

S4P1-5: STI Trust Pulse Survey

Purpose:

Gauge how staff perceive the fairness, transparency, and credibility of the new STI system. Measures belief in how bonuses are earned, understood, and connected to real performance outcomes.

Example Table – Survey Framework

Category	Example Question	Scale (0–10)	Intended Use
Fairness	“Do you believe the STI system rewards genuine performance rather than politics or visibility?”	0–10	Detect perceived bias in payout distribution.
Transparency	“Do you understand how your team’s STI score is calculated?”	0–10	Measure clarity of scoring logic and communication.
Influence	“Can your daily actions realistically affect your STI outcome?”	0–10	Assess whether employees feel empowered to make an impact.
Credibility	“Do you trust that data used in STI calculations is accurate and objective?”	0–10	Identify confidence in data integrity and governance.
Motivation	“Does the STI framework make you more motivated to improve customer experience?”	0–10	Evaluate behavioural alignment with ARP values.
Overall Trust Score	“Out of 10, how much trust do you have in the STI system?”	0–10	Anchor index for long-term tracking.

How to use:

- Conduct the survey twice yearly — immediately post-rollout, then at mid-year review.
- Analyse results by function and leadership level.
- Feed into S4P5-3 (Belief Pulse Survey) for trend analysis.

What’s Different from Standard Engagement Surveys:

- Focuses solely on **trust in the STI mechanism**, not general engagement.
- Measures *perceived fairness* and *agency* — essential for sustaining motivation.
- Directly links trust sentiment to ARP performance logic (Action × Response).

Uses:

- Identify early cracks in system credibility before they affect adoption.
- Track the maturity of trust and belief in performance governance.
- Provide evidence to leadership that fairness and influence perceptions are being monitored transparently.

Action-Response Principle (ARP)

Ref:S4P1-5