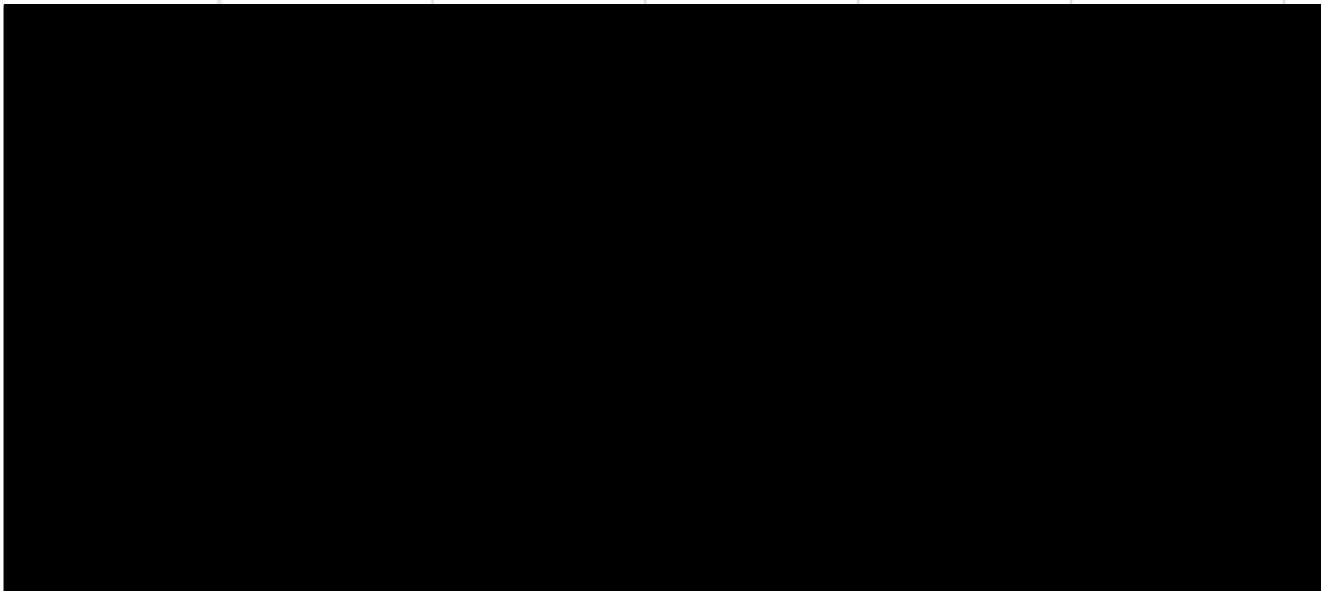
Senior leaders are visible at CIT



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	█	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

CIT Executives model CITs Cultural Traits



Answer choice	Responses	Percent
Strongly Disagree	█	██
Disagree	██	██
Agree	██	██
Strongly Agree	█	██
Total	██	██

Min	Max	Mean	Variance	Standard deviation	Total n	Valid n
█	█	██	██	██	██	█

3. What keeps you working at CIT? (Maximum 100 words)

Responses (records 1 - 10 only) (Total number of comments = 20)

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

4. If you could change one thing about CIT, what would it be? (Maximum 100 words)

Responses (records 1 - 10 only) (Total number of comments = 20)

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Do you have any other comments or questions? (Maximum 150 words)

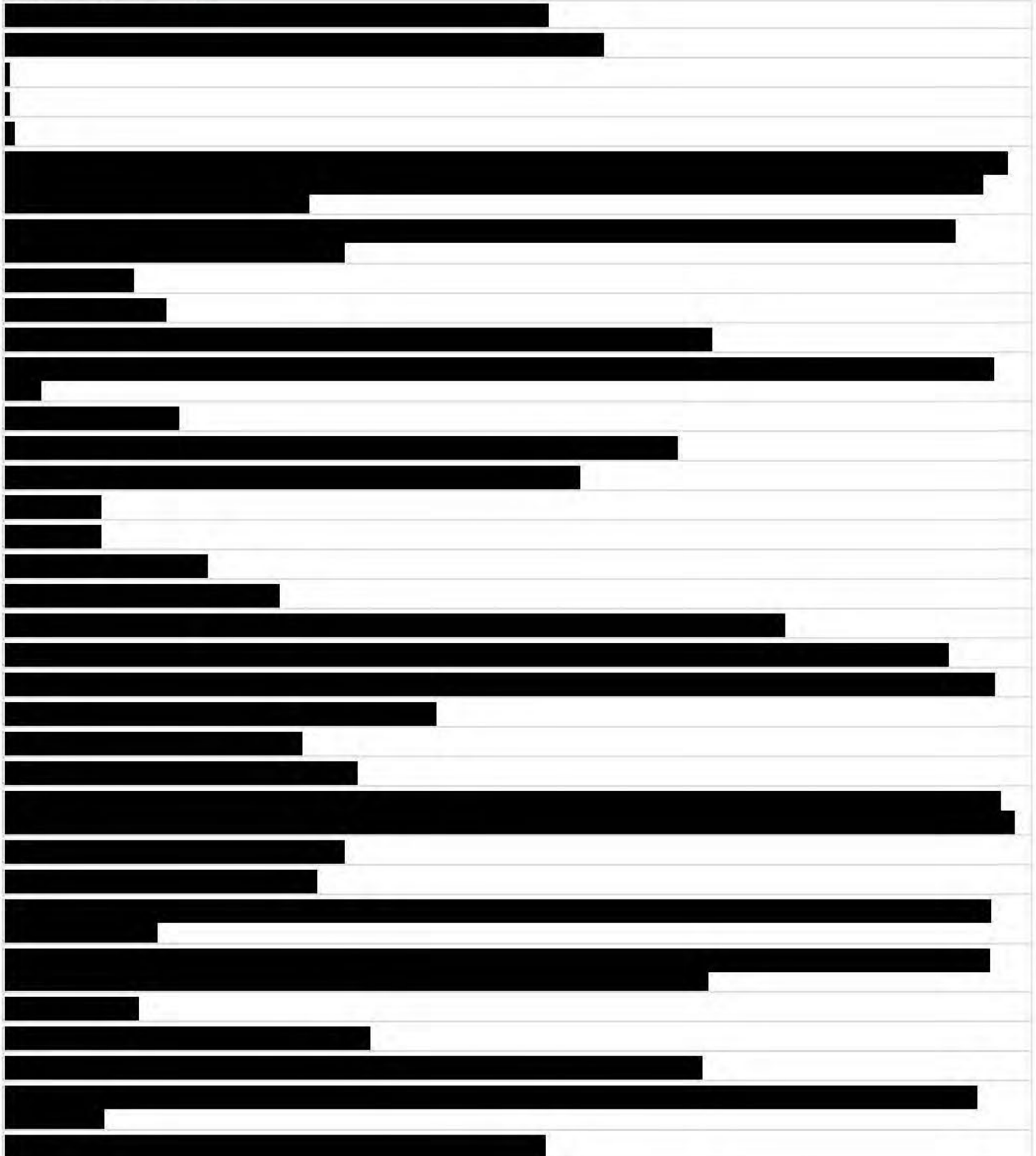
Responses (records 1 - 10 only) (Total number of comments = 16)

2019 CIT Staff Survey - Word Cloud

What keeps you working at CIT? (Maximum 100 words)

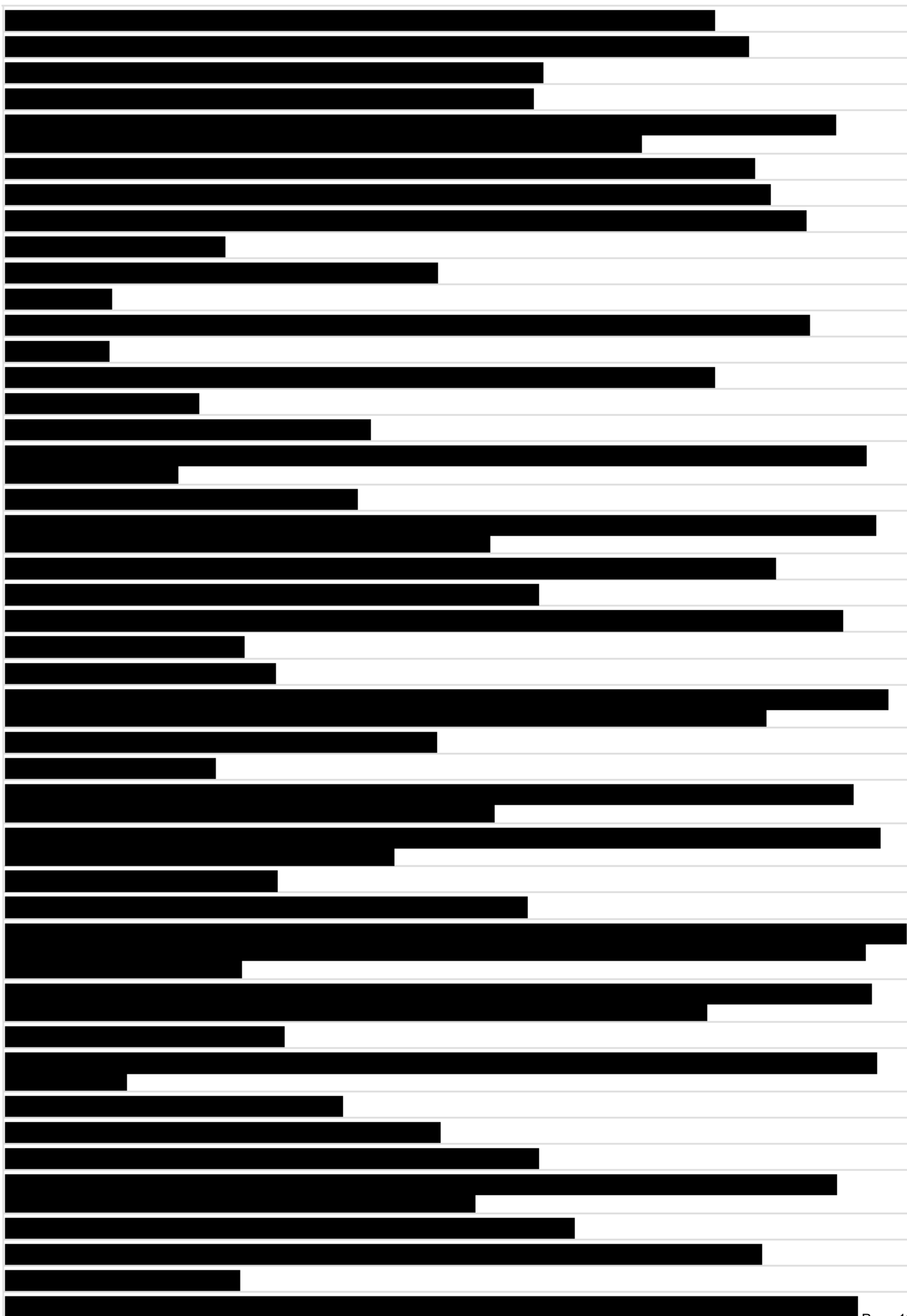
work(158) students(156) team(79)
working(77) enjoy(70) people(65) teaching(56) love(55)

Responses (Valid n = 432)



[illegible]

A horizontal bar chart consisting of 30 rows. Each row contains a single black bar. The bars vary in length, with some being very short (e.g., the 4th, 10th, and 14th bars) and others being nearly the full width of the chart (e.g., the 11th, 12th, 13th, 17th, 20th, 21st, 22nd, 23rd, 24th, 25th, 26th, 27th, 28th, 29th, and 30th bars). The bars are distributed across the width of the chart, with some being very short and others nearly spanning the entire width.



[illegible]

[illegible]





Row	Bar Length (approx. % of total width)
1	25
2	35
3	32
4	22
5	95
6	15
7	48
8	55
9	98
10	38
11	99
12	28
13	9
14	94
15	44
16	43
17	96
18	4
19	97
20	96
21	95
22	35
23	95
24	65
25	95
26	47
27	52
28	18
29	36
30	8
31	23
32	97
33	9
34	98
35	16
36	64
37	42
38	31
39	78
40	98
41	10
42	96
43	76
44	83
45	32
46	97
47	26
48	9
49	9
50	9
51	9
52	9
53	9
54	70
55	40

[illegible]

If you could change one thing about CIT, what would it be? (Maximum 100 words)

staff(141) work(61) teachers(56) students(52)

Responses (Valid n = 414)

[Redacted responses]

[illegible]

[illegible]

[illegible]

[illegible]

[REDACTED]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	

Do you have any other comments or questions? (Maximum 150 words)

starf(106)

Responses (Valid n = 341)

[illegible]

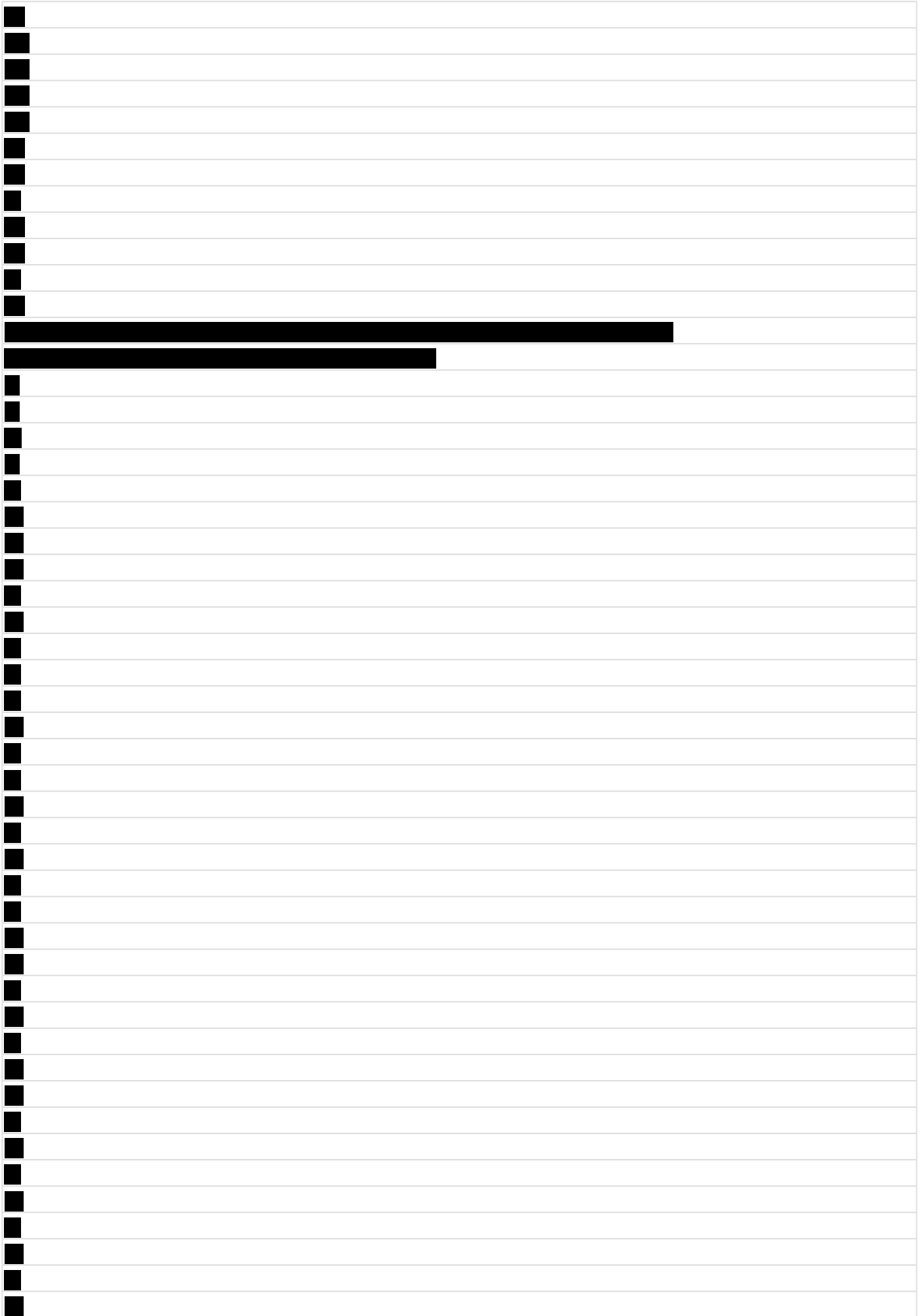
[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

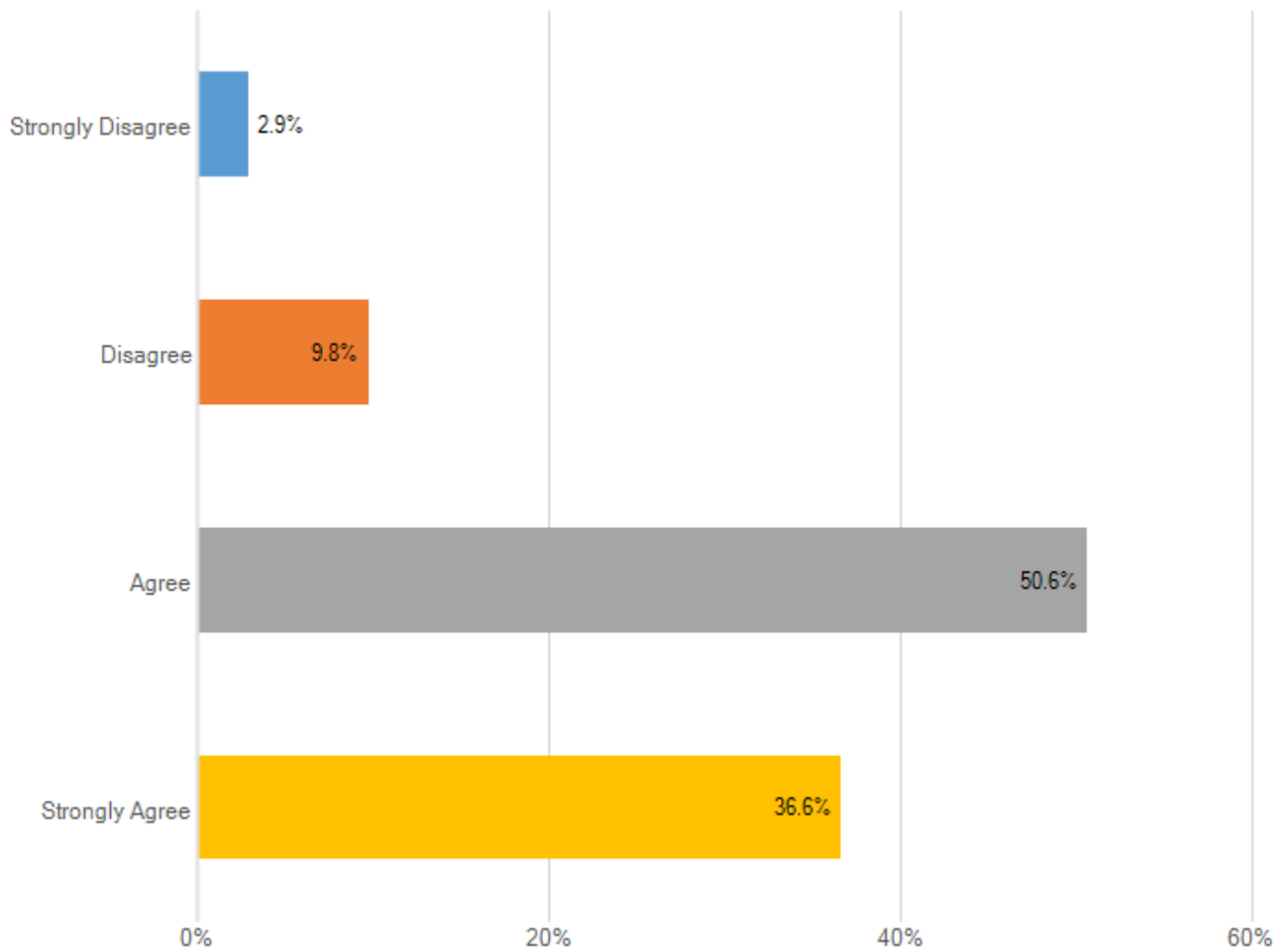


[illegible]

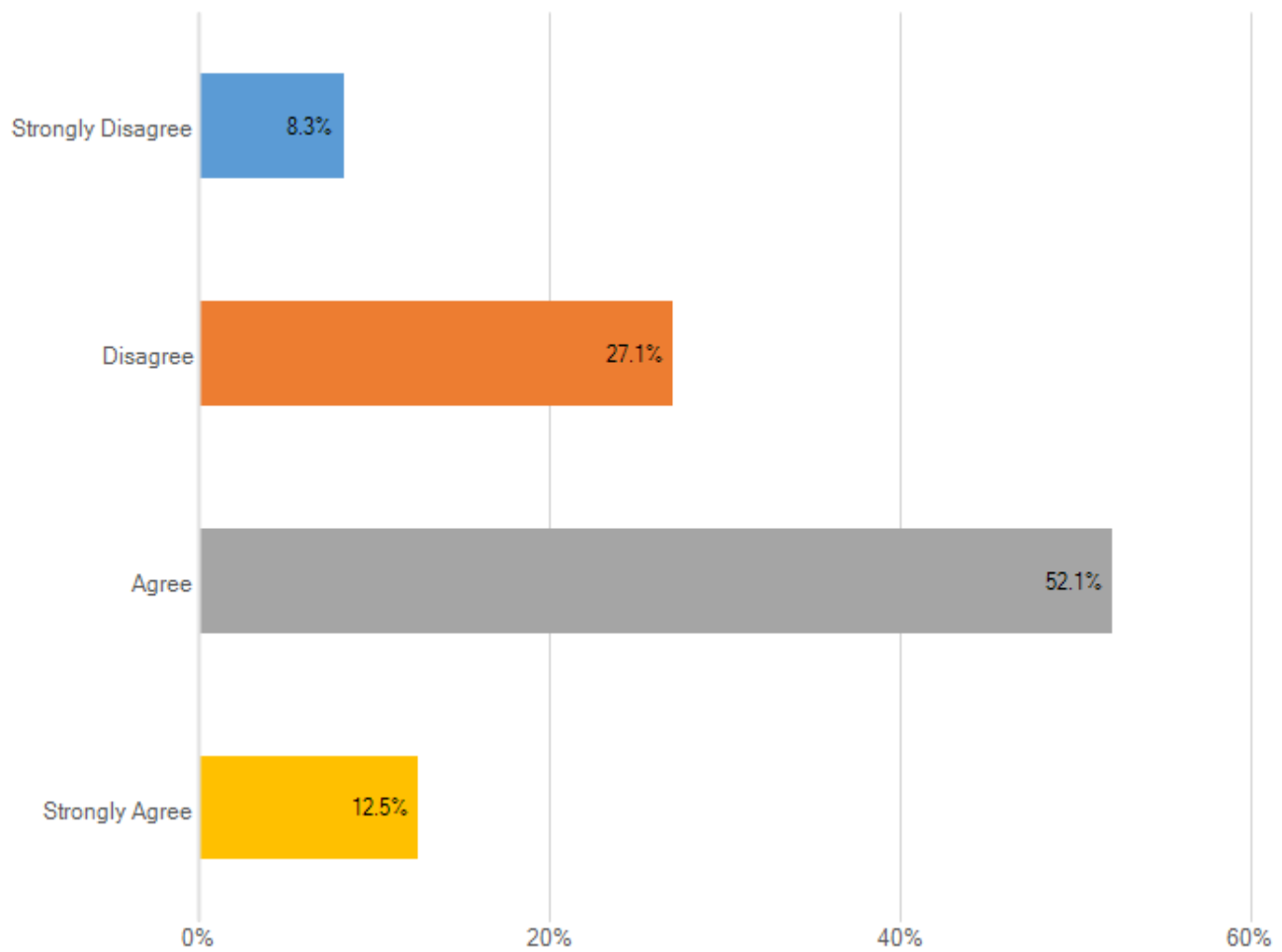
11

2019 CIT Staff Survey

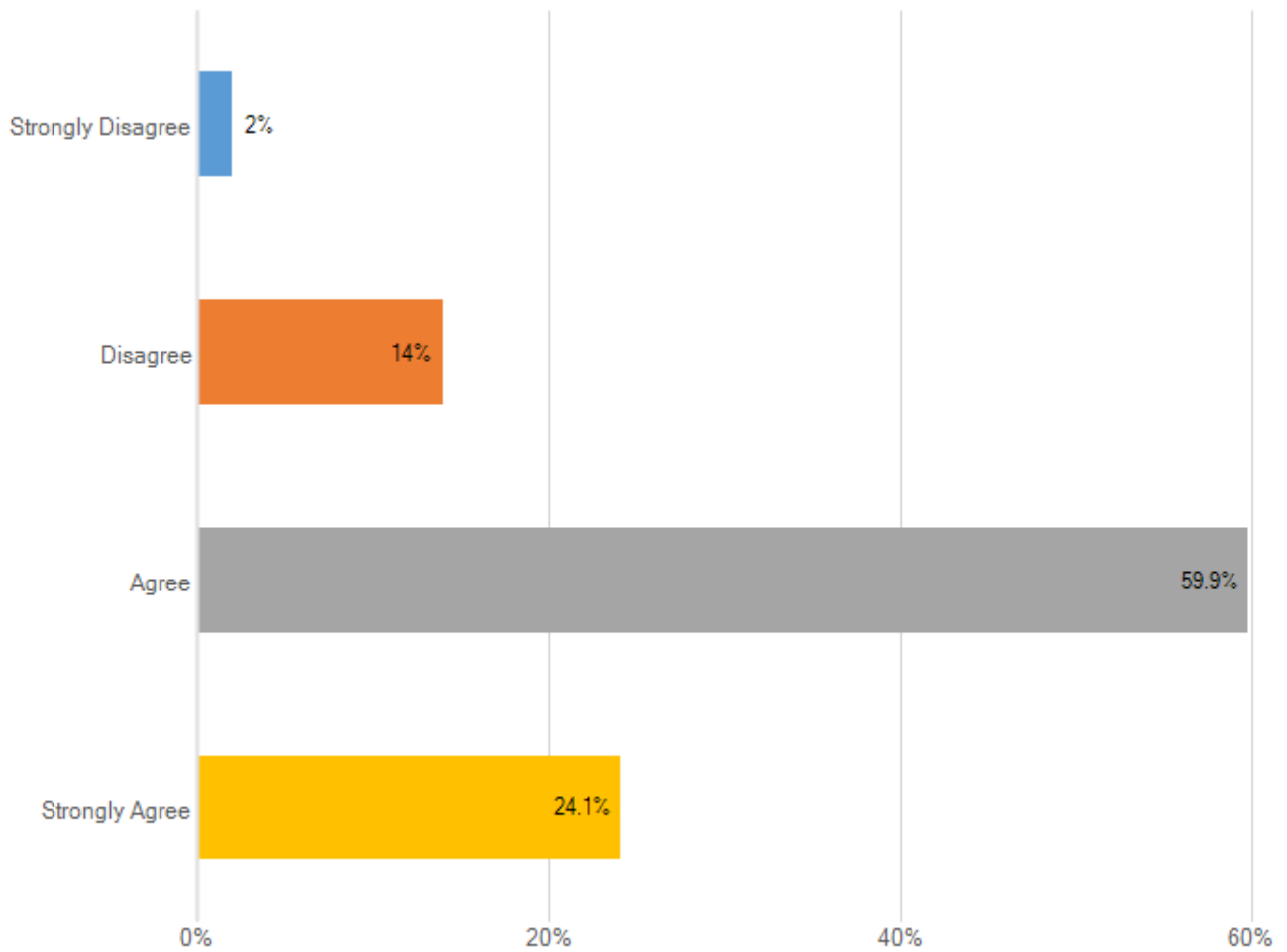
I have a clear understanding of my job responsibilities and what is expected of me



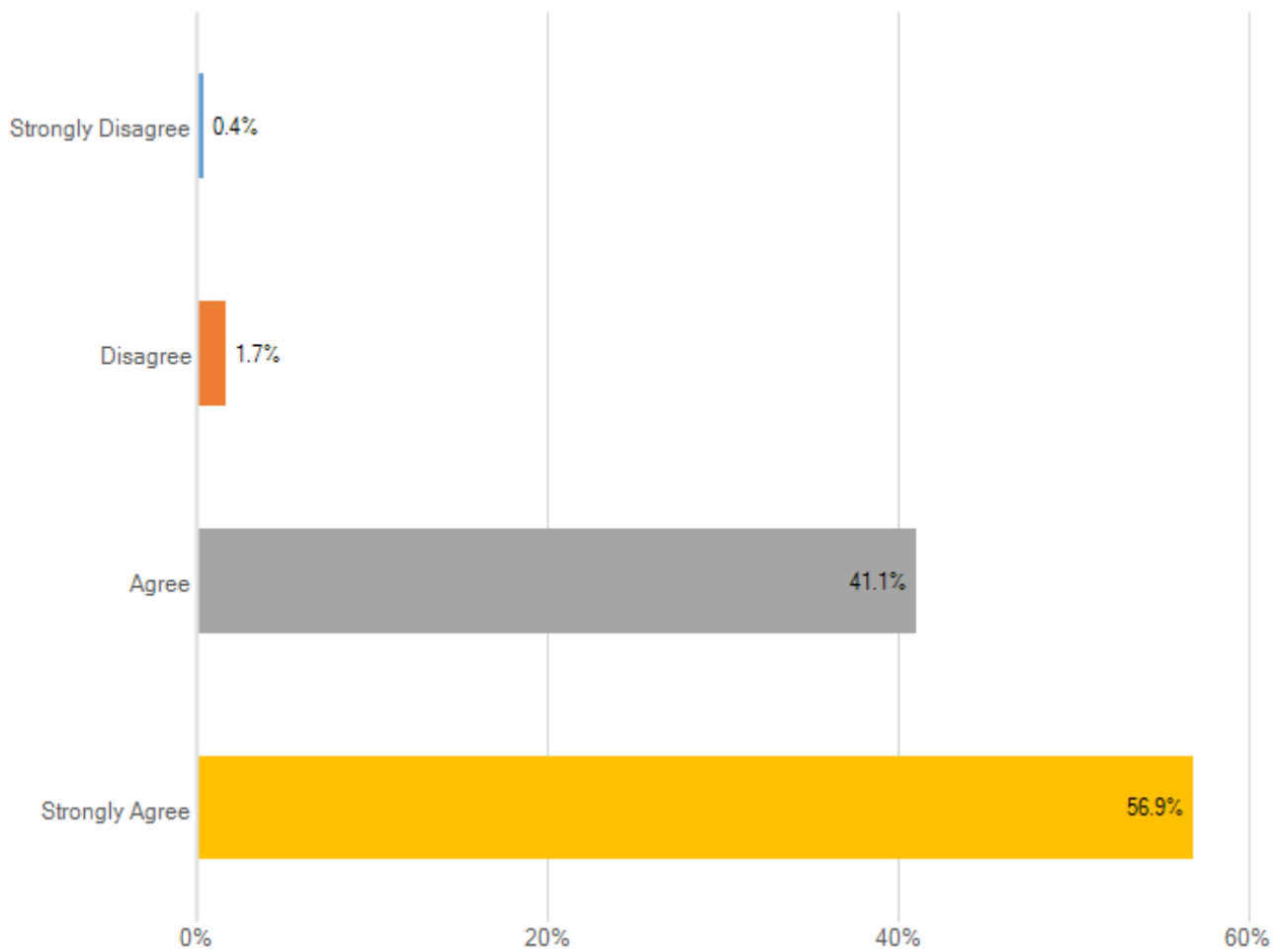
I have the resources I need to be most effective in my role



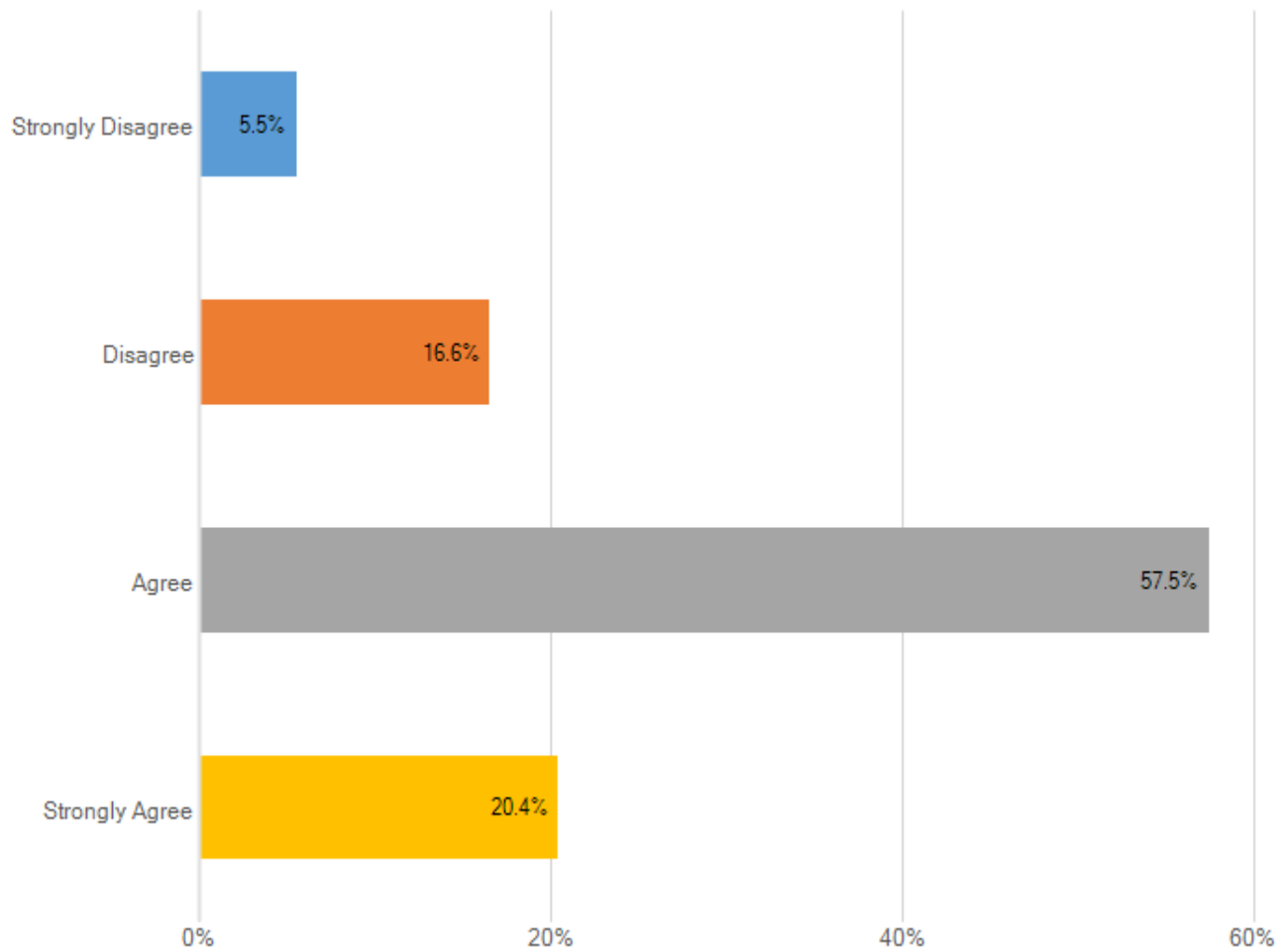
I have the training I need to be successful in my role



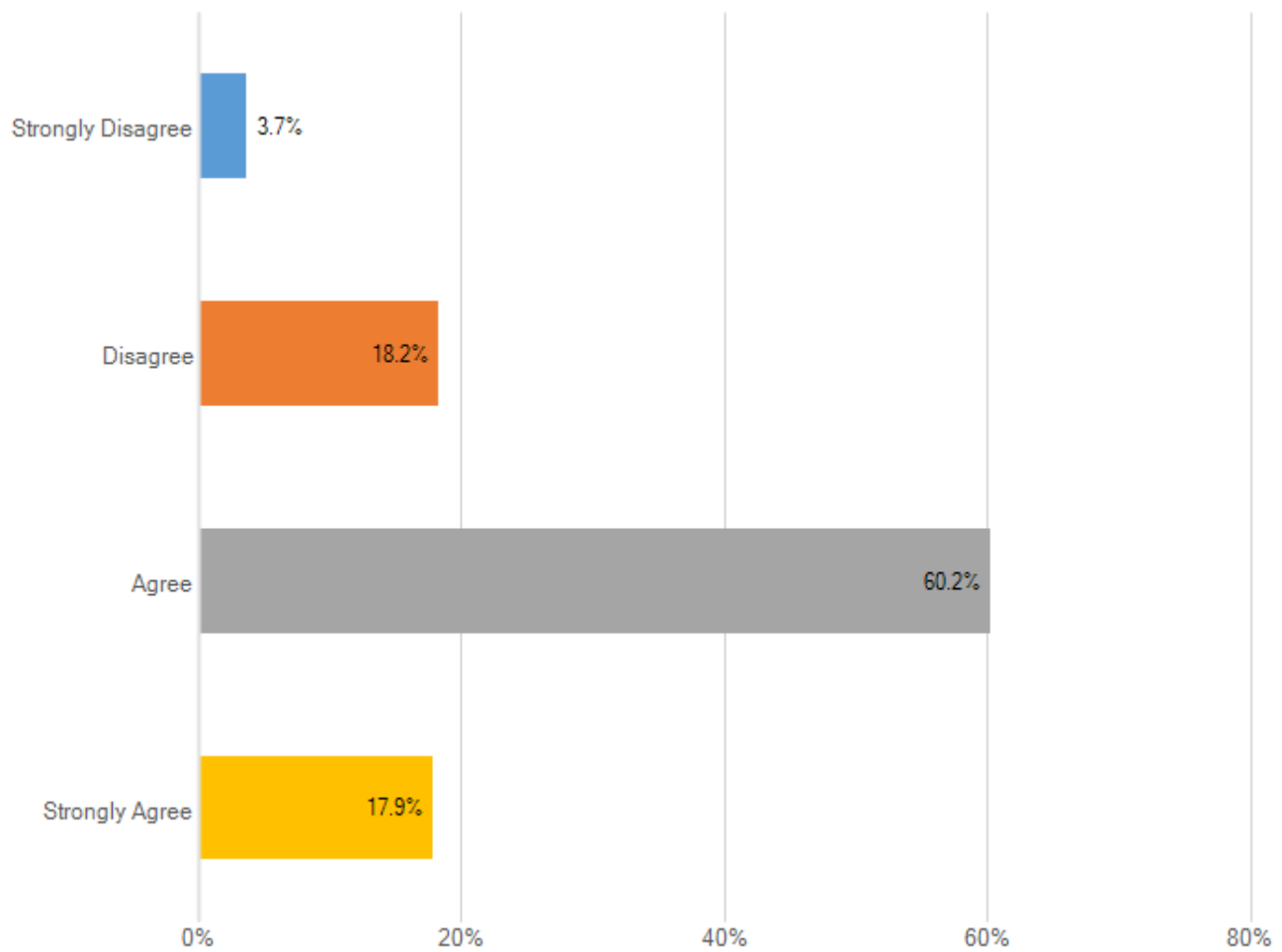
I feel I have the necessary skills to provide good customer service



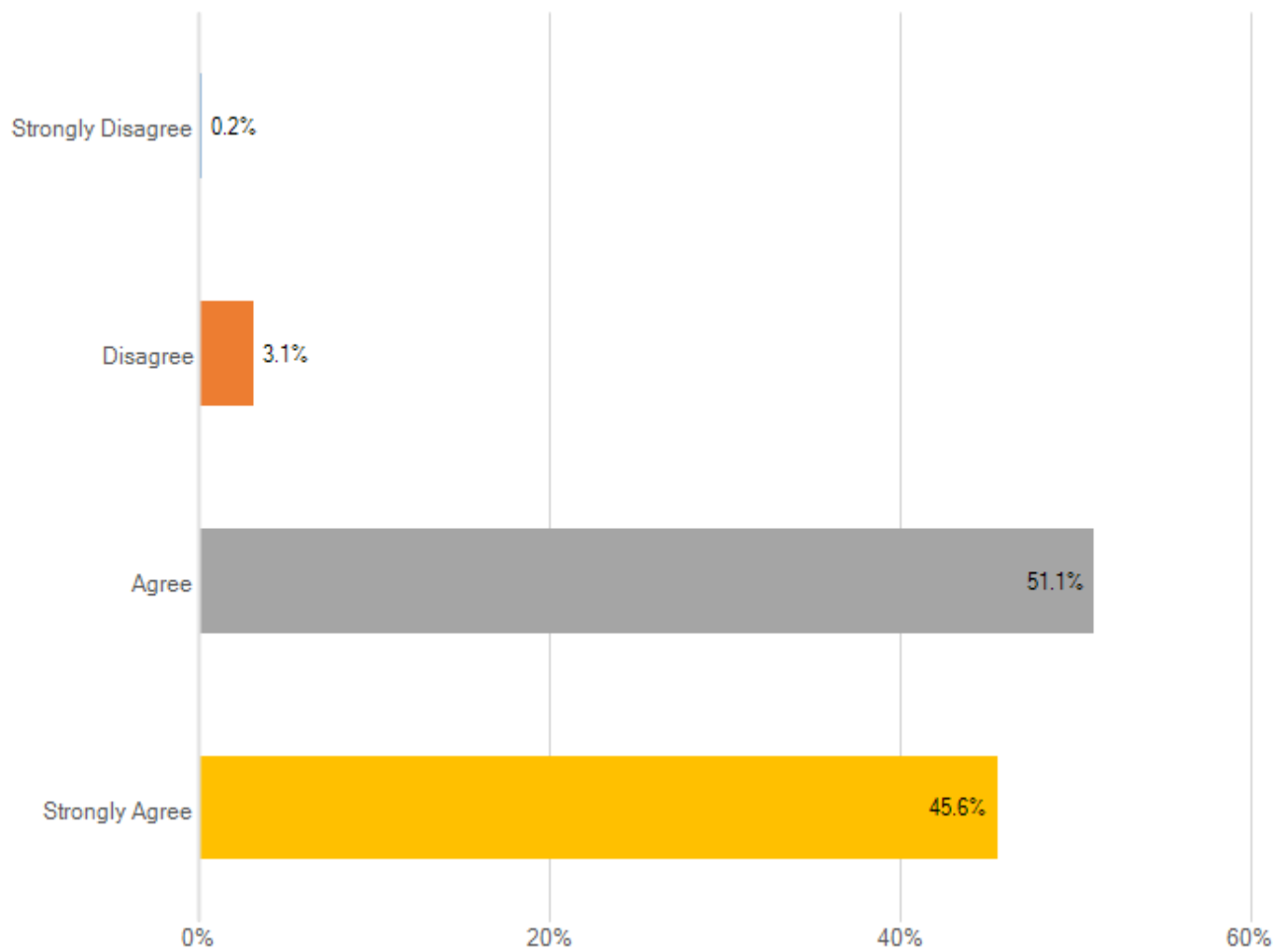
I have the authority I need to do my job effectively



