



Chorus Pulse Check March 2021

REPORT



Summary

- The Chorus Pulse Check for March 2021 was administered 7-months after the previous Pulse Check in August 2020.
- **The March 2021 survey received a large number of responses, with 361 completed surveys returned.** This was an increase from the August 2020 survey.
- **Overall culture is currently rated 7.05/10,** decreasing from the previous result of 7.13/10.
- It should be noted that 23% of respondents indicated that they work across multiple sites. Therefore, some site breakout feedback should be viewed with caution, as individual feedback or perspectives might appear multiple groups influencing the overall result for those groups. It is recommended that these demographic questions are removed or reconsidered in future Pulse Checks to remove repetition.

Culture Pulse Check Report: Whole Organisation

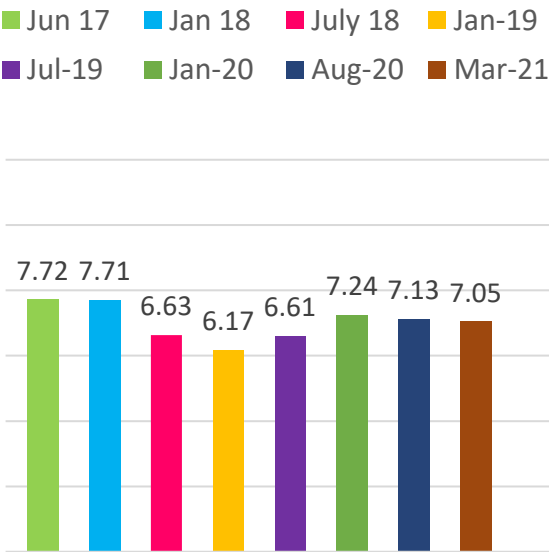
Workplace Culture Average: Test/ Retest

Respondents were asked to rate the overall culture on a scale of 1-10 where 1 is equal to the worst workplace culture and 10 is equal to the best workplace culture.

Comparisons to the previous overall results are below.

Mar 2021:	7.05	(N = 361)
Aug 2020:	7.13	(N = 320)
Jan 2020:	7.24	(N = 418)
July 2019:	6.61	(N = 252)
Jan 2019:	6.17	(N = 228)
July 2018:	6.63	(N = 185)
Jan 2018:	7.71	(N = 355)
Jun 2017:	7.72	(N = 311)

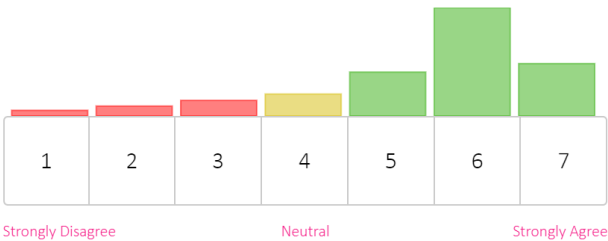
Current:
7.05 /10



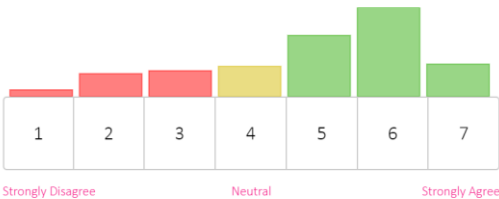
Quantitative Analysis: Current Situation

Respondents were asked to respond to the following three statements and indicate how much they agreed with each.

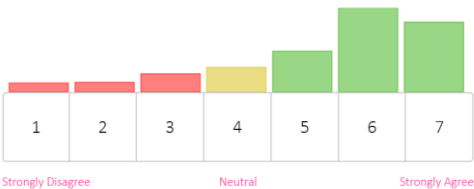
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Whole Organisation

Quantitative Analysis: Test/ Retest

Respondents were asked to respond to the following three statements.

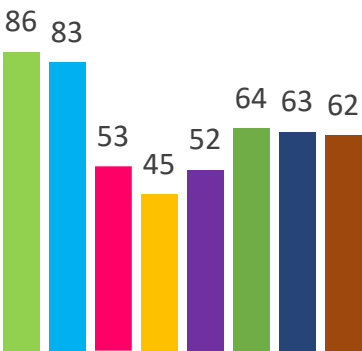
The below results show the test/retest data showing the percentage of respondents who selected **Agree** or **Strongly Agree**.

Total number of respondents.

Mar 2021:	361
Aug 2020:	320
Jan 2020:	418
July 2019:	252
Jan 2019:	228
July 2018:	185
Jan 2018:	355
Jun 2017:	311

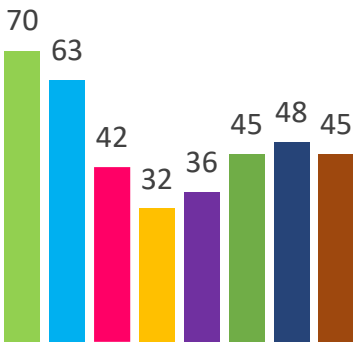


I feel happy at work



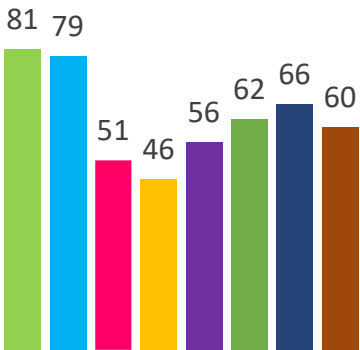
% of respondents

I feel informed about changes that are going on at work



% of respondents

I feel supported when I have a problem at work



% of respondents

Demographics

People who identify as living with a disability.

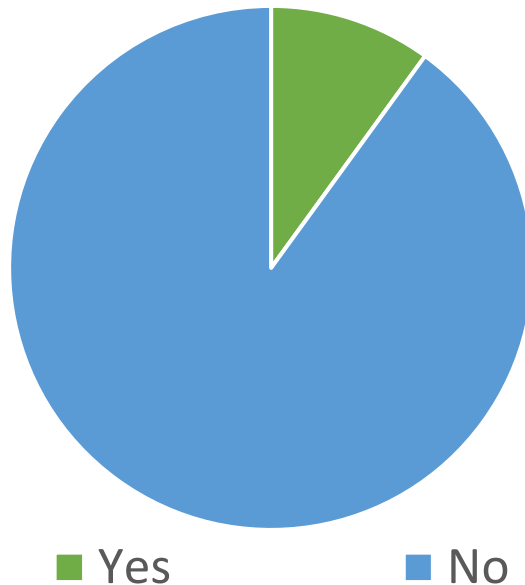
As an equal opportunity employer and the Australian Bureau of Statistics Section 4430.0 definition of disability, Chorus was interested to know

“Do you identify as a person living with a disability?”

Results indicated that:

- 10% ($n = 36$) of respondents identified as a person living with a disability.
- 90% ($n = 325$) did not identify as living with a disability.

% of people who identify as having a disability



Culture Pulse Check Report:

People who identify as having a disability

Workplace Culture

Average: **6.81/10**

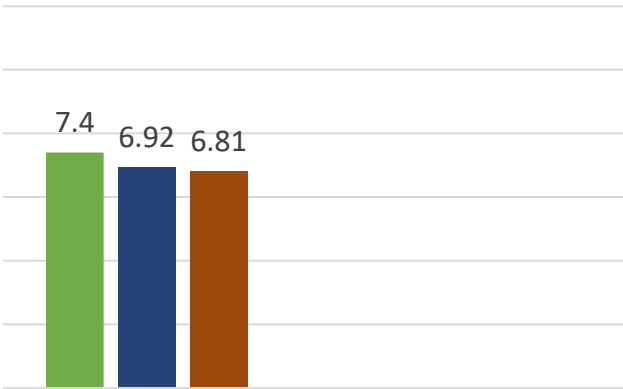
Mode: 6, 7

Range: 2 -10

Responses: 36

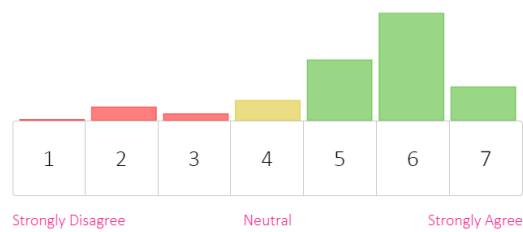
Current:
6.81/10

Jan-20 Aug-20 Mar-21

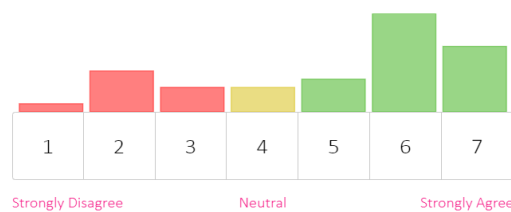


Quantitative Analysis: Current Situation

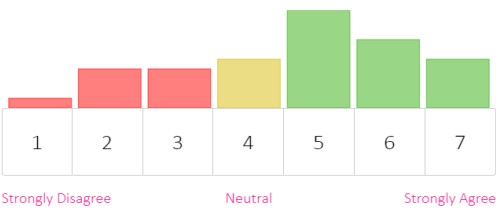
I feel happy at work.



I feel supported when I have a problem at work.



I feel informed about changes that are going on at work.



Demographics

Site & Location

The March 2021 Culture Pulse Check invited participants to respond with the site that described their main work location. All 12 sites achieved the minimum response rate (5) for reports to be created.

Reports were produced from the following sites:

Albany*	Bull Creek*	Bunbury*
Carlisle*	Currambine	Elena House
Greenwood	Kwinana*	Mandurah*
Midland*	North Perth*	Palmyra*
Safety Bay*	Wanneroo*	Working from home*
Additional site not listed		Prefer not to respond

*Comparison data for the overall workplace culture will be shown.

There was a question to determine where people’s role is based, this report offers results showing people based:

In the community	At a single site	At multiple sites
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Demographics

Site & Location

The following shows the breakdown of results depicting where survey participants are based.

Where is your role based?		August 2020 results		March 2021 results	
In the community		136	43%	178	49%
At a single site		101	32%	99	27%
At multiple sites		83	26%	84	23%

The Site pages to follow are ordered based on the overall culture score starting with the highest overall rating.

