

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Attribute Detail Report

Facilities & Operations

Occupational Safety & Environmental Health

	2012	2014	2016	Diff	Signif	Impact
	2014 to					
	2016					
Survey Respondents	70	78	78			
Employees in Unit/Department	70	79	82			
% Survey Participation	100%	99%	95%			
Dimensions						
Upper Management*						0.0
Motivates employees to do their best*	--	--	72	--		
Effectively communicates the goals and strategies of the unit/department*	--	--	69	--		
Fosters an environment that encourages employee development*	--	--	72	--		
Encourages cross-departmental collaboration*	--	--	74	--		
Fosters a culture that values diversity, equity and inclusion*	--	--	74	--		
Welcomes ideas that enhance work processes*	--	--	73	--		
Fosters a culture that values diversity, equity and inclusion*	--	--	74	--		
Climate*						0.0
People in my unit/department are treated fairly	60	71	78	7	▲	
If I am unfairly treated, I believe I will be given a fair shake if I appeal	54	61	70	9	▲	
Integrity is a hallmark of my unit/department	67	76	84	8	▲	
I am comfortable expressing my opinions even if contrary to prevailing beliefs	55	68	74	6		
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	53	63	77	14	▲	
I am aware of the Business and Finance values	77	78	80	2		
The Business and Finance values govern the way we do business in B&F	70	73	76	3		
Supervisor						0.3
Considers my ideas	75	88	87	-1		
Recognizes me for doing good work	74	87	86	-1		
Treats me with respect	78	89	89	0		
Cares about me as a person	72	84	85	1		
Gives me constructive feedback on my performance	72	83	83	0		
Communicates well	67	79	81	2		
Is approachable and easy to talk with	73	87	86	-1		
Is ethical in day-to-day practices	78	91	91	0		
Deals effectively with poor performance	61	75	78	3		
Manages people effectively	65	78	80	2		
Is an effective decision-maker	71	79	82	3		
Effectively communicates the goals and strategies of our unit/department	55	80	85	5		
Autonomy/Involvement						0.0
I have control over how I do my work	76	82	83	1		
My opinion counts at work	65	74	78	4		
I have a say in decisions that affect my work	63	74	77	3		
Workload						0.1
Work is distributed fairly within my workgroup	63	73	73	0		
My workgroup has enough employees to handle the work	44	60	67	7		
Resources/Environment						0.0
The physical environment allows me to do my job	78	81	85	4	▲	
I have the necessary resources, tools or equipment to do my job	74	77	82	5		
Recognition*						1.2
My customers recognize my good work	72	75	79	4		
I get appropriate recognition when I have done something extraordinary	61	74	77	3		
Expressions of thanks and appreciation are common in my unit/department	58	71	77	6	▲	
My contributions are valued by members of the U of M Community	67	69	73	4		

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Occupational Safety & Environmental Health

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Survey Respondents	70	78	78			
Employees in Unit/Department	70	79	82			
% Survey Participation	100%	99%	95%			
Dimensions						
Co-workers	73	79	82	3		0.3
My workgroup collaborates effectively with other workgroups	75	72	78	6	▲	
My co-workers and I work as part of a team	70	77	82	5		
I can count on my co-workers to help out when needed	75	81	83	2		
I am consistently treated with respect by my co-workers	71	81	85	4		
One or more of my co-workers cares about me as a person	79	86	84	-2		
People care about each other in my unit/department	69	77	80	3		
Communication*	--	65	75	10	▲	0.1
Reasons for making changes are communicated before changes are made	49	56	71	15	▲	
Customer feedback is shared throughout my unit/department	58	67	74	7	▲	
Information about the University is shared openly in my unit/department	62	70	80	10	▲	
I am informed about matters that affect my job	60	70	75	5		
Changes in service standards are communicated effectively	52	62	75	13	▲	
Training and Development*	--	77	82	5		0.0
I receive training necessary for me to do my job	69	80	83	3		
I have opportunities for training that support my development and/or advancement	63	75	81	6	▲	
When my job changes, I receive appropriate training*	--	76	80	4		
Task Significance	79	83	87	4		0.6
I know what is expected of me at work	80	82	88	6	▲	
I understand how my work supports the mission of my unit/department	85	87	91	4	▲	
I understand how my work supports the mission of Business and Finance	80	84	84	0		
I understand how my work supports U of M's mission	83	86	86	0		
My supervisor has a clear view of where unit/department is going	70	77	82	5		
The goals of my unit/department are clear to me	77	81	86	5	▲	
Compensation*	--	61	66	5		0.2
I understand how my current salary or base pay rate is determined	56	60	66	6		
I am fairly paid for the work I do	52	59	63	4		
My salary/pay is a significant factor in my decision to stay at U of M	53	67	72	5		
Benefits*	--	80	83	3		0.0
U of M's benefits package meets my needs	76	78	82	4		
The benefits package is a significant factor in my decision to stay at U of M	76	81	84	3		
Advancement*	--	60	70	10	▲	1.3
Opportunities for advancement or promotion exist within U of M	54	60	68	8	▲	
I know what is required of me to advance within U of M	50	56	66	10	▲	
Internal candidates receive fair consideration for open positions	60	65	75	10	▲	
Survey Perception*	--	56	64	8	▲	0.3
This survey is an important element in improving the work environment	54	56	64	8	▲	