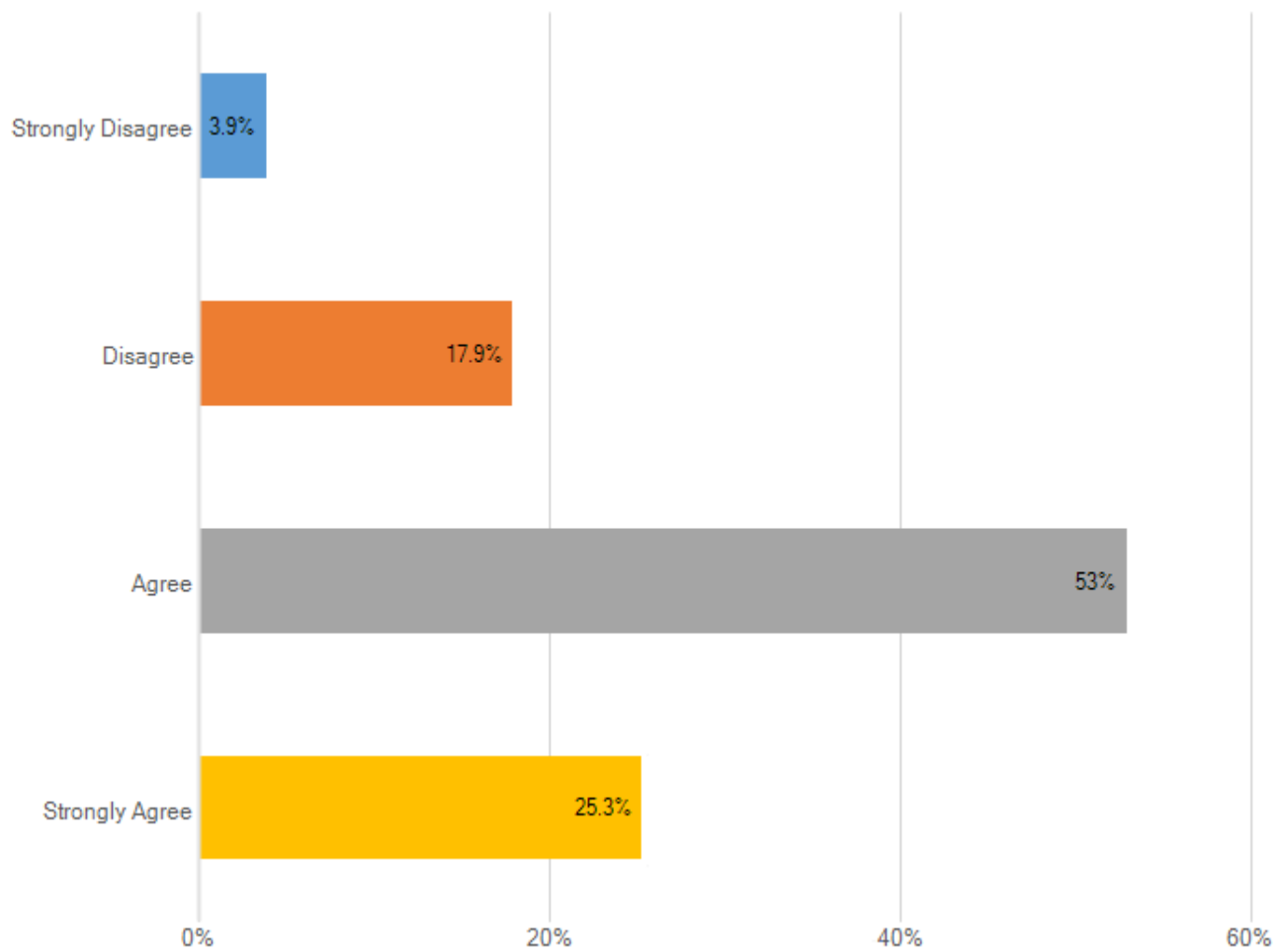
I have the authority to take action to meet our customers' needs



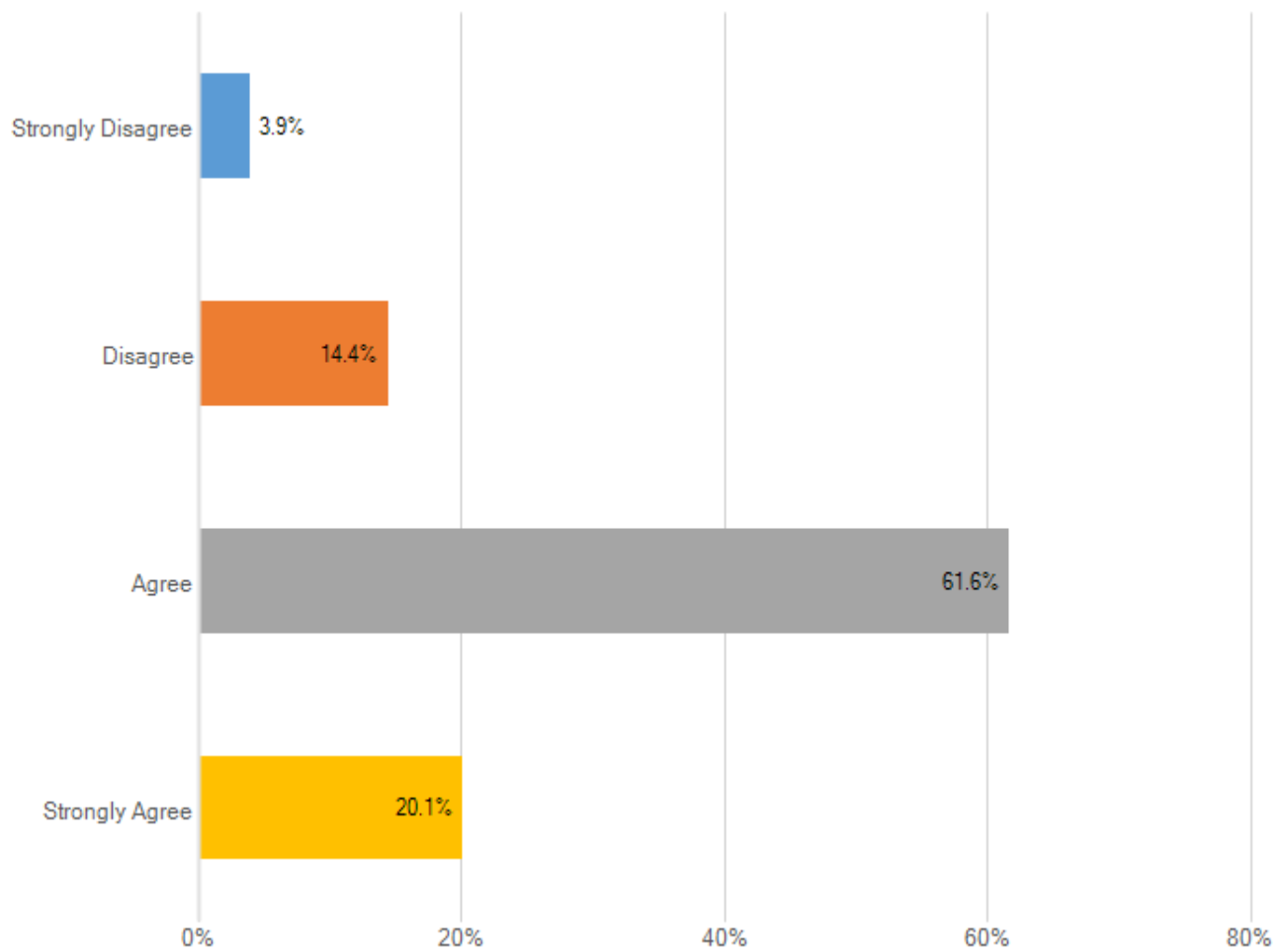
I seek opportunities to continuously improve and grow my capability



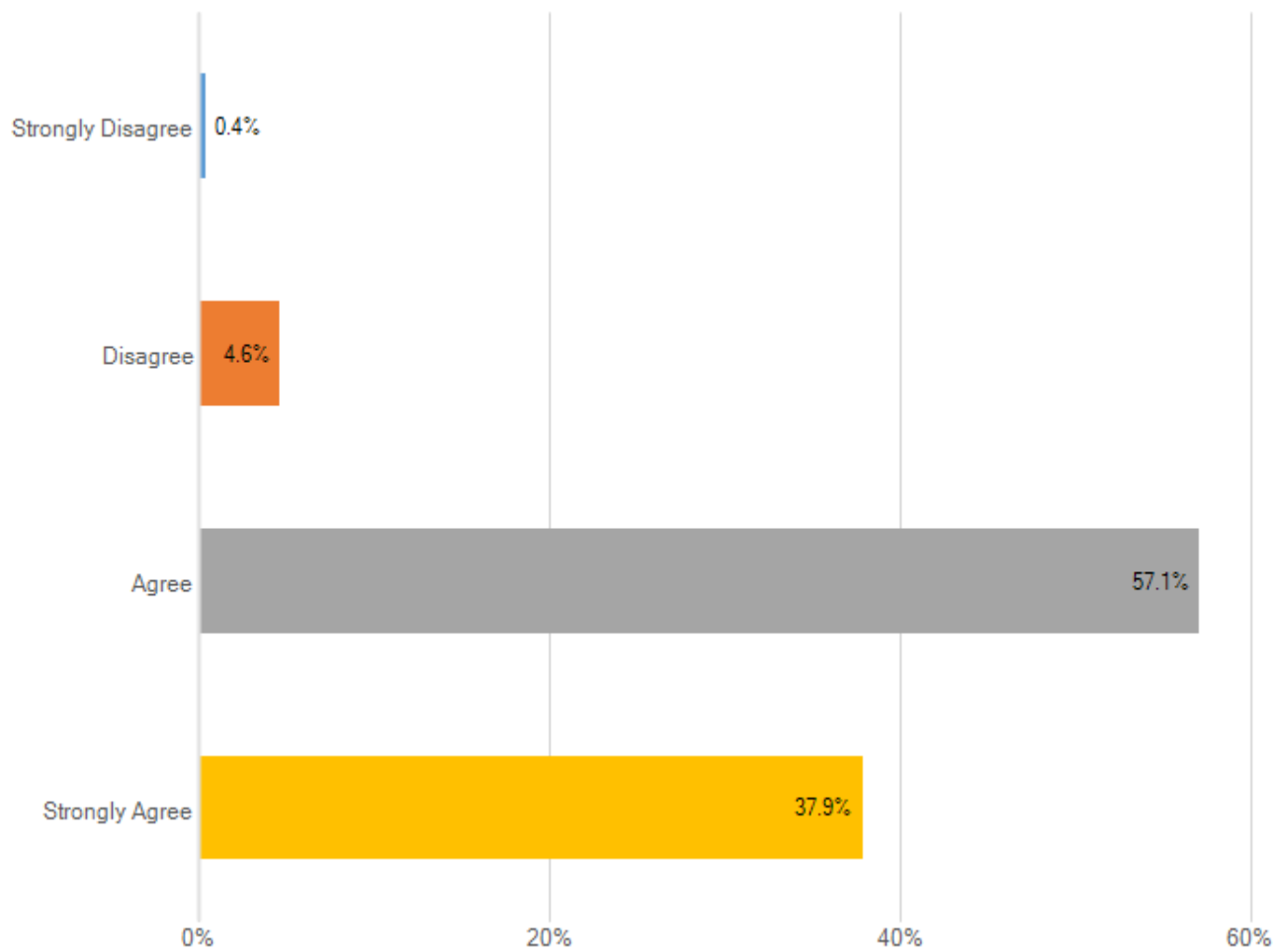
I am encouraged to come up with new ways of doing things in my role



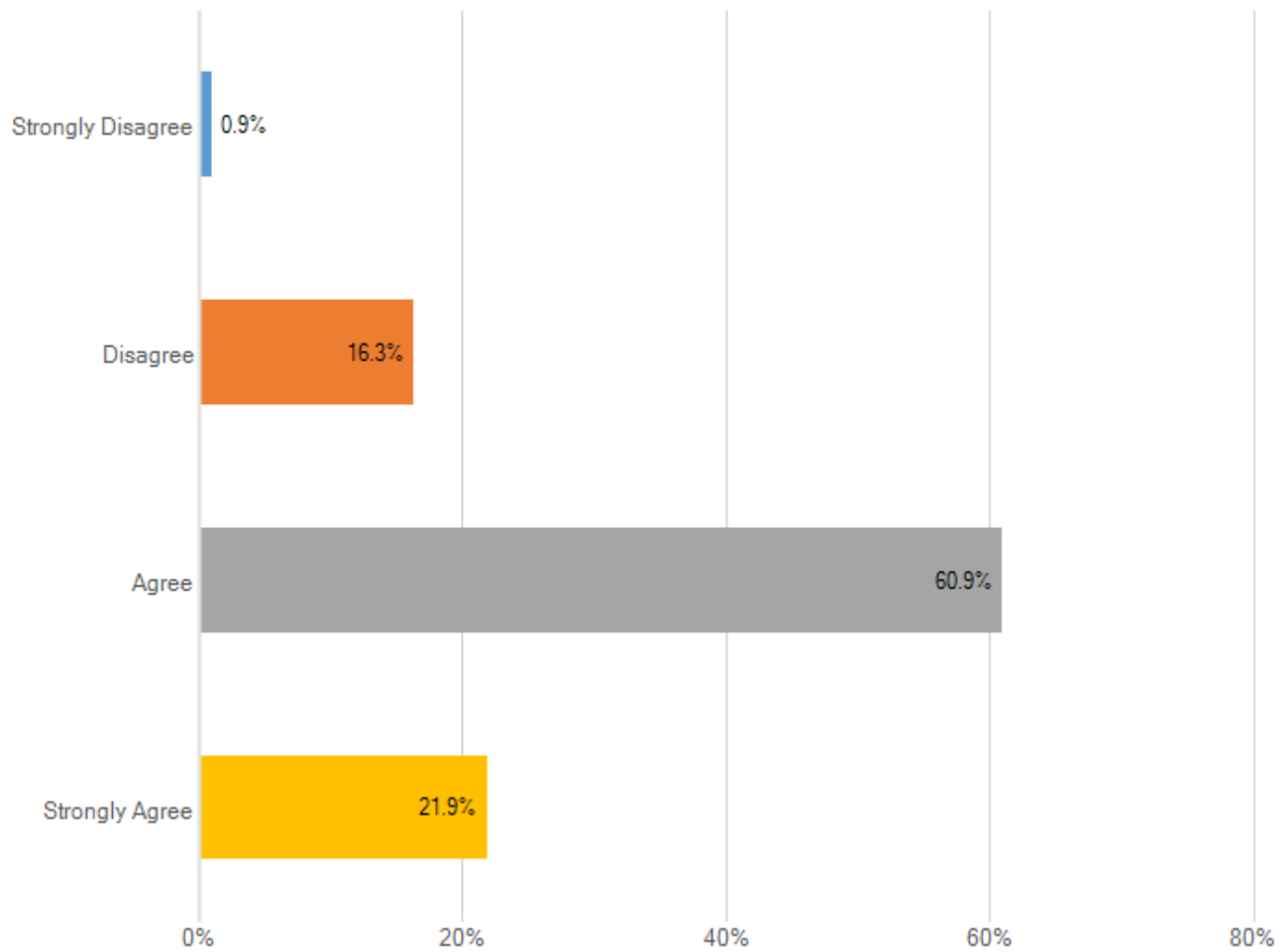
I am allowed to make mistakes and to learn from them



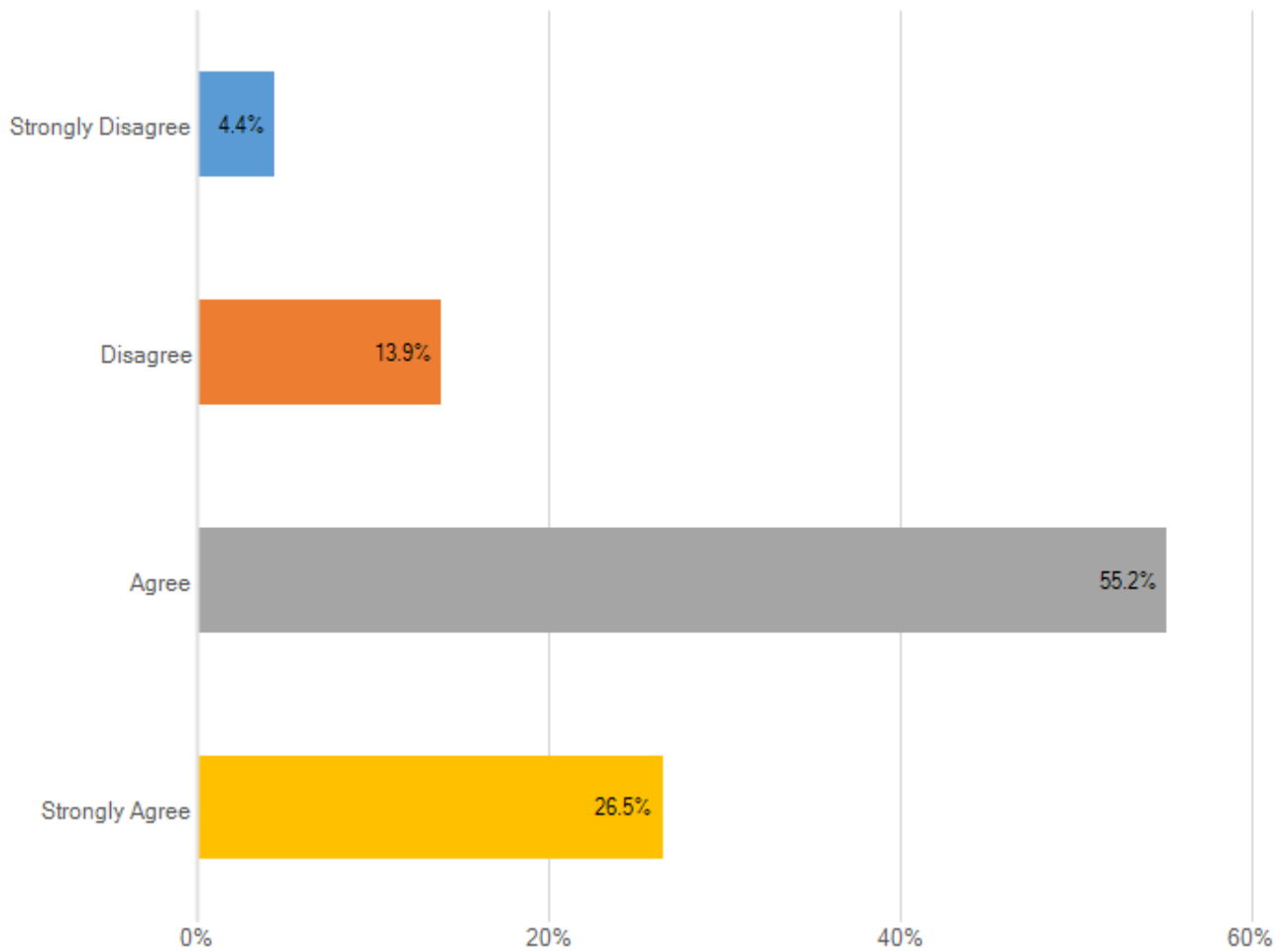
I work with others to achieve things I cannot achieve on my own



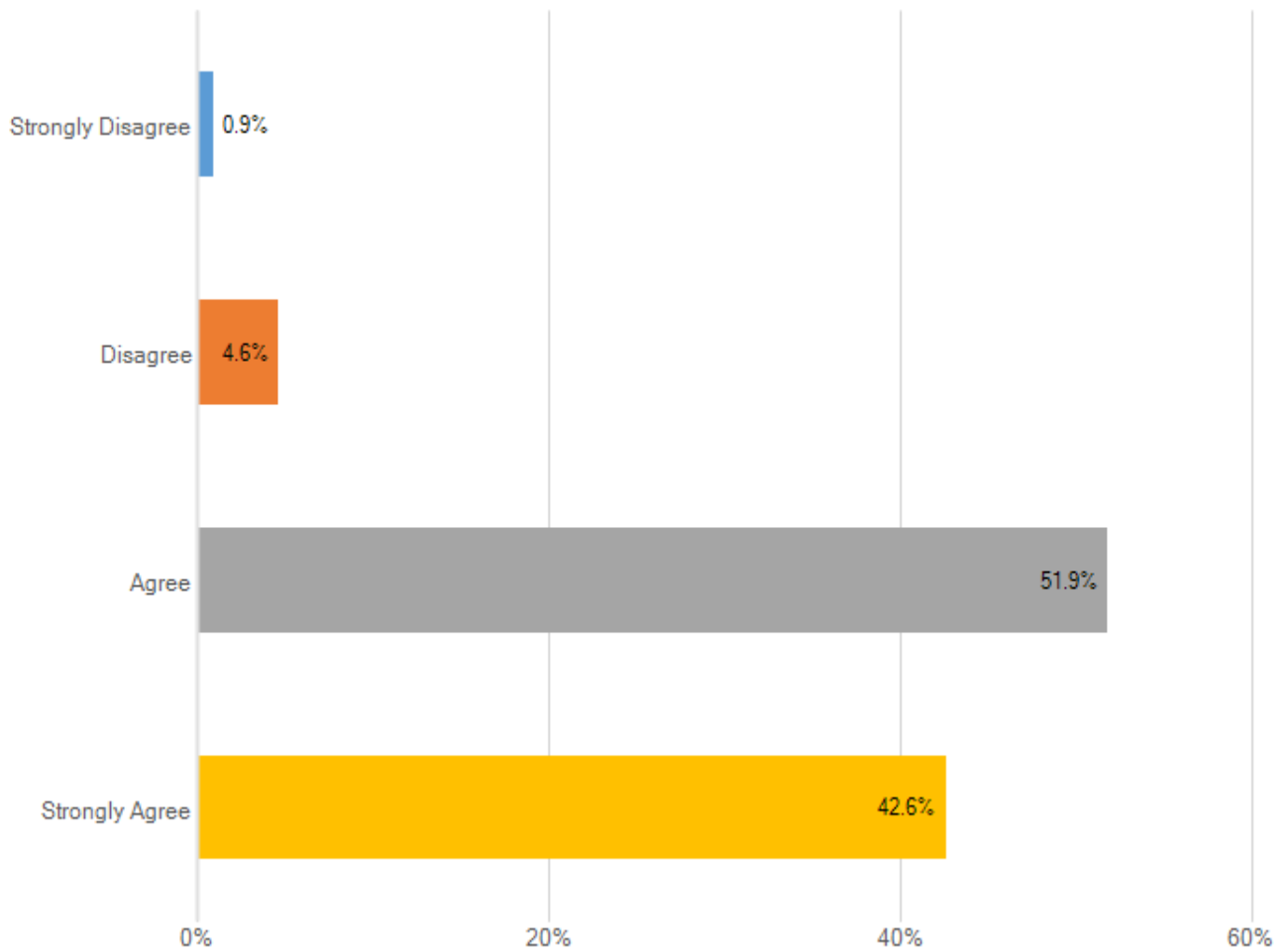
I actively seek feedback about my performance at work



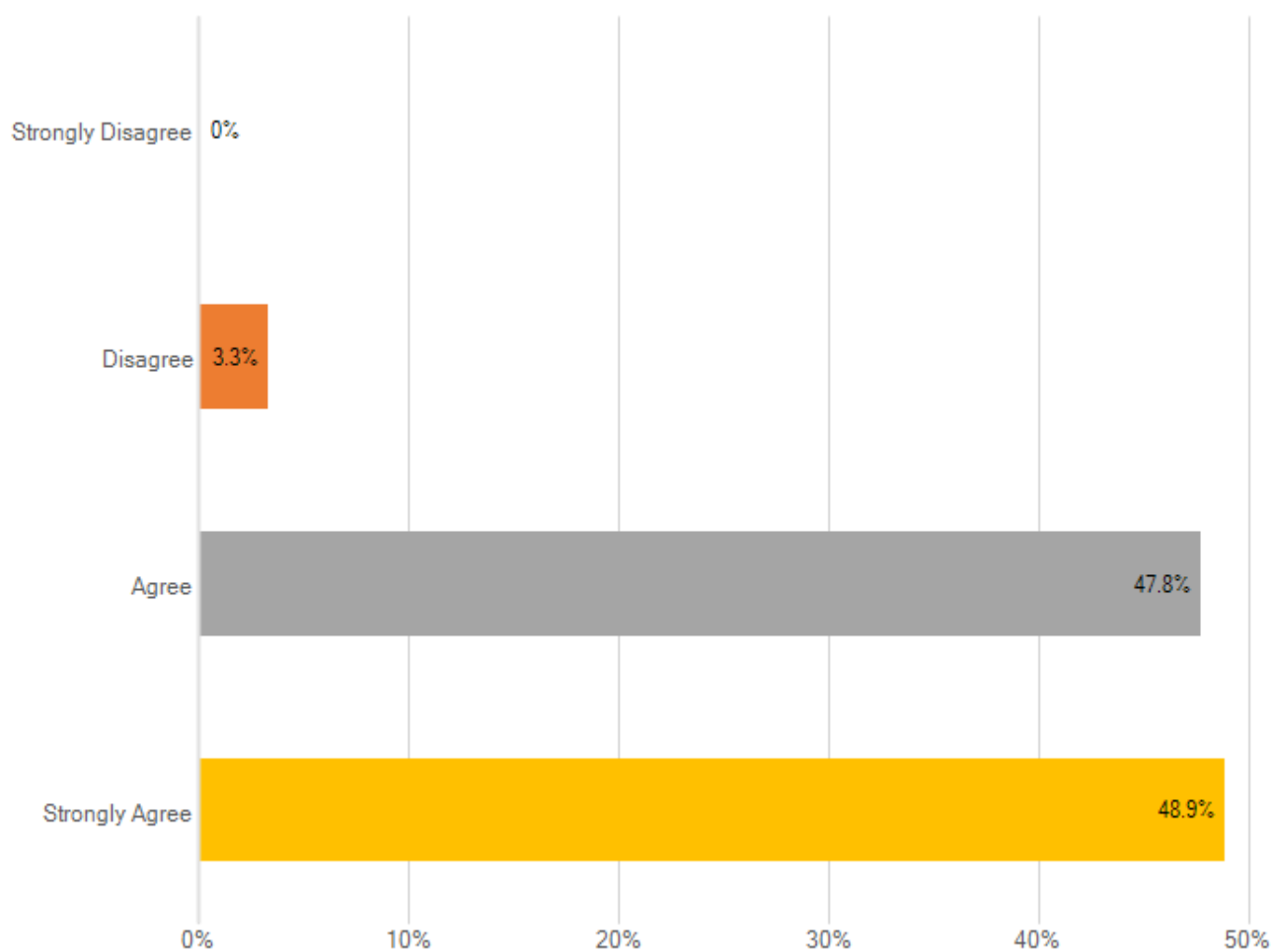
My job makes good use of my skills and abilities



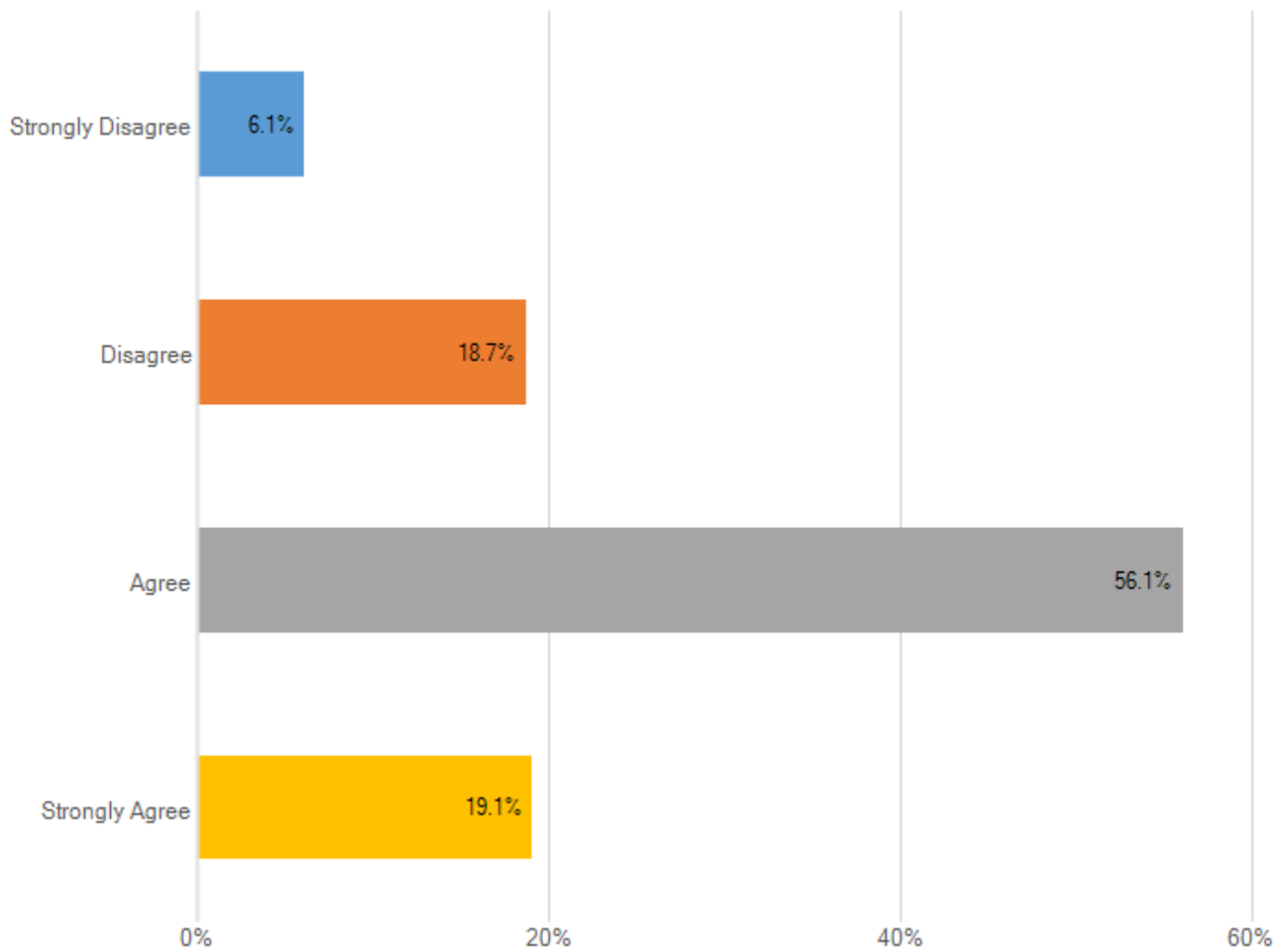
I understand CIT's Cultural Traits



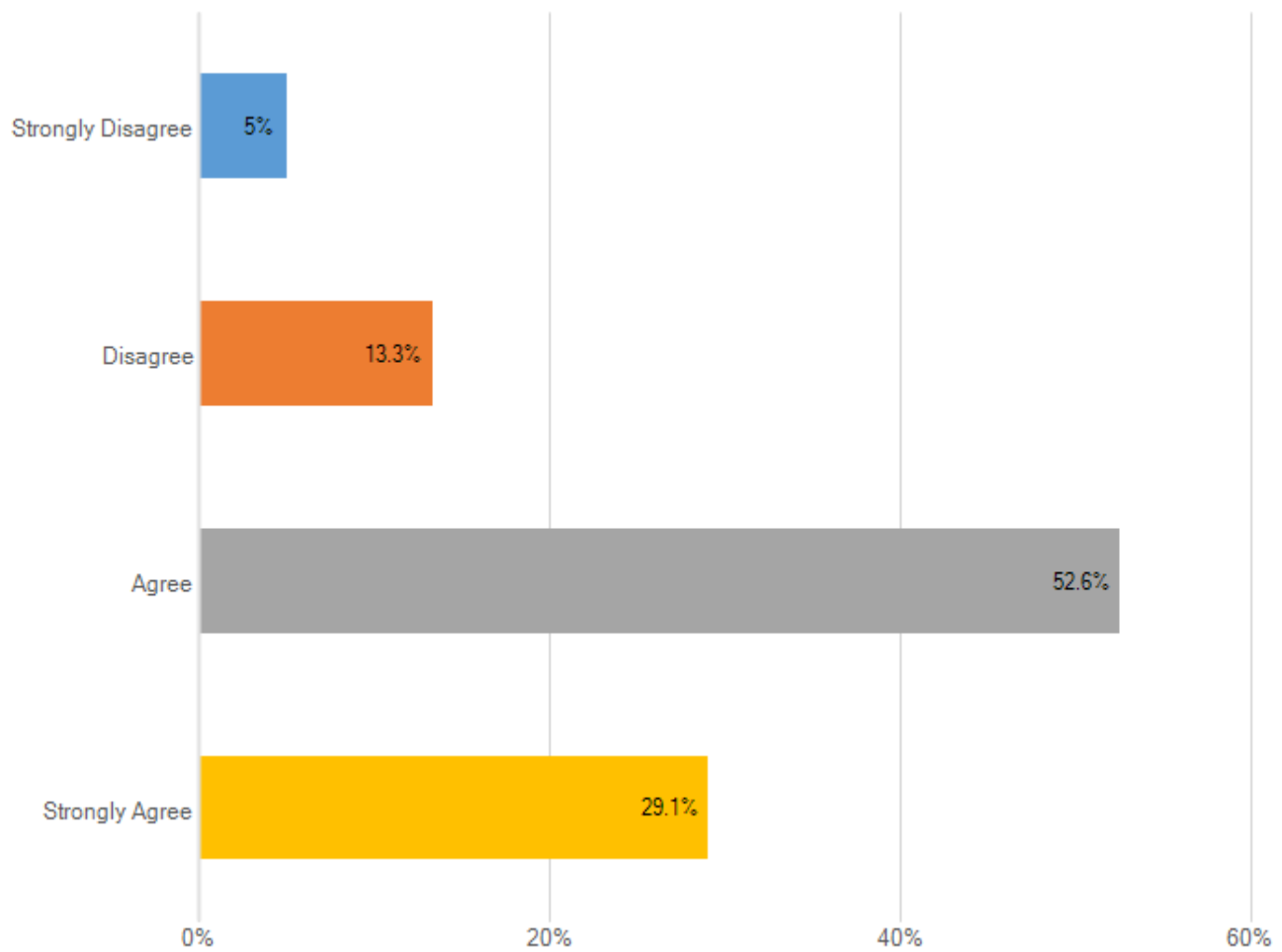
I demonstrate CITs Cultural Traits



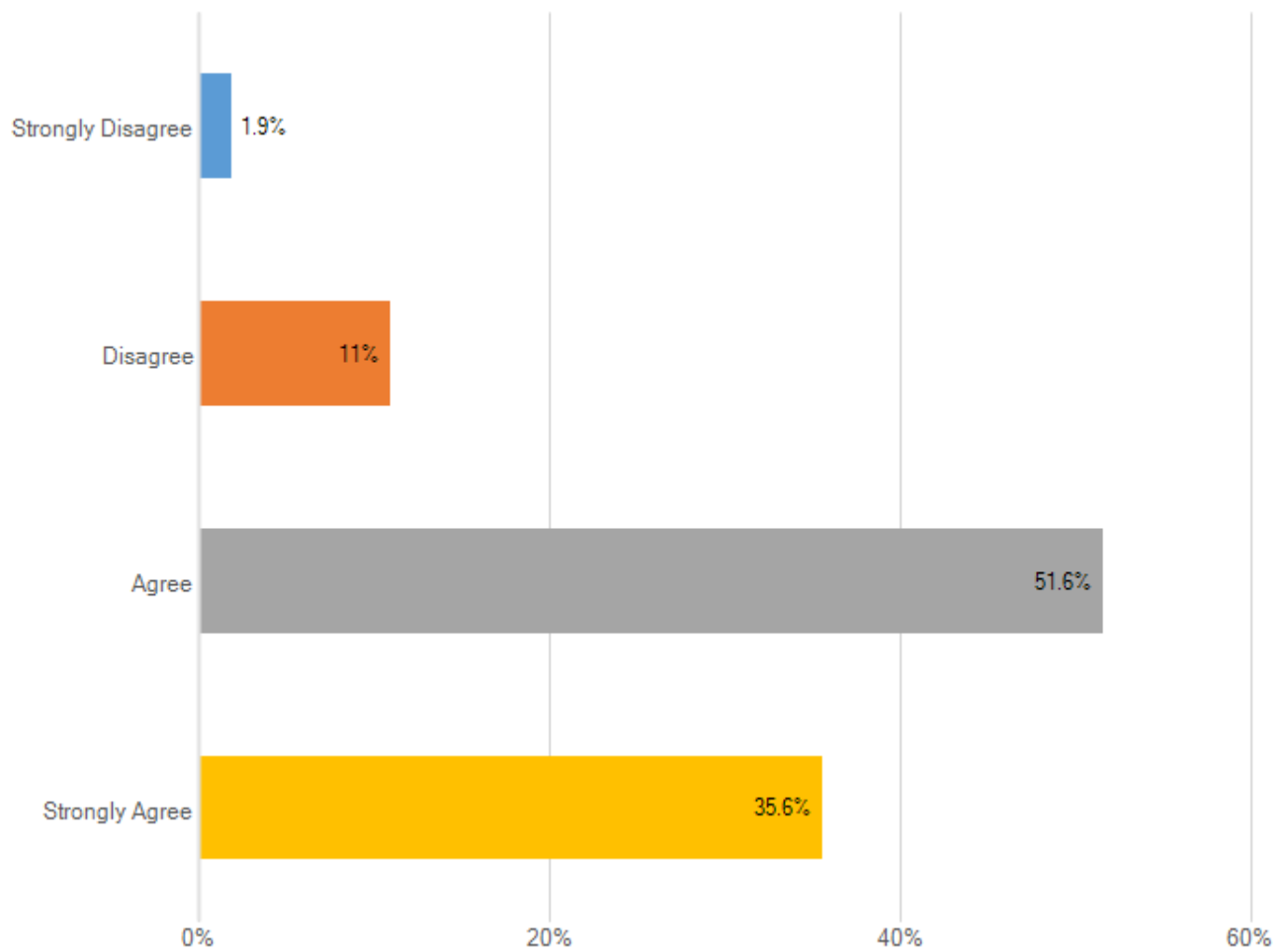
I have the opportunity for personal development at CIT



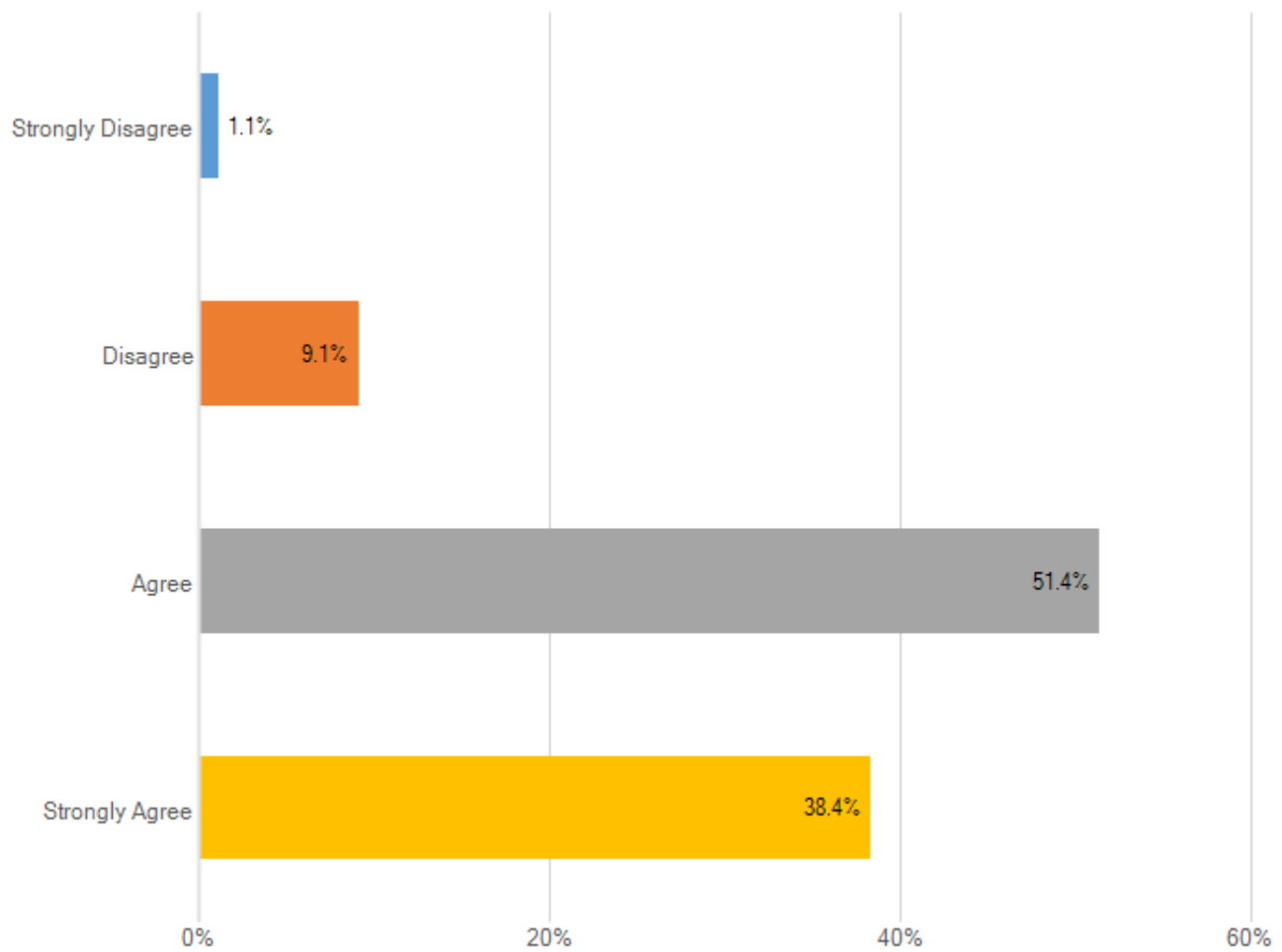
I am treated fairly and with respect while I am at work