Culture Pulse Check Report: In the Community

Workplace Culture

Average: **7.19/10**

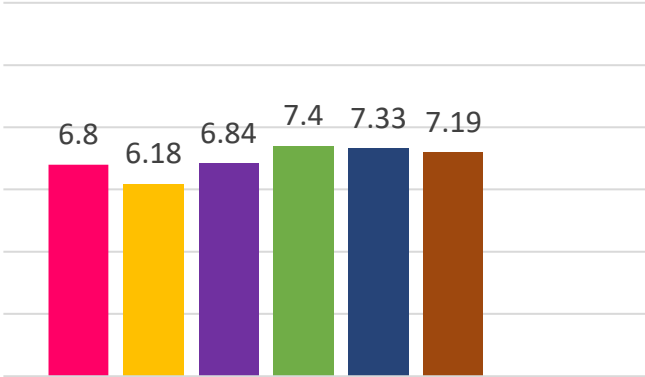
Mode: 8

Range: 1 - 10

Responses: 178

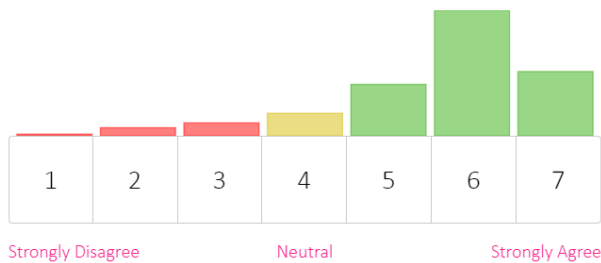
Current:
7.19/10

July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

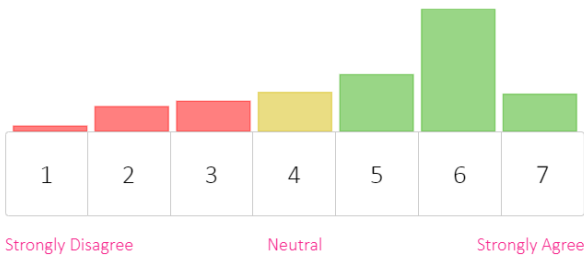


Quantitative Analysis: Current Situation

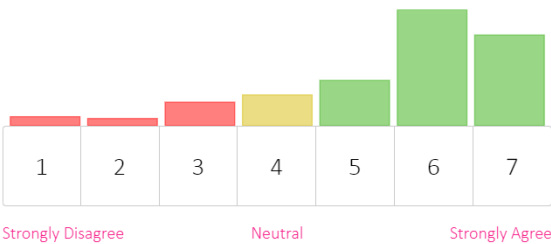
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: At a Single Site

Workplace Culture

Average: **7.19/10**

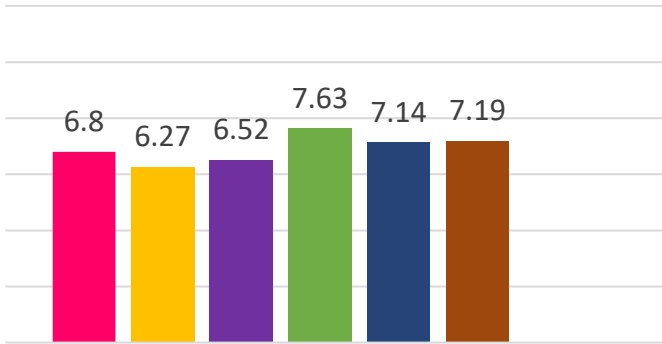
Mode: 7

Range: 1 -10

Responses: 99

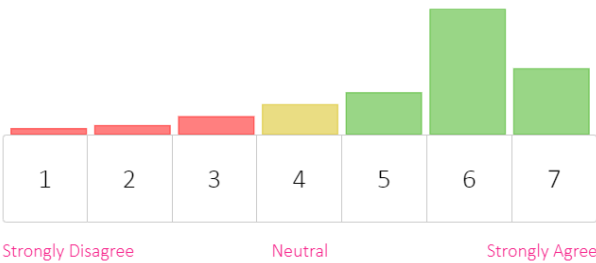
Current:
7.19/10

Jul-18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

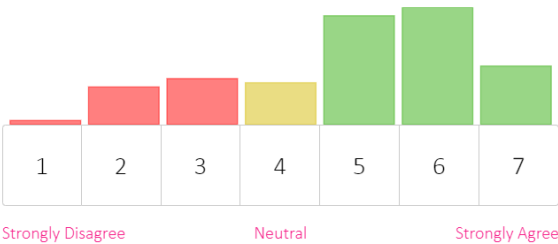


Quantitative Analysis: Current Situation

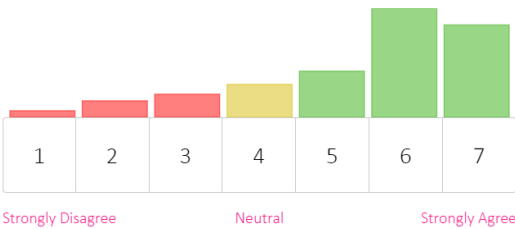
I feel happy at work.



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Culture Pulse Check Report: Multiple Sites

Workplace Culture

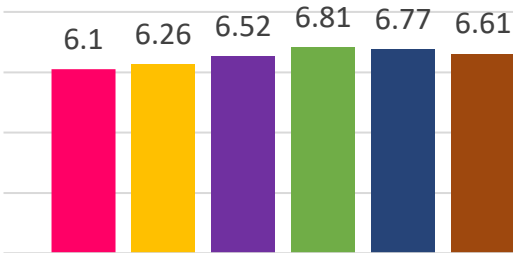
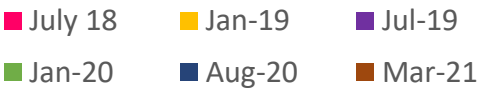
Average: **6.61/10**

Mode: 8

Range: 1 - 10

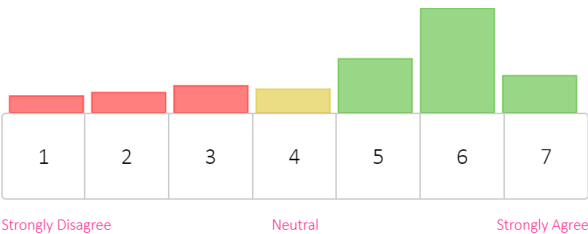
Responses: 84

Current:
6.61/10

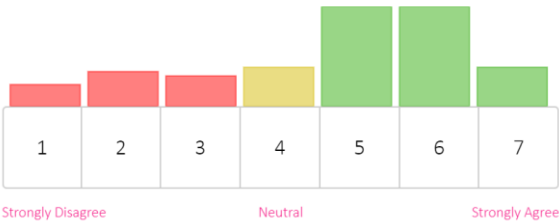


Quantitative Analysis: Current Situation

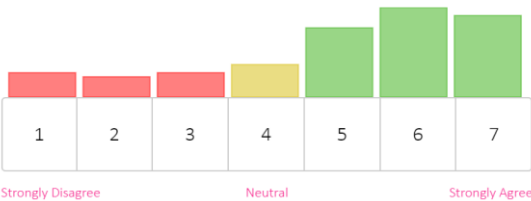
I feel happy at work.



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Site Based Reports

The following reports share the data based on site location.

Where do you spend most of your time?

Albany	15	4%
Bull Creek	11	3%
Bunbury	14	4%
Carlisle	21	6%
Currambine	10	3%
Elena House	<5 responses – no report included	
Greenwood	8	2%
Kwinana	30	8%
Mandurah	51	14%
Midland	<5 responses – no report included	
North Perth	24	7%
Palmyra	27	7%
Safety Bay	35	10%
Wanneroo	11	3%
Working from home	53	15%
Prefer not to respond	52	14%
Other location not listed	41	11%

Culture Pulse Check Report: Albany

Jun 17 Jan 18 July 18 Jan-19 Ju

Workplace Culture

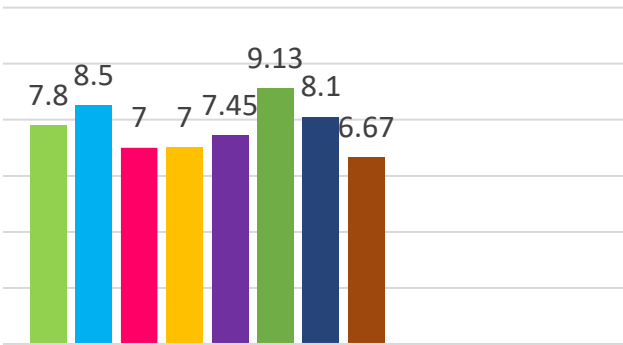
Average: **6.67/10**

Mode: 6, 8, 10

Range: 2 - 10

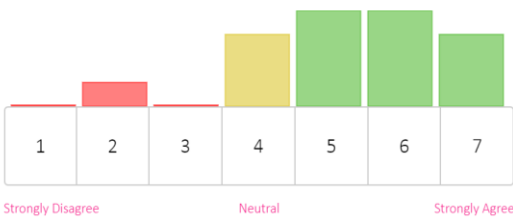
Responses: 15

Current:
6.67/10

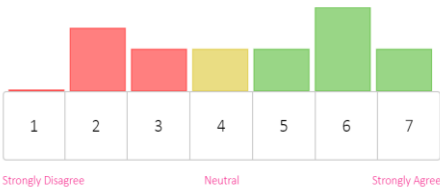


Quantitative Analysis: Current Situation

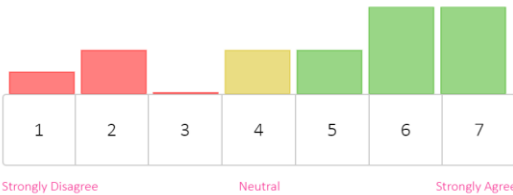
I feel happy at work.



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Culture Pulse Check Report: Bull Creek

Jun 17 Jan 18 July 18 Jan-19
Jul-19 Jan-20 Aug-20 Mar-21

Workplace Culture

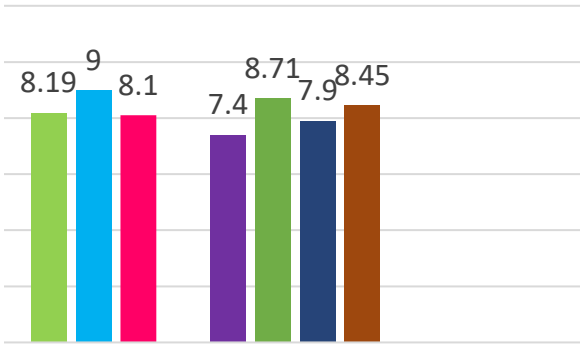
Average: 8.45/10

Mode: 9

Range: 6 - 10

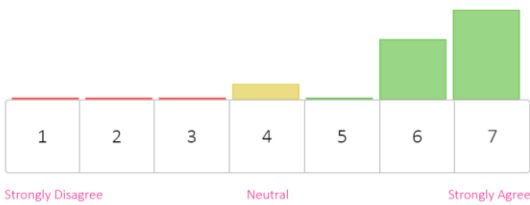
Responses: 11

Current:
8.45/10

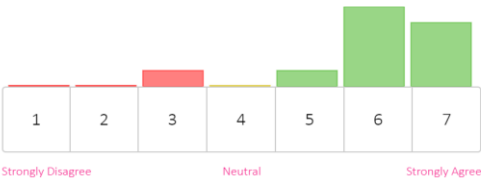


Quantitative Analysis: Current Situation

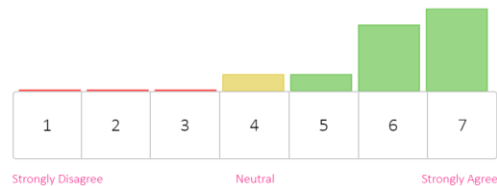
I feel happy at work.



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I feel supported when I have a problem at work.



