

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Attribute Detail Report

Facilities & Operations

NCRC Operations

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	Impact
Survey Respondents	9	12	12			
Employees in Unit/Department	13	13	16			
% Survey Participation	69%	92%	75%			
Dimensions						
Upper Management*						
Motivates employees to do their best*	--	--	90	--		
Effectively communicates the goals and strategies of the unit/department*	--	--	86	--		
Fosters an environment that encourages employee development*	--	--	89	--		
Encourages cross-departmental collaboration*	--	--	92	--		
Fosters a culture that values diversity, equity and inclusion*	--	--	94	--		
Welcomes ideas that enhance work processes*	--	--	92	--		
Fosters a culture that values diversity, equity and inclusion*	--	--	90	--		
Climate*						
People in my unit/department are treated fairly	84	93	89	-4		
If I am unfairly treated, I believe I will be given a fair shake if I appeal	83	92	84	-8		
Integrity is a hallmark of my unit/department	86	88	91	3		
I am comfortable expressing my opinions even if contrary to prevailing beliefs	94	92	94	2		
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	89	89	84	-5		
I am aware of the Business and Finance values	88	82	78	-4		
The Business and Finance values govern the way we do business in B&F	74	74	76	2		
Supervisor						
Considers my ideas	93	92	89	-3		
Recognizes me for doing good work	95	91	91	0		
Treats me with respect	95	94	92	-2		
Treats me with respect	96	97	94	-3		
Cares about me as a person	95	95	93	-2		
Gives me constructive feedback on my performance	86	90	86	-4		
Communicates well	93	91	89	-2		
Is approachable and easy to talk with	95	98	94	-4		
Is ethical in day-to-day practices	98	96	94	-2		
Deals effectively with poor performance	88	75	72	-3		
Manages people effectively	91	91	84	-7		
Is an effective decision-maker	94	92	91	-1		
Effectively communicates the goals and strategies of our unit/department	81	90	85	-5		
Autonomy/Involvement						
I have control over how I do my work	84	84	71	-13		
I have control over how I do my work	84	95	84	-11	▼	
My opinion counts at work	88	80	68	-12		
I have a say in decisions that affect my work	81	76	63	-13		
Workload						
Work is distributed fairly within my workgroup	67	76	72	-4		
Work is distributed fairly within my workgroup	78	81	82	1		
My workgroup has enough employees to handle the work	46	68	53	-15		
Resources/Environment						
The physical environment allows me to do my job	83	91	79	-12		
The physical environment allows me to do my job	86	93	79	-14		
I have the necessary resources, tools or equipment to do my job	79	89	79	-10		
Recognition*						
My customers recognize my good work	--	85	71	-14		
My customers recognize my good work	80	83	71	-12		
I get appropriate recognition when I have done something extraordinary	86	87	68	-19	▼	
Expressions of thanks and appreciation are common in my unit/department	88	89	80	-9		
My contributions are valued by members of the U of M Community	84	79	64	-15		

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Dimensions						
Co-workers						
My workgroup collaborates effectively with other workgroups	91	75	80	5		
My co-workers and I work as part of a team	89	94	88	-6		
I can count on my co-workers to help out when needed	93	92	90	-2		
I am consistently treated with respect by my co-workers	91	94	88	-6		
One or more of my co-workers cares about me as a person	94	92	92	0		
People care about each other in my unit/department	94	94	94	0		
Communication*						
Reasons for making changes are communicated before changes are made	81	83	71	-12		
Customer feedback is shared throughout my unit/department	83	81	70	-11		
Information about the University is shared openly in my unit/department	80	88	80	-8		
I am informed about matters that affect my job	84	88	79	-9		
Changes in service standards are communicated effectively	81	82	77	-5		
Training and Development*						
I receive training necessary for me to do my job	73	76	76	0		
I have opportunities for training that support my development and/or advancement	74	67	68	1		
When my job changes, I receive appropriate training*	--	76	75	-1		
Task Significance						
I know what is expected of me at work	85	91	89	-2		
I understand how my work supports the mission of my unit/department	88	94	93	-1		
I understand how my work supports the mission of Business and Finance	88	89	89	0		
I understand how my work supports U of M's mission	88	93	90	-3		
My supervisor has a clear view of where unit/department is going	79	91	82	-9		
The goals of my unit/department are clear to me	85	87	92	5		
Compensation*						
I understand how my current salary or base pay rate is determined	51	76	57	-19		
I am fairly paid for the work I do	52	60	47	-13		
My salary/pay is a significant factor in my decision to stay at U of M	44	73	55	-18		
Benefits*						
U of M's benefits package meets my needs	56	69	54	-15		
The benefits package is a significant factor in my decision to stay at U of M	57	72	61	-11		
Advancement*						
Opportunities for advancement or promotion exist within U of M	60	73	57	-16	▼	
I know what is required of me to advance within U of M	53	70	62	-8		
Internal candidates receive fair consideration for open positions	74	88	66	-22	▼	
Survey Perception*						
This survey is an important element in improving the work environment	68	65	46	-19		