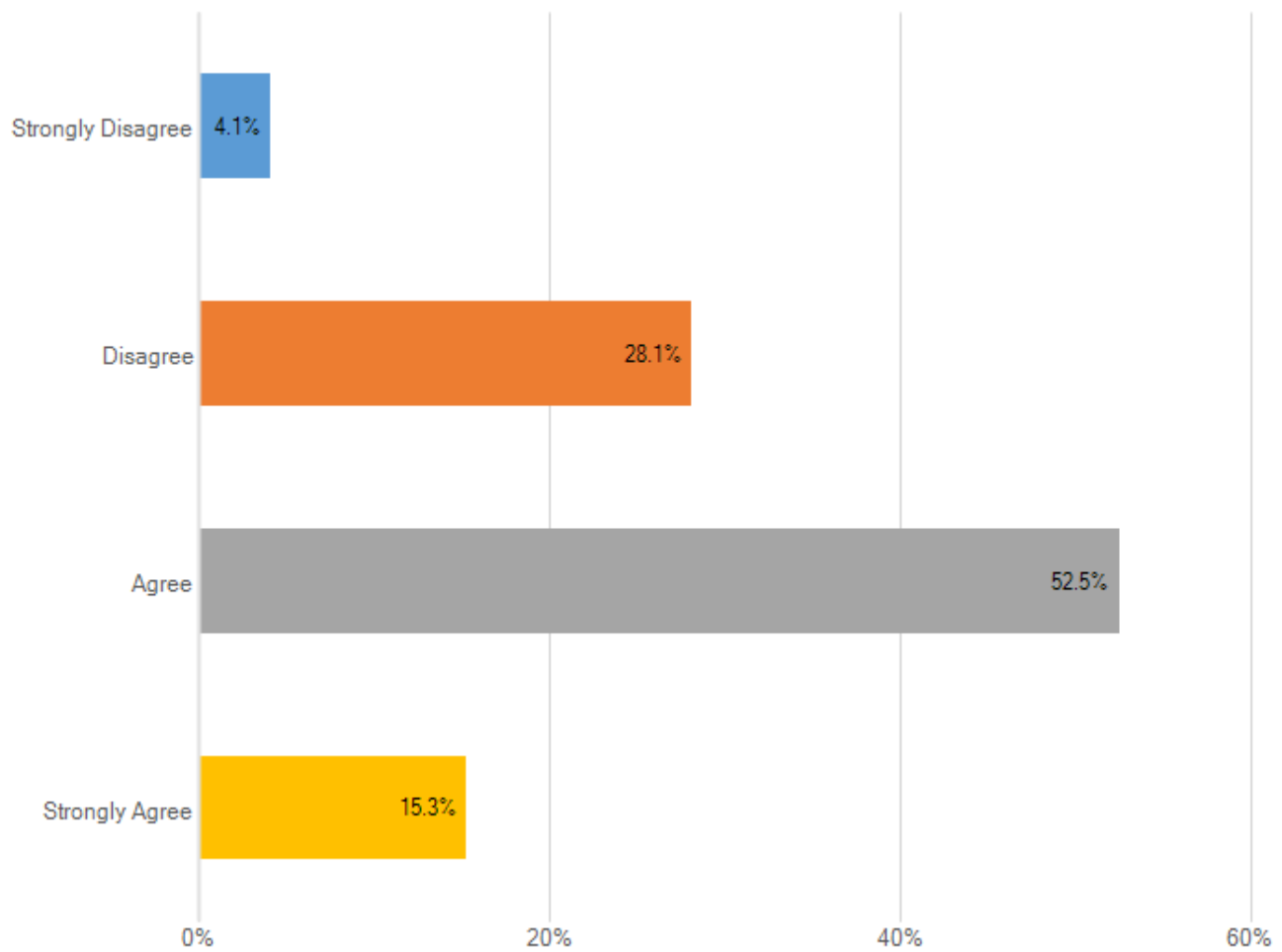
My team operates professionally



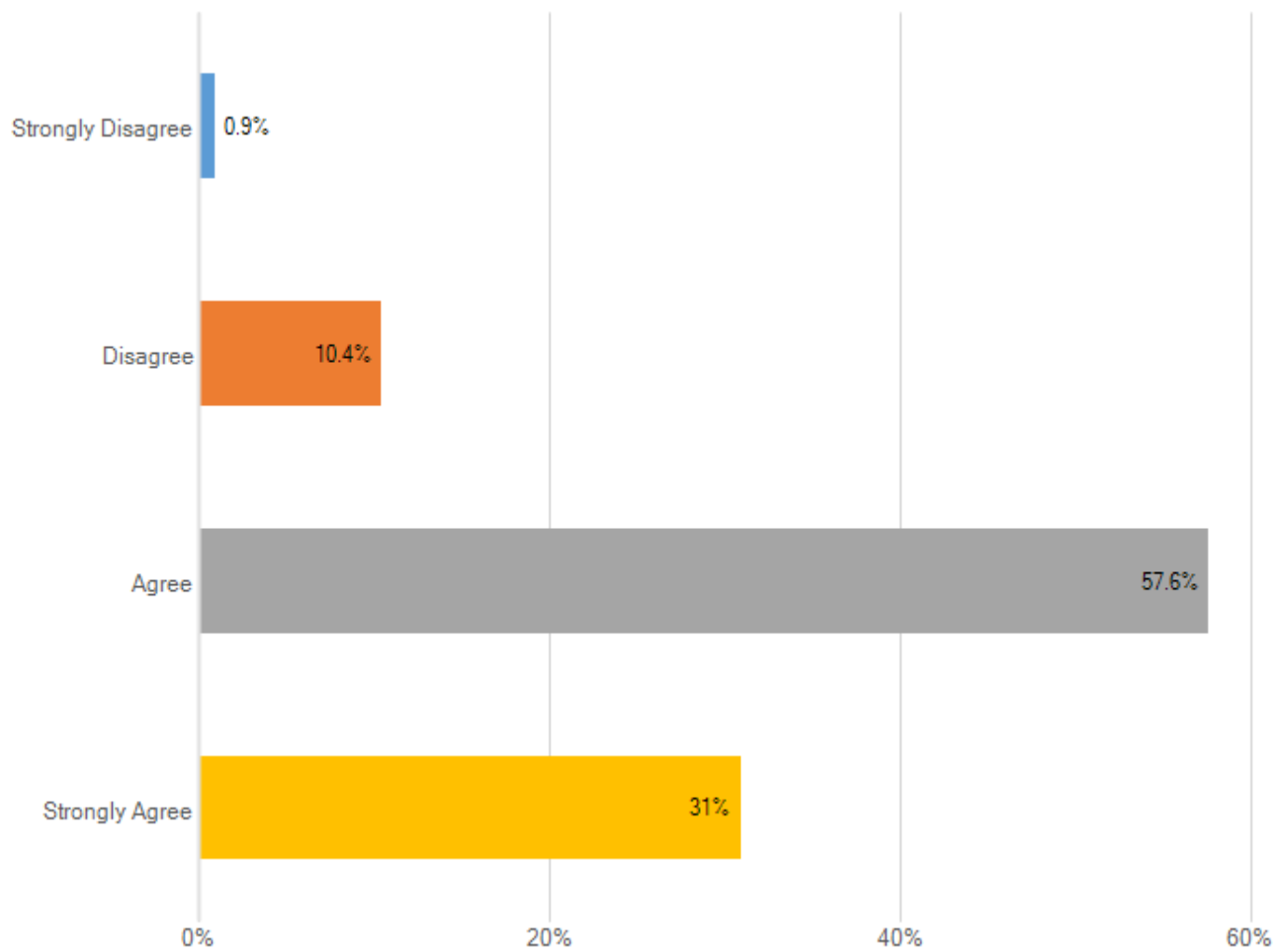
In my team, we work well with our colleagues



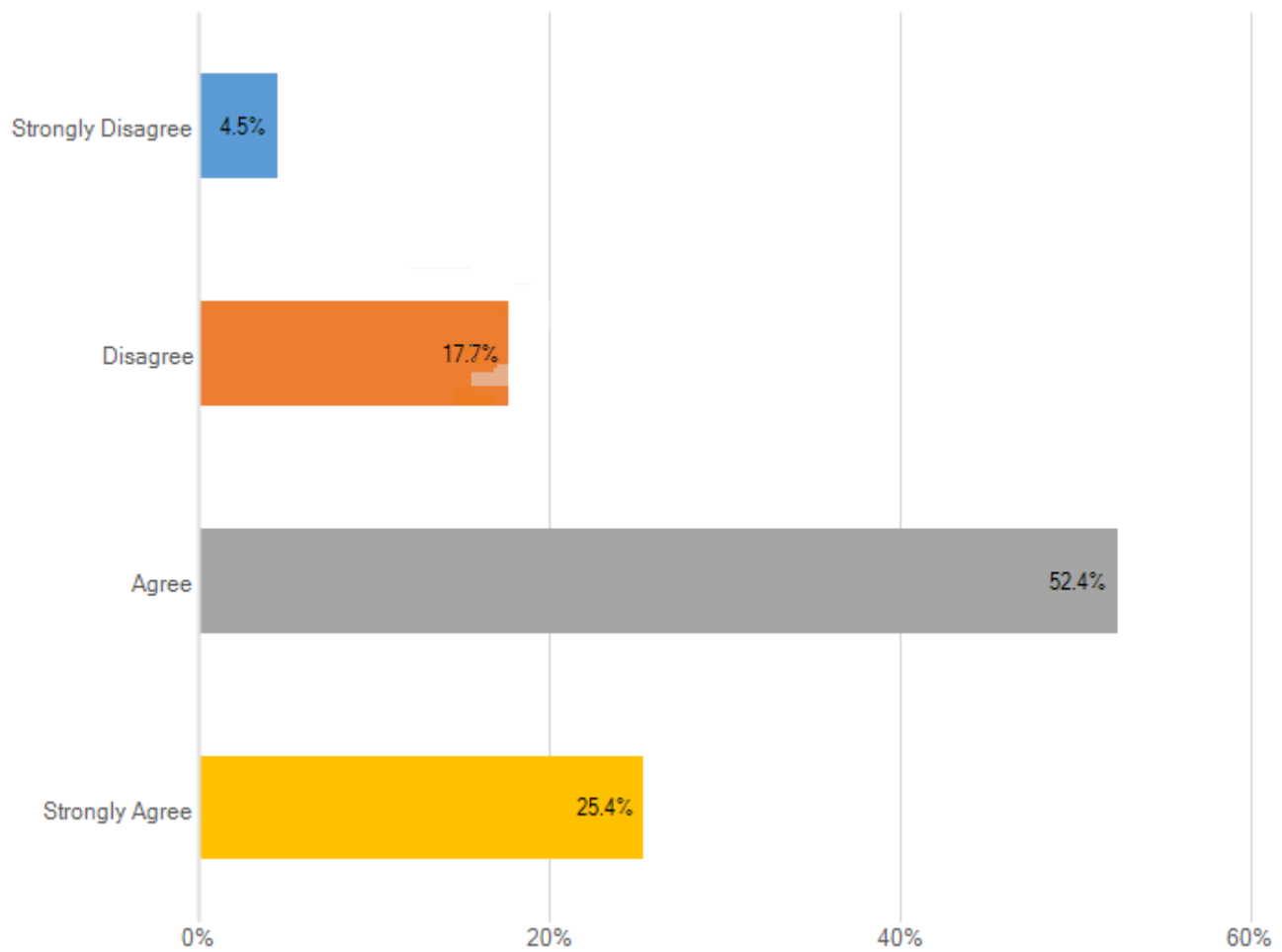
My team takes time to celebrate our successes



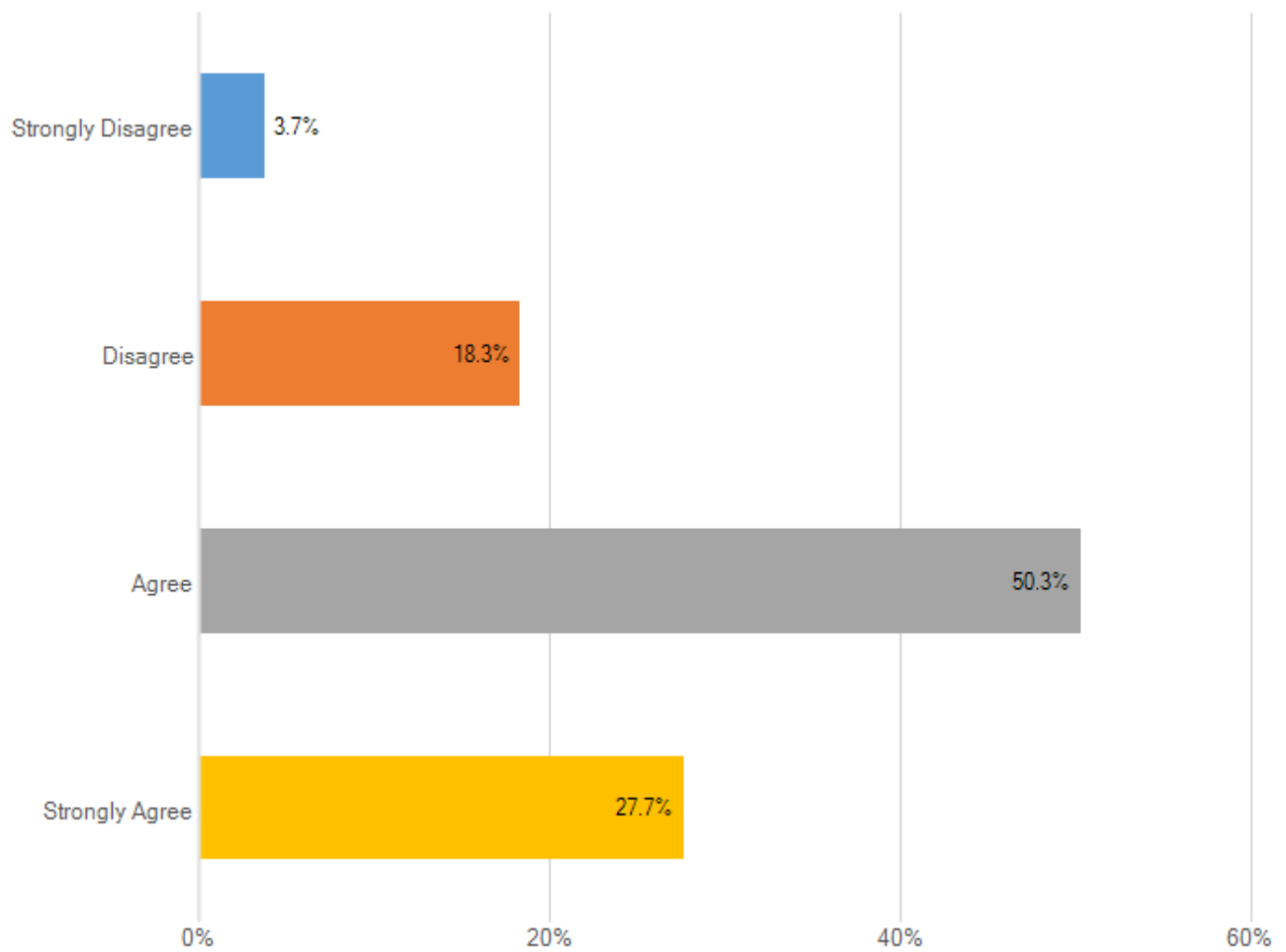
My team always tries to improve its performance



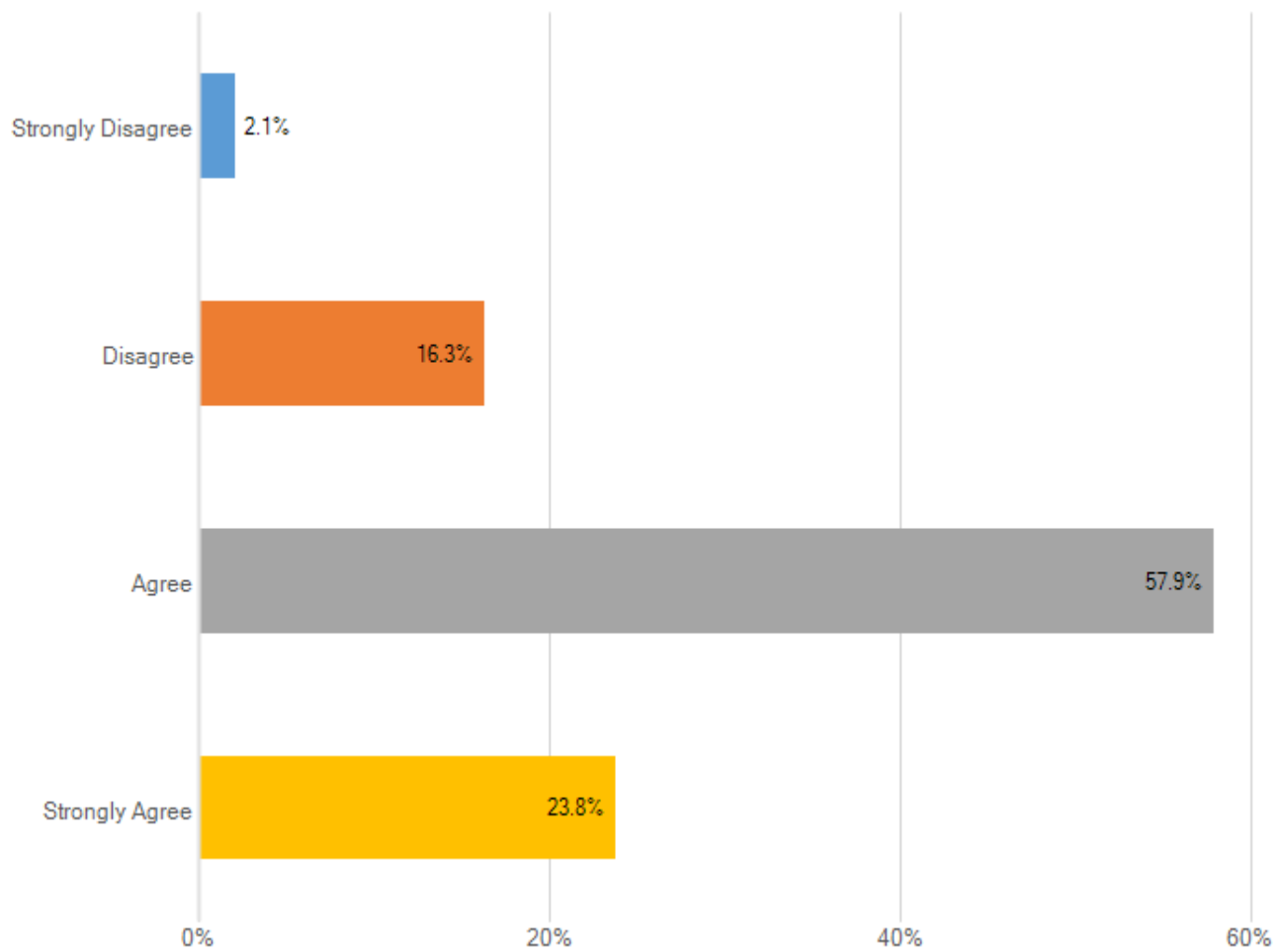
There is open and honest two-way communication on my team



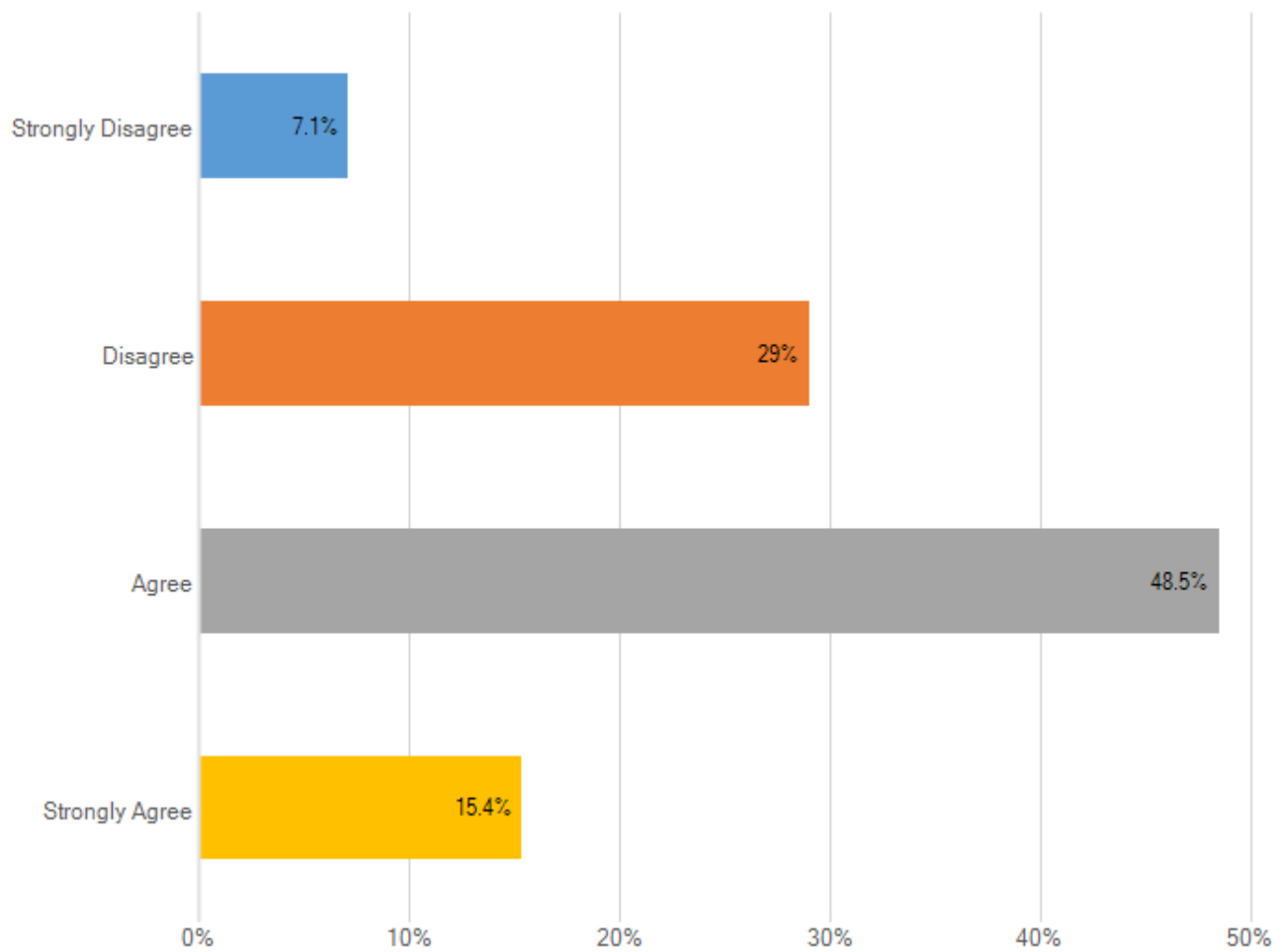
In my team, we are highly effective in anticipating and meeting changing customer needs



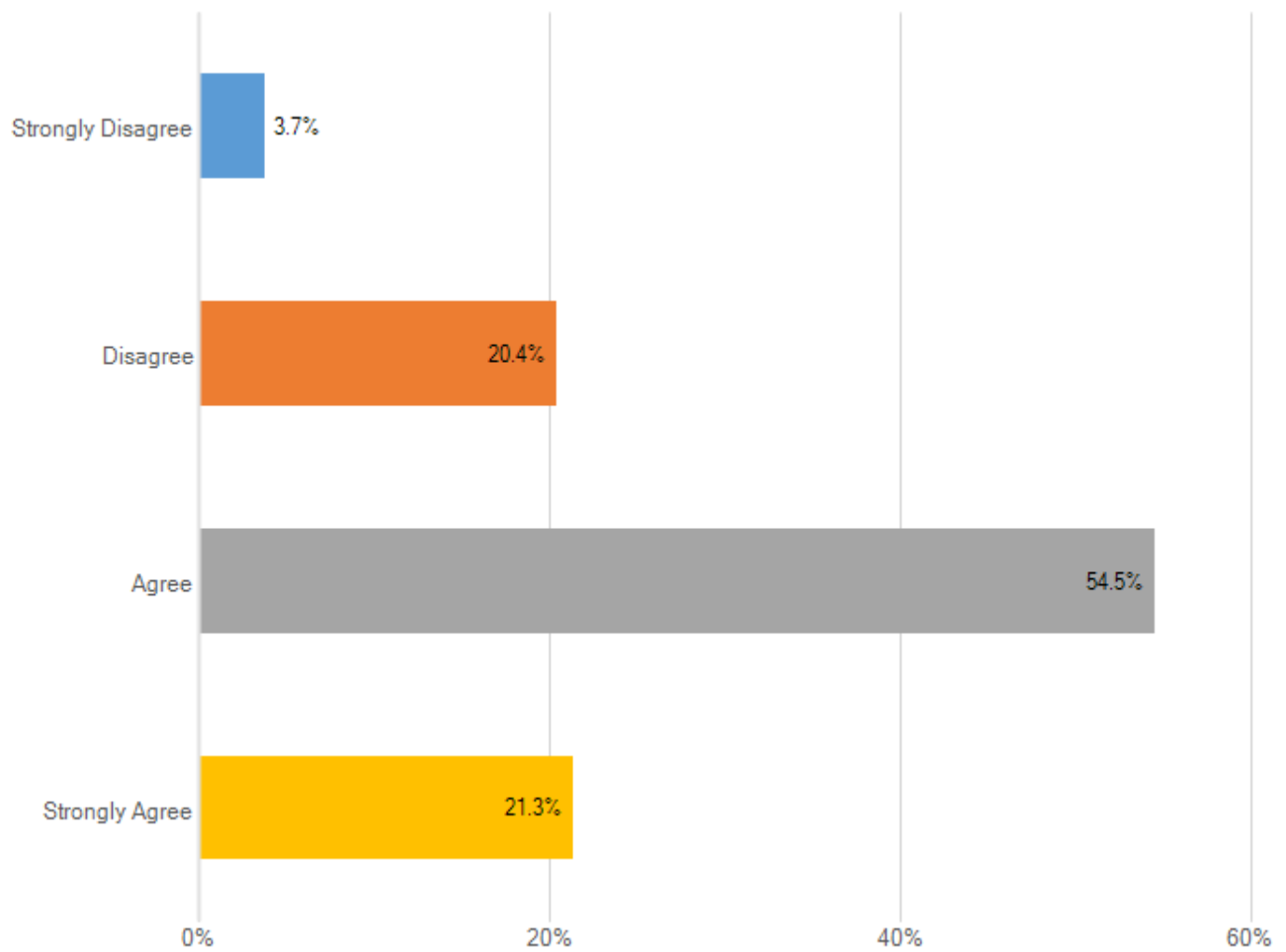
My team monitors our customer satisfaction levels and seeks ways to improve them



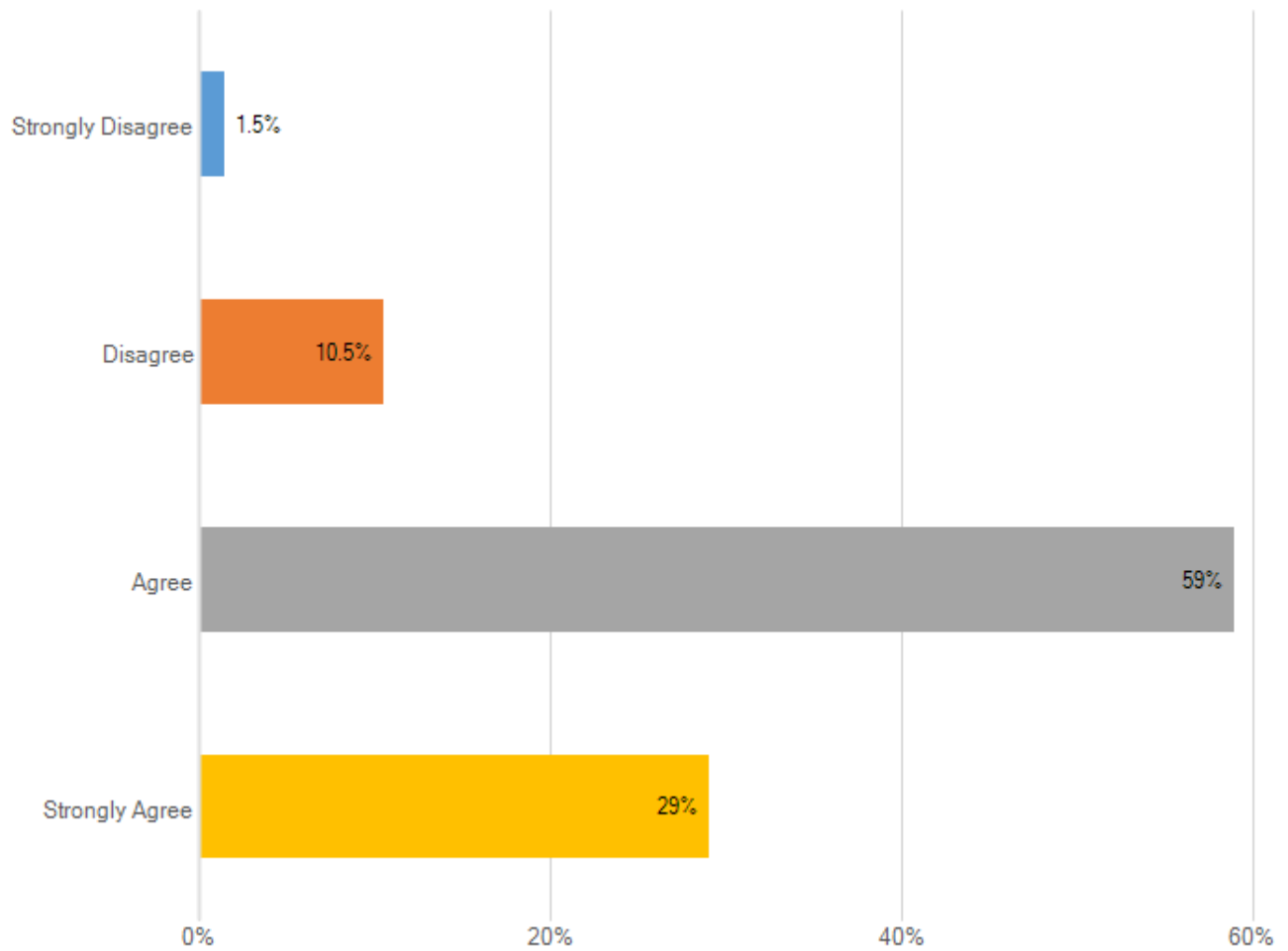
People are recognised when they go above and beyond for customers on my team



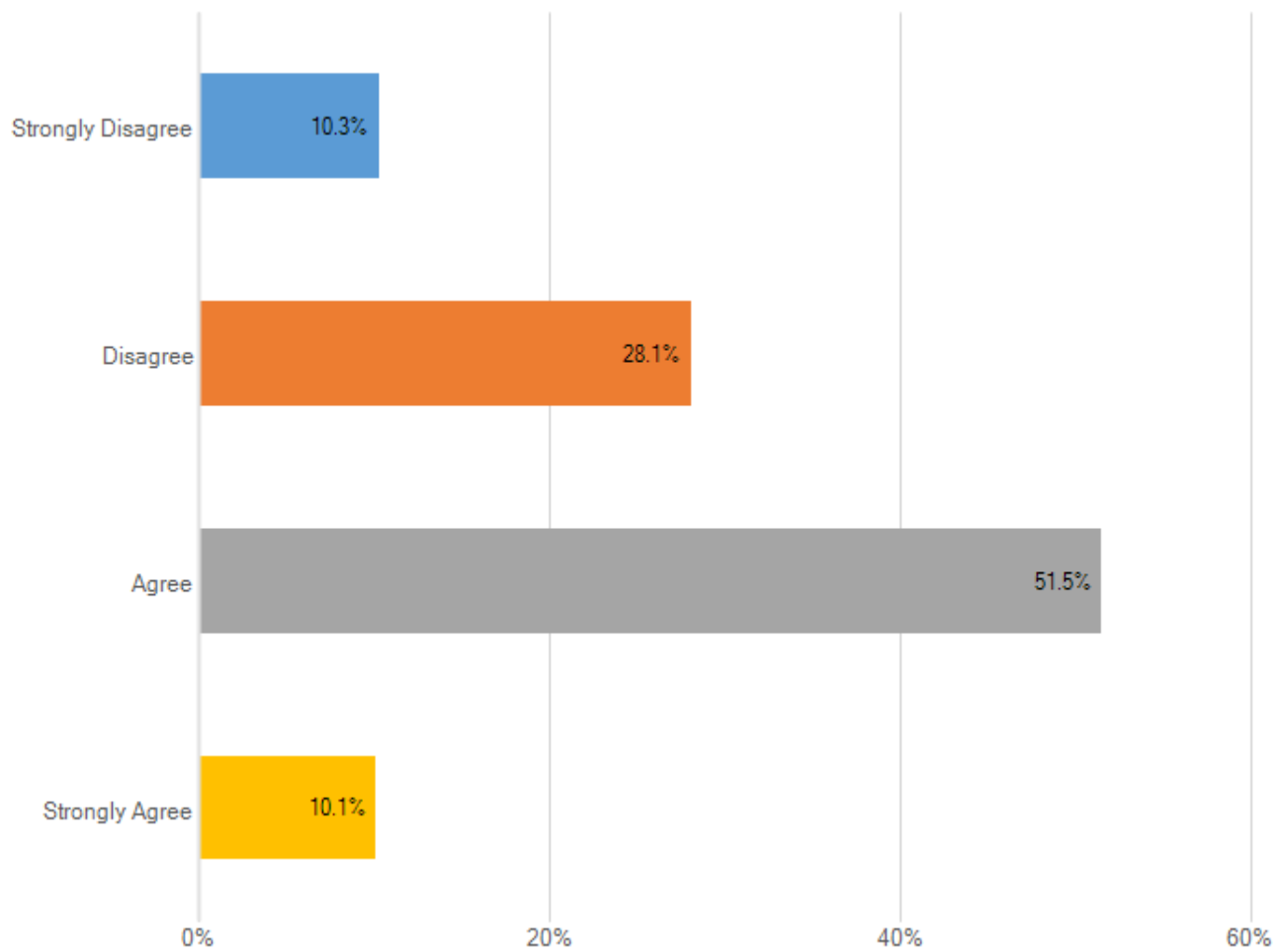
In my team, we manage change effectively



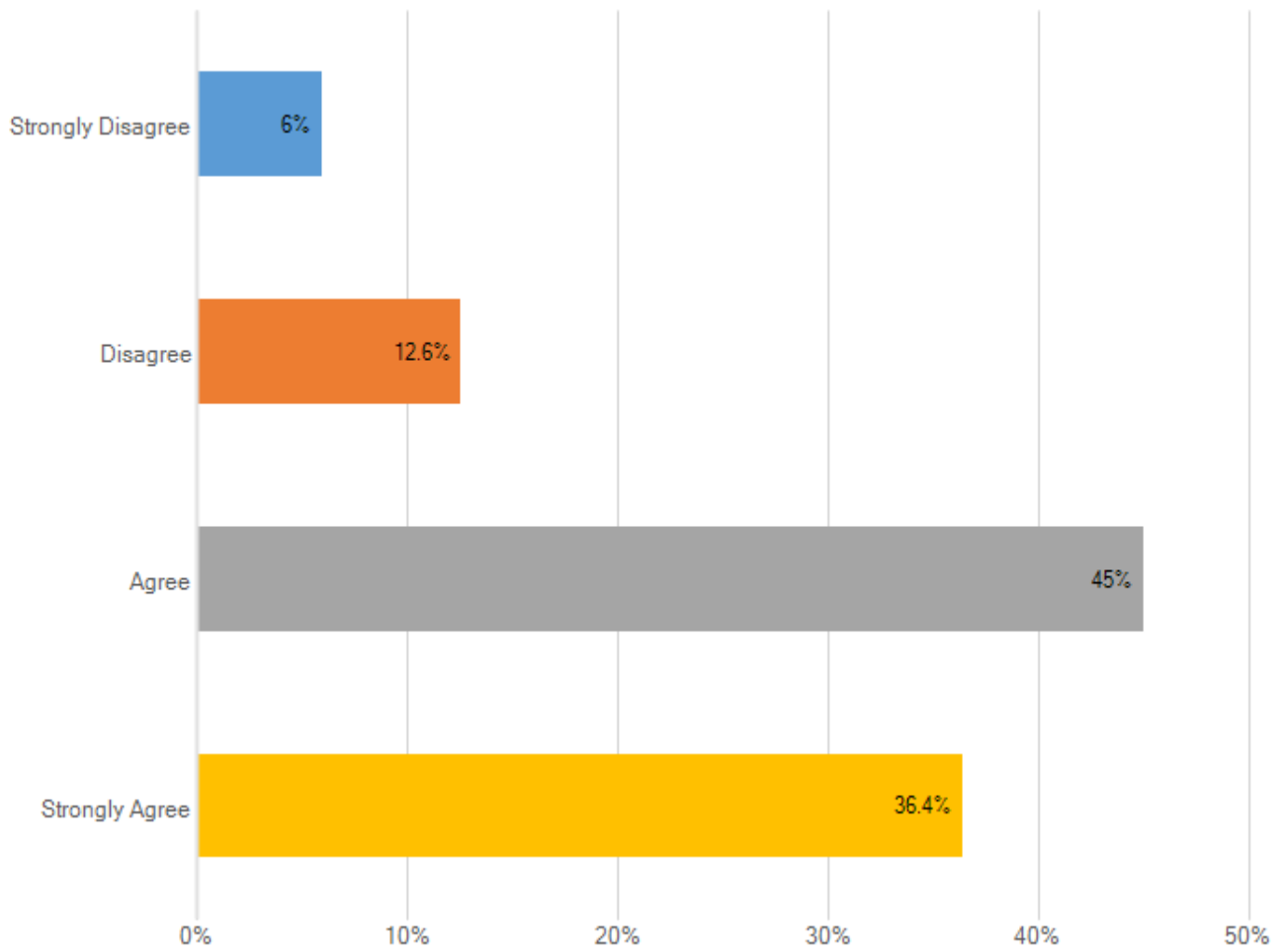
My team demonstrates CITs Cultural Traits



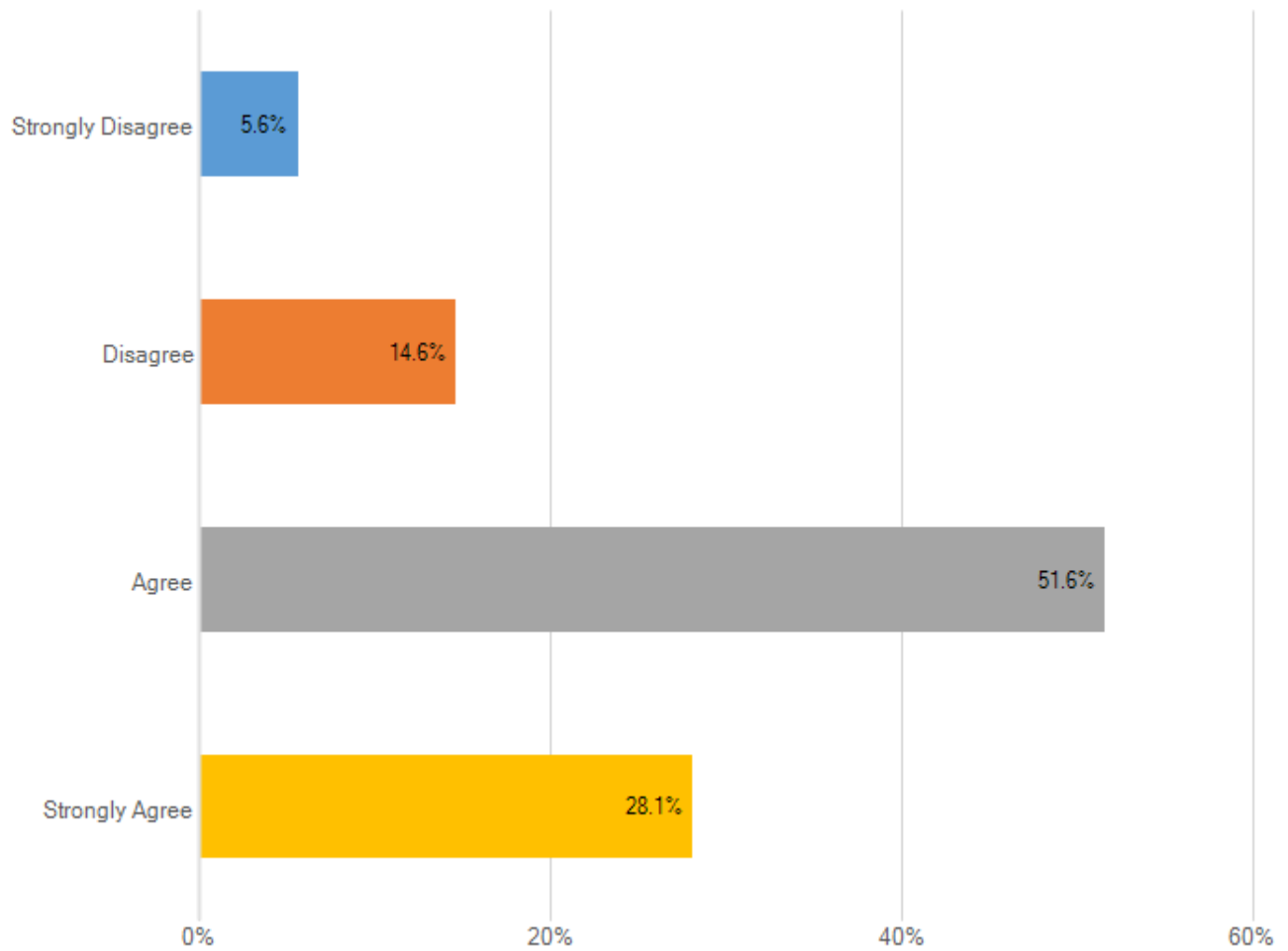
Poor performance is dealt with effectively in my team