Culture Pulse Check Report: Bunbury

Workplace Culture

Average: **8.36** / 10

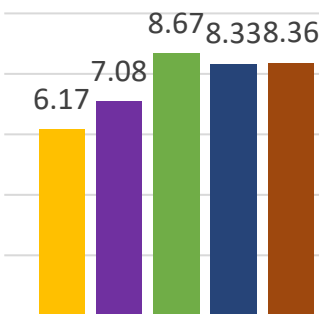
Mode: 7

Range: 7 - 10

Responses: 14

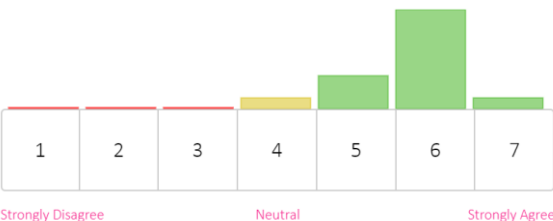
Current:
8.36/10

Jan-19 Jul-19 Jan-20
Aug-20 Mar-21

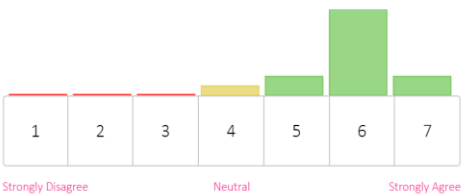


Quantitative Analysis: Current Situation

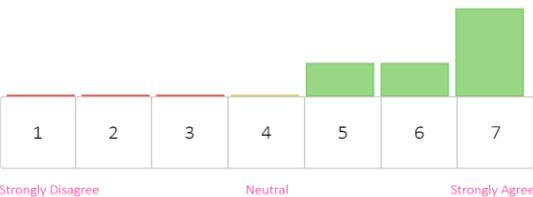
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Carlisle

Workplace Culture

Average: **7.48/10**

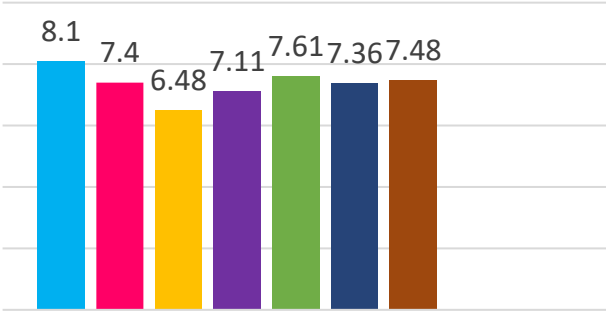
Mode: 8

Range: 1 - 10

Responses: 21

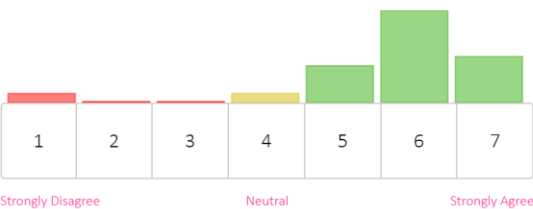
Current:
7.48/10

Jan 18 July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

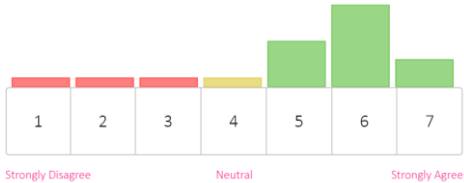


Quantitative Analysis: Current Situation

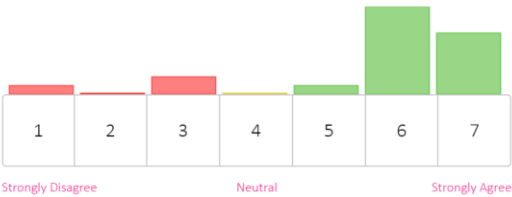
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Currambine

Workplace Culture

Average: **7.2** /10

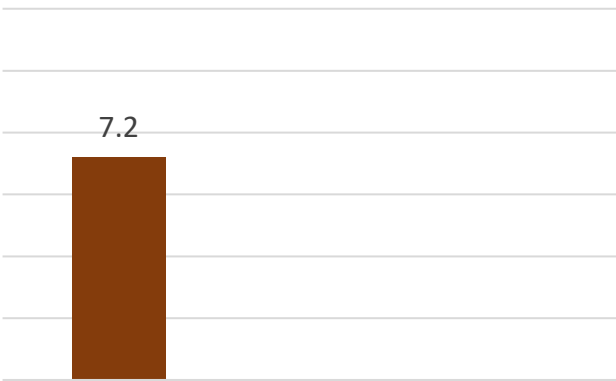
Mode: 8

Range: 4 – 8

Responses: 10

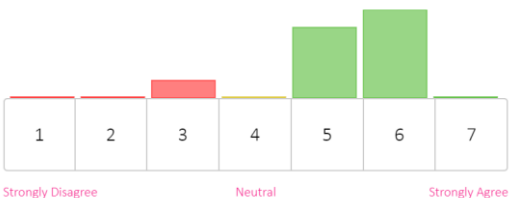
Current:
7.2/10

■ Mar-21

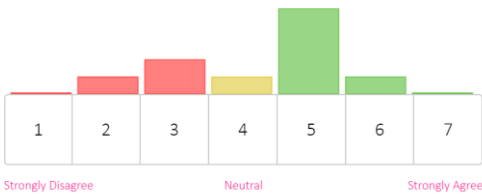


Quantitative Analysis: Current Situation

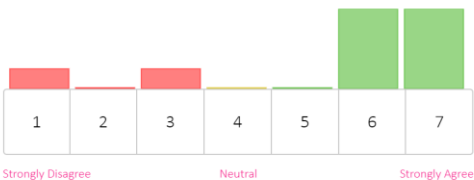
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Greenwood

Workplace Culture

Average: **7.56** /10

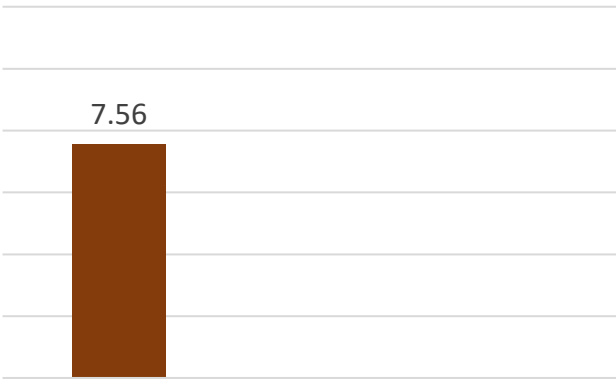
Mode: 7

Range: 6 – 8

Responses: 8

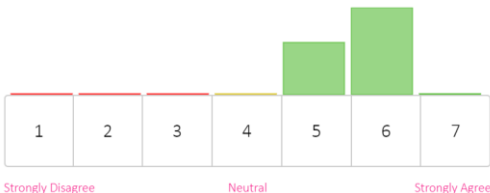
Current:
7.56/10

■ Mar-21

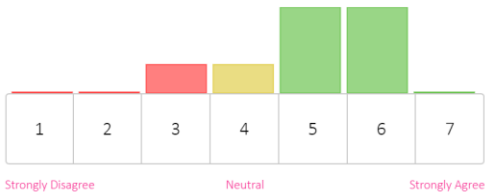


Quantitative Analysis: Current Situation

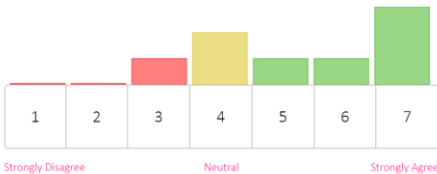
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Kwinana

Jun 17 Jan 18 July 18 Jan-19
Jul-19 Jan-20 Aug-20 Mar-21

Workplace Culture

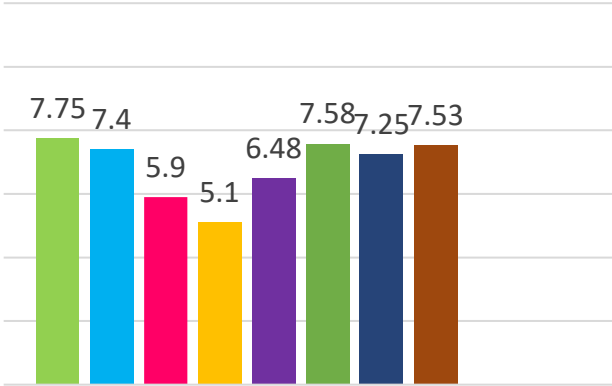
Average: **7.53/10**

Mode: 7

Range: 3 - 10

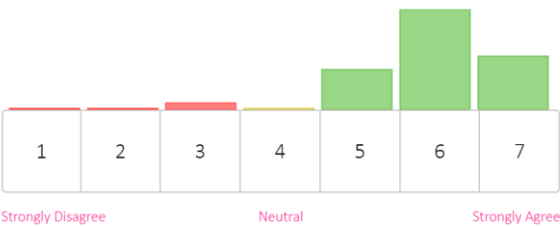
Responses: 30

Current:
7.53/10

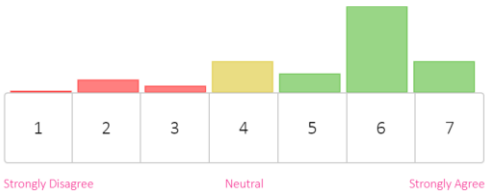


Quantitative Analysis: Current Situation

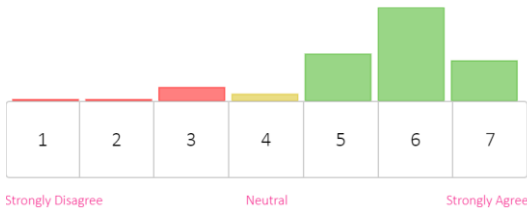
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Mandurah

July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

Workplace Culture

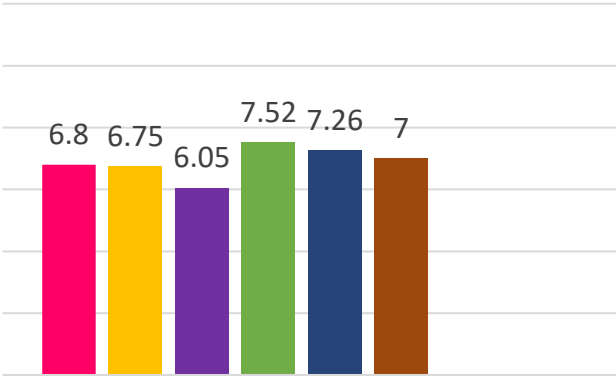
Average: **7 /10**

Mode: 8

Range: 2 - 10

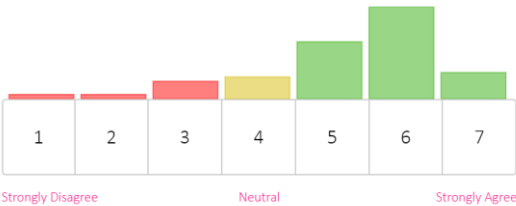
Responses: 51

Current:
7/10

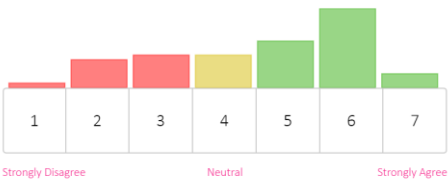


Quantitative Analysis: Current Situation

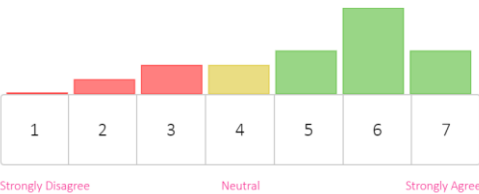
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: North Perth