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Satisfaction						
Job Satisfaction	78	84	78	-6		
To what extent does your current job fall short or exceed your expectations	67	74	62	-12		
How well does your current position compare to your ideal job	62	70	65	-5		
How satisfied are you with your job	78	85	77	-8		
I enjoy the type of work I do	88	92	87	-5		
My job is interesting	84	87	84	-3		
I make a difference in my unit/department	86	92	89	-3		
My job gives me a sense of accomplishment	79	87	81	-6		
Outcomes						
Unit/Dept. Commitment*	--	94	90	-4		
I am proud to work for my unit/department	89	89	95	6		
I have a strong commitment to my unit/department	90	95	89	-6		
I care about the future of my unit/department	91	96	92	-4		
I feel a strong sense of belonging to my unit/department	89	95	88	-7		
I enjoy discussing my unit/department with people who do not work here	83	95	85	-10		
The organization actively supports the health and wellbeing of its employees*	--	--	88	--		
Unit/Dept. Loyalty	80	81	71	-10		
If it is up to me, I will be working in my unit/department one year from now	80	85	66	-19		
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	65	63	63	0		
I would not leave my unit/dept for a similar job within UM at the same salary	93	86	85	-1		
Unit/Dept. Recommend	88	96	91	-5		
I recommend my unit/department to someone looking for a good place to work	88	96	91	-5		
Customer Focus	91	93	85	-8	▼	
I am able to address my clients'/customers' concerns	85	83	67	-16		
I do all that I can within budgetary constraints to satisfy customers	89	96	87	-9	▼	
I enjoy helping solve customers' problems	95	98	94	-4		
I respond in a timely manner to customer requests/questions	91	93	90	-3		
U of M Commitment	73	71	66	-5		
I am proud to work for the U-M	73	72	63	-9		
I have a strong commitment to the U-M	73	70	64	-6		
I care about the future of the U-M	80	80	71	-9		
I enjoy discussing the U-M with people who do not work here	68	66	67	1		
I feel a strong sense of belonging to the U-M	69	65	64	-1		
U of M Loyalty	74	79	60	-19		
If it is up to me, I will be working at U of M one year from now	73	86	63	-23	▼	
I would not leave U of M for a similar job at a 5% higher salary	68	65	48	-17		
I would not leave U of M for a similar job at the same salary	81	77	64	-13		
U of M Recommendation	72	68	69	1		
I would recommend the U-M to someone who is looking for a good place to work	72	68	69	1		
U of M Donation*	--	--	46	--		
I would encourage friends and family to donate to U-M*	--	--	46	--		

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Other Attributes						
Trust						
My supervisor creates an environment that fosters trust	93	96	94	-2		
My supervisor trusts me	91	96	94	-2		
I trust my supervisor	93	97	95	-2		
A climate of trust exists in my unit/department	90	95	93	-2		
I trust my co-workers	83	94	89	-5		
People in my unit/department follow through on their commitments	89	94	88	-6		
Safety						
Feel safe at work*	--	96	88	-8		
Department committed to occupational health and safety*	--	96	90	-6		
Department does good job monitoring safety*	--	95	89	-6		
Supervisor Rating						
Overall, rate your supervisor	93	92	94	2		
Customer Orientation						
Satisfying customers is a top priority in my unit/department	95	93	94	1		
My unit/department understands the needs of our customers	93	96	96	0		
My unit/department adapts to changing customer needs	93	96	93	-3		
My unit/department communicates service changes effectively to customers	84	89	76	-13		
My unit/department implements service changes effectively	85	91	83	-8		
Health and Wellness						
My supervisor is supportive of workplace health and well-being activities*	--	--	94	--		
I cope well with stress of job*	--	--	86	--		
Climate within unit/department						
When I joined my unit/department, I was as made to feel welcome (within 5 years)*	--	71	100	29		
I am comfortable expressing my opinions about work openly among my co-workers*	--	--	89	--		
I am comfortable expressing my opinions about work openly with my supervisor*	--	--	94	--		
My unit/department demonstrates a commitment to diversity, equity and inclusion*	--	--	94	--		
In the last year, I have not experienced bias or exclusion in my unit/department*	--	--	86	--		

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