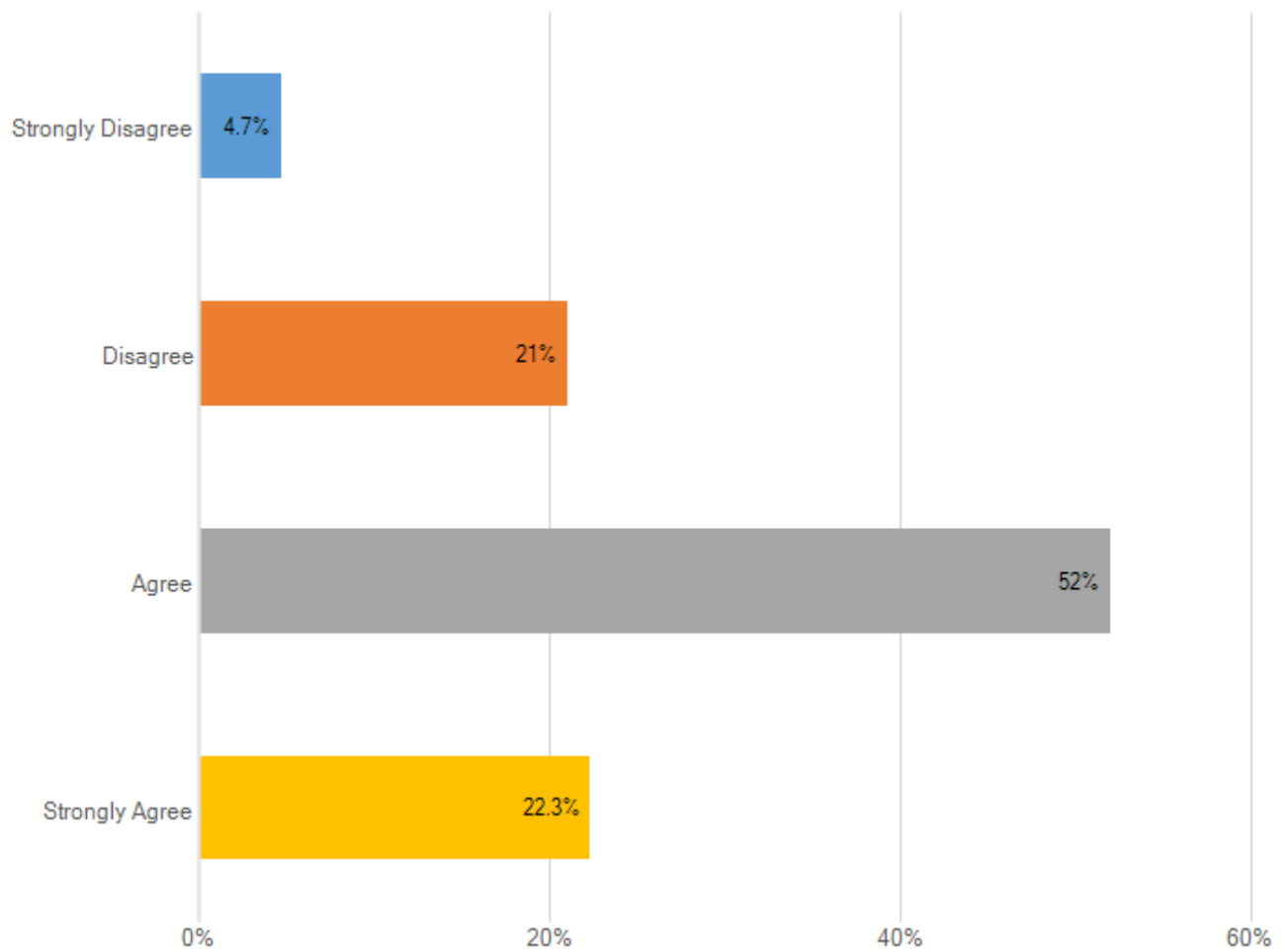
I feel valued and respected by my Manager



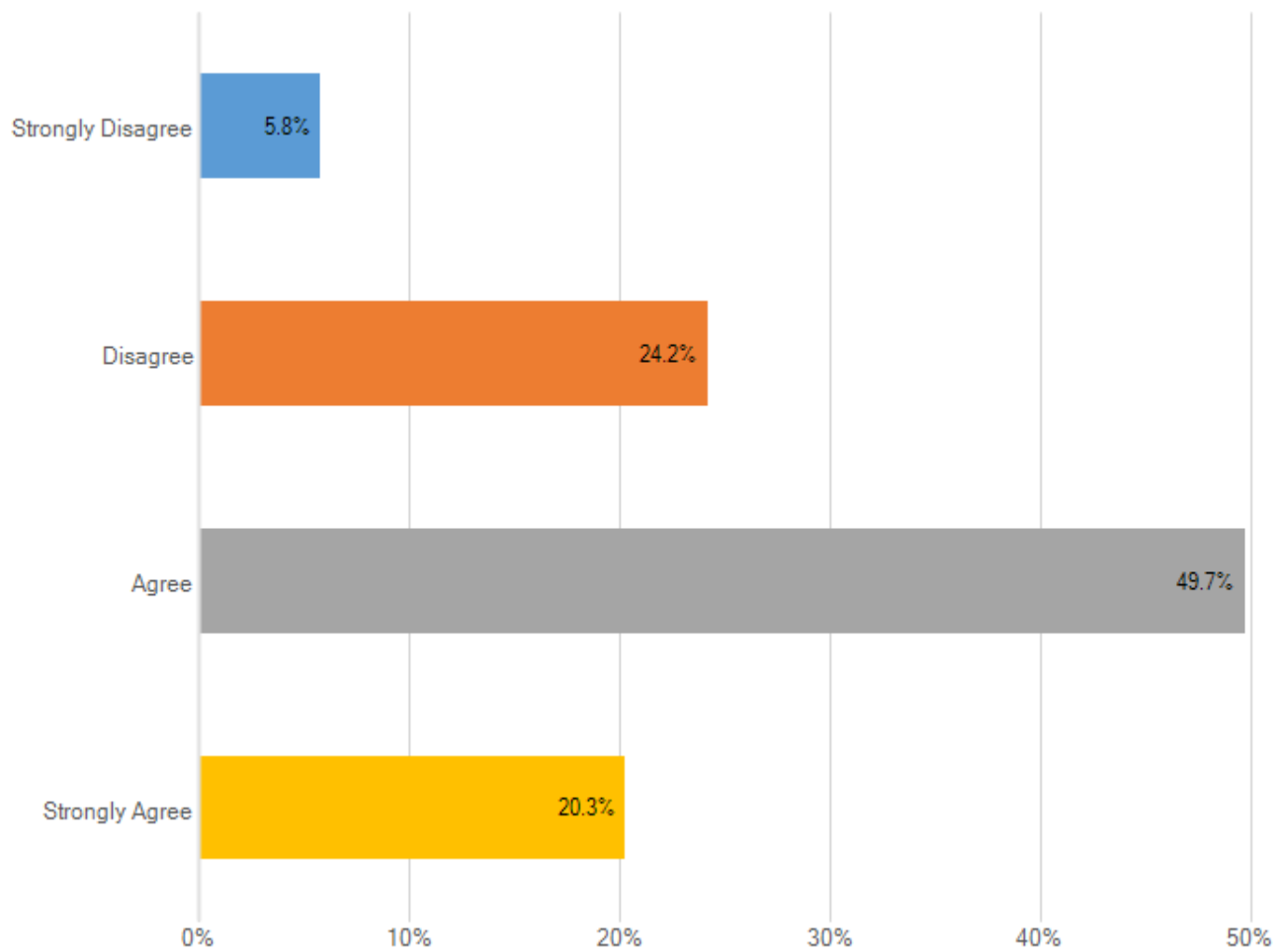
My manager listens to and acts on my ideas



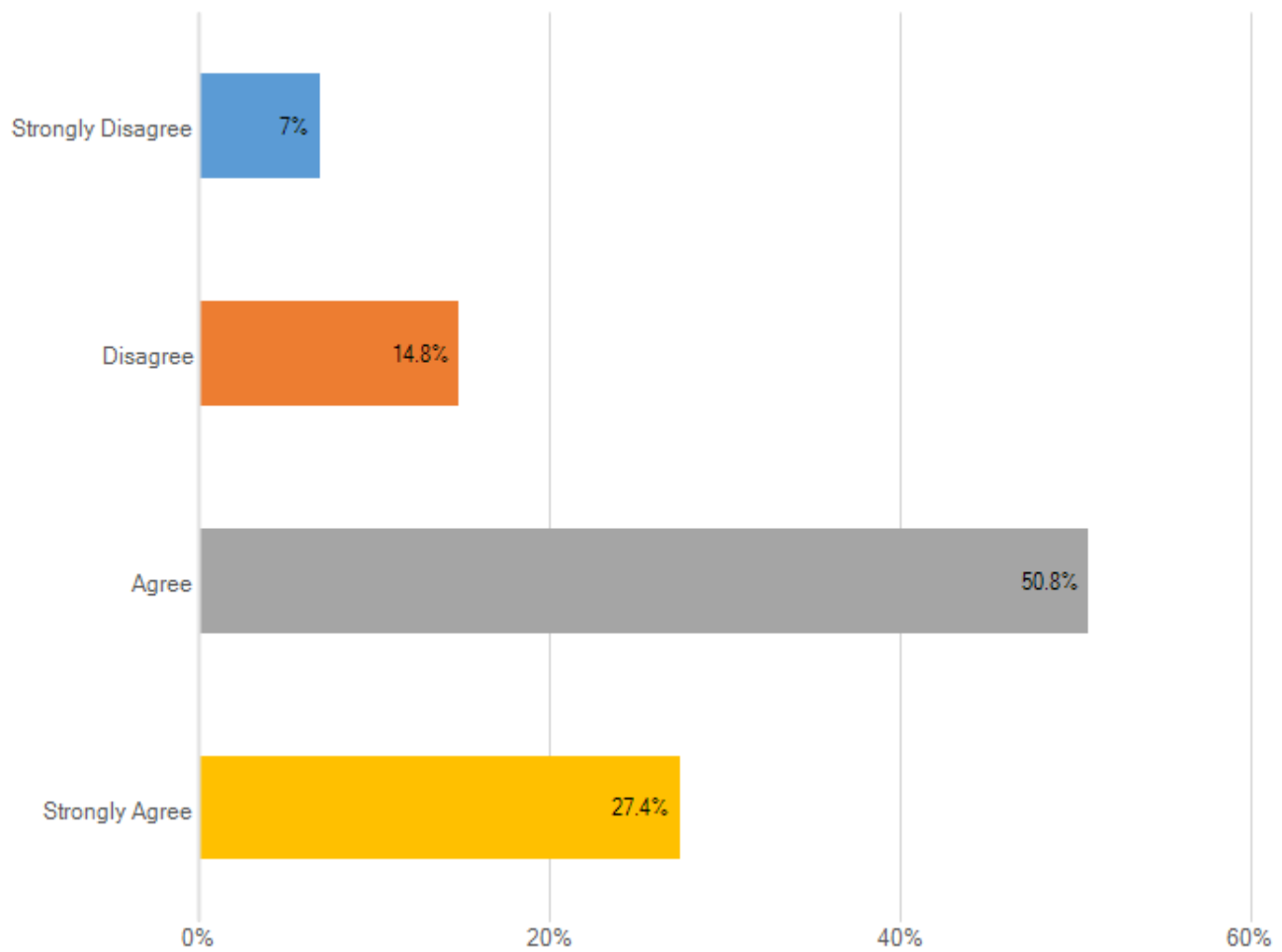
My manager provides me with ongoing feedback about how I am going



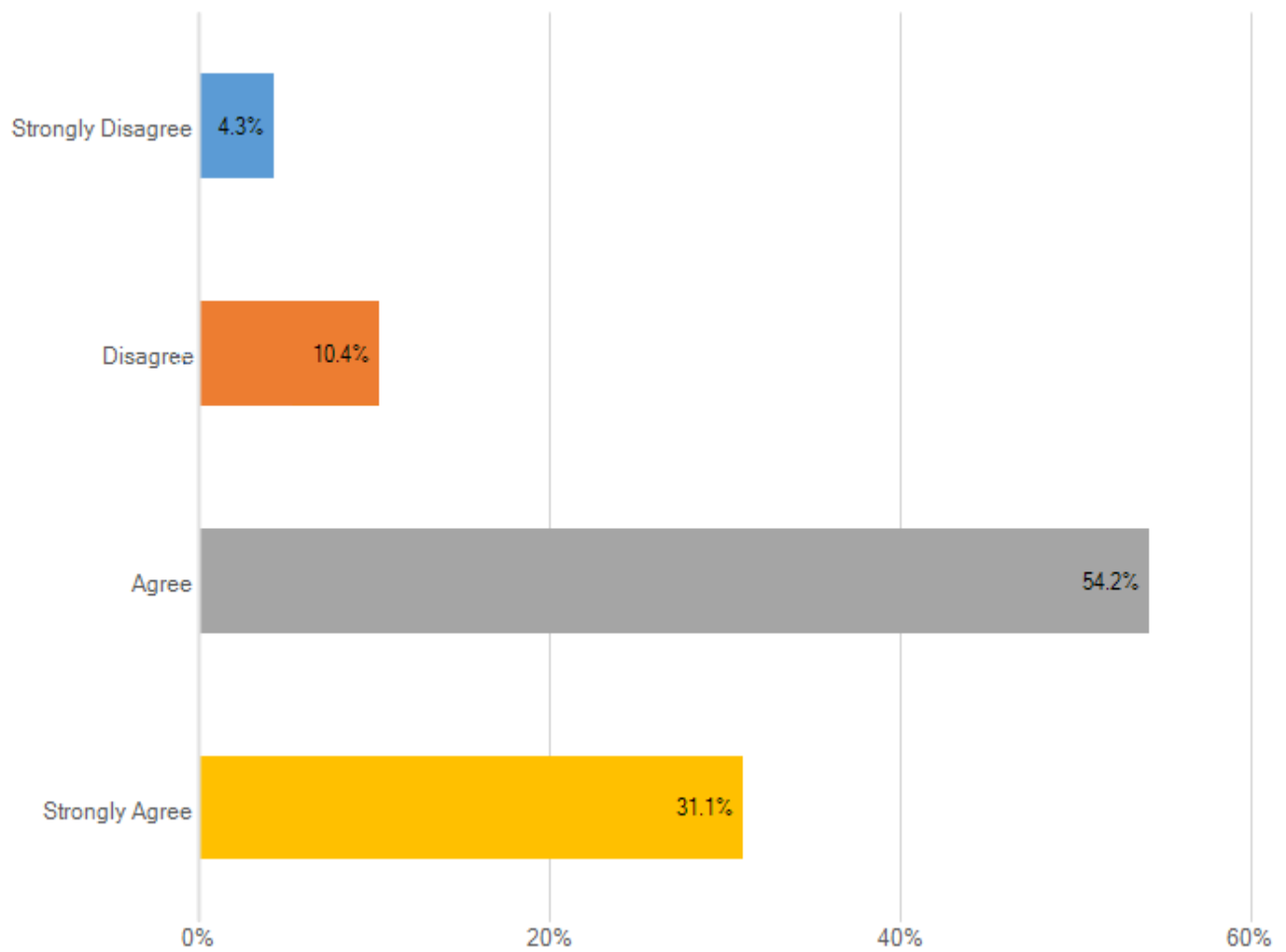
My manager helps me understand my strengths and areas for development



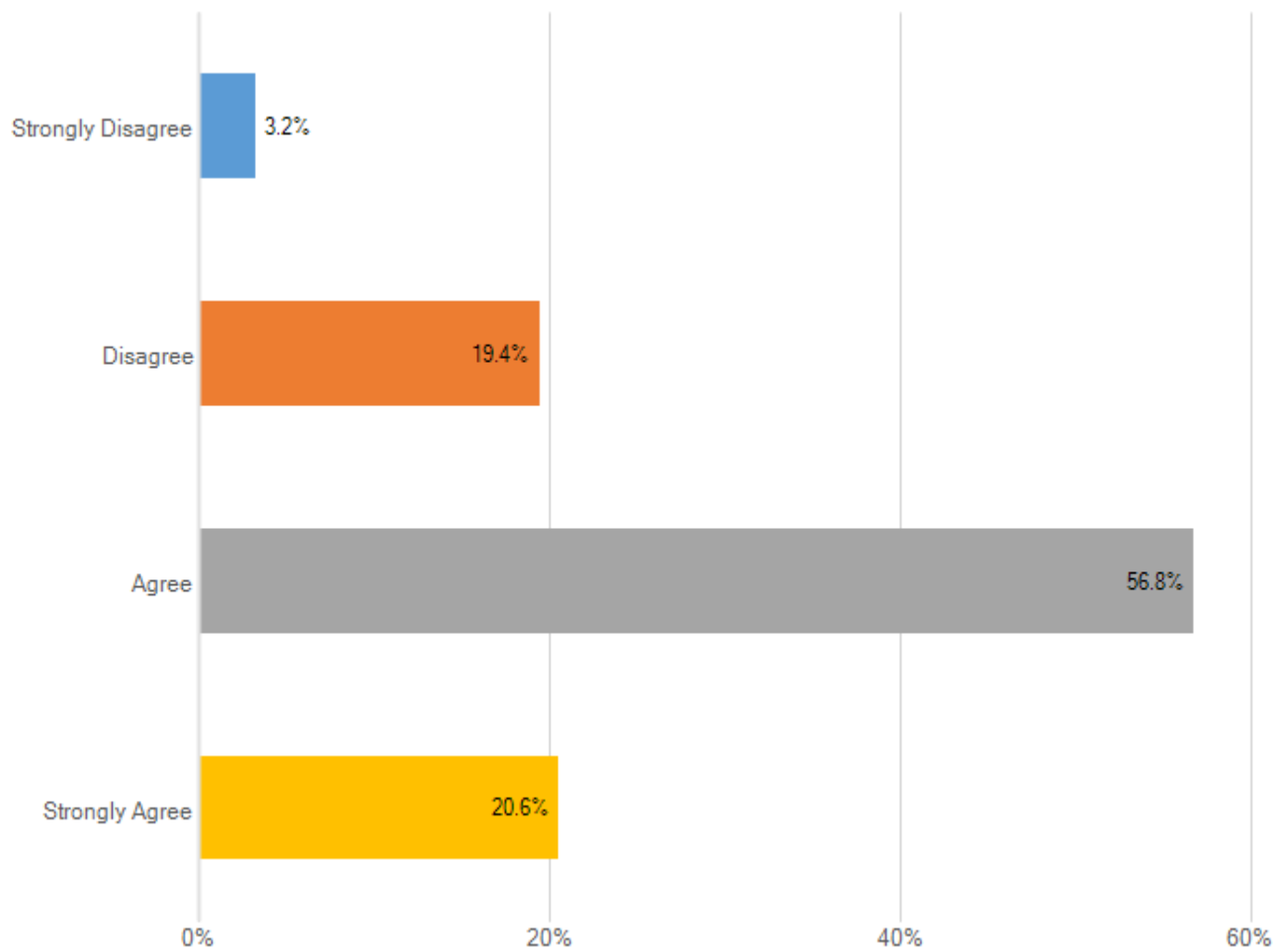
I am able to communicate freely up the line, even when I am communicating bad news



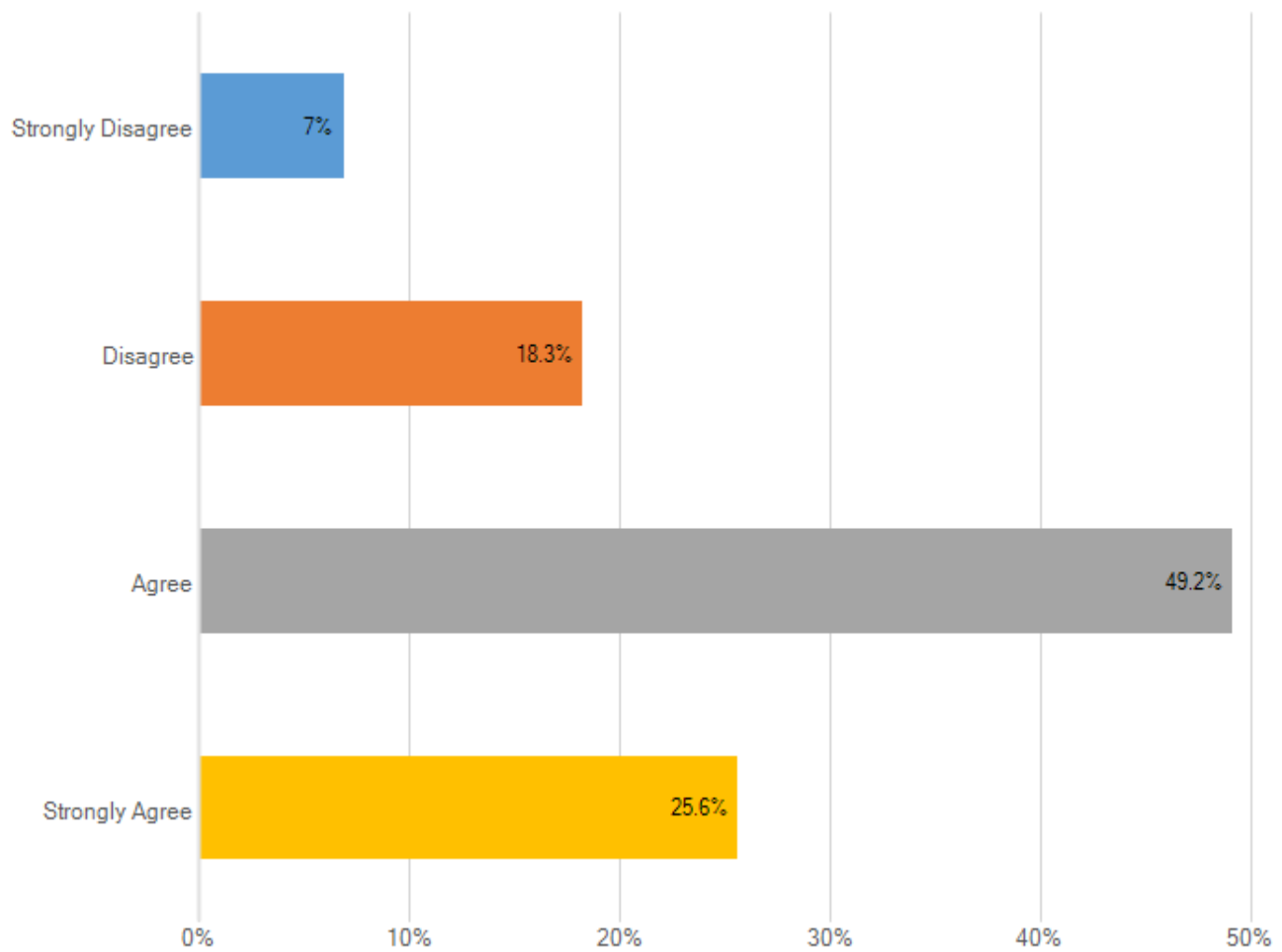
My manager encourages collaboration on my team



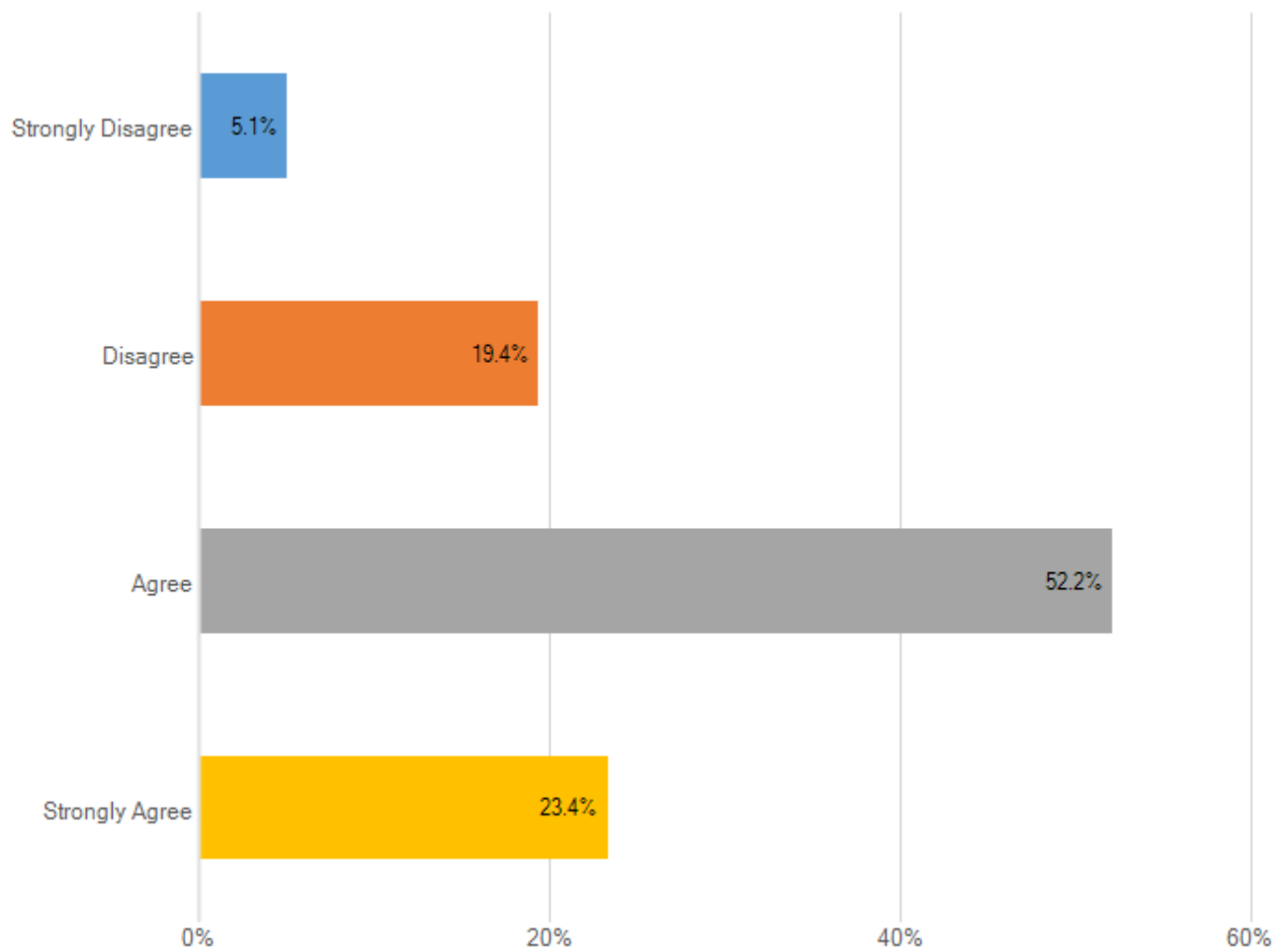
My manager holds team members accountable for achieving their objectives



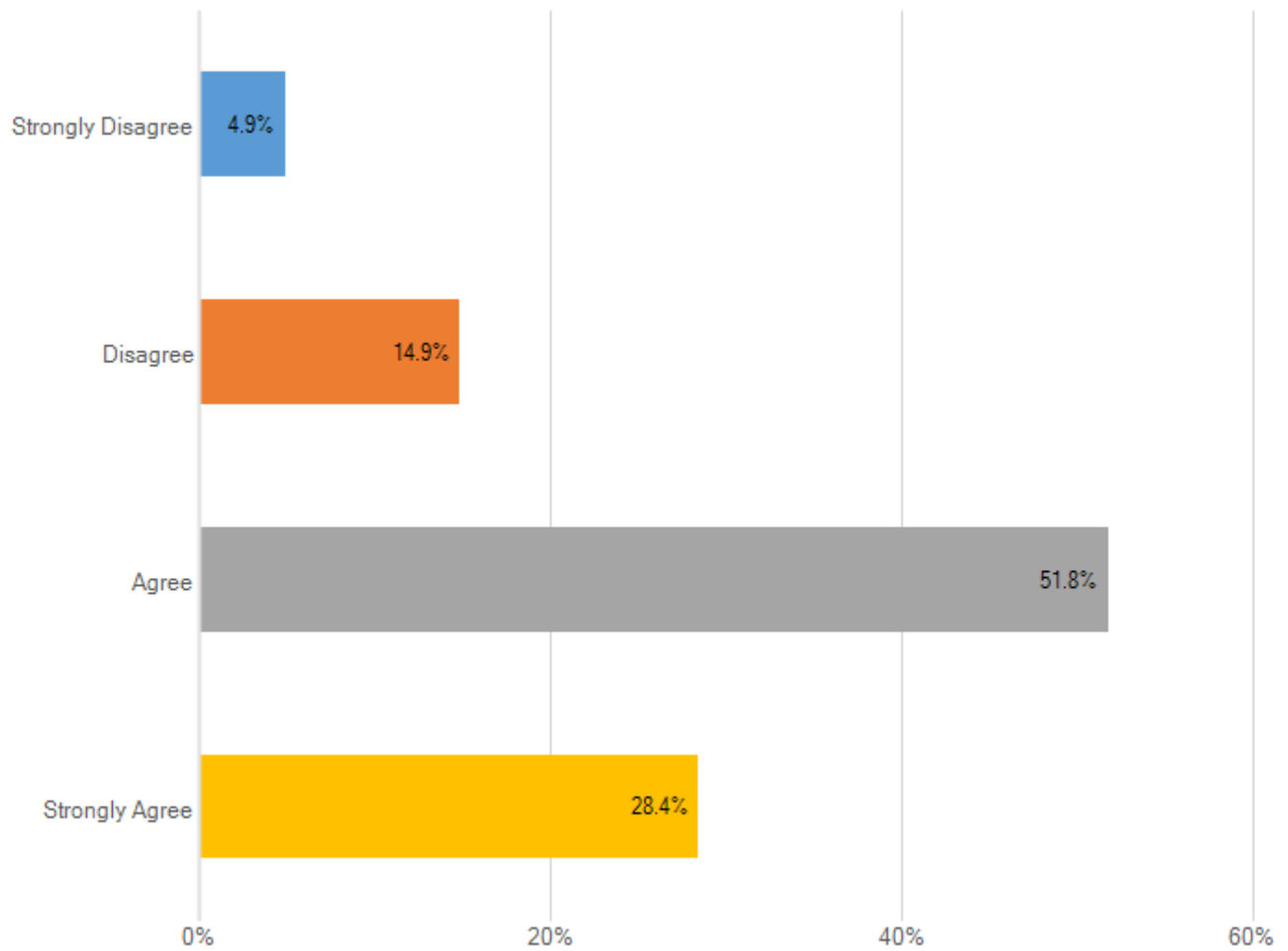
My manager's actions are consistent with their words—they practice what they preach



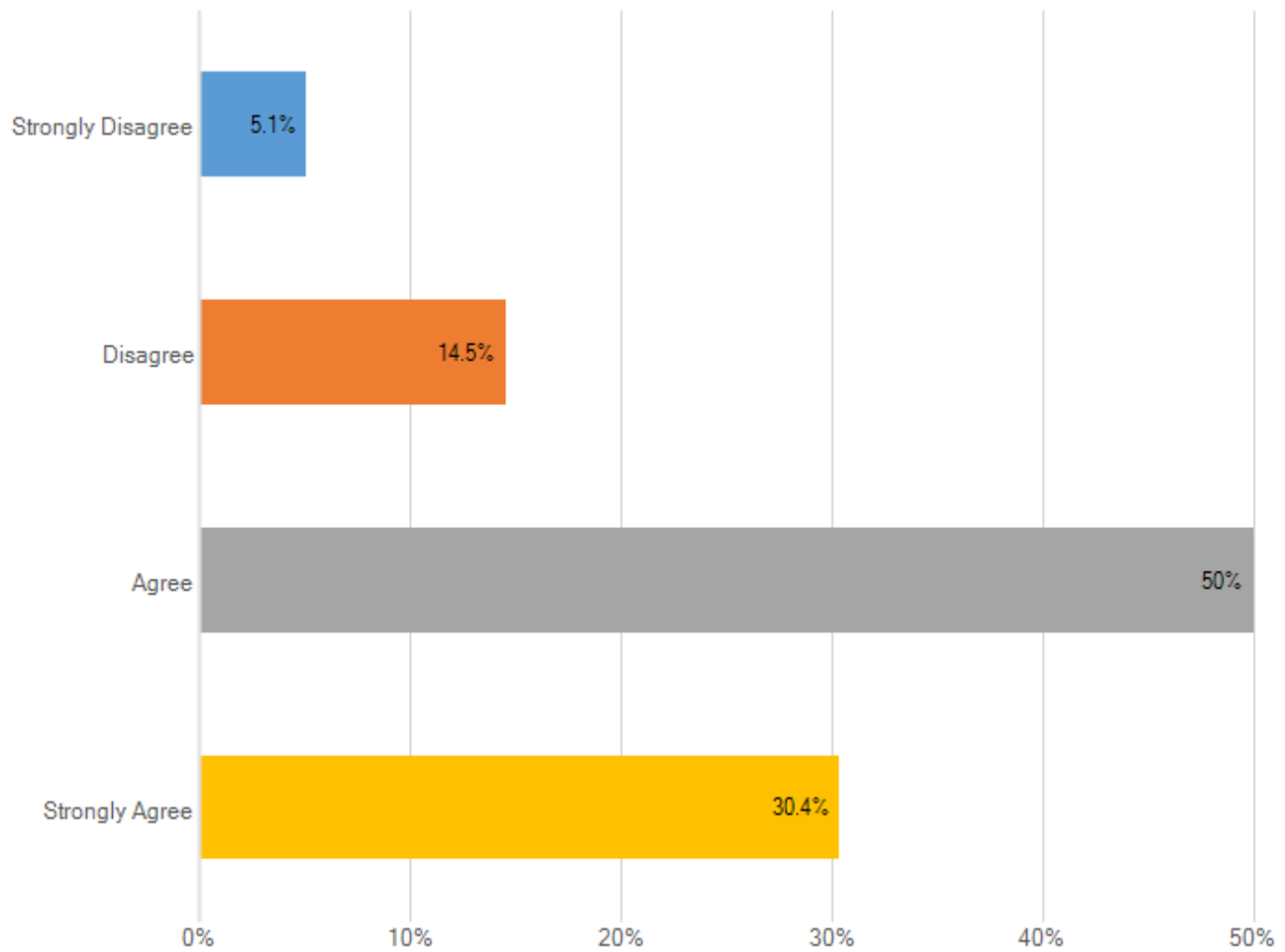
I receive regular communication from my manager about what is happening at CIT



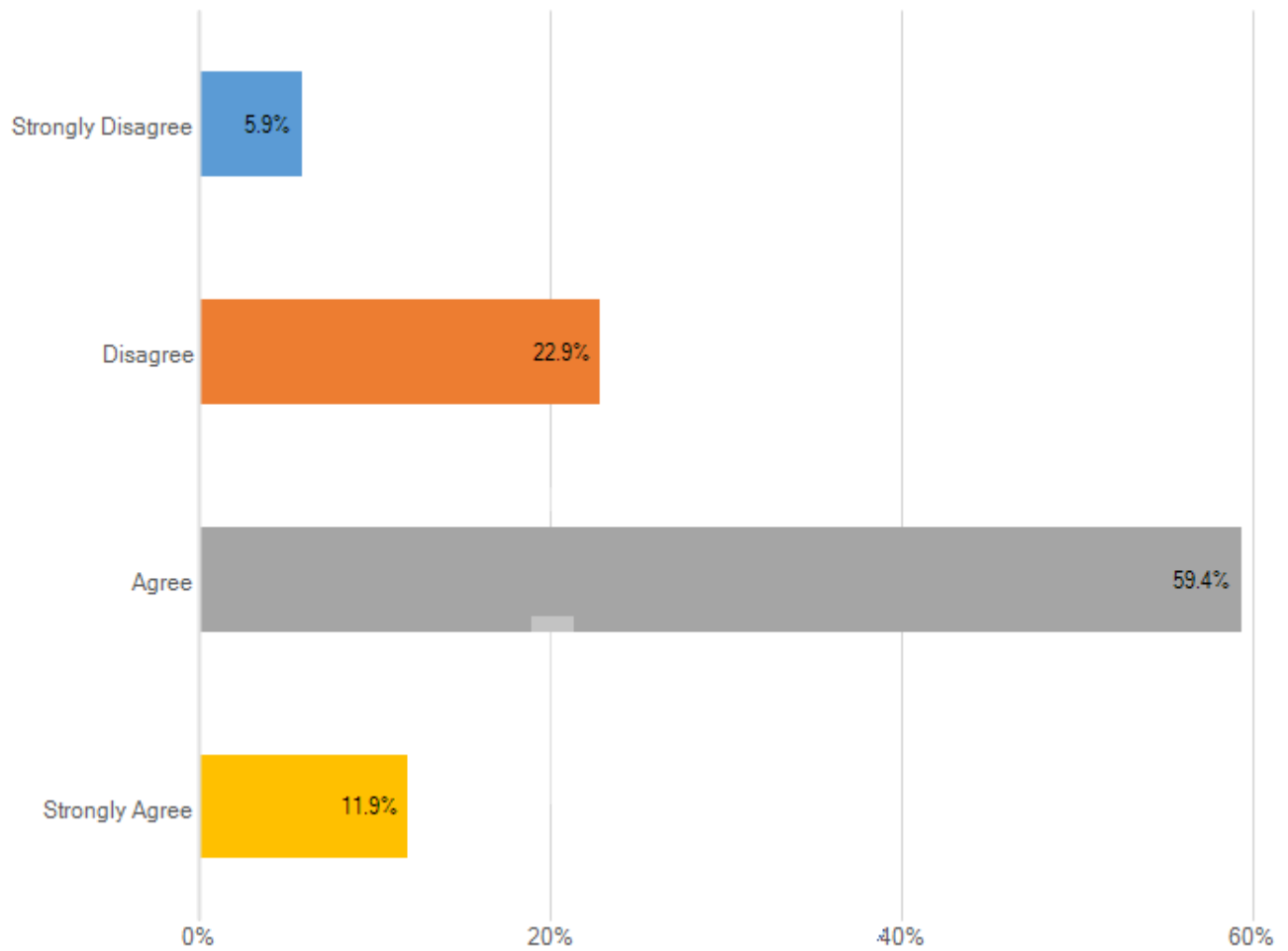
My manager has effectively communicated the Cultural Traits