Jan 18 July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

Workplace Culture

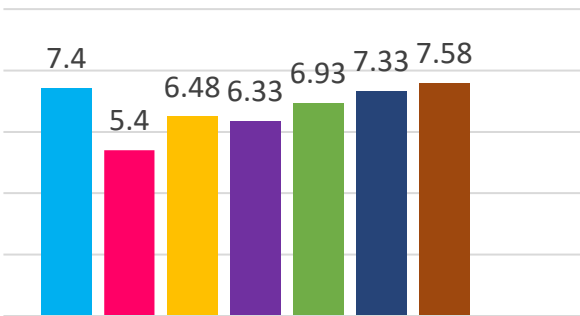
Average: **7.58/10**

Mode: 8, 9

Range: 2 - 10

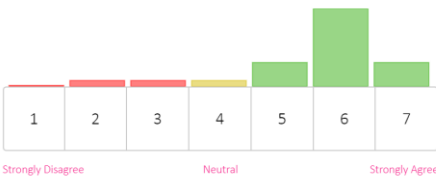
Responses: 24

Current:
7.58/10

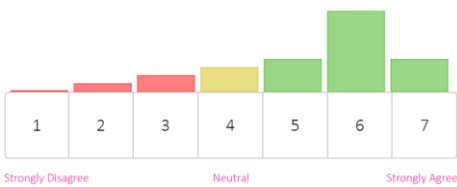


Quantitative Analysis: Current Situation

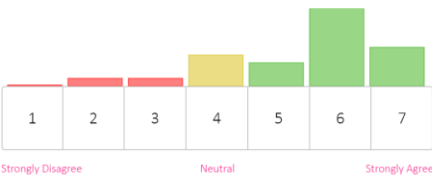
I feel happy at work.



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I feel supported when I have a problem at work.



Culture Pulse Check Report: Palmyra

Jun 17 Jan 18 July 18 Jan-19
Jul-19 Jan-20 Aug-20 Mar-21

Workplace Culture

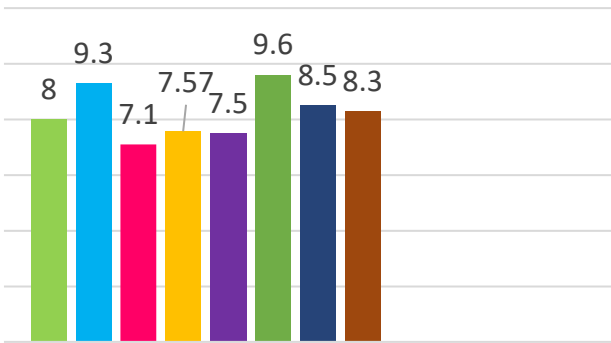
Average: **8.3/10**

Mode: 10

Range: 4 - 10

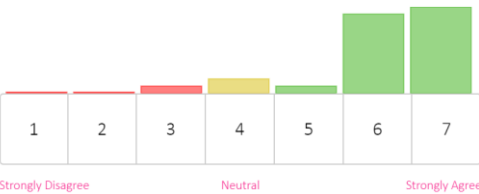
Responses: 27

Current:
8.3/10

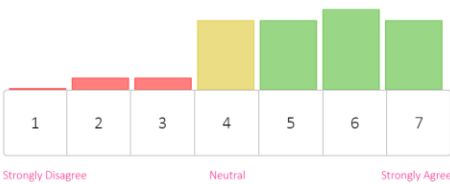


Quantitative Analysis: Current Situation

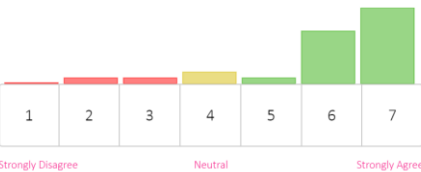
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Safety Bay

Jan 18 July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

Workplace Culture

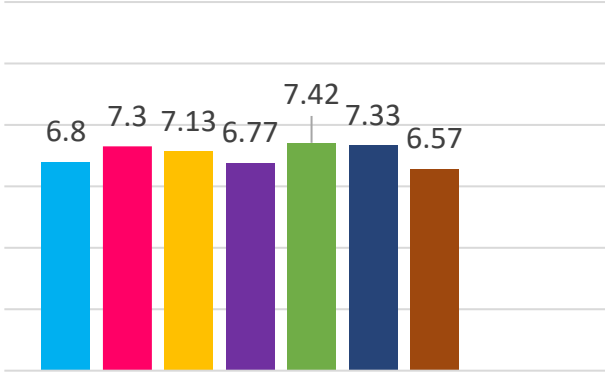
Average: **6.57/10**

Mode: 6

Range: 1 - 10

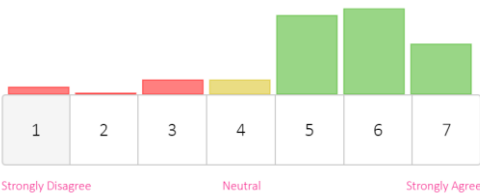
Responses: 35

Current:
6.57/10

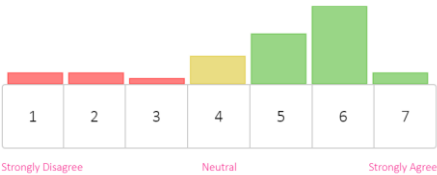


Quantitative Analysis: Current Situation

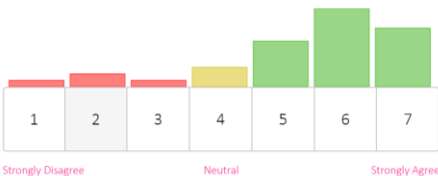
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Wanneroo

Workplace Culture

Average: **7.64/10**

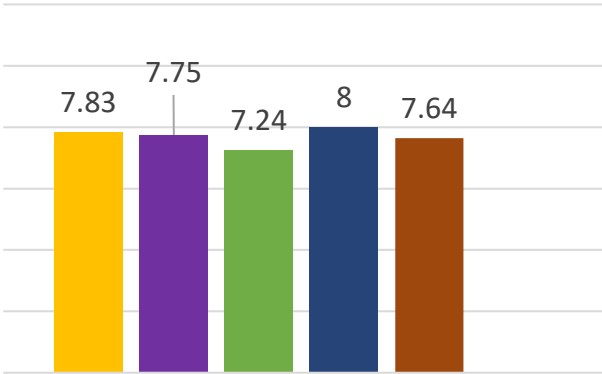
Mode: 7

Range: 3 - 10

Responses: 11

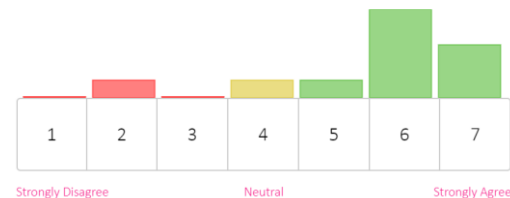
Current:
7.64/10

Jan-19 Jul-19 Jan-20
Aug-20 Mar-21

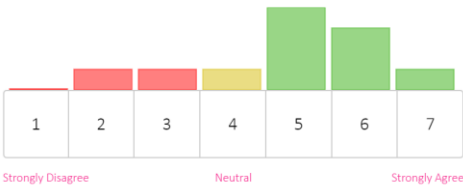


Quantitative Analysis: Current Situation

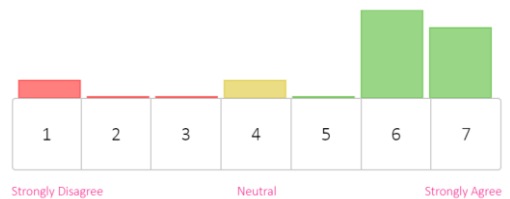
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Working From Home

Workplace Culture

Average: **6.62/10**

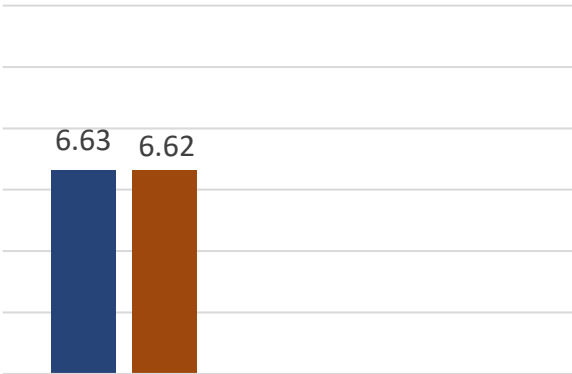
Mode: 8

Range: 2 - 10

Responses: 53

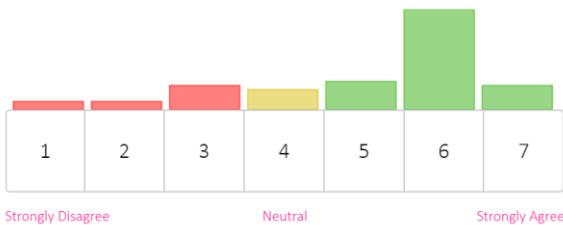
Current:
6.62/10

■ Aug-20 ■ Mar-21

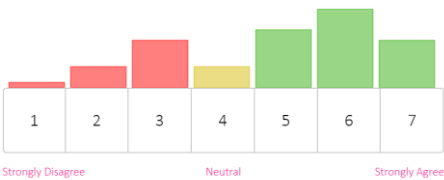


Quantitative Analysis: Current Situation

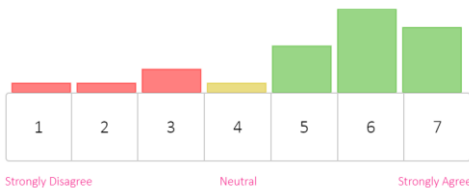
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Prefer Not to Respond

Workplace Culture

Average: 5.72/10

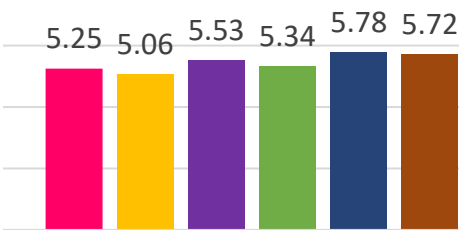
Mode: 5

Range: 2 - 9

Responses: 52

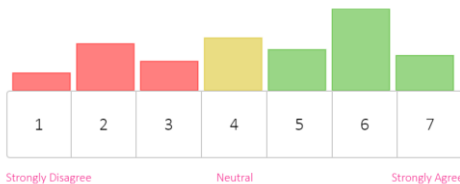
Current:
5.72/10

July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

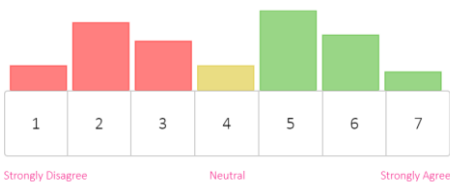


Quantitative Analysis: Current Situation

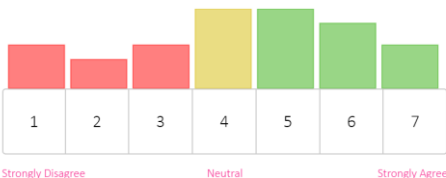
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Other Location Not Listed

