

S3P5-4: Trust & Belief Index

Purpose:

Track internal sentiment on whether the new journey system is fair, credible, and delivering value. Provides a pulse on staff confidence and belief after implementation.

Example Table – Post-Implementation Sentiment

Dimension	Example Question	Score (0–10)	Trend vs Last Cycle	Notes
Fairness	“Do you believe the system treats all teams consistently?”	7.2	▲ +0.5	Slight lift after invoice fix
Transparency	“Are you clear on how feedback is reviewed and acted on?”	6.5	▲ +1.0	Improved after ‘You Said, We Did’ updates
Usefulness	“Has the new journey made your work easier or clearer?”	6	▬ 0.0	Still mixed views; Ops teams struggling
Trust in Action	“Do you trust that raised issues will lead to action?”	6.8	▲ +0.7	Uptick since SMS alerts launched
Belief in Future	“Do you believe this system will continue to improve?”	7.5	▲ +1.2	Stronger optimism after first fixes landed
Overall Index	Composite average across dimensions	6.8	▲ +0.7	Trending upward, but not yet at target (8.0)

How to use:

- Collect quarterly via staff surveys or pulse checks.
- Track trends over time, not just single snapshots.
- Cross-reference with Journey Update Log (S3P5-3) to link sentiment changes to visible fixes.

What’s Different from Earlier Surveys:

- Focuses on **internal trust and belief**, not customer perception.
- Explicitly tied to whether staff see feedback loops working.
- Serves as an early warning system for adoption risks.

Uses:

- Show leaders whether the system has credibility inside the organisation.
- Identify areas where communication or governance needs strengthening.
- Build a long-term barometer of belief alongside hard performance metrics.