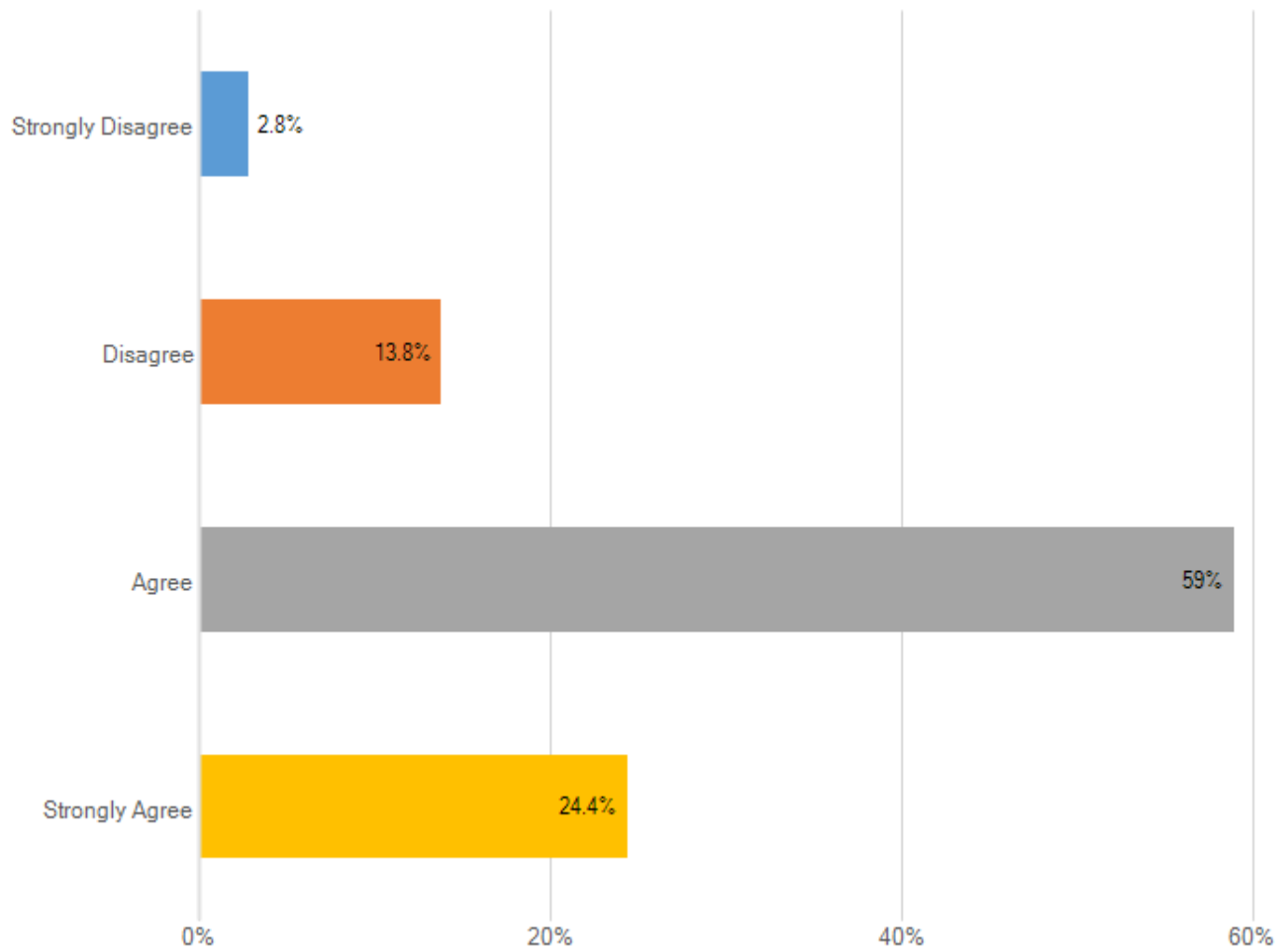
My manager models CITs Cultural Traits



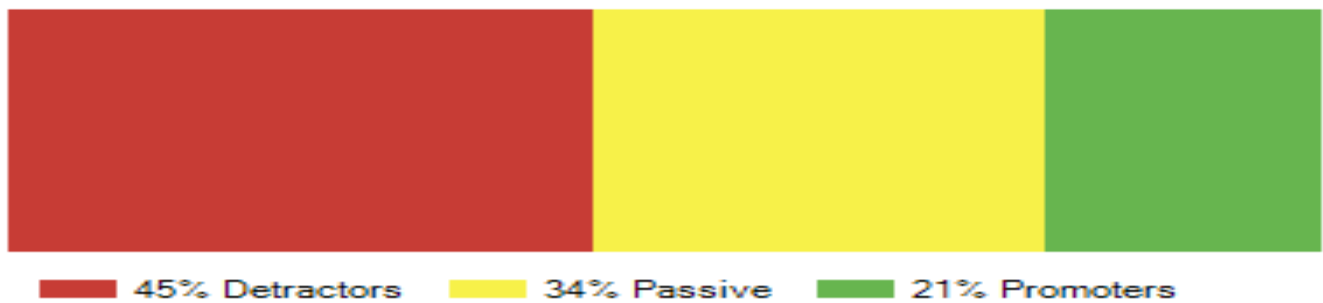
CIT is a very professional organisation



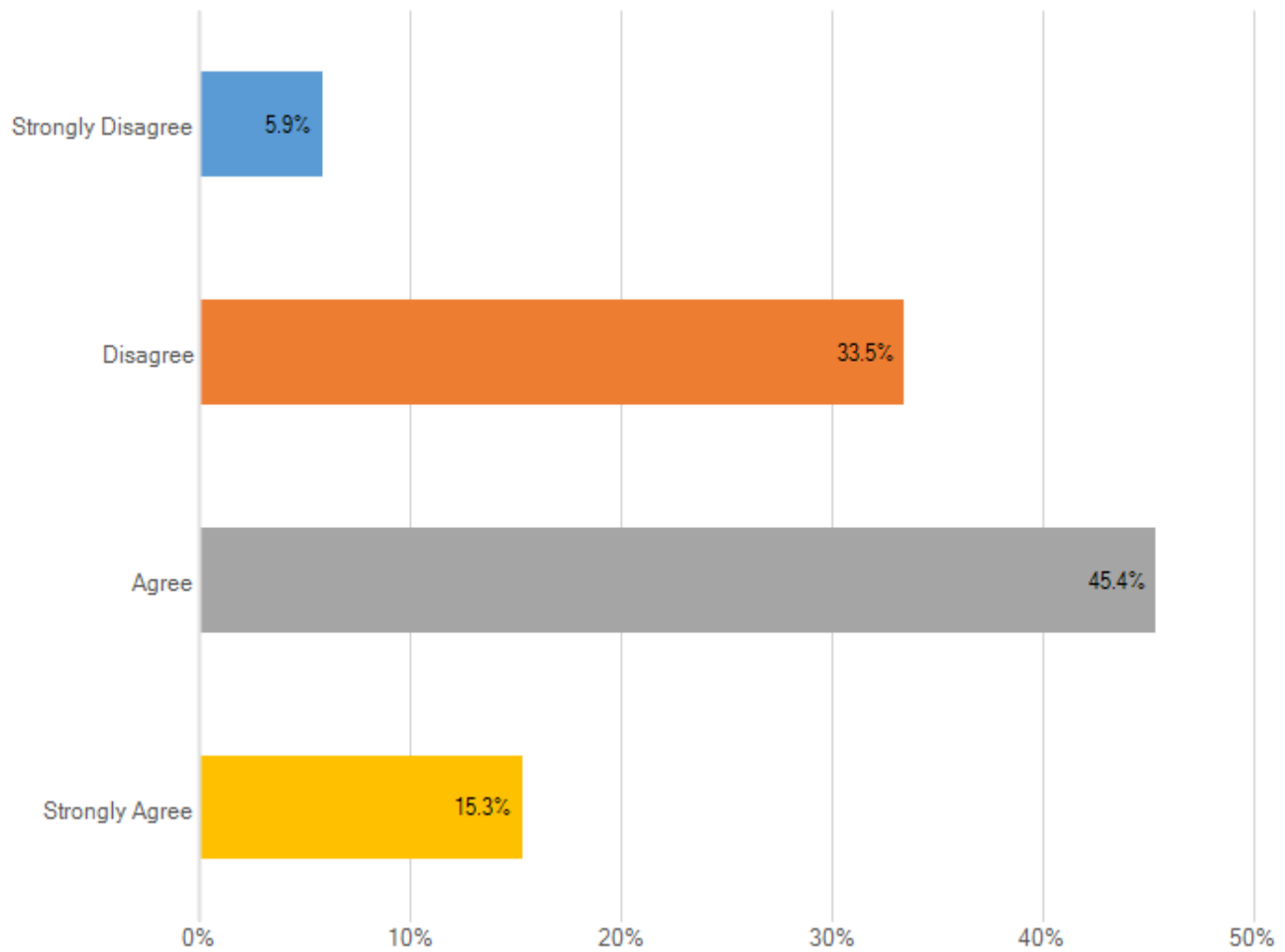
I feel proud to tell people where I work



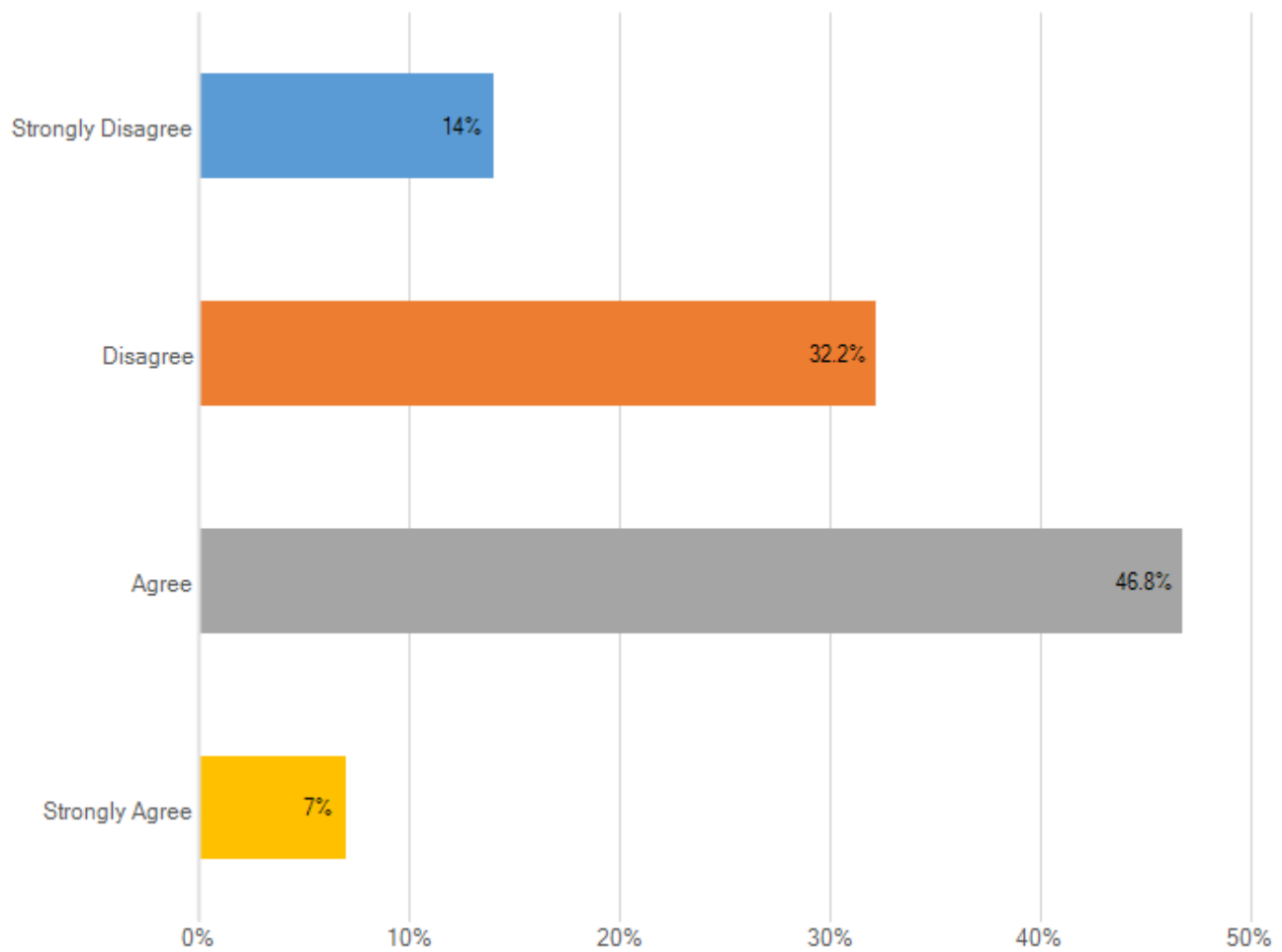
I would recommend this company to family or friends as a great place to work



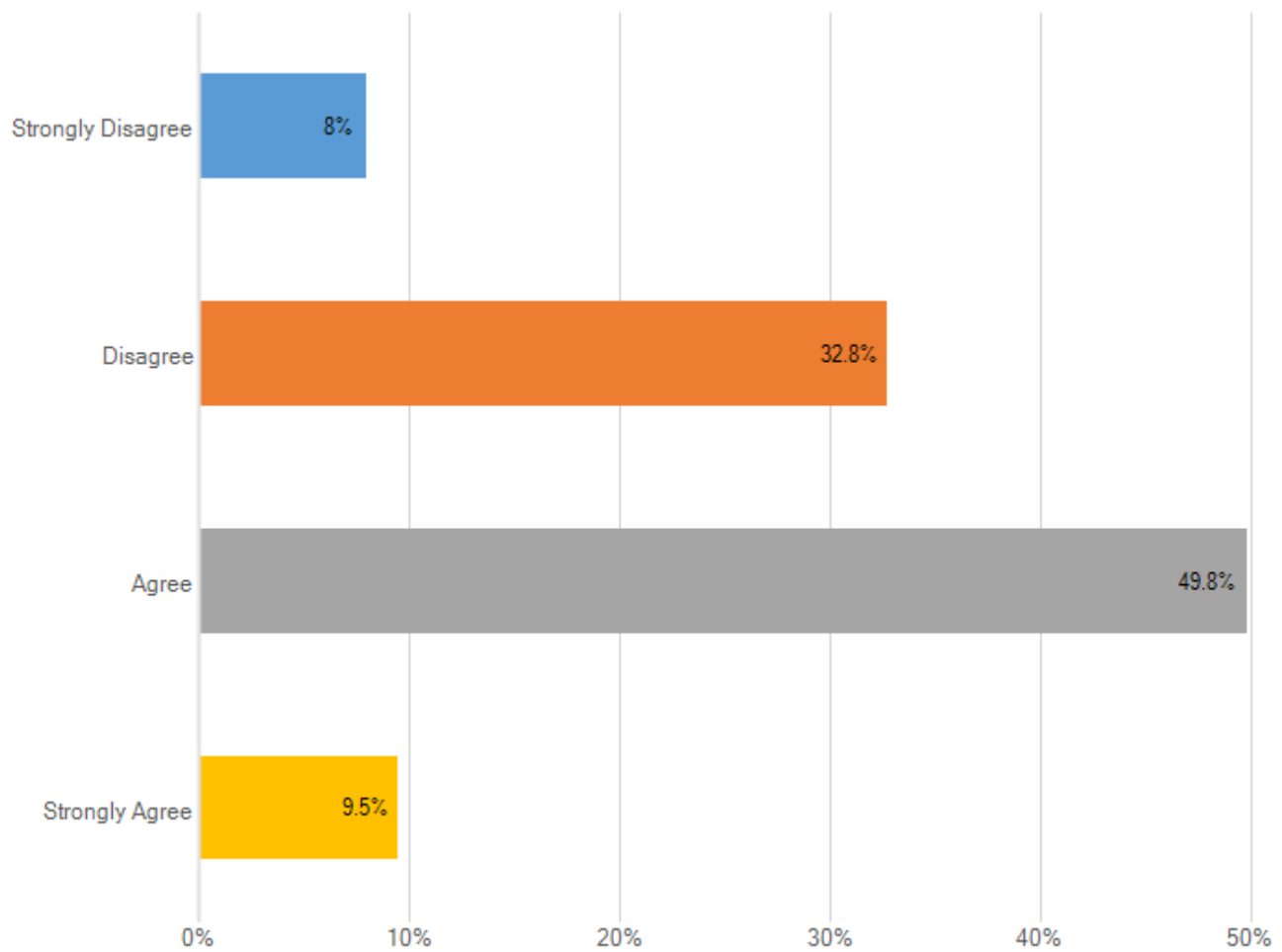
CIT motivates me to go above and beyond in my role



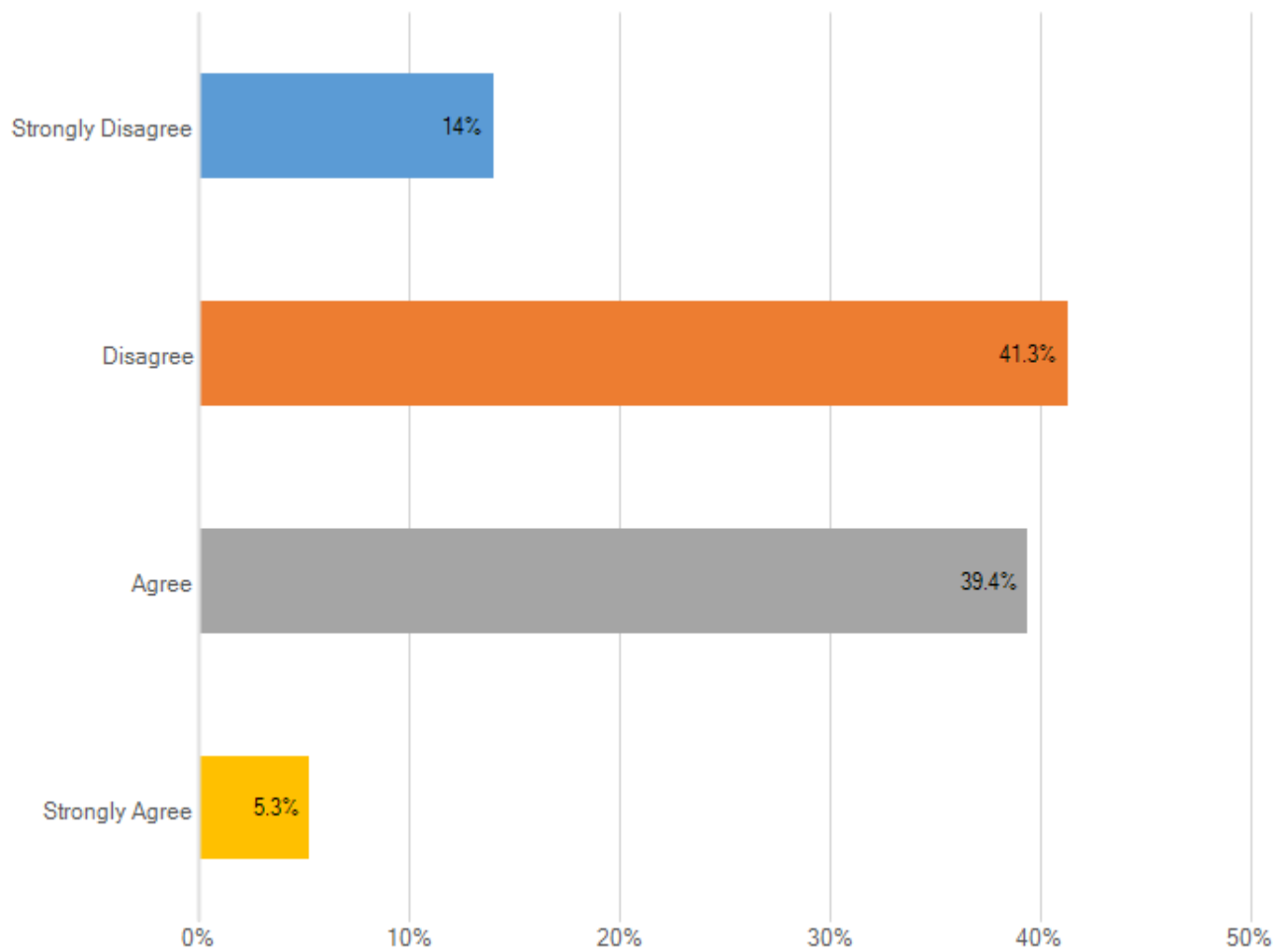
CIT's processes and procedures allow me to effectively meet our customers' needs



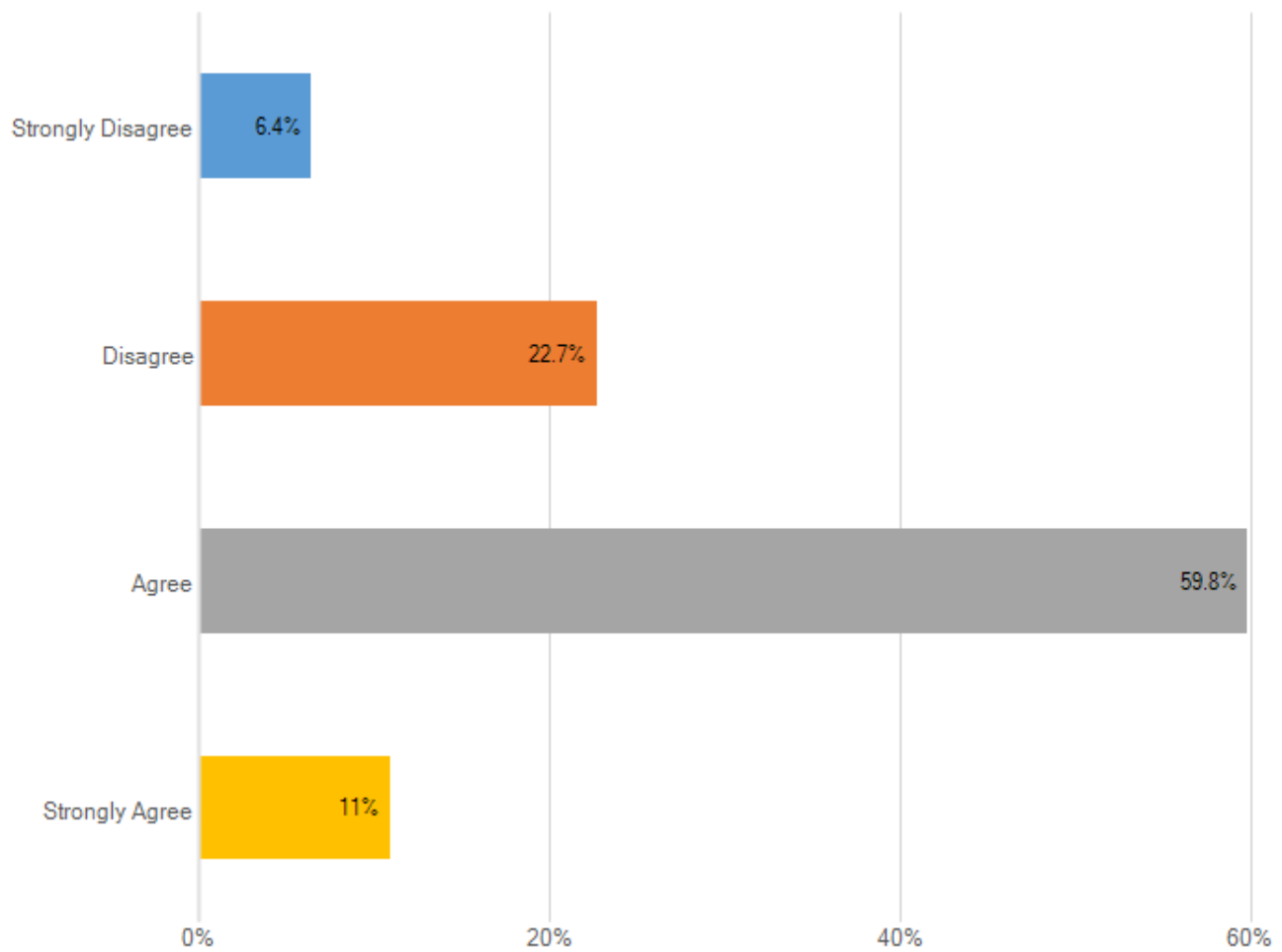
It is easy to collaborate with other teams within CIT



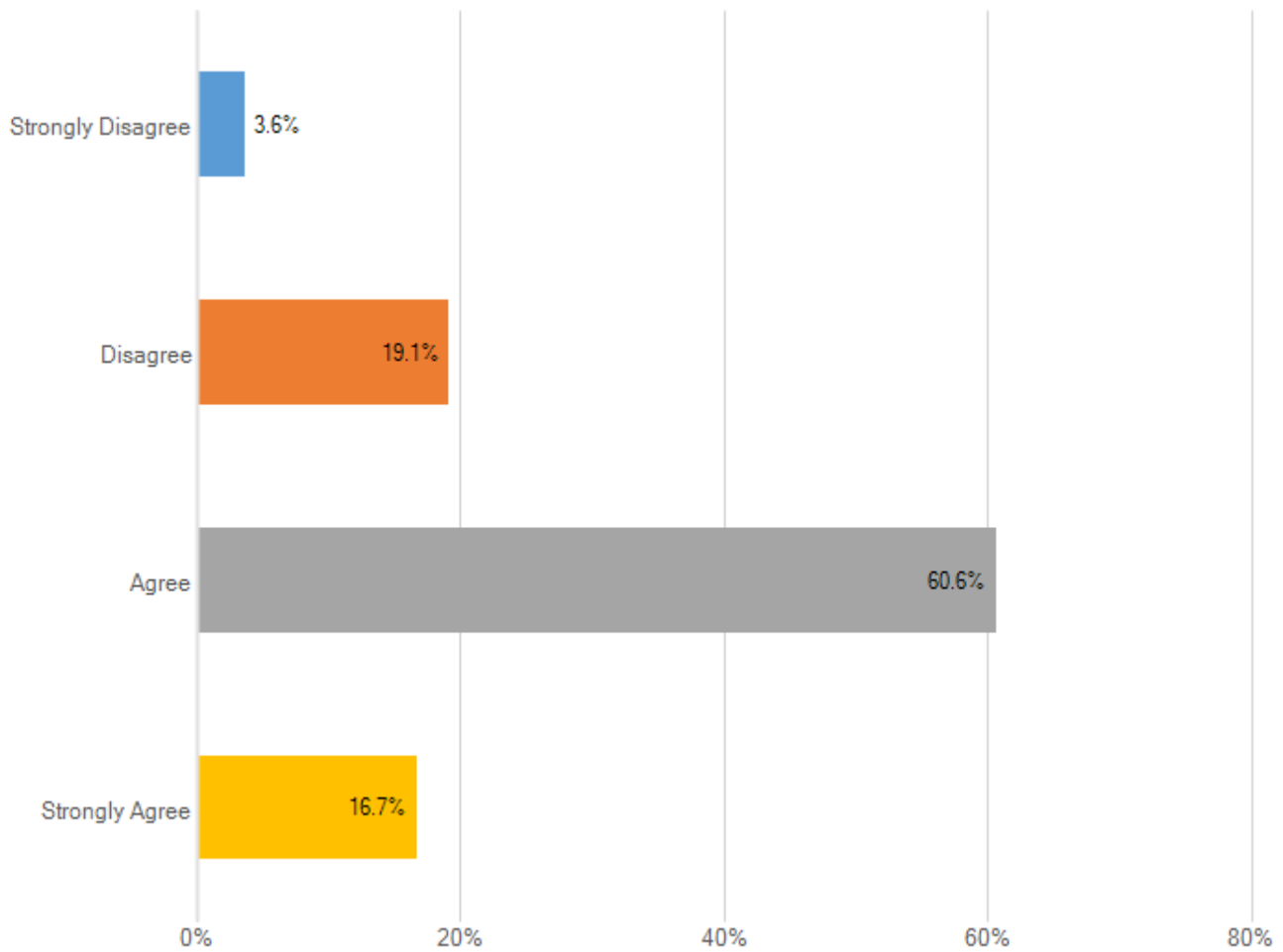
There is a clear communication process when change in CIT is proposed



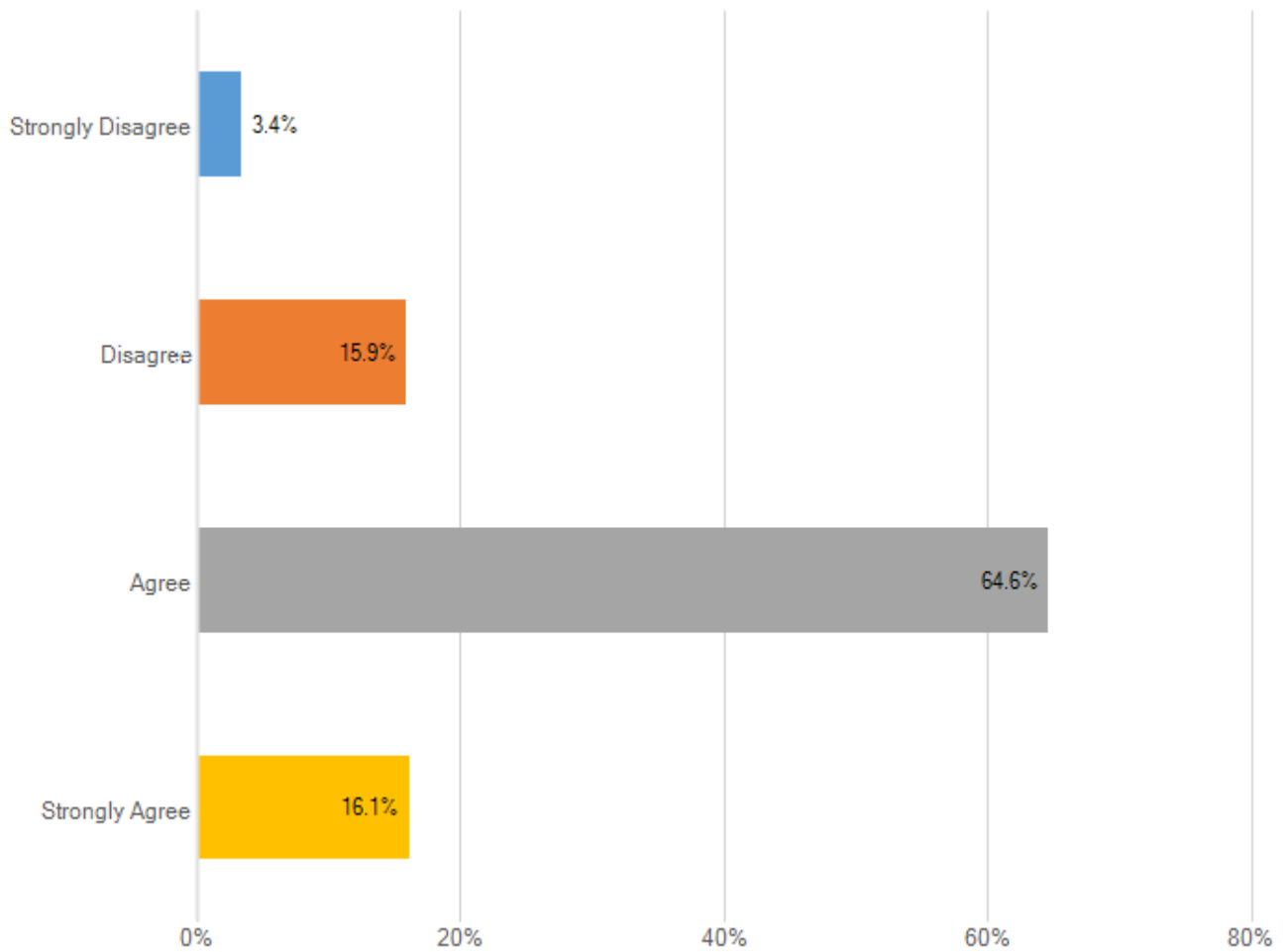
In times of change, we help each other understand and adapt to the new ways of working



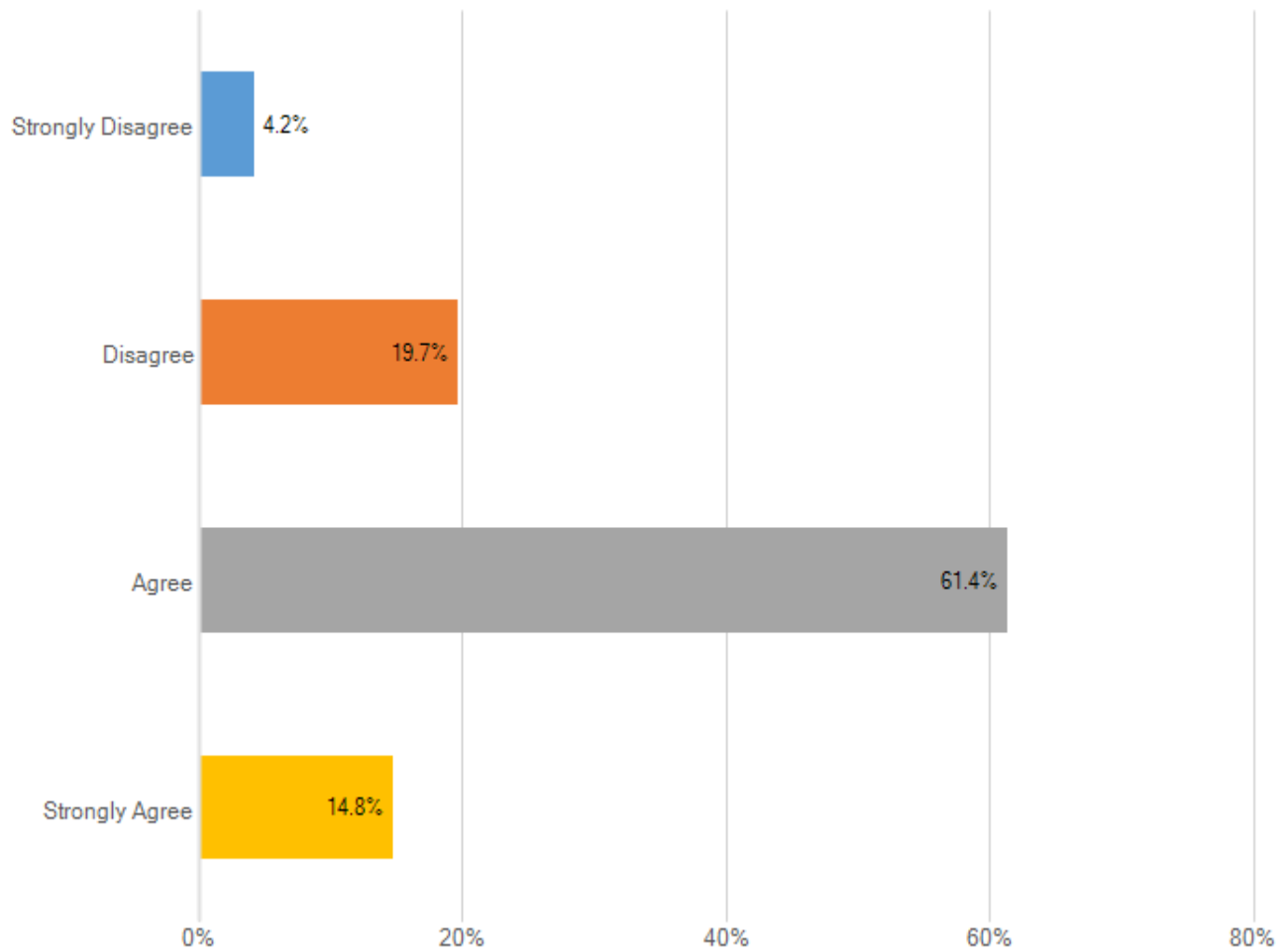
I have a good understanding of CIT's Strategic Compass



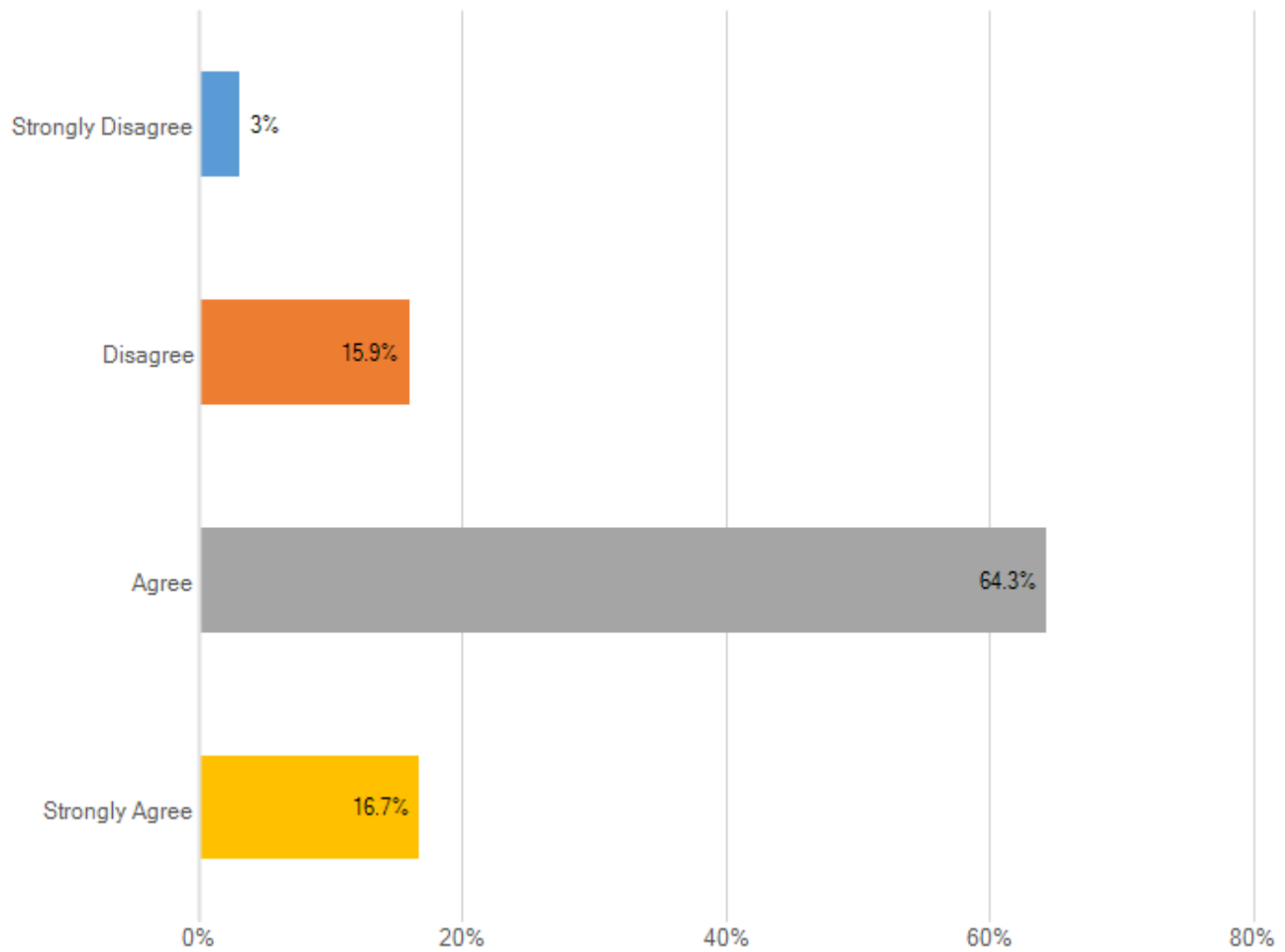
I understand the need for the changes and directions outlined in the Strategic Compass



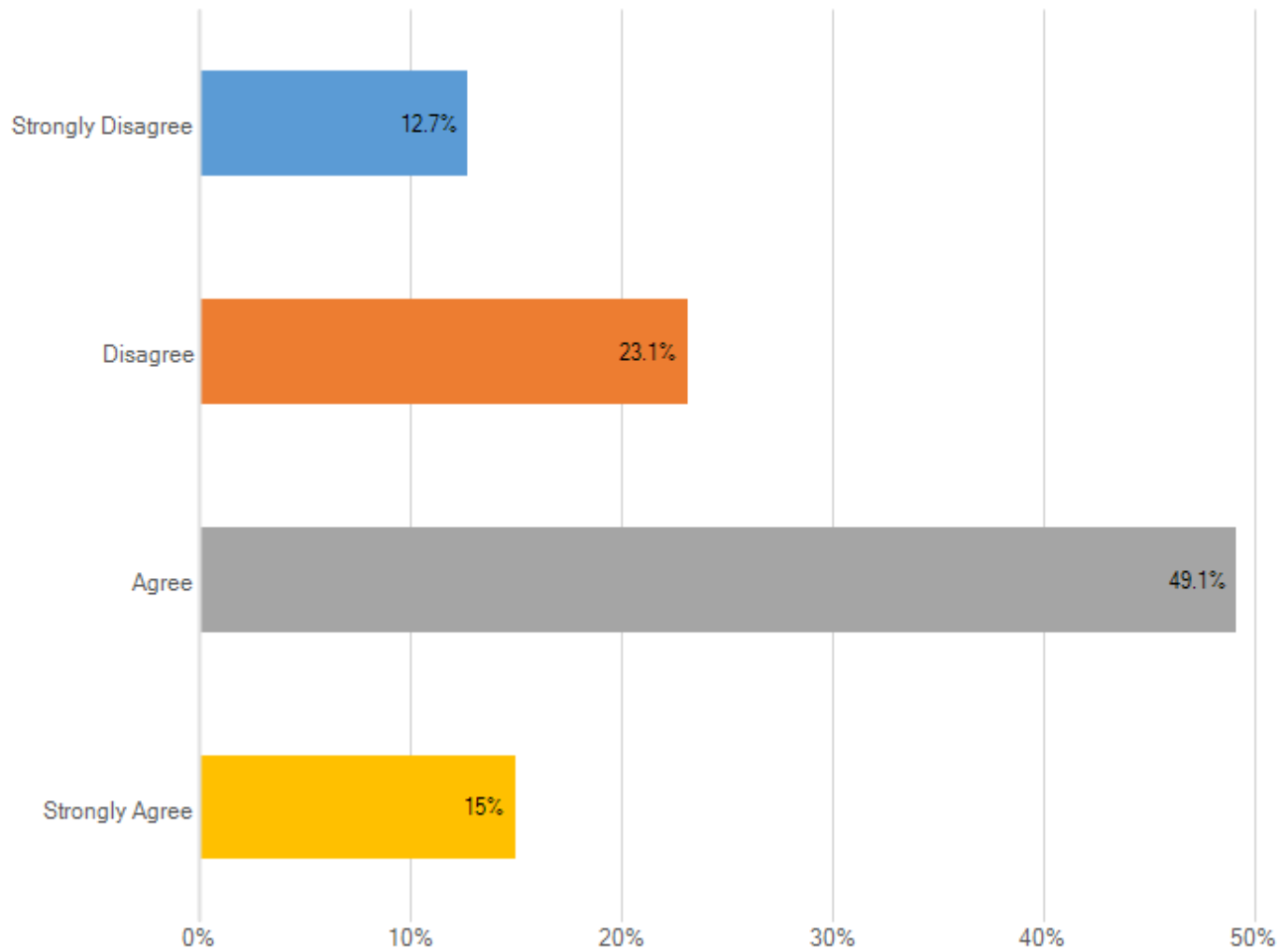
I understand how my role contributes to CIT's Strategic Compass