■ Mar-21

Workplace Culture

Average: **6.95/10**

Mode: 7

Range: 1 - 10

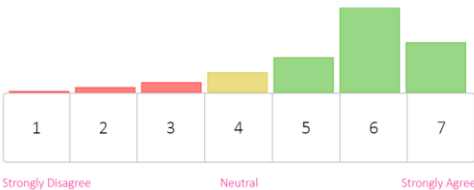
Responses: 41

Current:
6.95/10

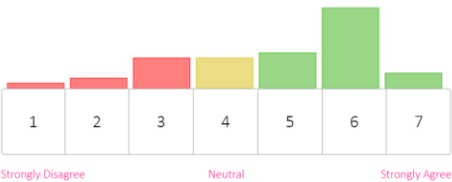


Quantitative Analysis: Current Situation

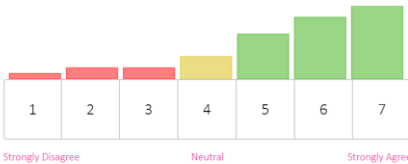
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Demographics

Area & Role

Respondents were asked to indicate what their role was within Chorus, and which area they work most in. Reports were also produced based on the following role type:

Support Worker	Gardener	Volunteer
Administration	Officer	Coordinator
Team Lead	Specialist	Manager
Group Manager	Executive	All other staff
Prefer not to respond		

Respondents were also asked what area of the business they were based in, from the following categories:

- Customer Operations** Navigation
- Customer Operations** Scheduling
- Customer Operations** Customer Contact
- Customer Operations** Mental Health and Country Services
- Customer Operations** **Service Delivery**
- Customer Operations** **Service Delivery** Gardening & Home maint.
- Customer Operations** **Service Delivery** Community Connections
- Customer Operations** **Service Delivery** In-home services and Individual Community Support
- Customer Operations** Other
- Enabling Services**
- Other**
- Prefer not to respond**

Role Based Reports

The following reports present data as based on work roles.

Which work role best describes you?

Support Worker	115	32 %
Gardener	23	6 %
Volunteer	67	19 %
Administration	24	7 %
Officer	6	2 %
Coordinator	25	7 %
Team Lead	16	4 %
Specialist	9	2 %
Manager	8	2 %
Group Manager	<5 responses – no report included	3 1 %
Executive	<5 responses – no report included	1 0 %
All other staff	19	5 %
Prefer not to respond	45	12 %

Culture Pulse Check Report: Support Worker

Jan 18 July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

Workplace Culture

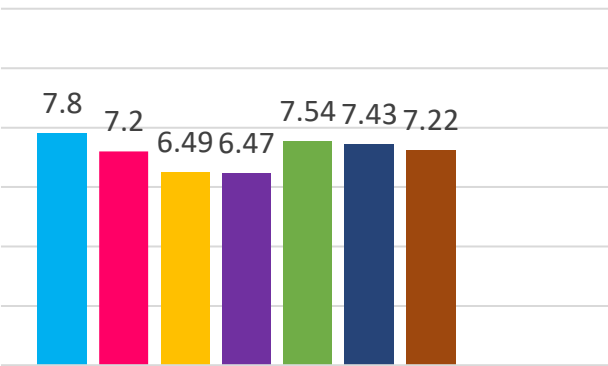
Average: **7.22/10**

Mode: 7

Range: 3 - 10

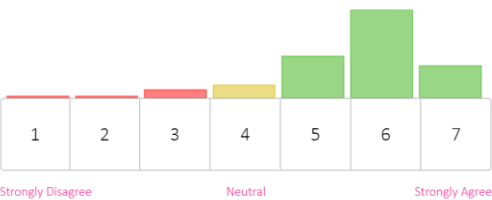
Responses: 115

Current:
7.22/10

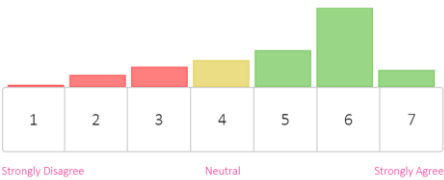


Quantitative Analysis: Current Situation

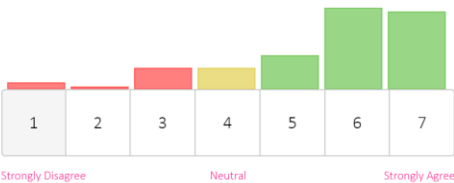
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Gardener

Workplace Culture

Average: **7.22/10**

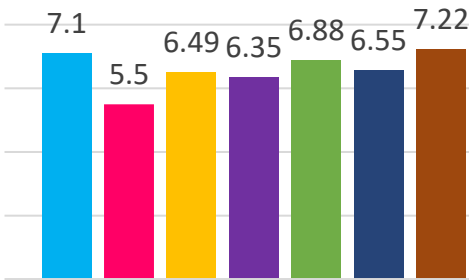
Mode: 8

Range: 1 - 10

Responses: 23

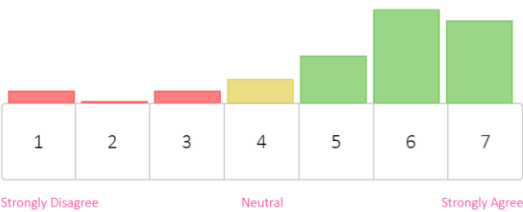
Current:
7.22/10

Jan 18 July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

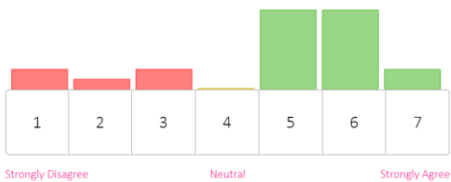


Quantitative Analysis: Current Situation

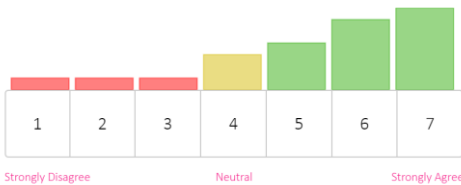
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Volunteer

Jan 18 July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

Workplace Culture

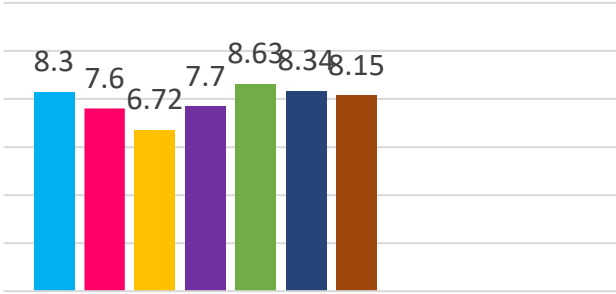
Average: **8.15/10**

Mode: 10

Range: 3 - 10

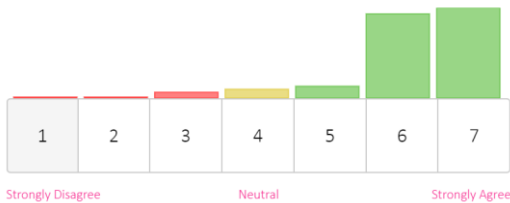
Responses: 67

Current:
8.15/10

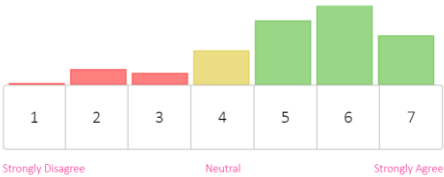


Quantitative Analysis: Current Situation

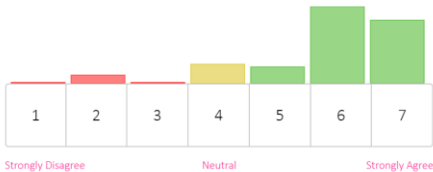
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Administration

Workplace Culture

Average: **7.5/10**

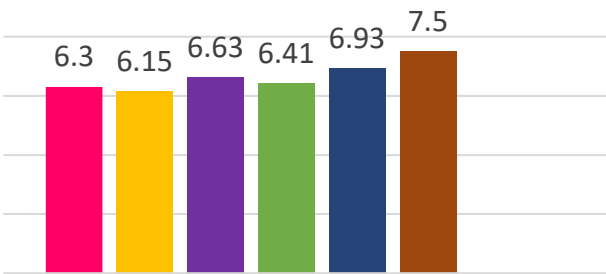
Mode: 9, 10

Range: 2 - 10

Responses: 24

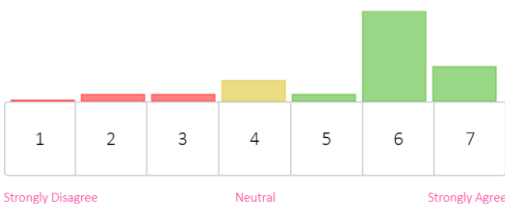
Current:
7.5/10

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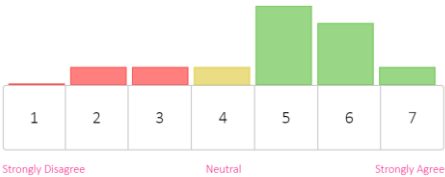


Quantitative Analysis: Current Situation

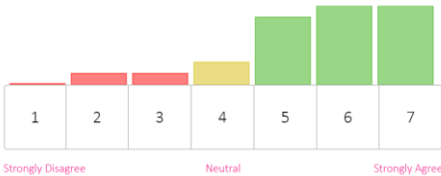
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Officer

Workplace Culture

Average: **8.17/10**

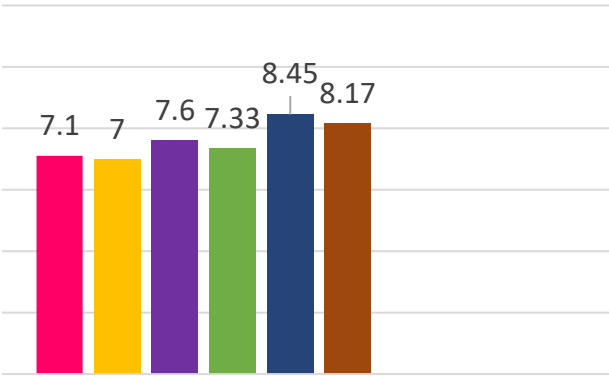
Mode: 8

Range: 6 - 10

Responses: 6

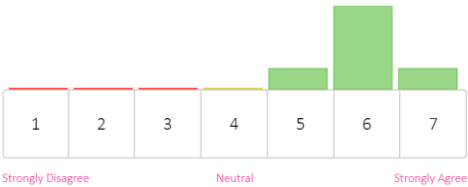
Current:
8.17/10

July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

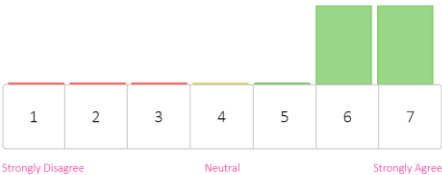


Quantitative Analysis: Current Situation

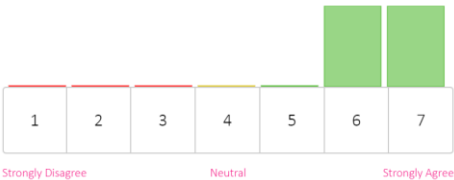
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Coordinator