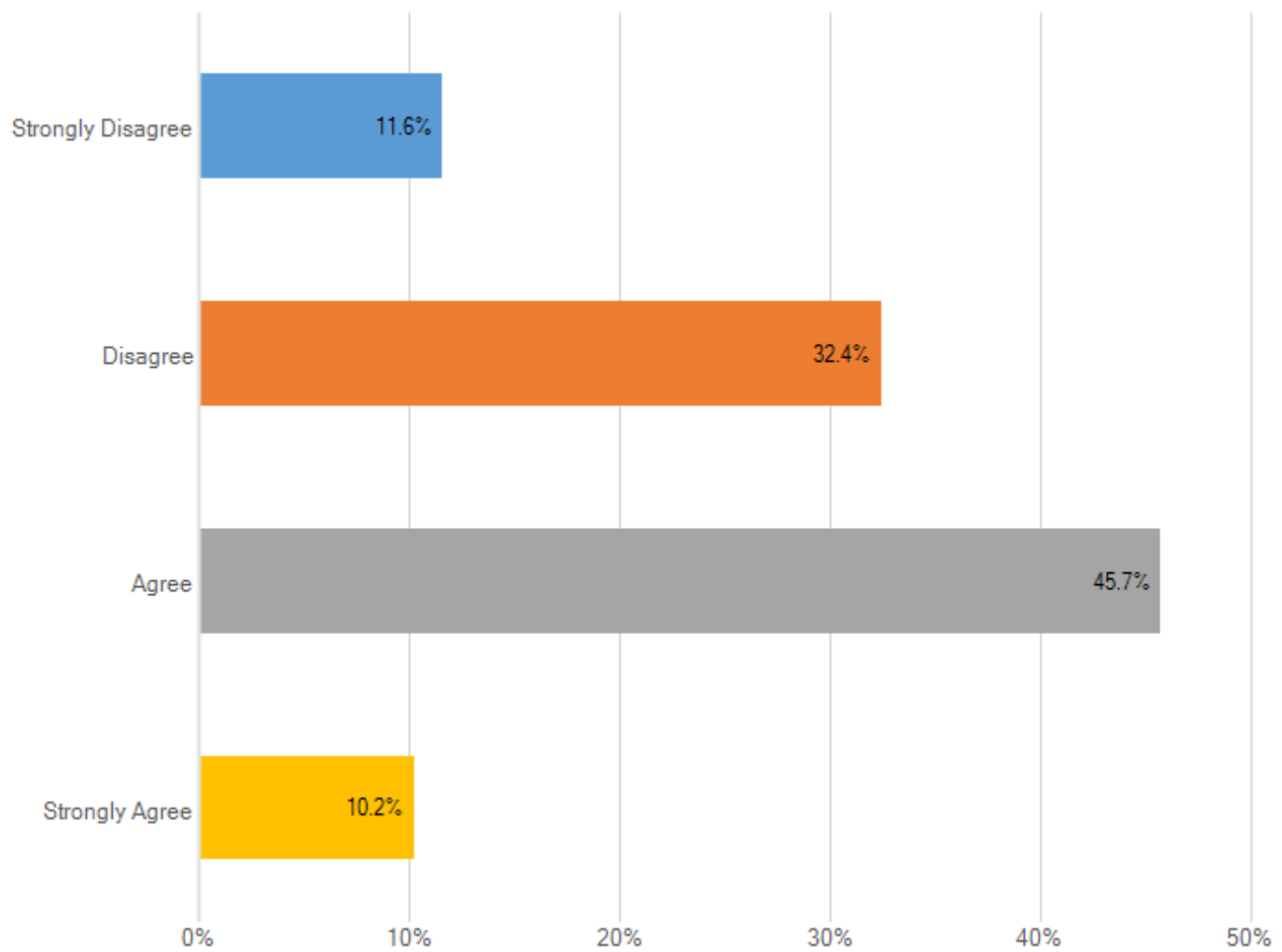
My team's objectives are aligned with CIT's Strategic Compass



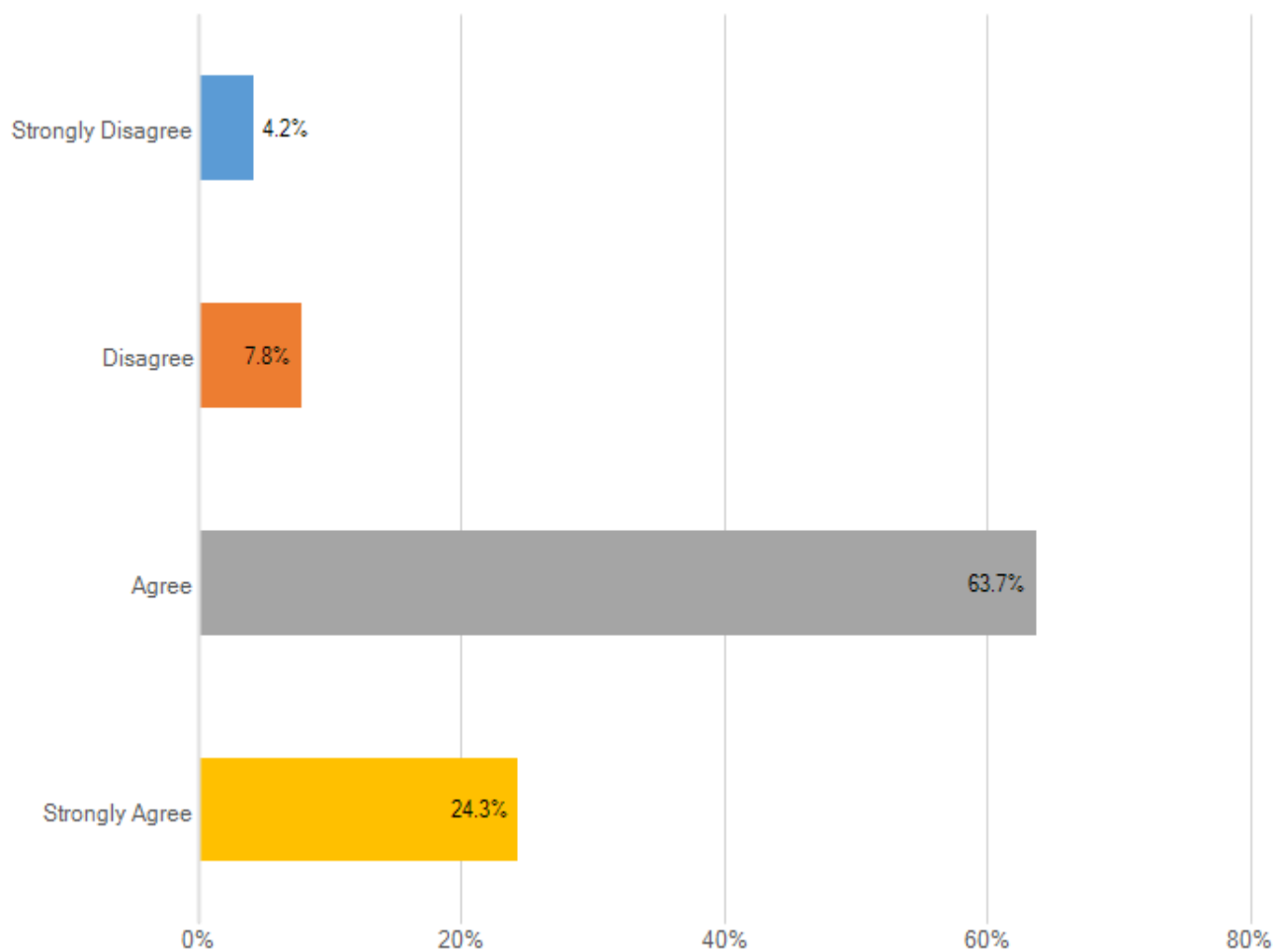
I believe that CIT would take appropriate action if I was being treated unfairly in the workplace



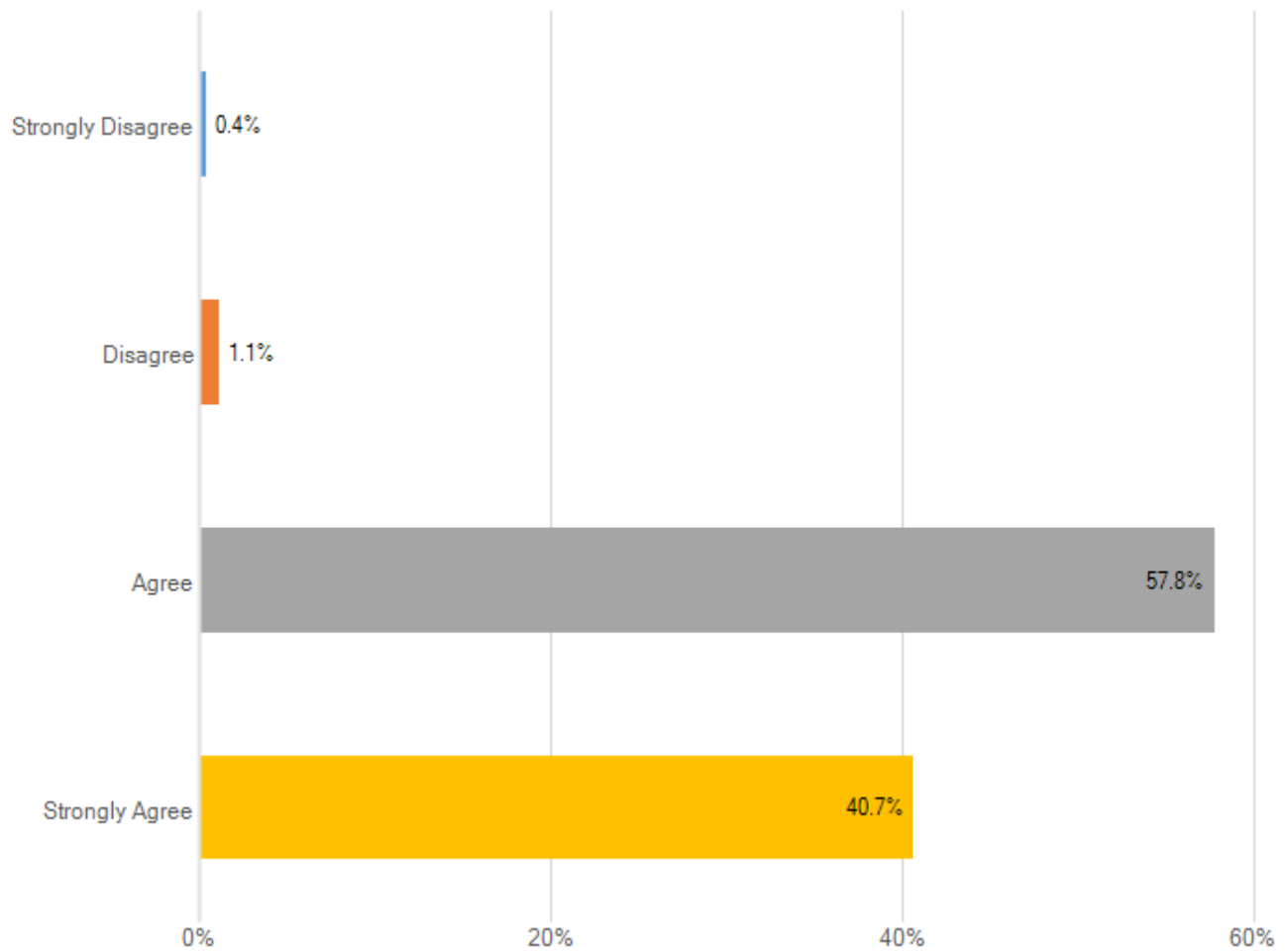
I feel confident to challenge the way things are done at CIT



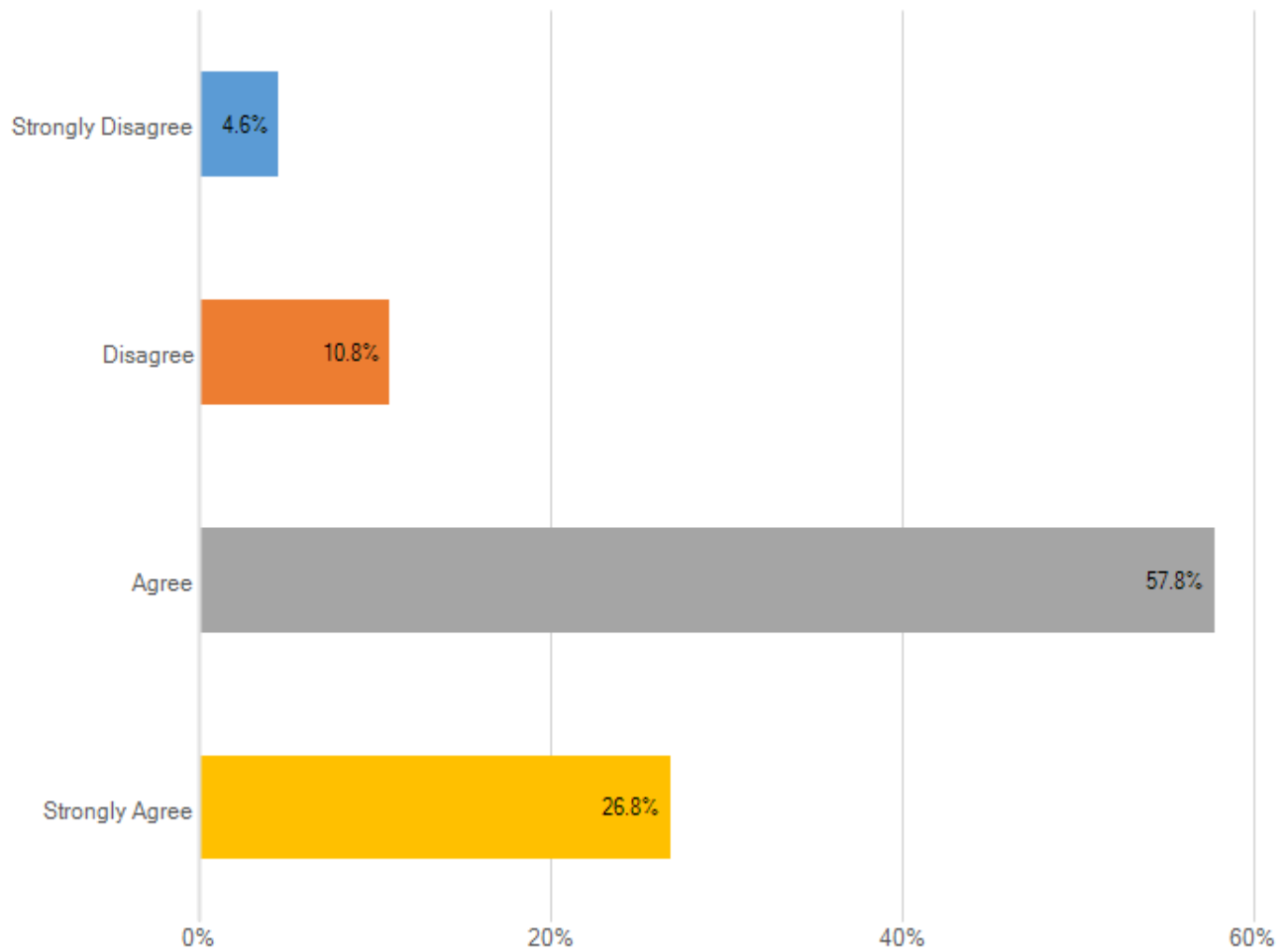
I think CIT respects individual cultures / backgrounds



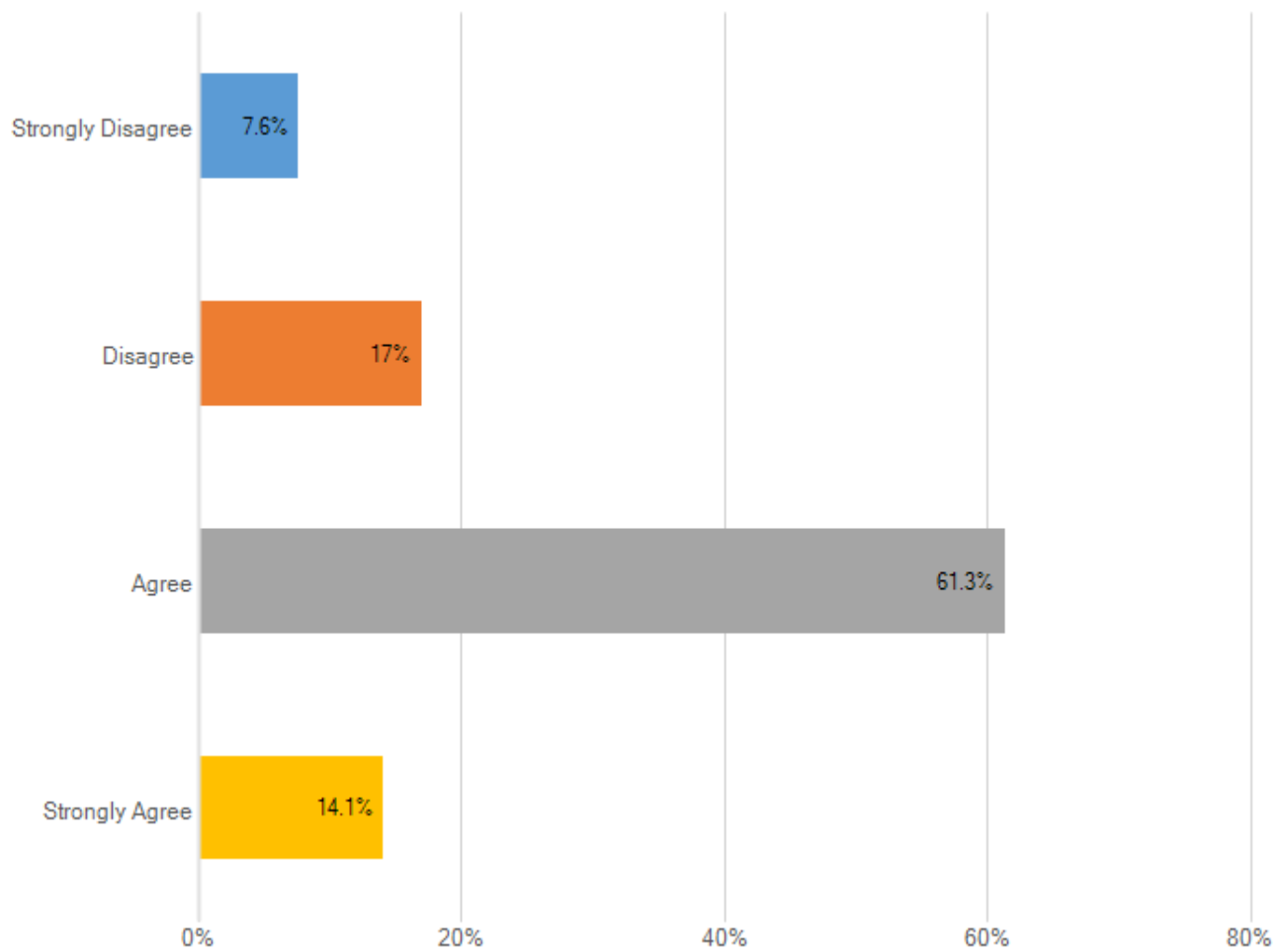
I understand why diversity and inclusion are important for CIT



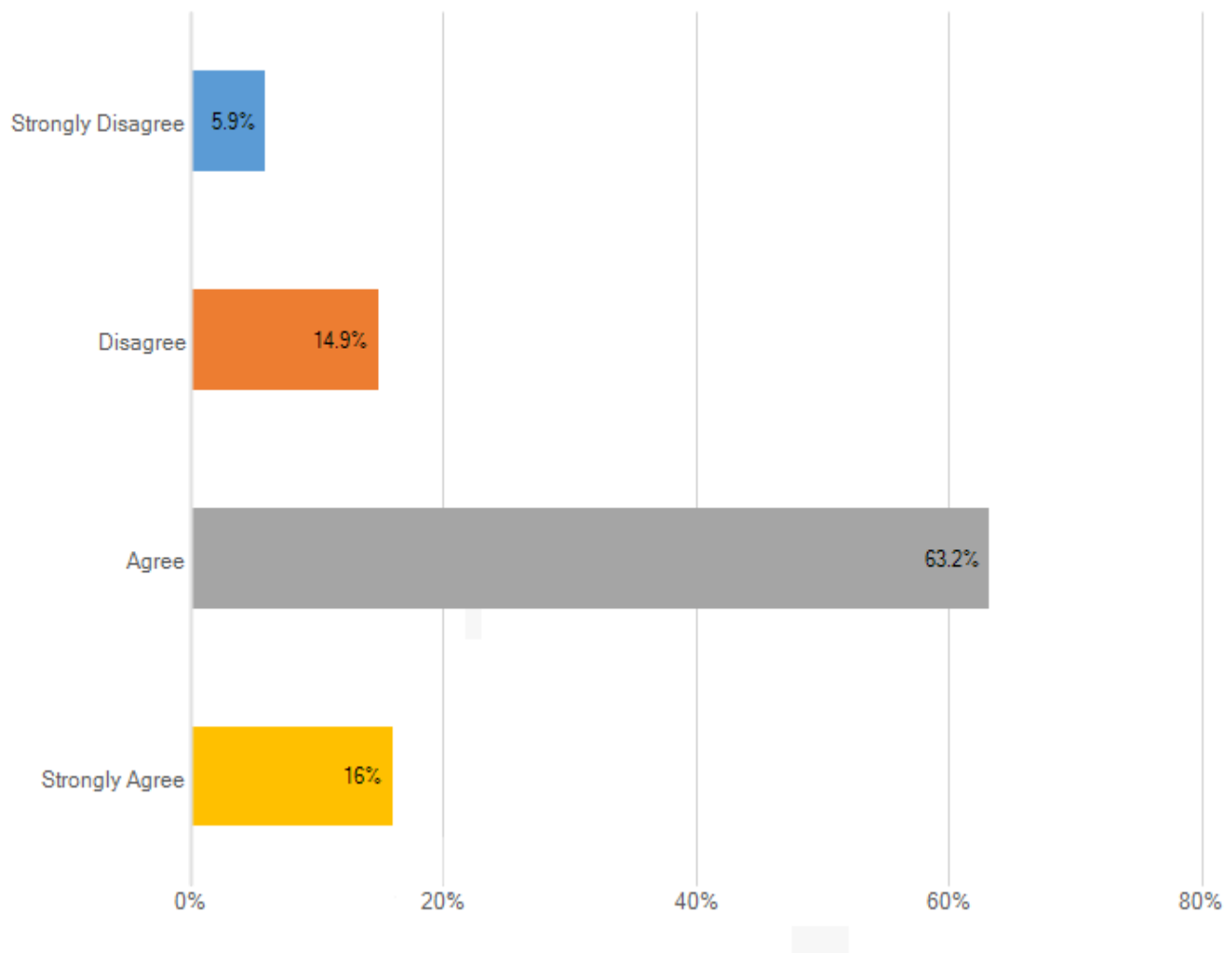
I believe Health and Safety is taken seriously at CIT



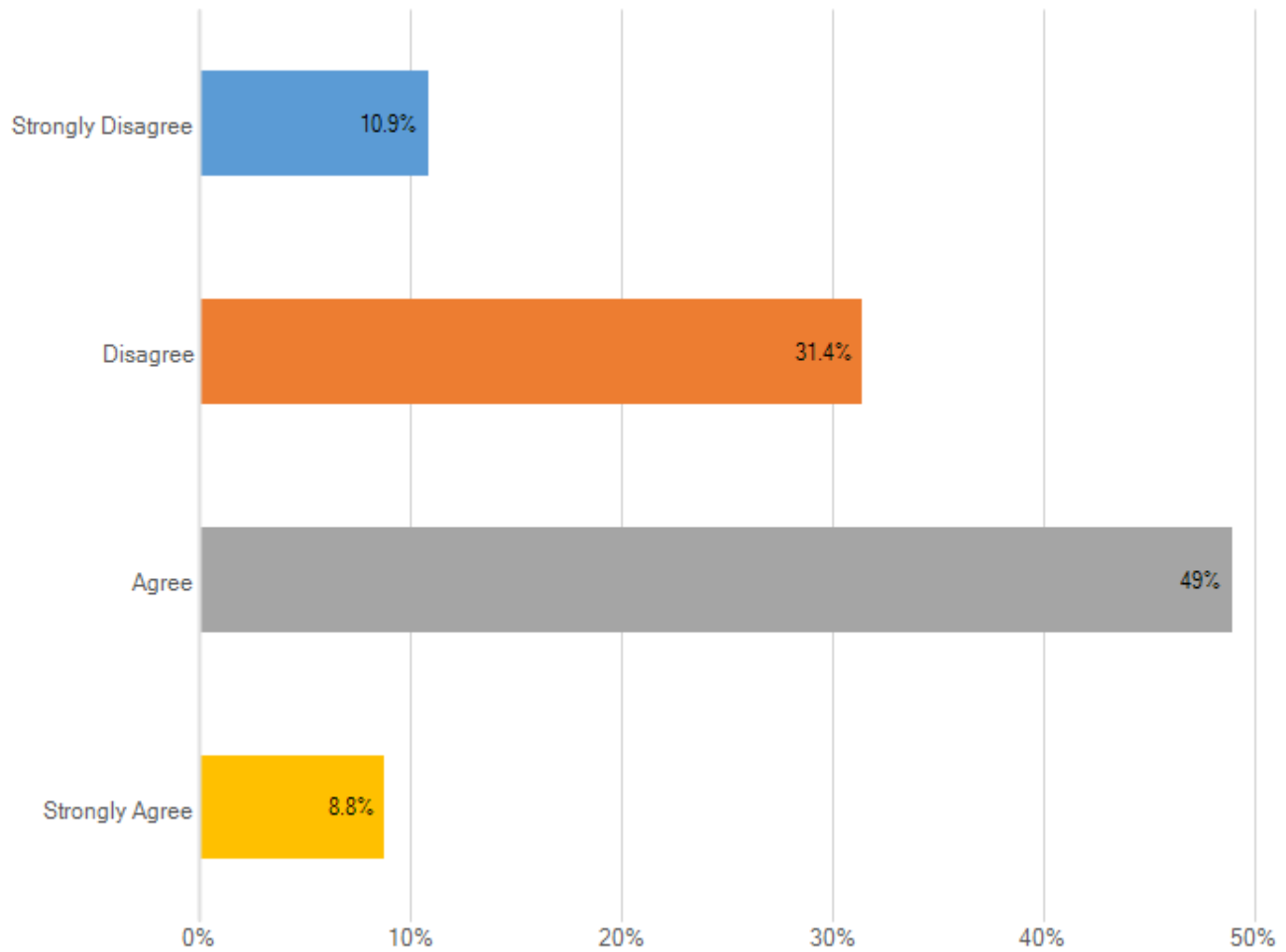
The senior leadership team have communicated a vision for CIT



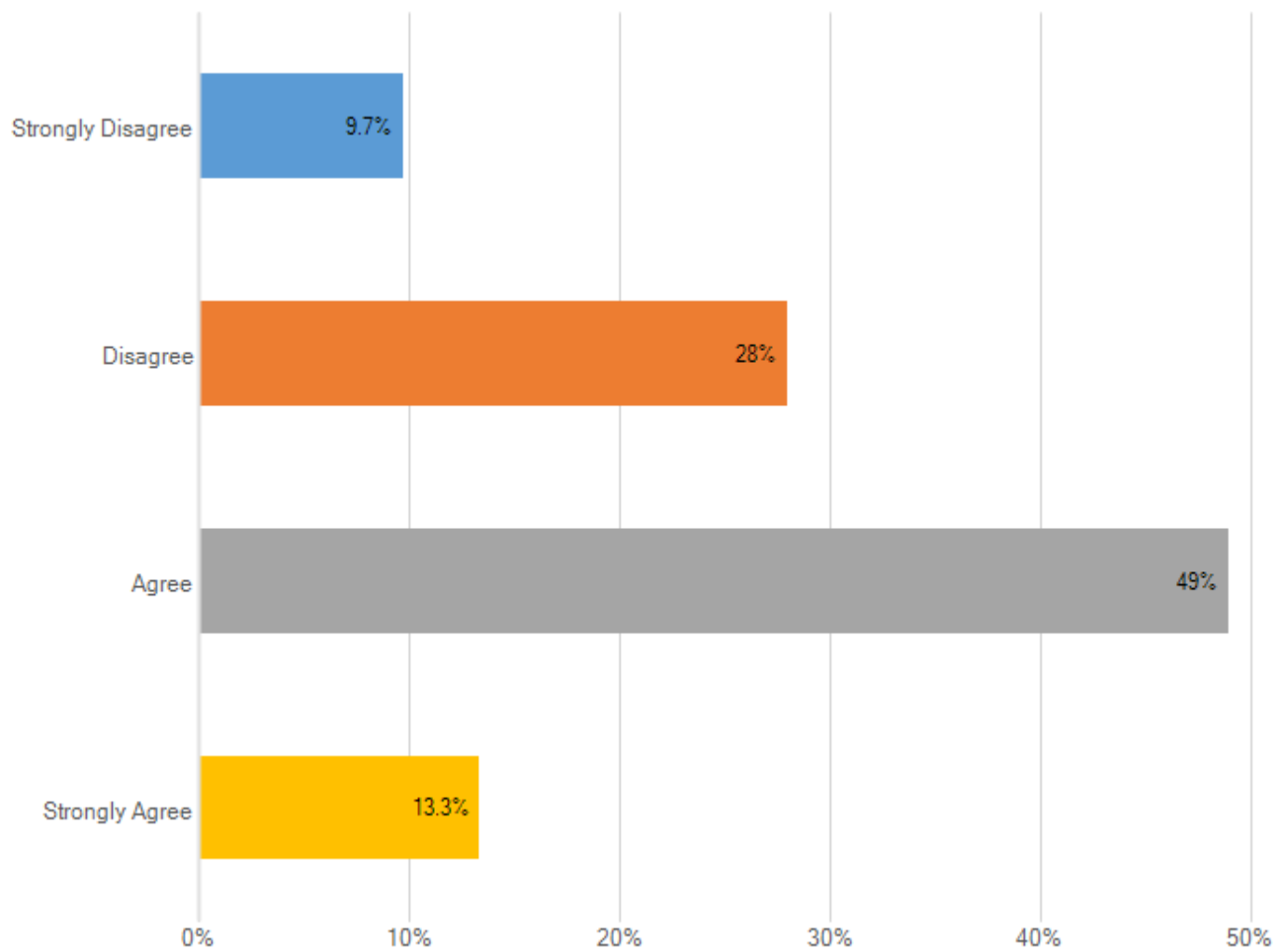
The senior leadership team have communicated a vision for the Cultural Traits at CIT



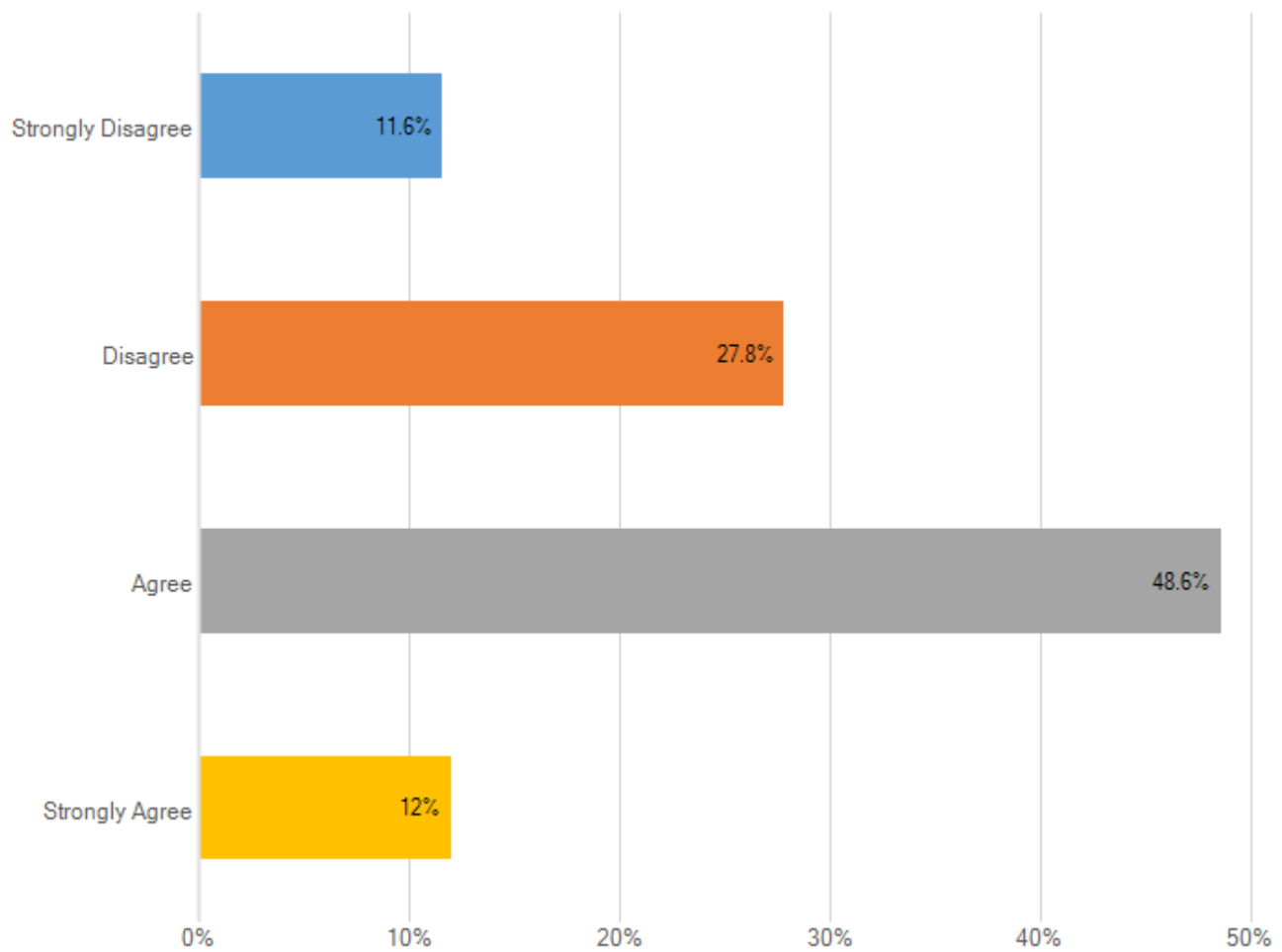
In times of change, senior managers provide sufficient information about the purpose of the changes



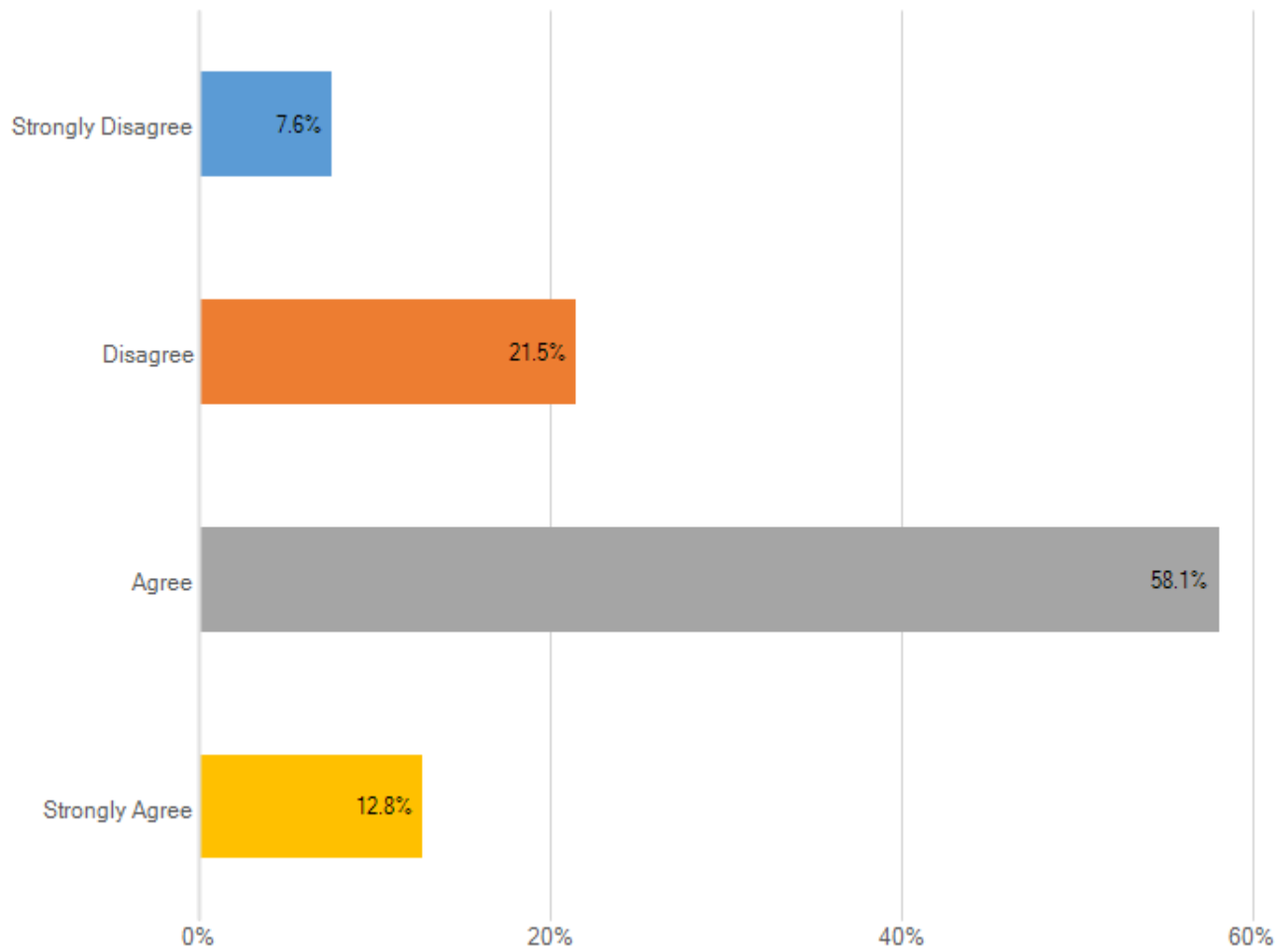
I can ask management any reasonable question and get an honest answer



Senior leaders are visible at CIT



CIT Executives model CITs Cultural Traits



What keeps you working at CIT?

work(158) students(156) team(79)

working(77) enjoy(70) people(65) teaching(56) love(55)



If you could change one thing about CIT, what would it be?

staff(141) work(61) teachers(56) students(52)

Responses (records 1 - 10 only) (Total number of comments = 414)	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	

Do you have any other comments or questions?

staff(106)

Responses (records 1 - 10 only) (Total number of comments = 341)	



Details Respondents Distribution **Reports** Results

Response reports Dashboards **New!** Survey metrics Geo-location

Standard reports

[Comprehensive](#)



[Verbatim](#)



[Crosstab banner](#)



[Comparison](#)



Saved reports







	Name	Date updated	Author	Shared		
Edit	2019 CIT Staff Survey (Comprehensive)	07/02/2020 03:30 PM		No	Delete	Share
Edit	2019 CIT Staff Survey - WordCloud	09/10/2019 04:54 PM		No	Delete	Share
Edit	BL - Basic Report	03/12/2019 12:03 PM		No	Delete	Share


◀ ◁ 1 2 ▷ ▶ Page size: 10 ▼

11 items in 2 pages


- Details
- Respondents
- Distribution
- Reports
- Results


- ACTIONS
-  Survey designer
-  Preview survey
-  Test survey


Information 


Survey ID: 148 


Questions: 74 Time taken: 18 mins, 16 secs


 Name: 2019 Staff Survey (Original)

 Type: Invitational - Invitational


 Render modes: Hybrid

 Multilingual


 Landing page editor: Application default


Closed 

Structural changes have been disabled in the designer.

 Rollback survey to draft

Survey has been closed for 322 days.

 Start date: 1/10/2019 12:00:00 AM

 End date: 1/11/2019 9:45:54 AM

Open survey for 30 days


Published 





Survey has already been published.

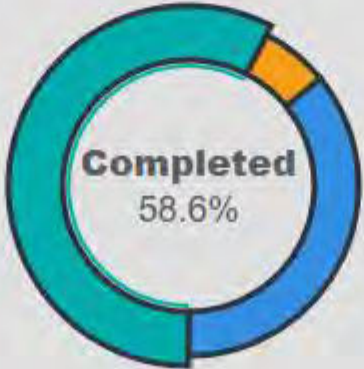
There are no pending changes.

Survey last modified: on 3/10/2019


 Publish log Survey version: 9.3

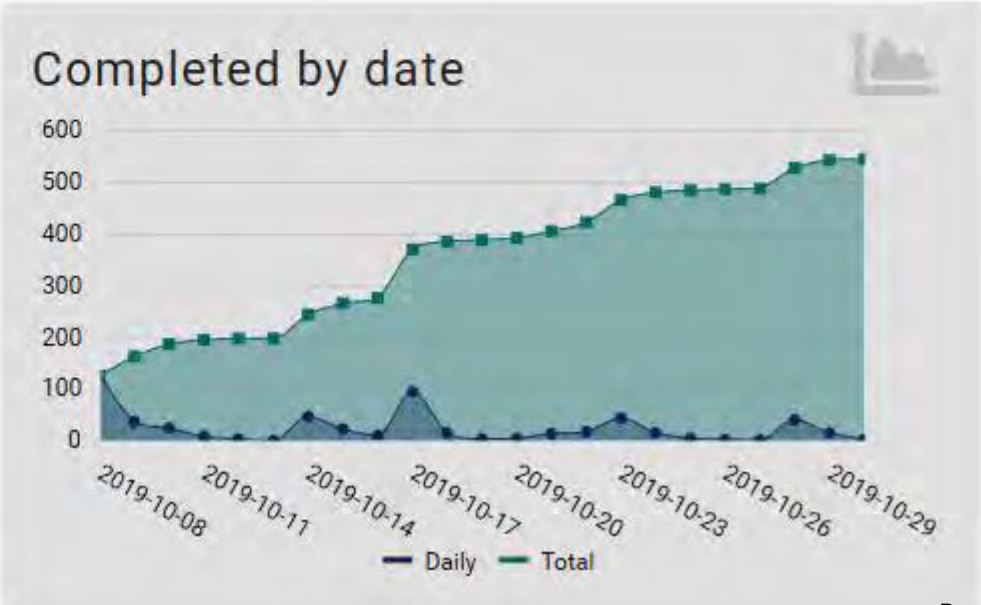
Progress 

Status	Total	Today
 Invited	334	
 Read	50	
 Started	0	
 Completed	543	
Total	927	



Completed
58.6%





[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]



Question (group) 2
Cultural Trait Factor

Accountable

Adaptable

Collaborative

Customer Centric

Inspirational

Professional

Trusted

Question

I demonstrate the Cultural Traits

I understand CIT's Cultural Traits

My manager has effectively communicated the Cultural Traits

My manager models the Cultural Traits

My team demonstrates the Cultural Traits

I have a good understanding of CIT's Strategic Compass

I understand how my role contributes to CIT's Strategic Compass

I understand the need for the changes and directions outlined in the Strategic Compass

My manager holds team members accountable for achieving their objectives

My manager's actions are consistent with their words—they practice what they preach

My team's objectives are aligned with CIT's Strategic Compass

I seek opportunities to continuously improve and grow my capability

In my team, we are highly effective in anticipating and meeting changing customer needs

In my team, we manage change effectively

In times of change, senior managers provide sufficient information about the purpose of the changes

In times of change, we help each other understand and adapt to the new ways of working

I work with others to achieve things I cannot achieve on my own

In my team, we work well with our colleagues

It is easy to collaborate with other teams within CIT

My manager encourages collaboration on my team

My team always tries to improve its performance

My team takes time to celebrate our successes

CIT's processes and procedures allow me to effectively meet our customers' needs

I feel I have the necessary skills to provide good customer service

I have the authority to take action to meet our customers' needs

My team monitors our customer satisfaction levels and seeks ways to improve them

People are recognized when they go above and beyond for customers on my team

CIT motivates me to go above and beyond in my role

I feel proud to tell people where I work

The senior leadership team have communicated a vision for CIT

The senior leadership team have communicated a vision for the Cultural Traits at CIT

There is a clear communication process when change in CIT is proposed

CIT is a very professional organisation

I actively seek feedback about my performance at work

I have a clear understanding of my job responsibilities and what is expected of me

I have the resources I need to be most effective in my role

I have the training I need to be successful in my role

I receive regular communication from my manager about what is happening at CIT

My job makes good use of my skills and abilities

My manager helps me understand my strengths and areas for development

My manager provides me with ongoing feedback about how I am going

My team operates professionally

have the authority I need to do my job effectively

I am able to communicate freely up the line, even when I am communicating bad news

I am allowed to make mistakes and to learn from them

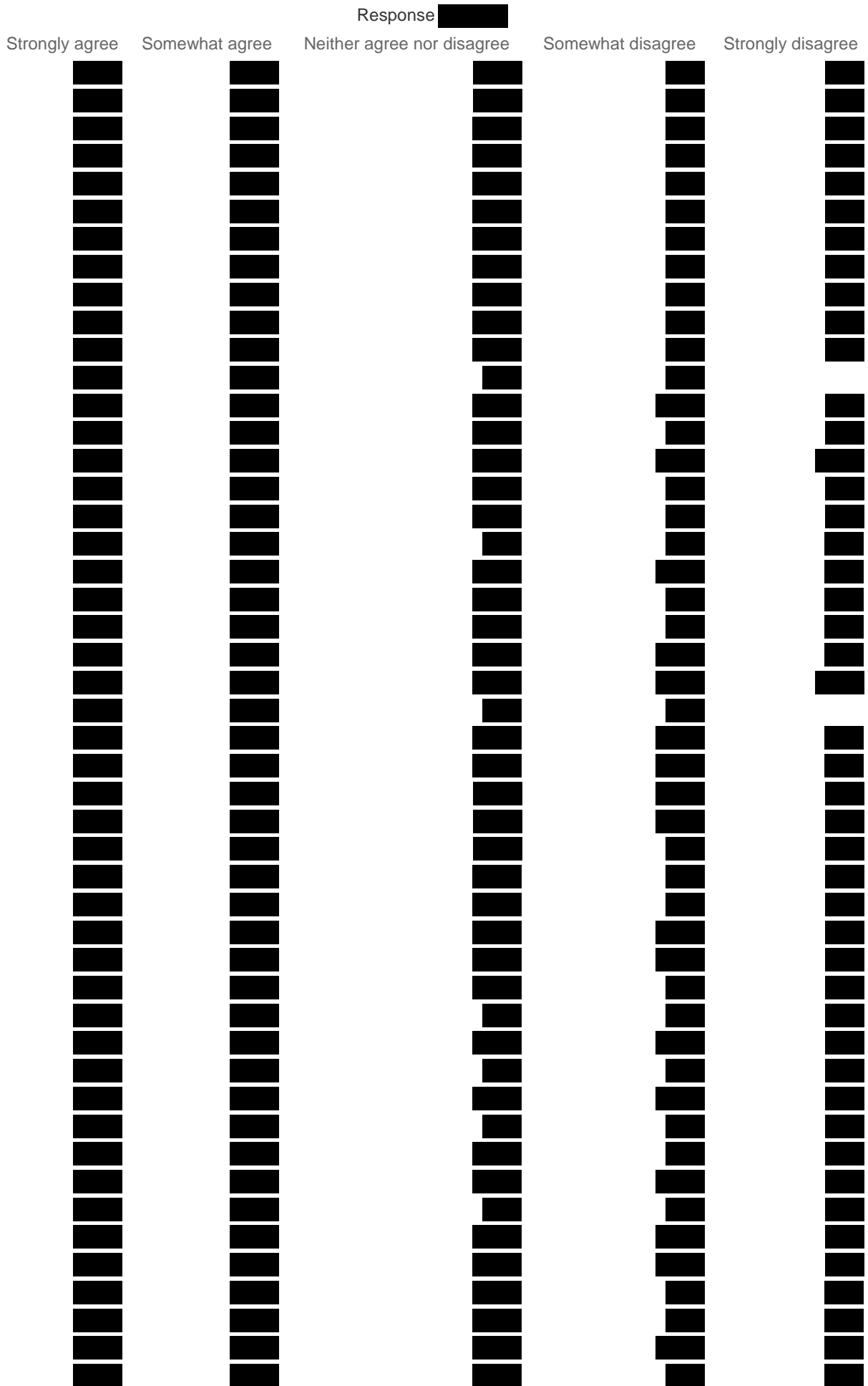
I am encouraged to come up with new ways of doing things in my role

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My manager listens to and acts on my ideas

There is open and honest two-way communication on my team





Sum of agree	Average



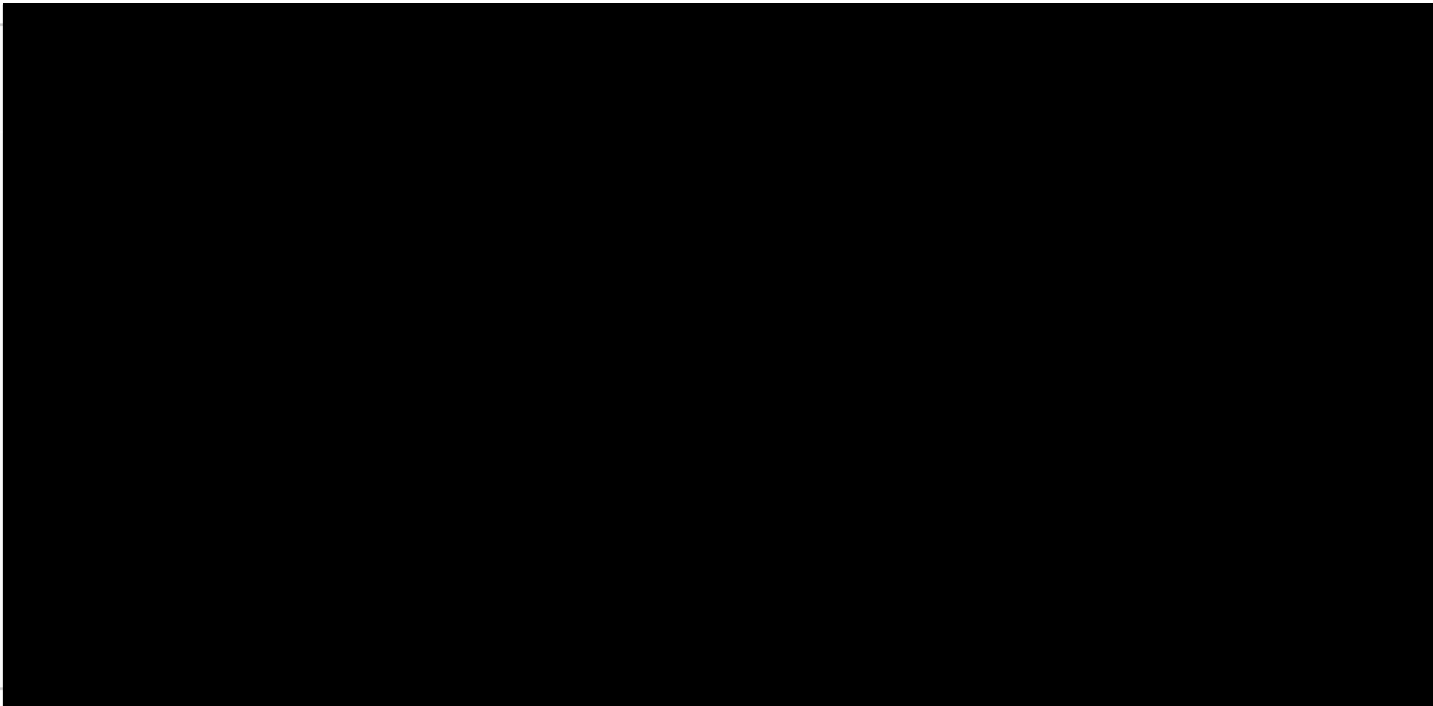
Breakout by Categories



Break out by

One level below ▾

- Autonomy and Empowerment
- Collaborative
- Communication
- Company Leadership
- Cultural Traits
- Customer Focus
- Engagement - Organisational Commitment
- Professionalism
- Strategic Alignment
- Supportive Management
- Training and Development



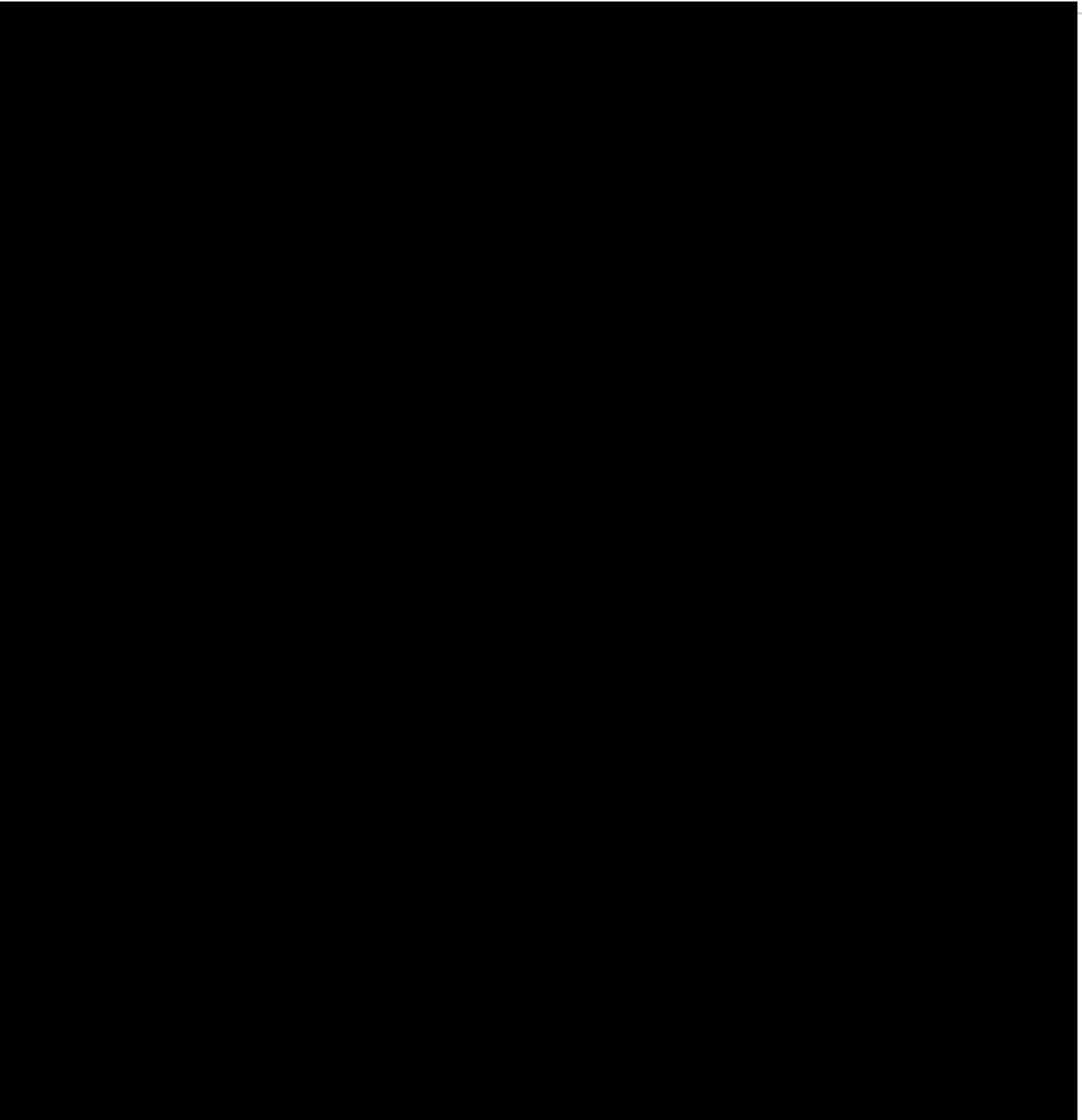
Breakout by Questions



Break out by

One level below ▾

- I have the authority I need to do my job effectively
- In times of change, we help each other understand and adapt to the new ways of working
- There is a clear communication process when change in CIT is proposed
- In times of change, senior managers provide sufficient information about the purpose of the changes
- My manager has effectively communicated the Cultural Traits
- I understand CIT's Cultural Traits
- My team demonstrates the Cultural Traits
- My manager models the Cultural Traits
- I demonstrate the Cultural Traits
- People are recognized when they go above and beyond for customers on my team
- I have the authority to take action to meet our customers' needs
- In my team, we work well with our colleagues
- CIT's processes and procedures allow me to effectively meet our customers' needs
- In my team, we are highly effective in anticipating and meeting changing customer needs
- I feel I have the necessary skills to provide good customer service



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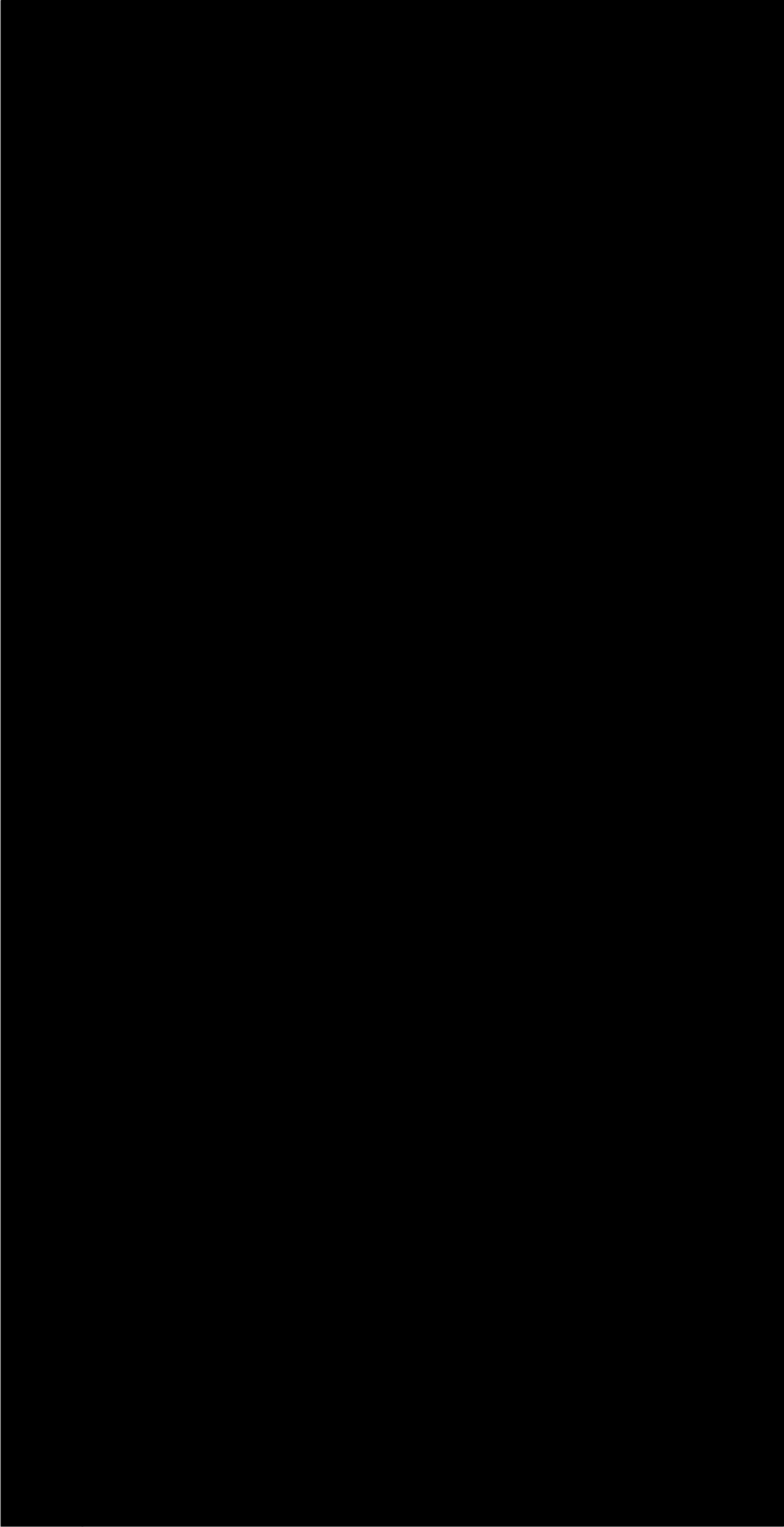
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The senior leadership team have communicated a vision for the Cultural Traits at CIT

I work with others to achieve things I cannot achieve on my



College/Division Response Rates

	Invited	Responded	Participation Rate
Overall	931	544	58.4%

As at 5pm 29 October 2019.

Overall



Invited
881



Responded
522



Participation Rate
59%



2019 CIT Staff Survey – Key Findings

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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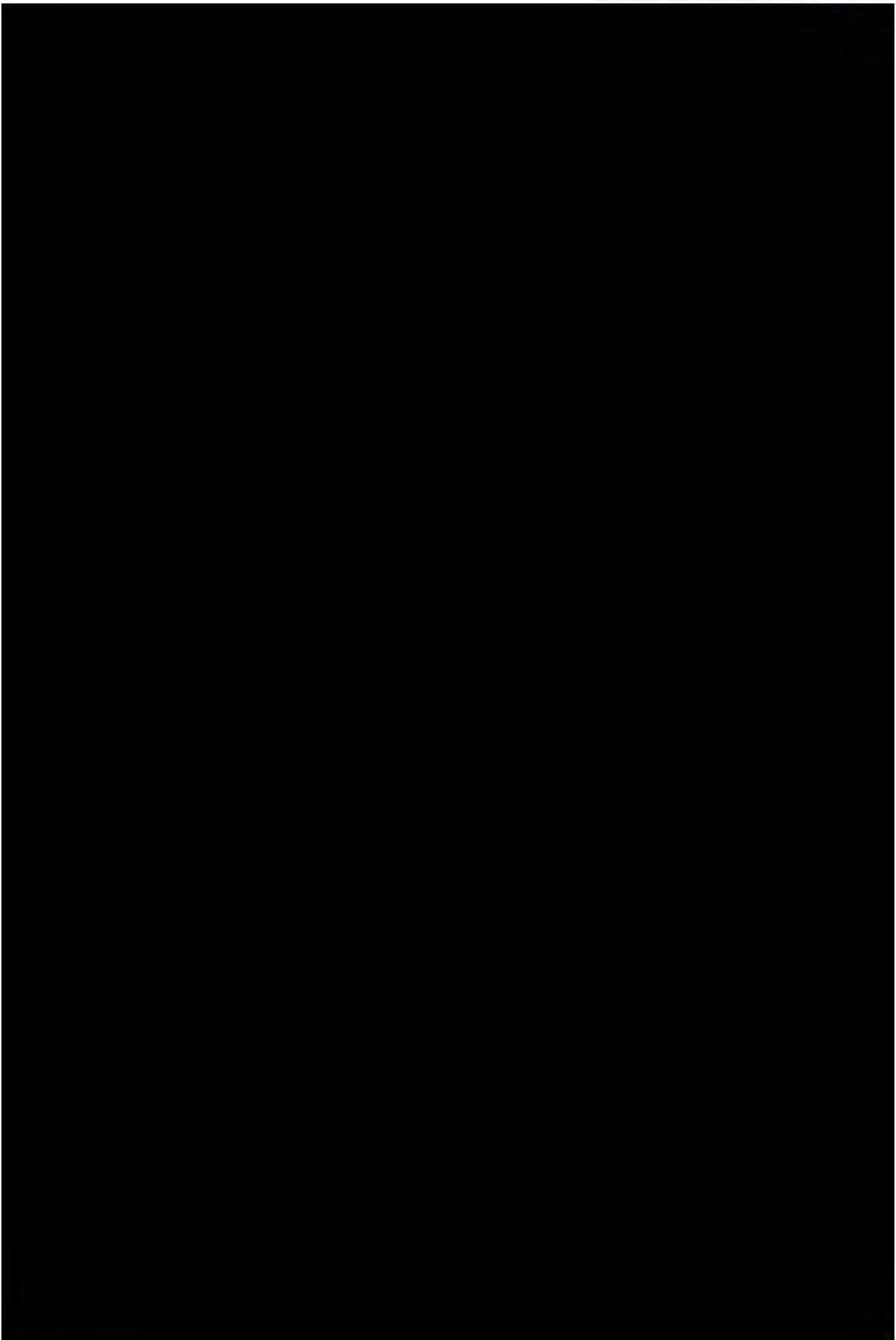
[REDACTED]

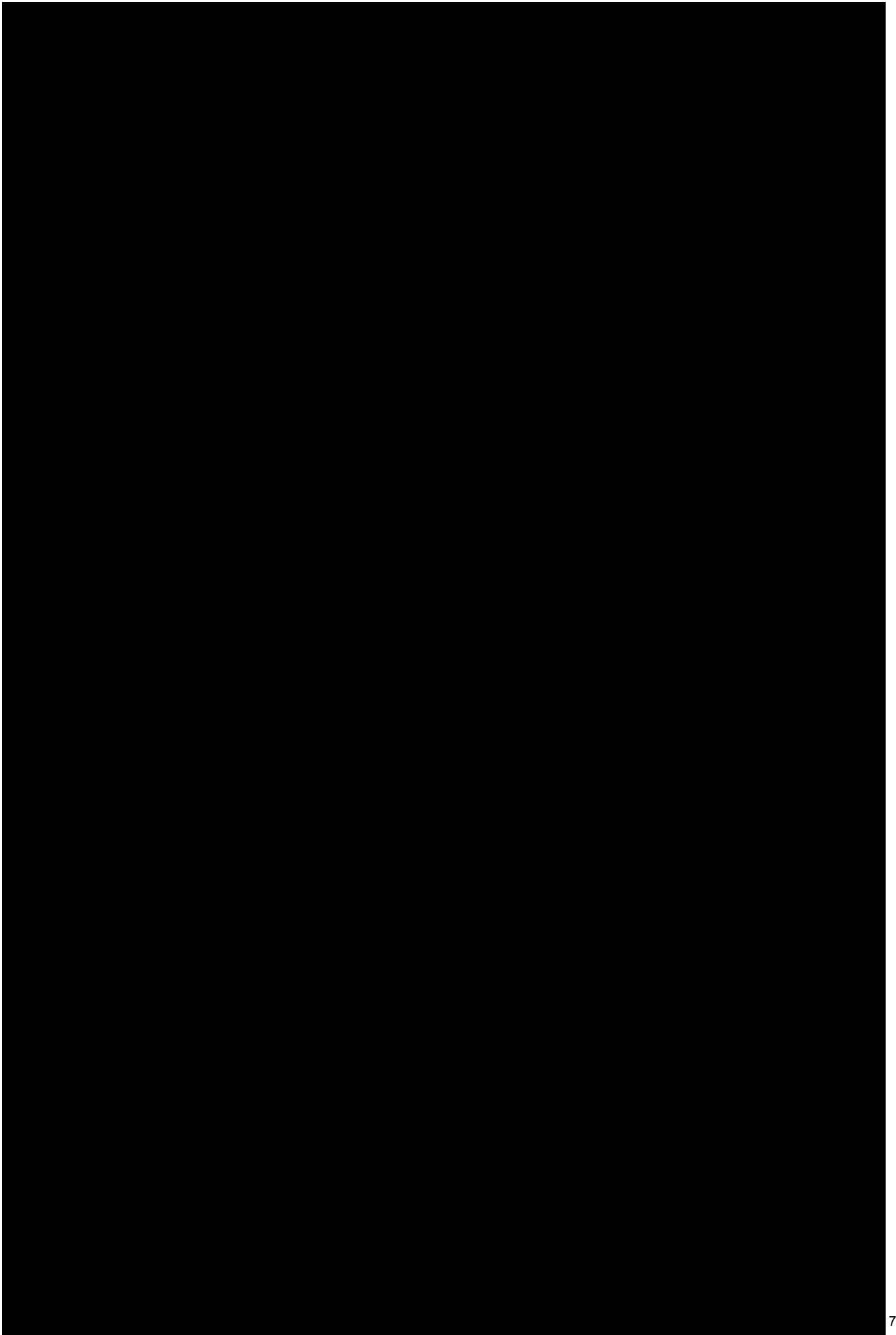
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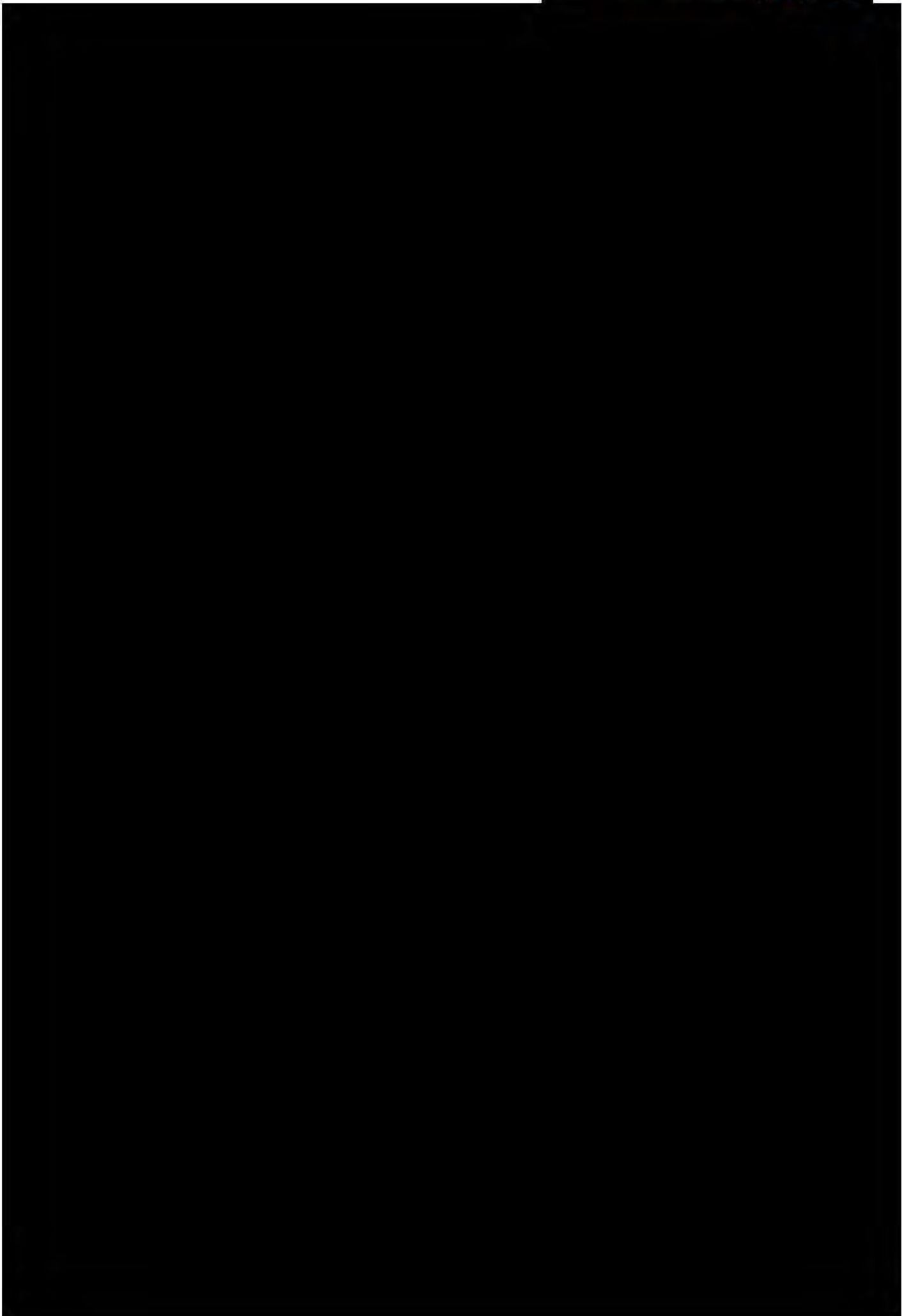
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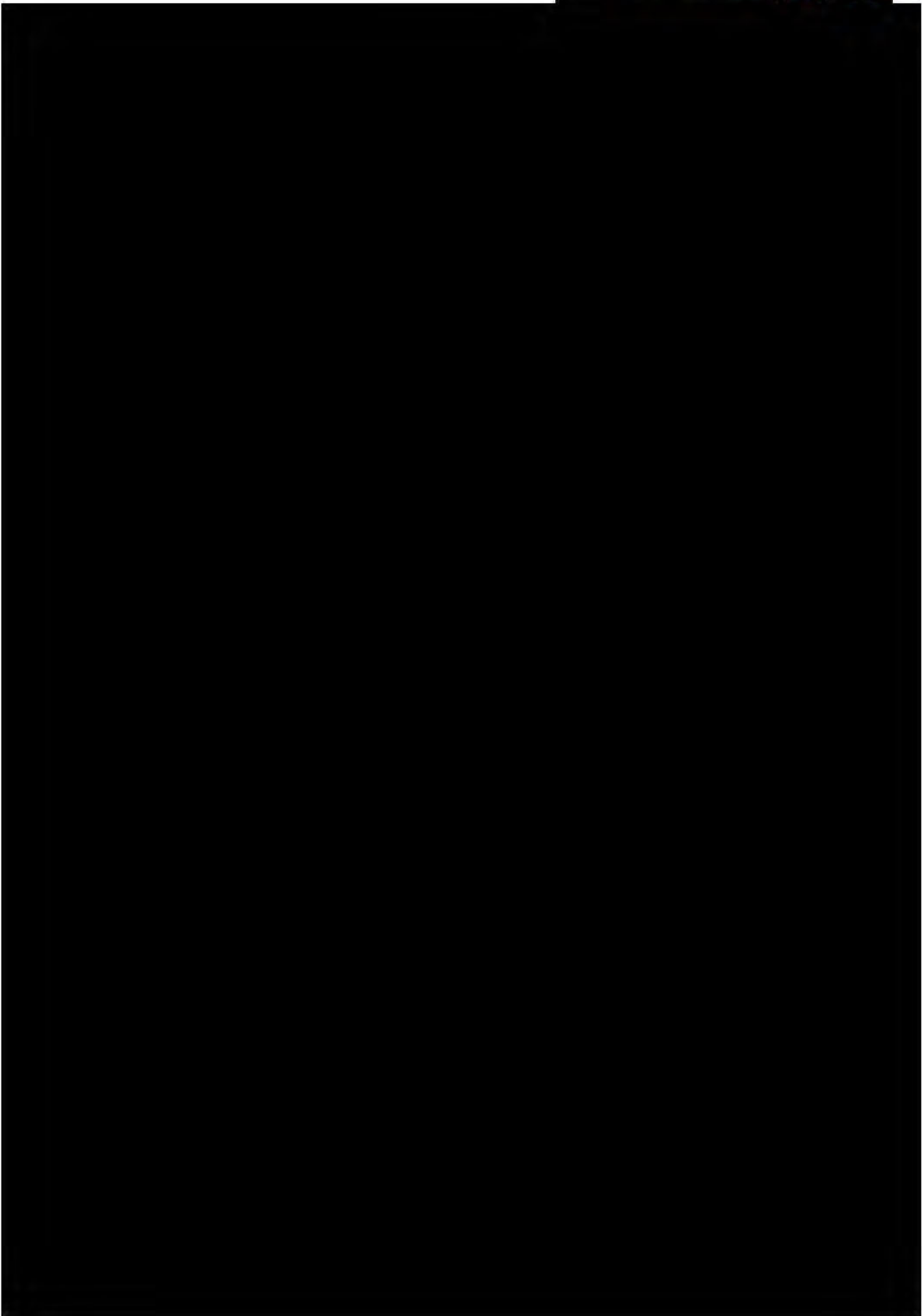
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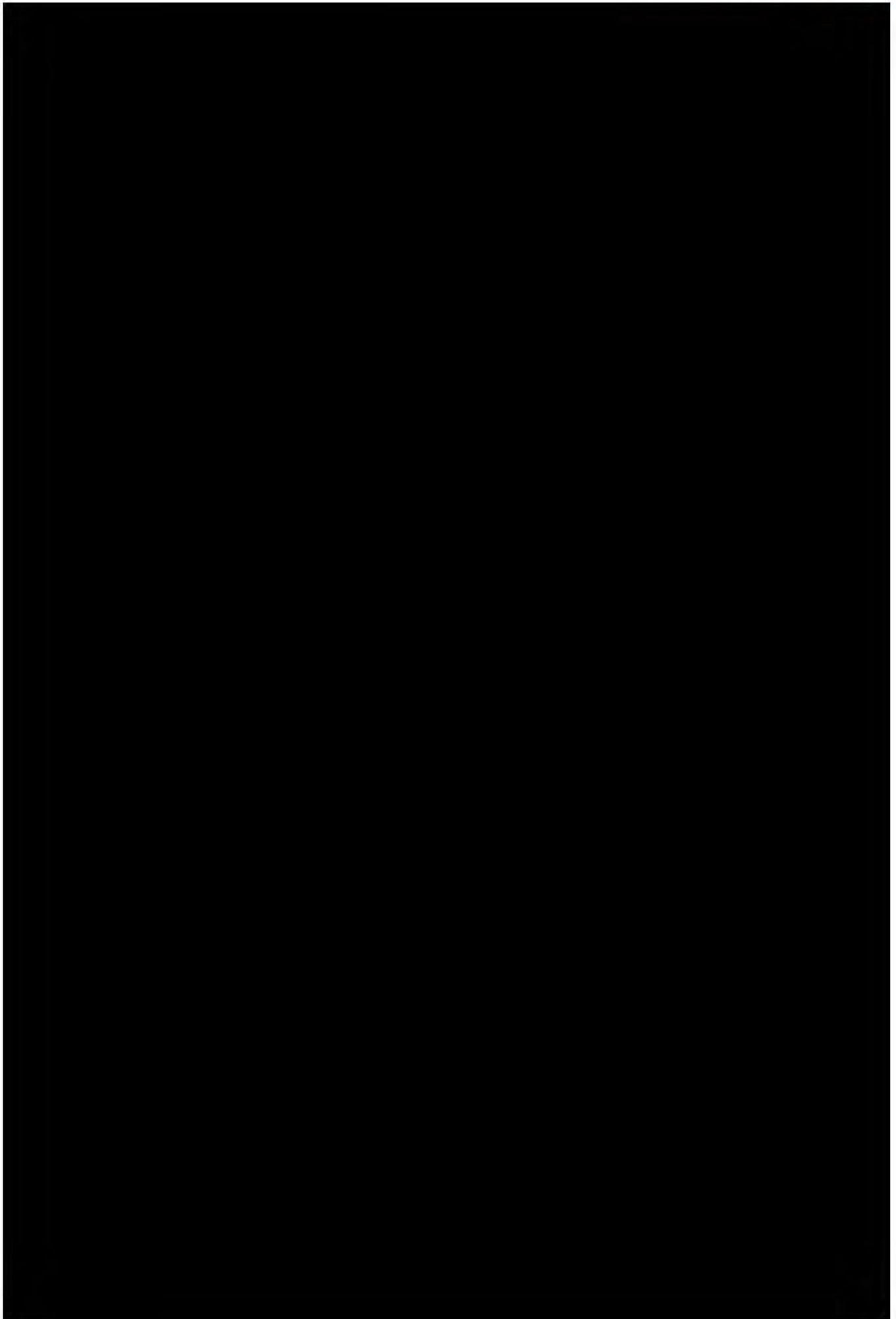
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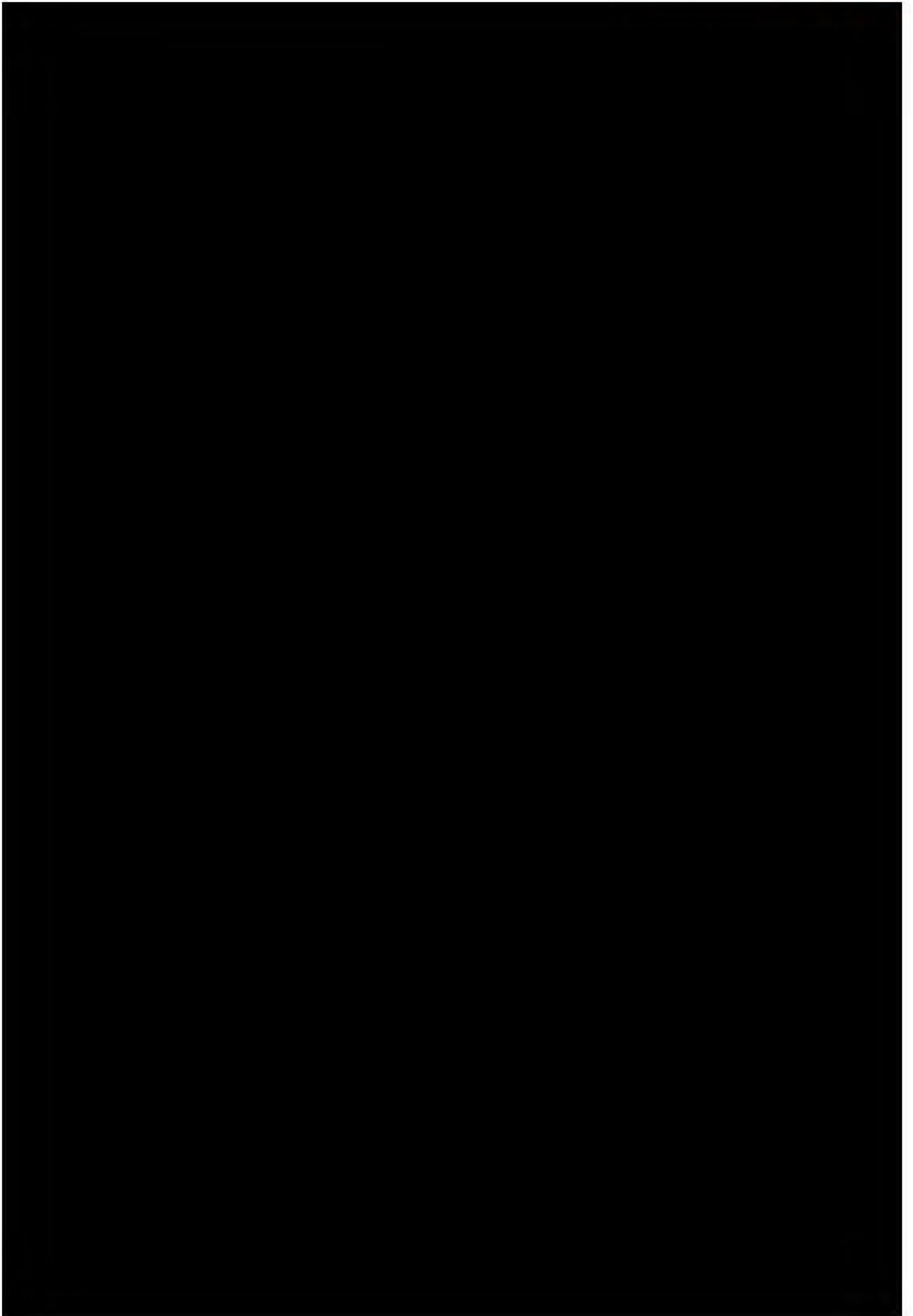