Workplace Culture

Average: **6.68/10**

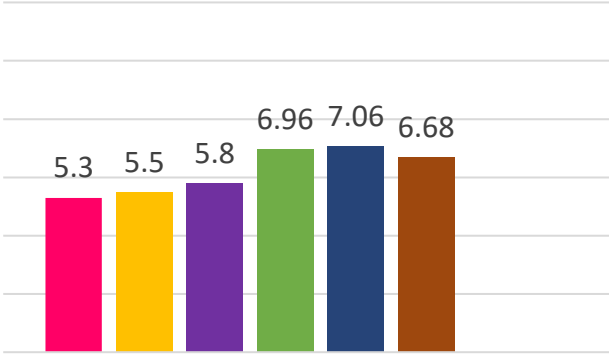
Mode: 8

Range: 2 - 10

Responses: 25

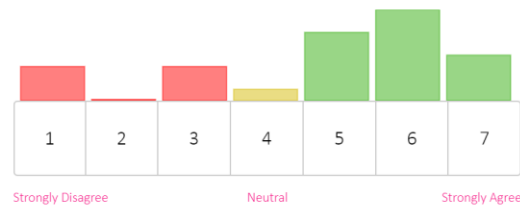
Current:
6.68/10

July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

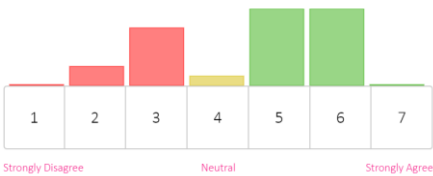


Quantitative Analysis: Current Situation

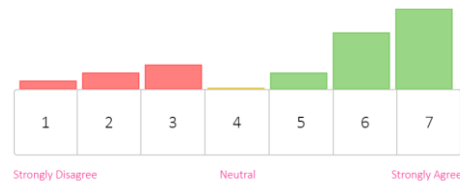
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Team Lead

July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

Workplace Culture

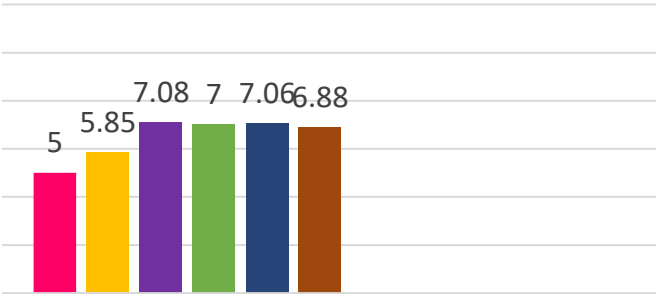
Average: **6.88/10**

Mode: 7

Range: 3 - 10

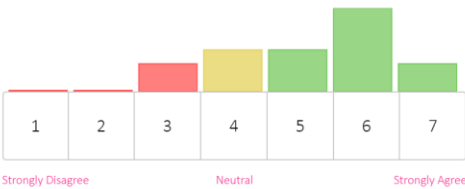
Responses: 16

Current:
6.88/10

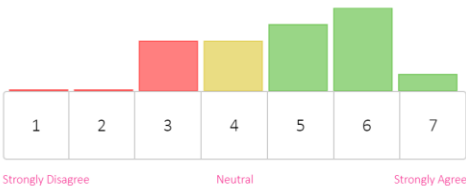


Quantitative Analysis: Current Situation

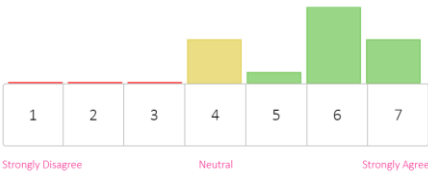
I feel happy at work.



I feel supported when I have a problem at work.



I feel informed about changes that are going on at work.



Culture Pulse Check Report: Specialist

Workplace Culture

Average: **7.56/10**

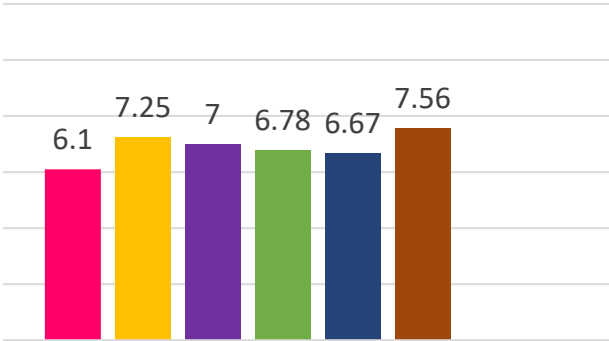
Mode: 8

Range: 5 - 10

Responses: 9

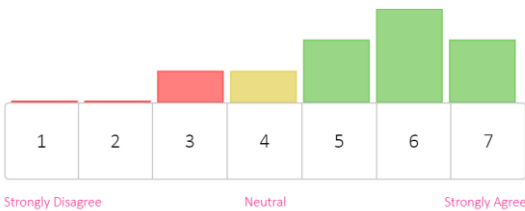
Current:
7.56/10

July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

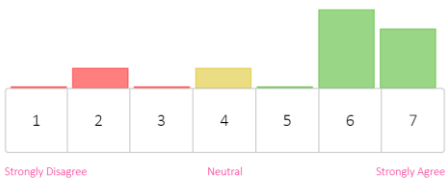


Quantitative Analysis: Current Situation

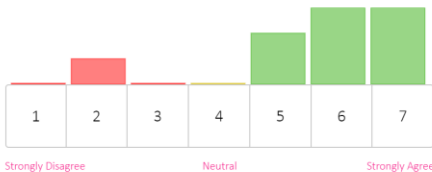
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Manager

Workplace Culture

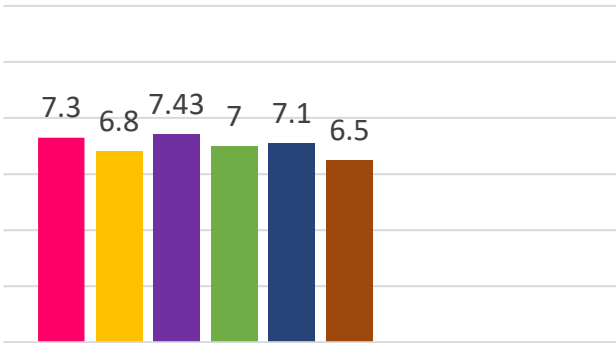
Average: **6.5/10**

Mode: 6

Range: 1 - 10

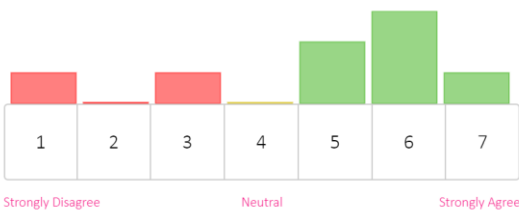
Responses: 8

Current:
6.5/10

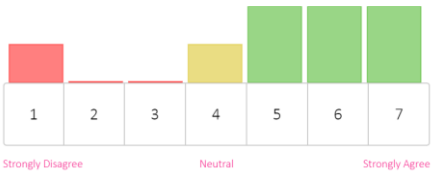


Quantitative Analysis: Current Situation

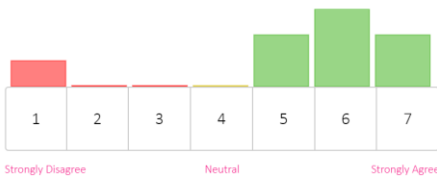
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: All Other Staff

July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

Workplace Culture

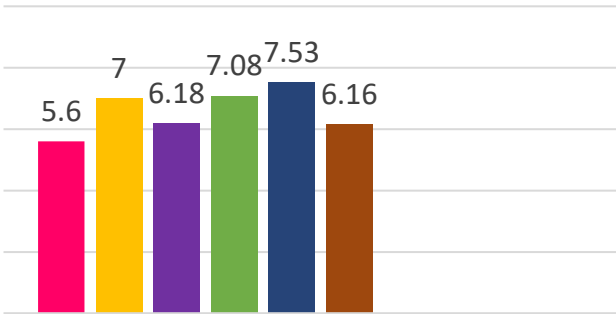
Average: **6.16/10**

Mode: 7, 9

Range: 1 - 9

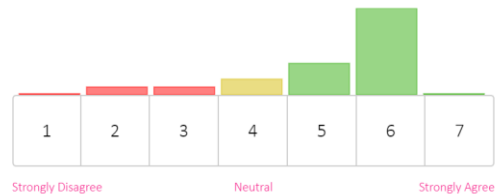
Responses: 19

Current:
6.16/10

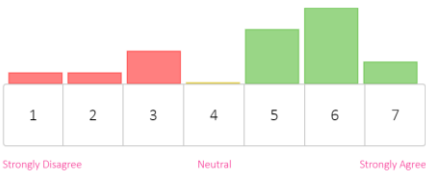


Quantitative Analysis: Current Situation

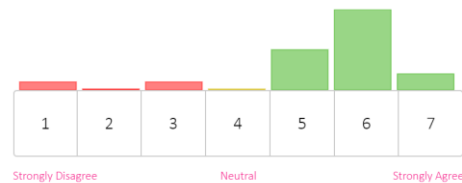
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report:

Prefer Not to Respond

Workplace Culture

Average: **5.11/10**

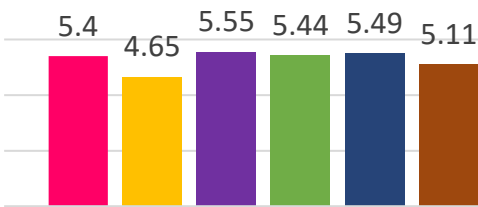
Mode: 5

Range: 2 – 9

Responses: 45

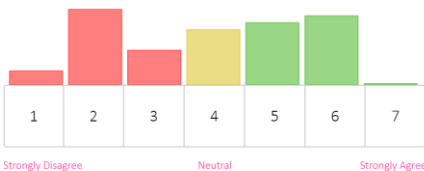
Current:
5.11/10

July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

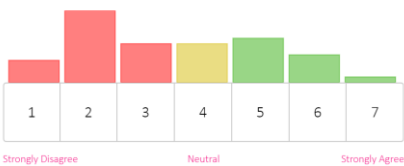


Quantitative Analysis: Current Situation

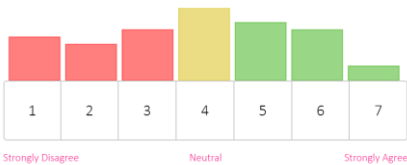
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Service Area Based Reports

The following reports share the data based on service area.