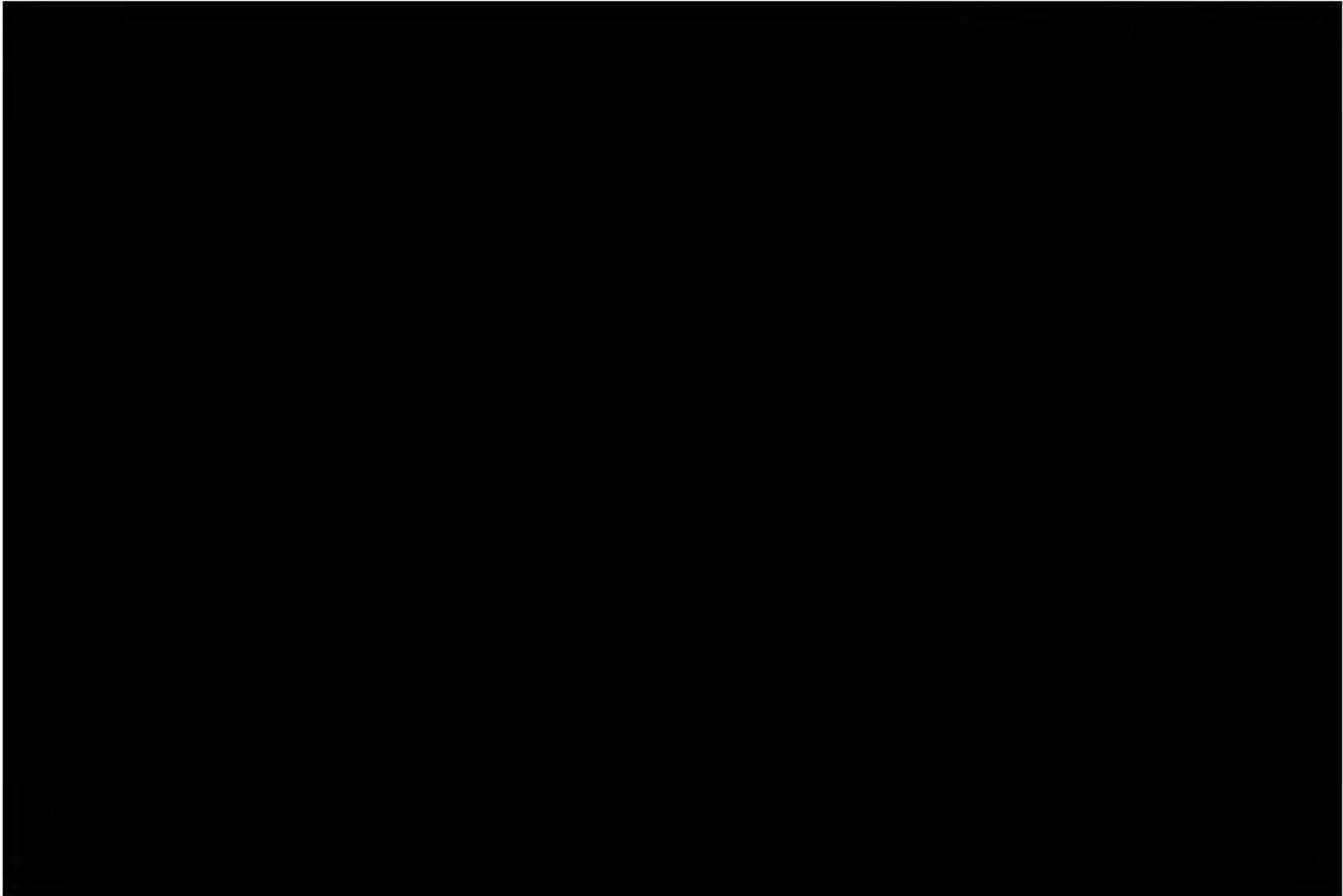


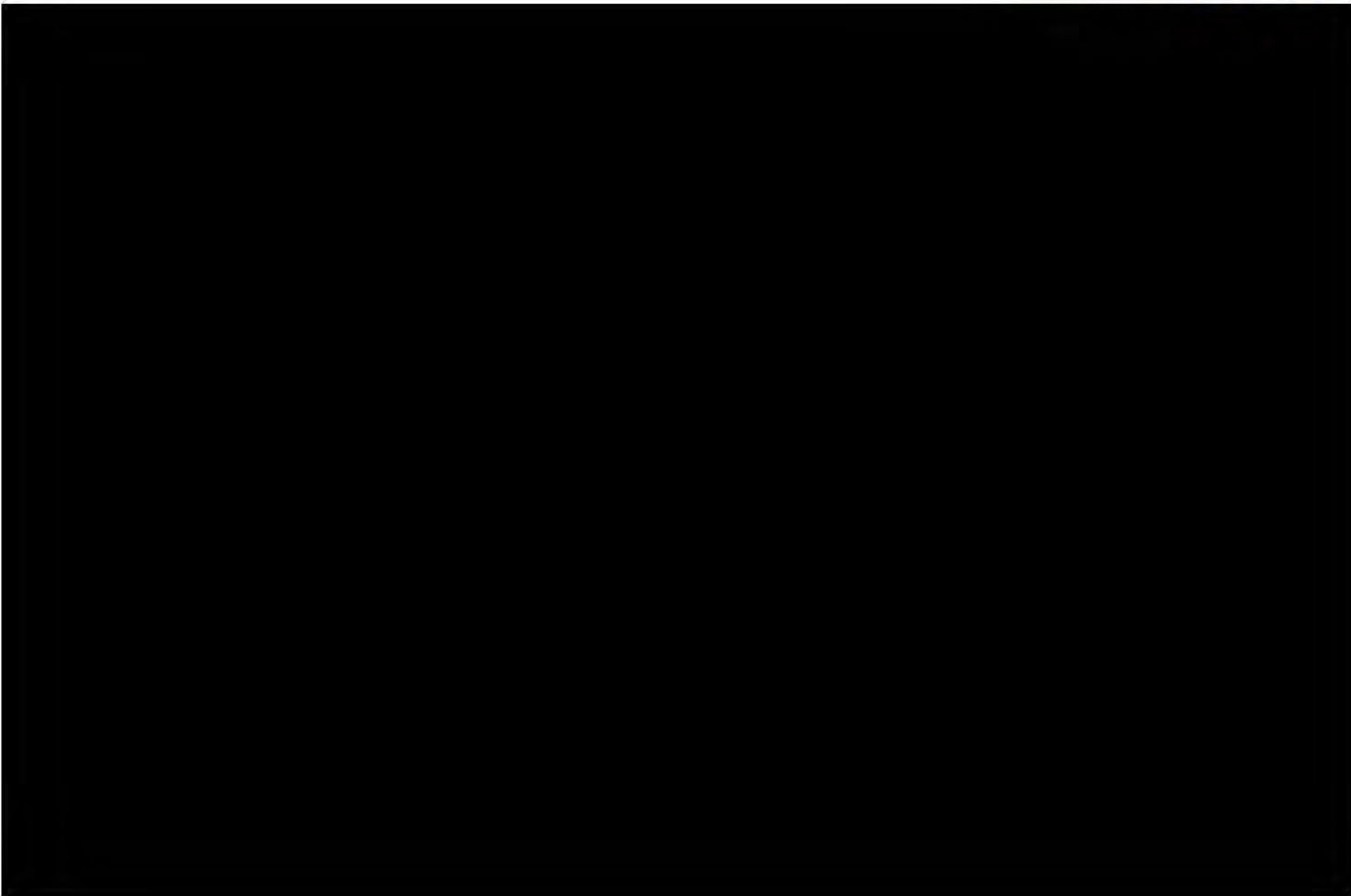


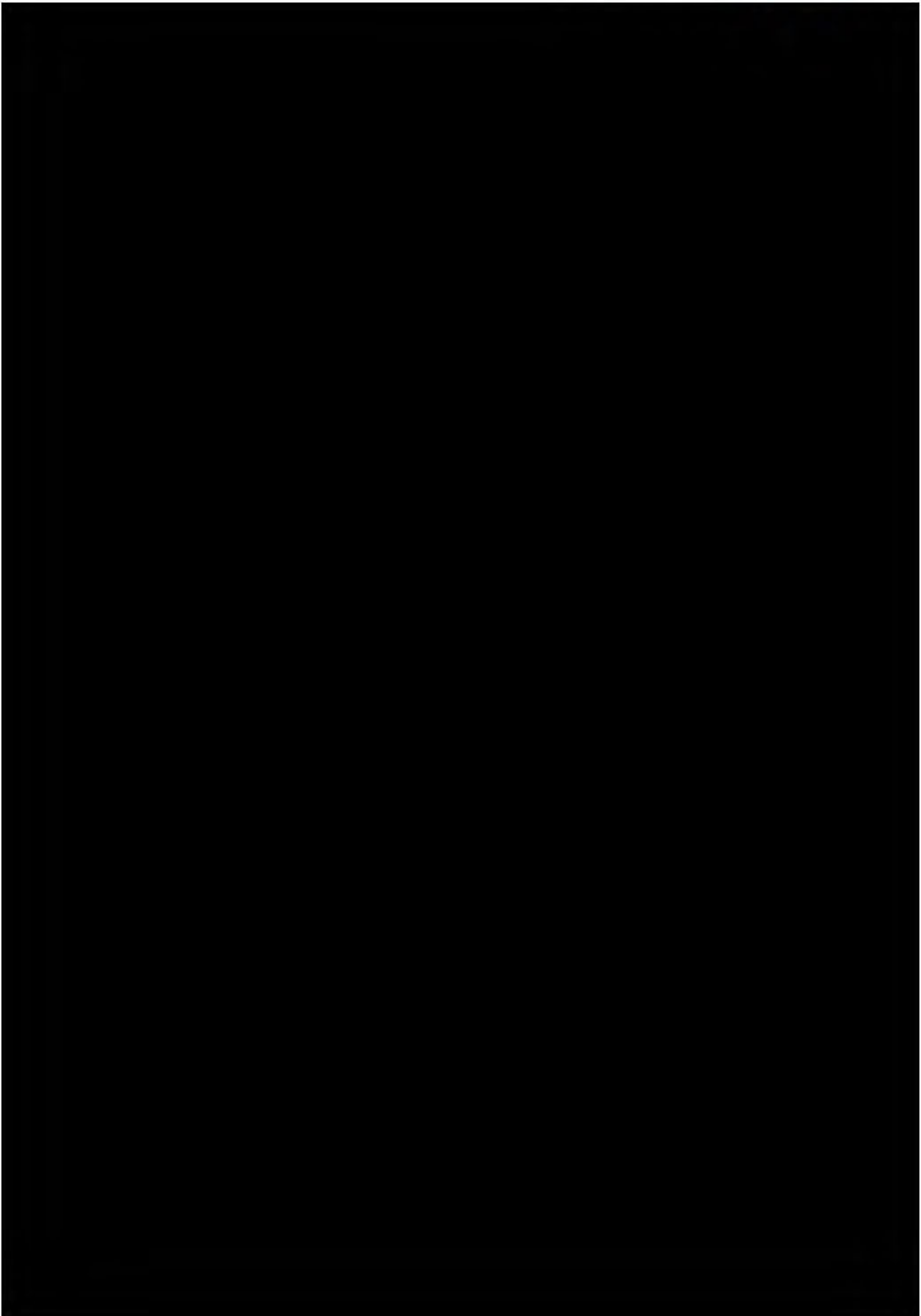


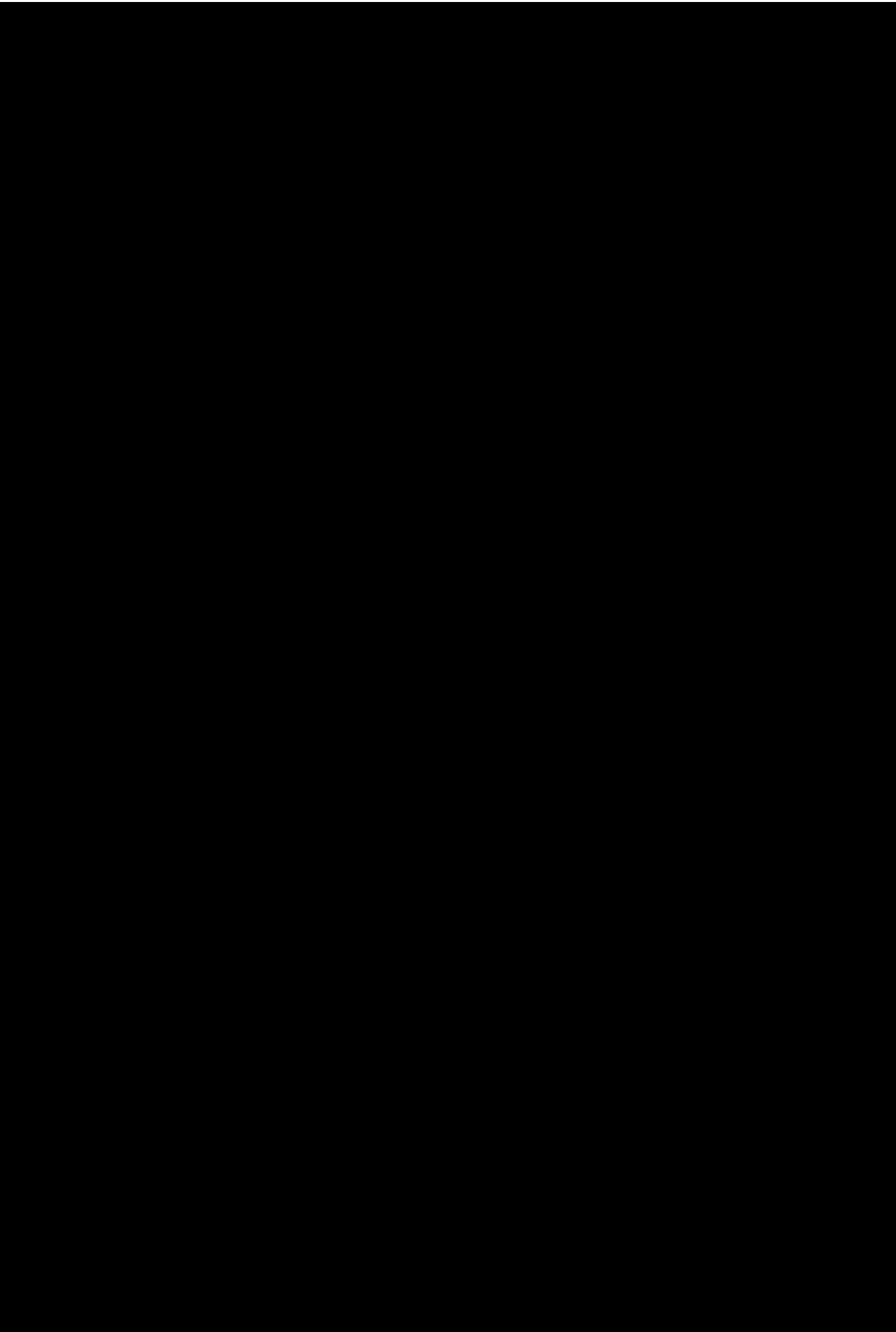


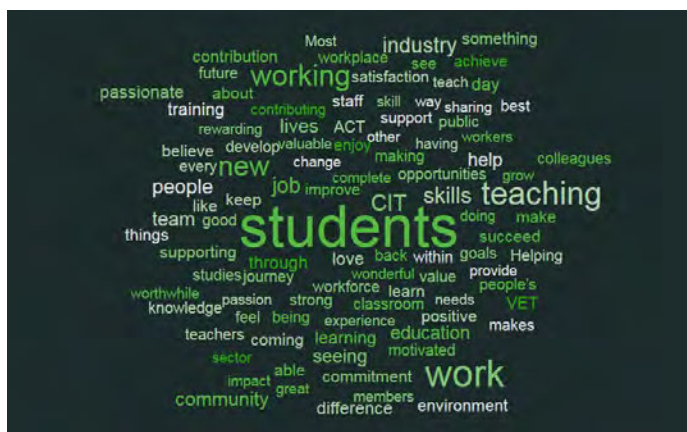






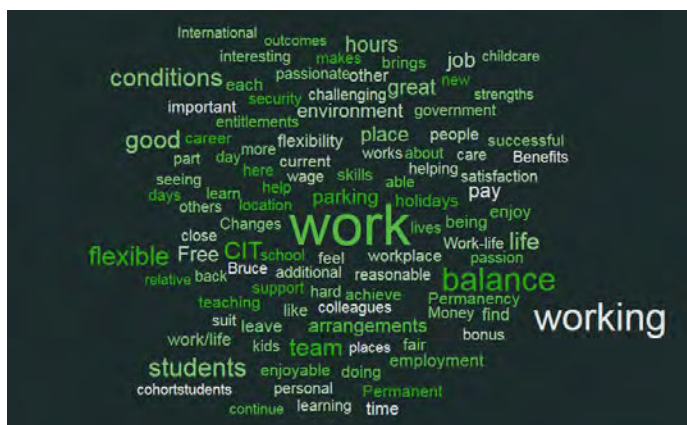


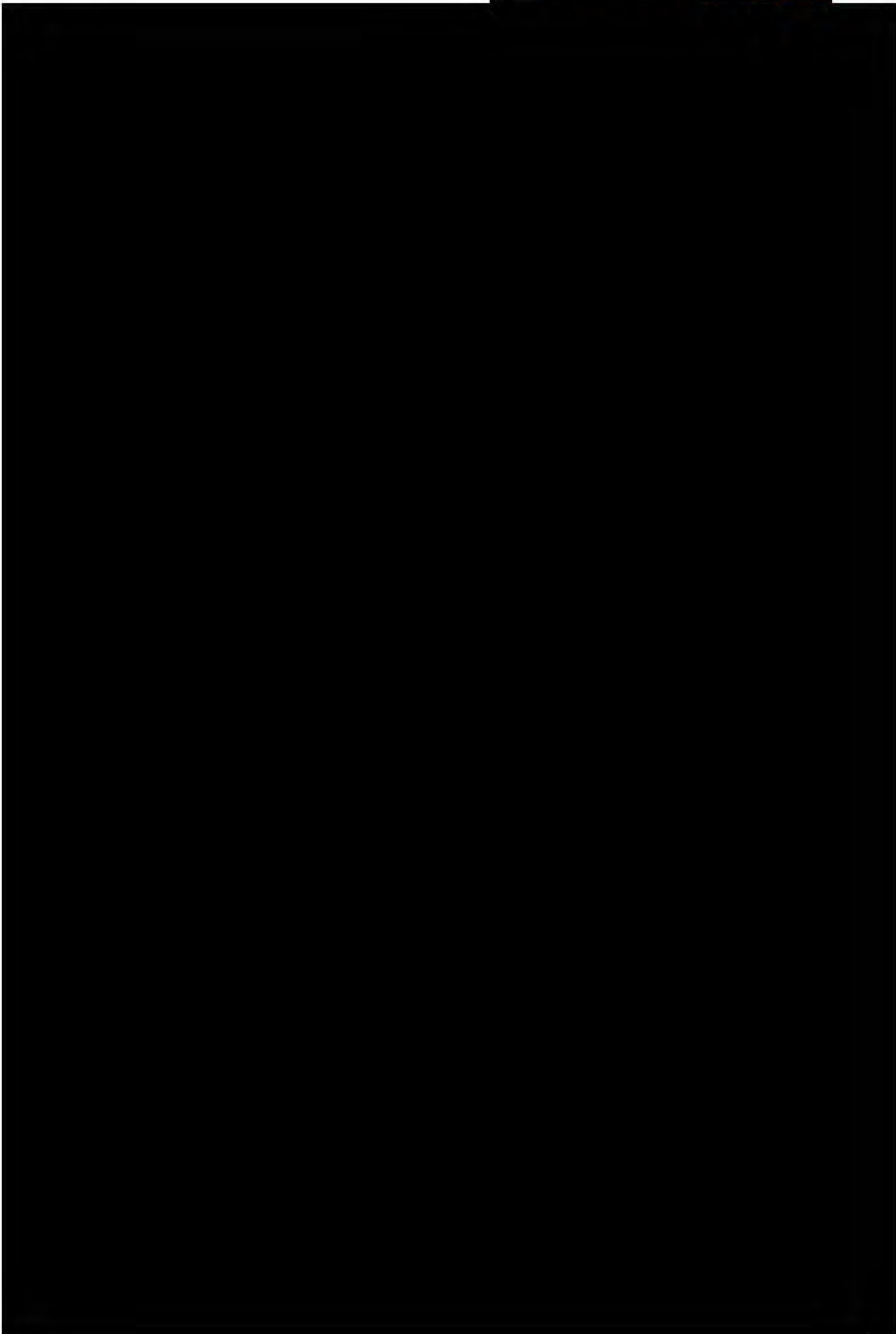


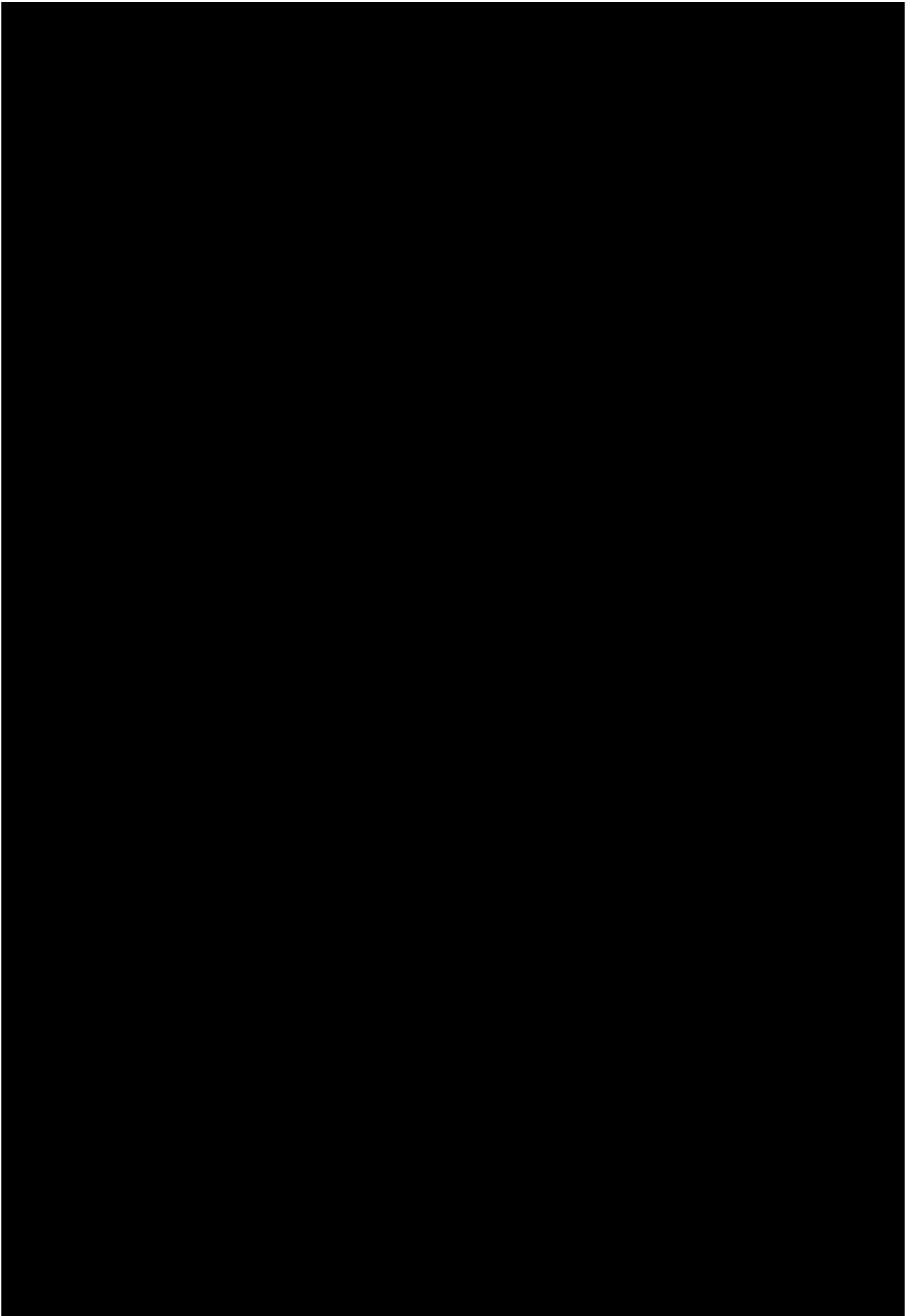


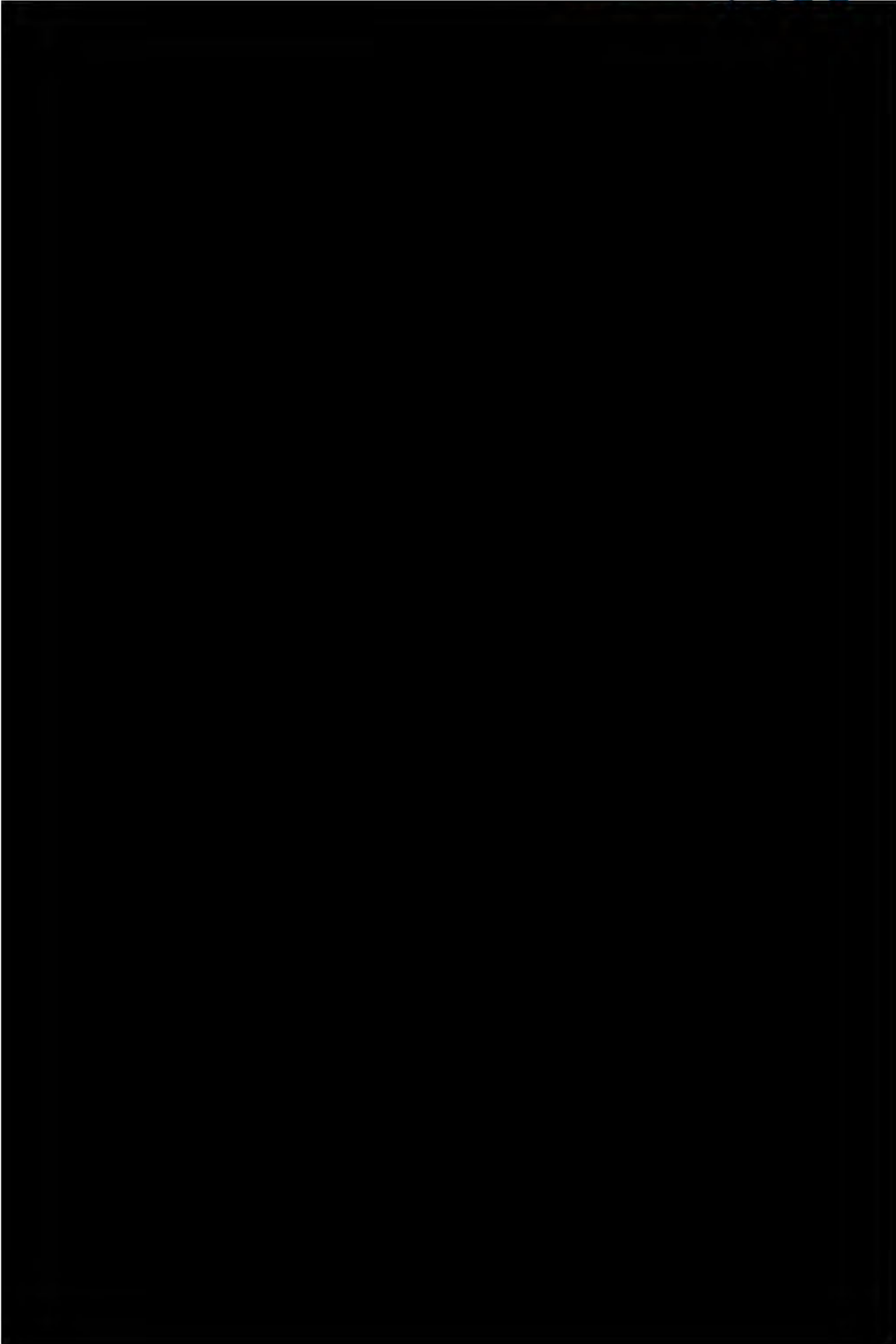
4. Resourcing – few comments

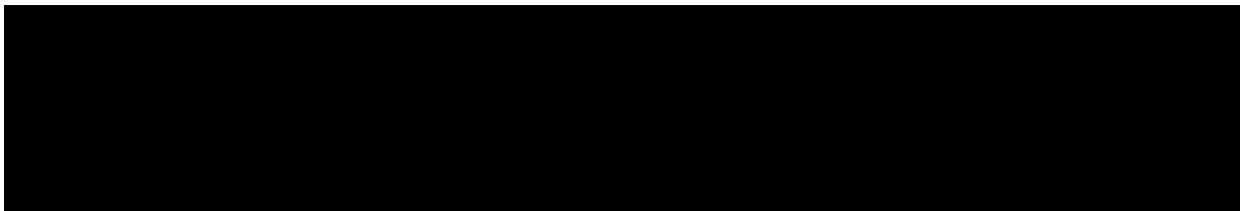
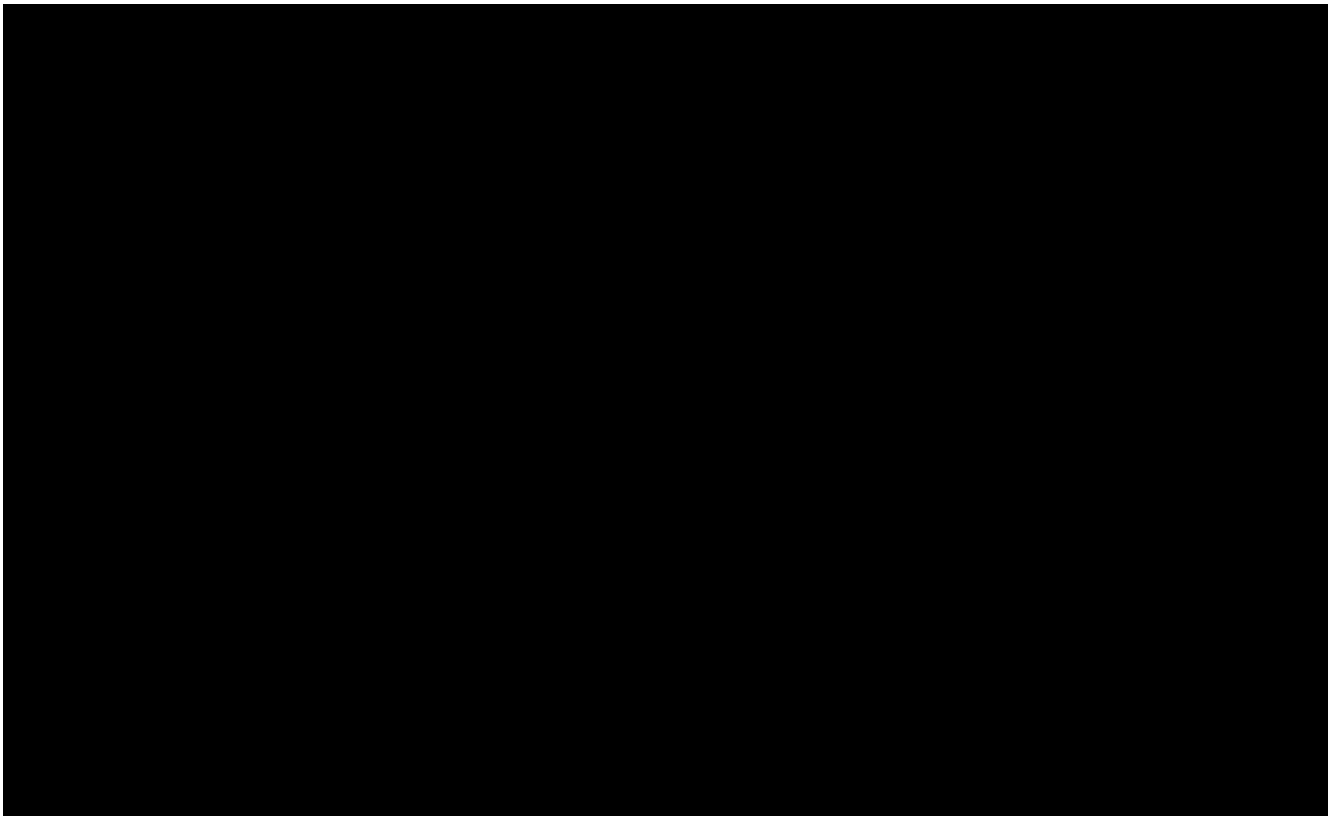
5. Employment conditions: tenure, remuneration, benefits incl flexible work arrangements.

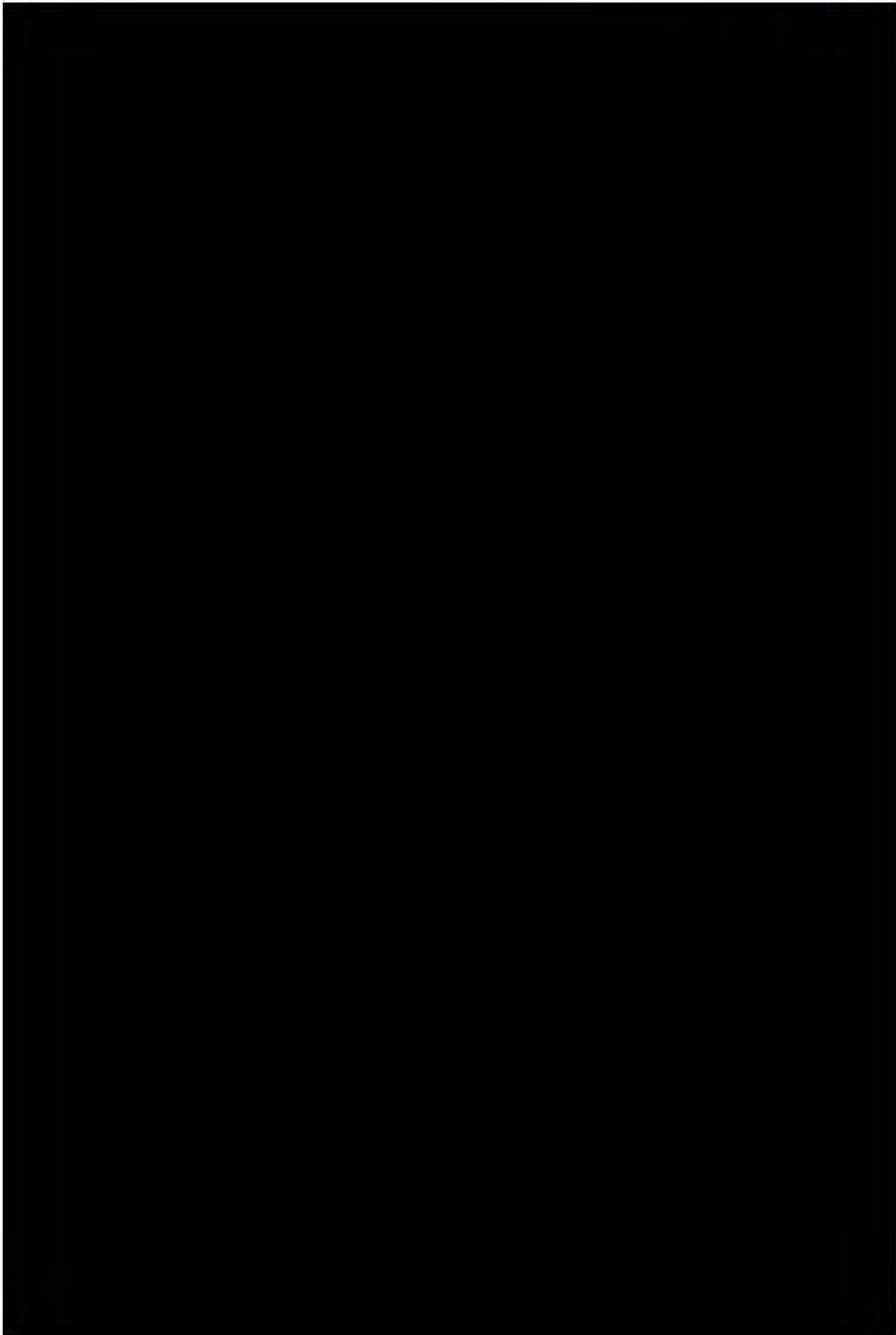












[REDACTED]

[REDACTED]

[REDACTED]

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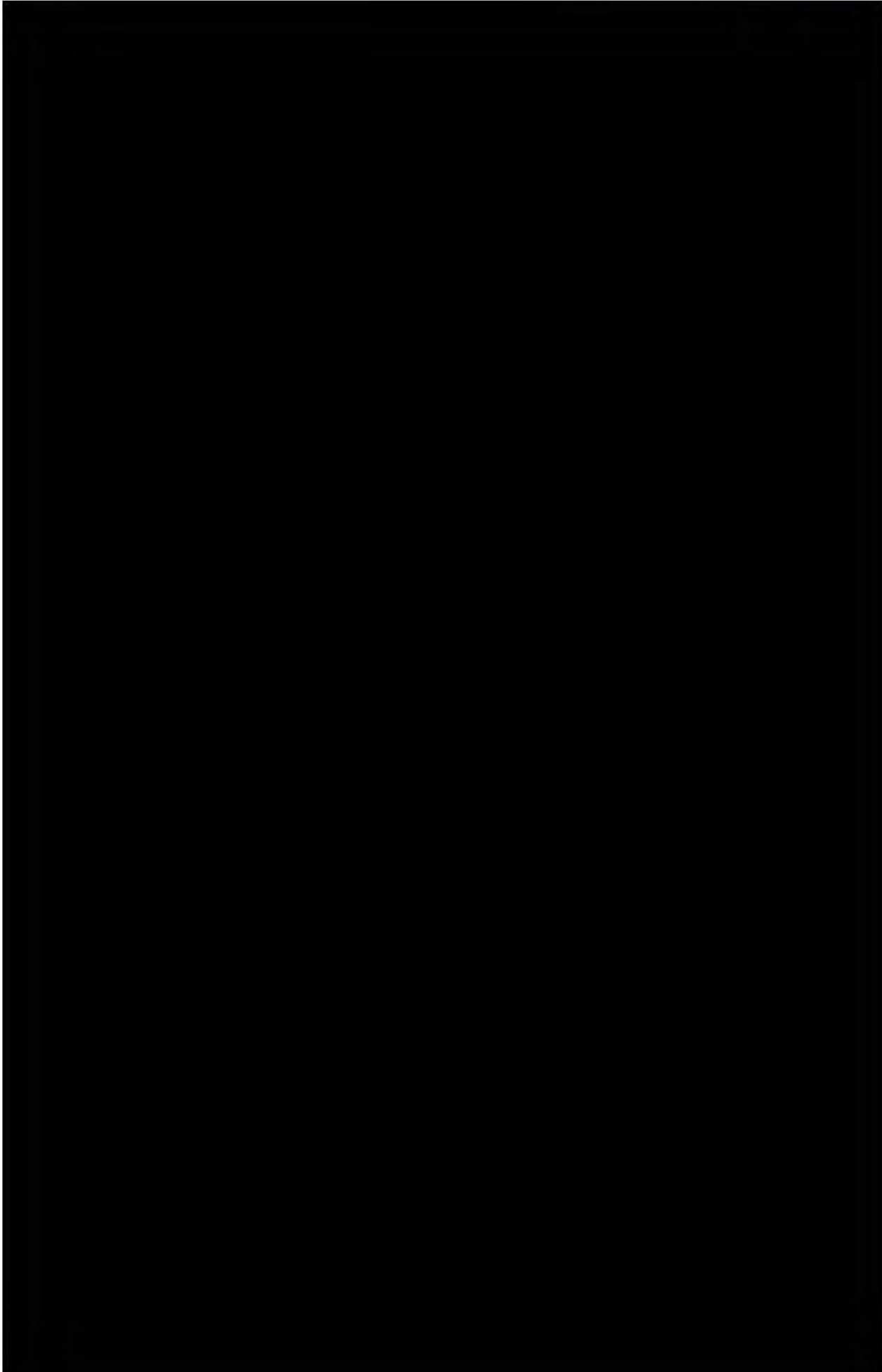
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[REDACTED]

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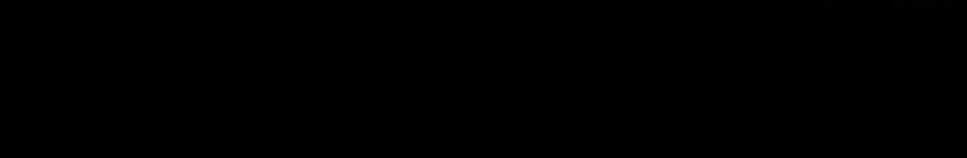
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Table 1 Demographic characteristics of study population

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2019 CIT Staff Survey

SURVEY METHODOLOGY

The CIT 2019 Staff Engagement Survey was conducted from 8 – 29 October 2019.

927 CIT staff were invited to participate in the survey. A total of 544 staff participated in the survey, a response rate of 59% of staff. This is double the minimum sample size required for statistical significance at an organisational level. It is a 4.2% increase in response from the 2017 staff survey (522 respondents).

The survey tool comprises 62 items:

- 59 questions (Likert 4-point scale) grouped as Individual Team Manager Organisation Leadership
- 1 question (10-point numeric scale) on the likelihood of recommending CIT as a great place to work
- 3 questions where respondents are able to provide free text comment

I have a clear understanding of my job responsibilities and what is expected of me
I have the resources I need to be most effective in my role
I have the training I need to be successful in my role
I feel I have the necessary skills to provide good customer service
I have the authority I need to do my job effectively
I have the authority to take action to meet our customers' needs
I seek opportunities to continuously improve and grow my capability
I am encouraged to come up with new ways of doing things in my role
I am allowed to make mistakes and to learn from them
I work with others to achieve things I cannot achieve on my own
I actively seek feedback about my performance at work
My job makes good use of my skills and abilities
I understand CIT's Cultural Traits
I demonstrate the Cultural Traits
I have the opportunity for personal development at CIT
I am treated fairly and with respect while I am at work
My team operates professionally
In my team, we work well with our colleagues
My team takes time to celebrate our successes
My team always tries to improve its performance
There is open and honest two-way communication on my team
In my team, we are highly effective in anticipating and meeting changing customer needs
My team monitors our customer satisfaction levels and seeks ways to improve them
People are recognised when they go above and beyond for customers on my team
In my team, we manage change effectively
My team demonstrates the Cultural Traits
Poor performance is dealt with effectively in my team
I feel valued and respected by my Manager
My manager listens to and acts on my ideas
My manager provides me with ongoing feedback about how I am going
My manager helps me understand my strengths and areas for development
I am able to communicate freely up the line, even when I am communicating bad news
My manager encourages collaboration on my team
My manager holds team members accountable for achieving their objectives
My manager's actions are consistent with their words—they practice what they preach
I receive regular communication from my manager about what is happening at CIT
My manager has effectively communicated the Cultural Traits
My manager models the Cultural Traits
CIT is a very professional organisation