What area do you belong to?

Customer Operations- Scheduling	14	4%
Customer Operations- Customer Navigation	11	3%
Customer Operations- Customer Contact	20	6%
Customer Operations- Mental Health and Country Services	13	4%
Customer Operations- Service Delivery- Gardening & Home Maintenance	49	14%
Customer Operations- Service Delivery- Community Connections	30	8%
Customer Operations- Service Delivery- In Home Services and Individual Community Support	80	22%
Customer Operations- Strategic Relationships	<5 responses – no report included	2 1%
Customer Operations- Other	32	9%
Enabling Services	26	7%
Other	50	14%
Prefer not to respond	34	9%

Culture Pulse Check Report: Customer Operations

Workplace Culture

Average: **7.21/10**

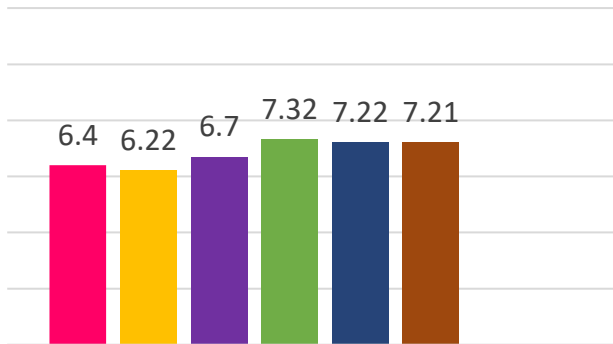
Mode: 8

Range: 1 - 10

Responses: 251

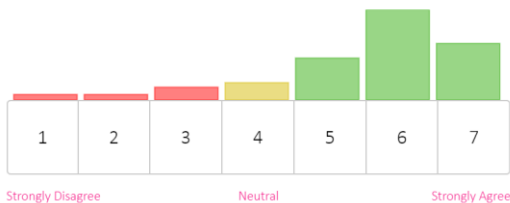
Current:
7.21/10

July 18 Jan-19 Jul-19
Jan-20 Aug-20 Mar-21

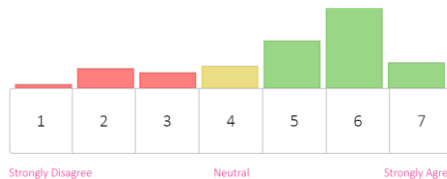


Quantitative Analysis: Current Situation

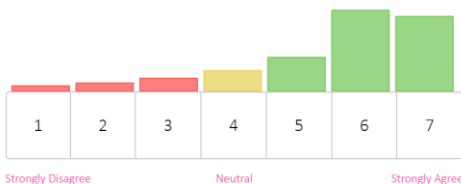
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report:

Customer Operations

Scheduling

Workplace Culture

Average: **7.36/10**

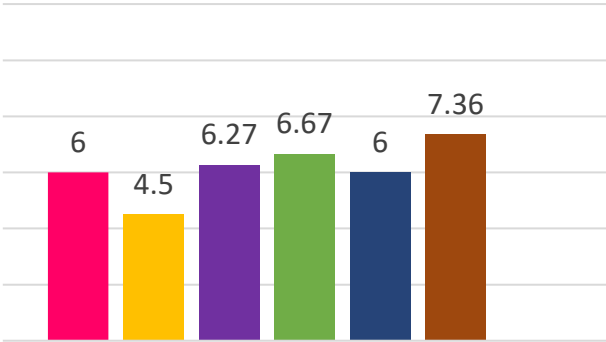
Mode: 8, 10

Range: 3 – 10

Responses: 14

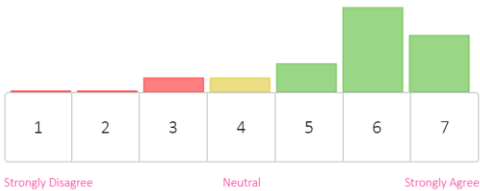
Current:
7.36/10

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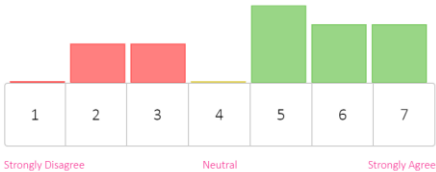


Quantitative Analysis: Current Situation

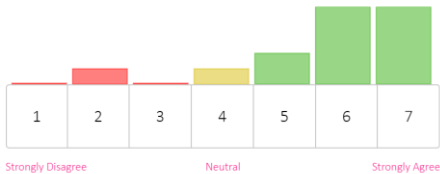
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report:

Customer Operations

Customer Navigation

■ Mar-21

Workplace Culture

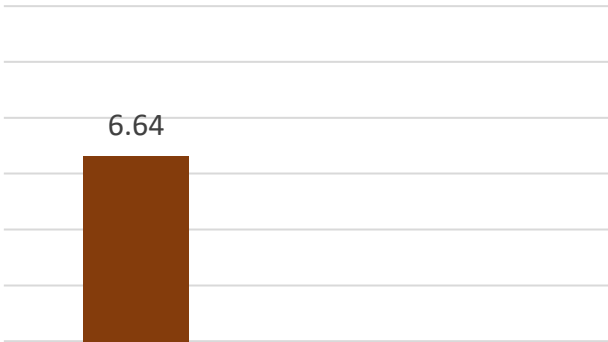
Average: **6.64/10**

Mode: 7, 8

Range: 4 - 10

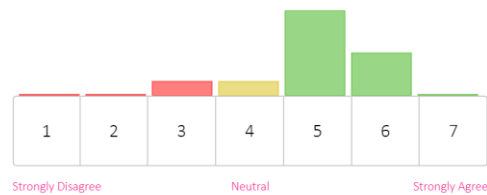
Responses: 11

Current:
6.64/10

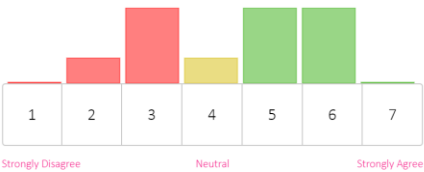


Quantitative Analysis: Current Situation

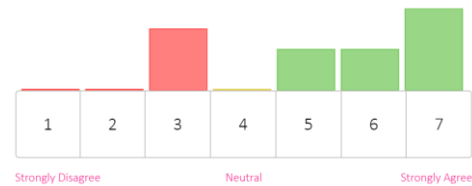
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report:

Customer Operations

Customer Contact

Workplace Culture

Average: **6.7/10**

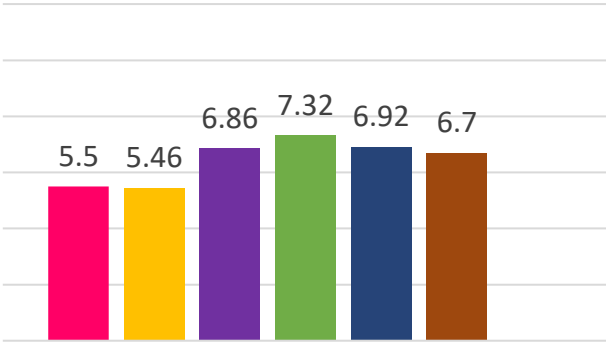
Mode: 8

Range: 2 - 10

Responses: 20

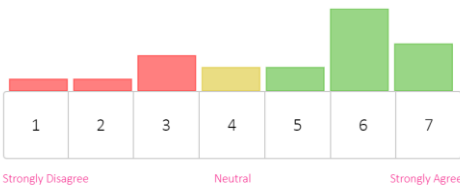
Current:
6.7/10

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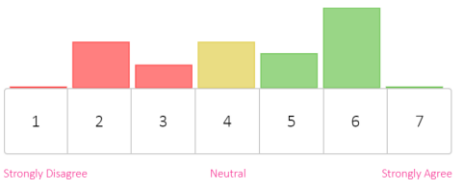


Quantitative Analysis: Current Situation

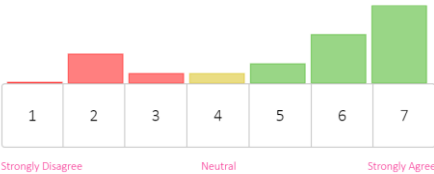
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report:

Customer Operations

Mental Health &
Country Services

Workplace Culture

Average: **7.64/10**

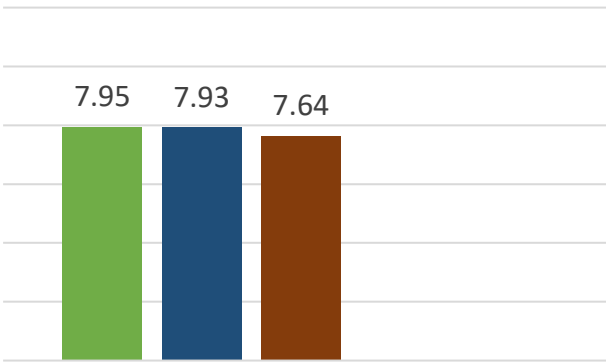
Mode: 7

Range: 2 – 10

Responses: 13

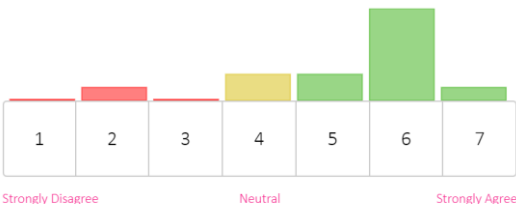
Current:
7.64/10

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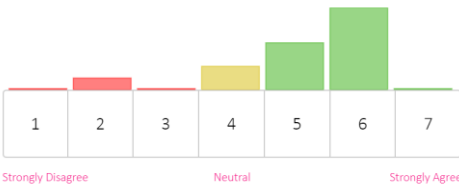


Quantitative Analysis: Current Situation

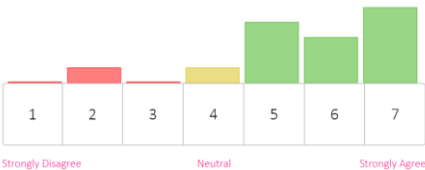
I feel happy at work.



**I feel informed about changes that
are going on at work.**



**I feel supported when I have a
problem at work.**



Culture Pulse Check Report:

Customer Operations

Service Delivery – Gardening/ Home Maint.

Workplace Culture

Average: **7.33/10**

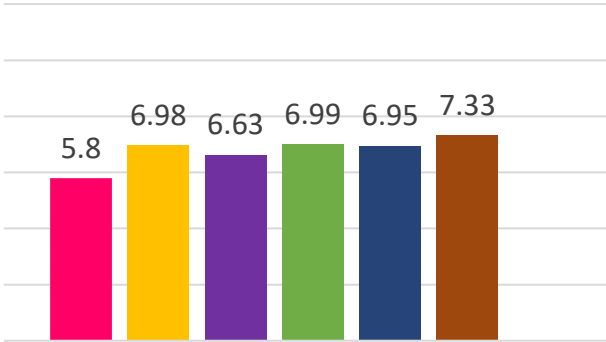
Mode: 8

Range: 1 – 10

Responses: 49

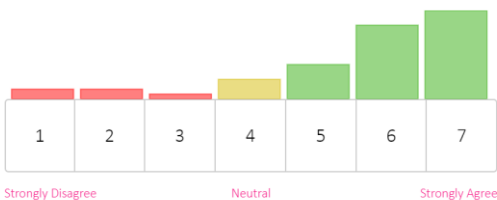
Current:
7.33/10

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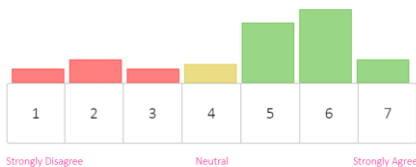


Quantitative Analysis: Current Situation

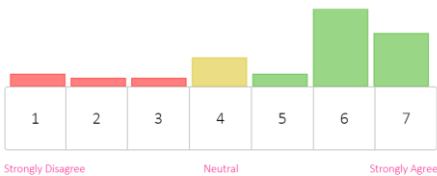
I feel happy at work.



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I feel supported when I have a problem at work.



Culture Pulse Check Report:

Customer Operations

Service Delivery – Community Connections

Jan-20 Aug-20 Mar-21

Workplace Culture

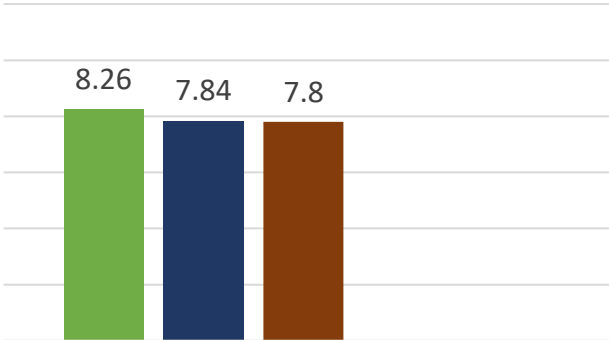
Average: **7.8/10**

Mode: 6

Range: 5 – 10

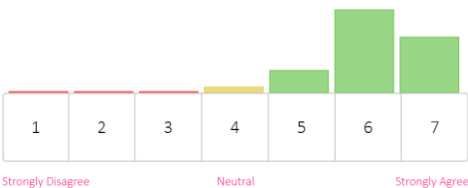
Responses: 30

Current:
7.8/10

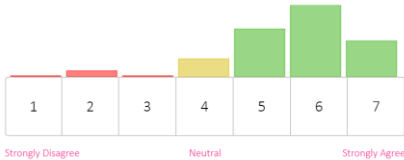


Quantitative Analysis: Current Situation

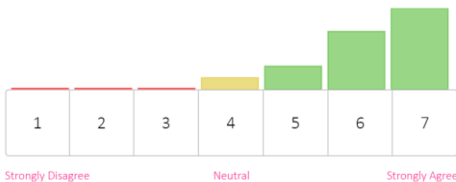
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report:

Customer Operations

Service Delivery – In-home services

Workplace Culture

Average: **6.89/10**

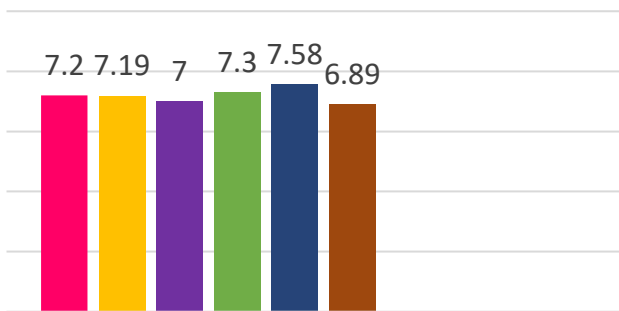
Mode: 8

Range: 2 - 10

Responses: 80

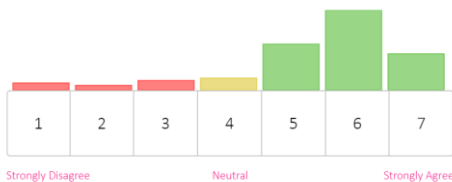
Current:
6.89/10

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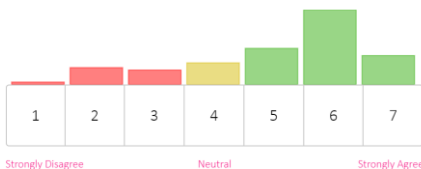


Quantitative Analysis: Current Situation

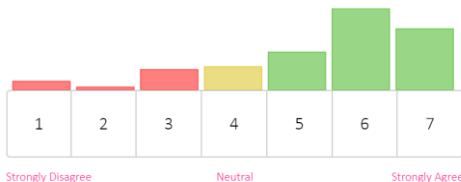
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report:

Customer Operations

Other

Workplace Culture

Average: **7.47/10**

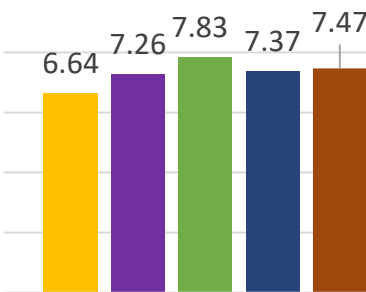
Mode: 8

Range: 4 - 10

Responses: 32

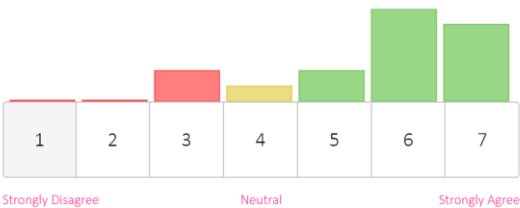
Current:
7.47/10

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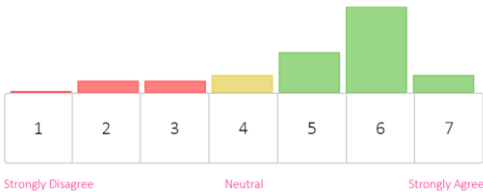


Quantitative Analysis: Current Situation

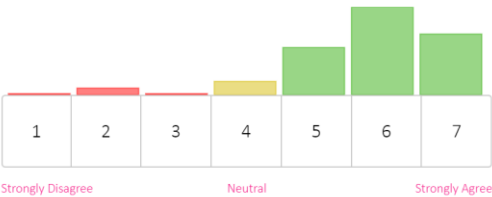
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Enabling Services

Workplace Culture

Average: **7.08/10**

Mode: 8

Range: 4 - 9

Responses: 26

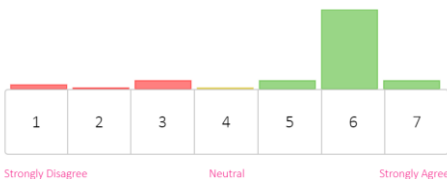
Current:
7.08/10

■ Mar-21

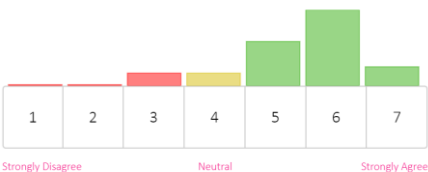


Quantitative Analysis: Current Situation

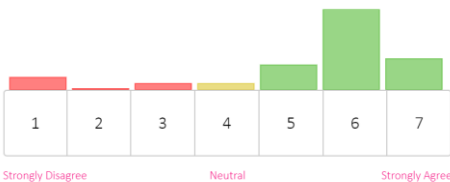
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Other

Workplace Culture

Average: **7.32/10**

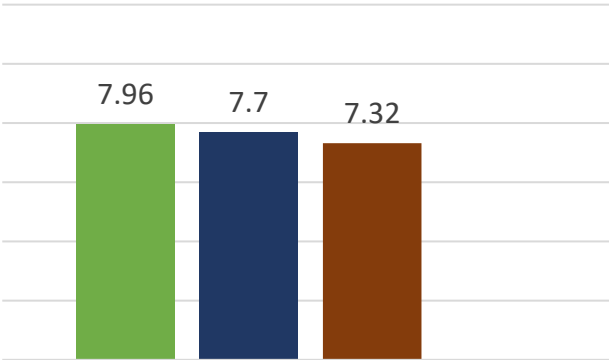
Mode: 7, 9

Range: 1 - 10

Responses: 50

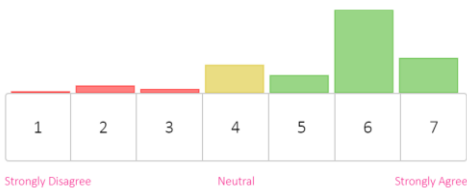
Current:
7.32/10

■ Jan-20 ■ Aug-20 ■ Mar-21

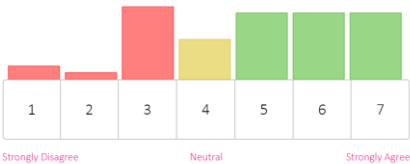


Quantitative Analysis: Current Situation

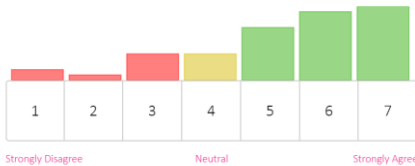
I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.



Culture Pulse Check Report: Prefer not to Respond

Workplace Culture

Average: **5.5/10**

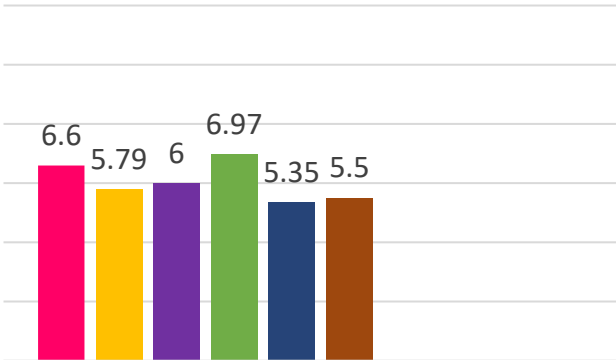
Mode: 6

Range: 2 - 9

Responses: 34

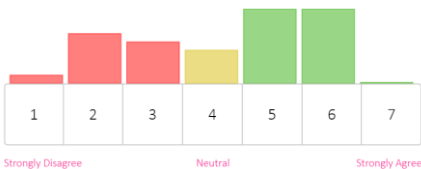
Current:
5.5/10

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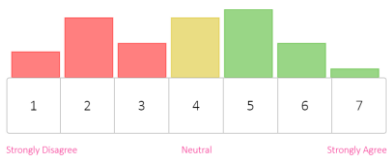


Quantitative Analysis: Current Situation

I feel happy at work.



I feel informed about changes that are going on at work.



I feel supported when I have a problem at work.