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Survey Respondents	70	78	78			
Employees in Unit/Department	70	79	82			
% Survey Participation	100%	99%	95%			
Satisfaction						
Job Satisfaction	70	77	79	2		
To what extent does your current job fall short or exceed your expectations	57	67	71	4		
How well does your current position compare to your ideal job	56	65	69	4		
How satisfied are you with your job	66	76	81	5	▲	
I enjoy the type of work I do	80	85	84	-1		
My job is interesting	79	84	84	0		
I make a difference in my unit/department	76	83	83	0		
My job gives me a sense of accomplishment	75	81	83	2		
Outcomes						
Unit/Dept. Commitment*	--	79	87	8	▲	0.8
I am proud to work for my unit/department	74	81	89	8	▲	
I have a strong commitment to my unit/department	78	82	89	7	▲	
I care about the future of my unit/department	83	86	91	5	▲	
I feel a strong sense of belonging to my unit/department	64	75	86	11	▲	
I enjoy discussing my unit/department with people who do not work here	66	71	82	11	▲	
The organization actively supports the health and wellbeing of its employees*	--	--	86	--		
Unit/Dept. Loyalty	62	73	75	2		3.2
If it is up to me, I will be working in my unit/department one year from now	69	83	87	4		
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	42	51	54	3		
I would not leave my unit/dept for a similar job within UM at the same salary	65	71	74	3		
Unit/Dept. Recommend	64	77	86	9	▲	1.3
I recommend my unit/department to someone looking for a good place to work	64	77	86	9	▲	
Customer Focus	88	90	90	0		1.2
I am able to address my clients'/customers' concerns	82	84	85	1		
I do all that I can within budgetary constraints to satisfy customers	90	91	91	0		
I enjoy helping solve customers' problems	90	91	93	2		
I respond in a timely manner to customer requests/questions	90	92	91	-1		
U of M Commitment	85	86	87	1		1.4
I am proud to work for the U-M	87	88	90	2		
I have a strong commitment to the U-M	86	86	88	2		
I care about the future of the U-M	88	89	89	0		
I enjoy discussing the U-M with people who do not work here	81	81	83	2		
I feel a strong sense of belonging to the U-M	81	83	84	1		
U of M Loyalty	76	83	84	1		2.8
If it is up to me, I will be working at U of M one year from now	81	90	91	1		
I would not leave U of M for a similar job at a 5% higher salary	62	65	69	4		
I would not leave U of M for a similar job at the same salary	80	82	83	1		
U of M Recommendation	83	86	87	1		1.9
I would recommend the U-M to someone who is looking for a good place to work	83	86	87	1		
U of M Donation*	--	--	55	--		2.4
I would encourage friends and family to donate to U-M*	--	--	55	--		

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Occupational Safety & Environmental Health

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Survey Respondents	70	78	78			
Employees in Unit/Department	70	79	82			
% Survey Participation	100%	99%	95%			
Other Attributes						
Trust						
My supervisor creates an environment that fosters trust	70	85	87	2		
My supervisor trusts me	73	86	87	1		
I trust my supervisor	71	86	87	1		
A climate of trust exists in my unit/department	62	74	83	9	▲	
I trust my co-workers	68	78	81	3		
People in my unit/department follow through on their commitments	67	76	82	6	▲	
Safety						
Feel safe at work*	--	90	90	0		
Department committed to occupational health and safety*	--	90	92	2		
Department does good job monitoring safety*	--	87	90	3		
Supervisor Rating						
Overall, rate your supervisor	72	84	86	2		
Customer Orientation						
Satisfying customers is a top priority in my unit/department	87	90	89	-1		
My unit/department understands the needs of our customers	83	86	89	3		
My unit/department adapts to changing customer needs	77	82	88	6	▲	
My unit/department communicates service changes effectively to customers	68	73	82	9	▲	
My unit/department implements service changes effectively	69	73	82	9	▲	
Health and Wellness						
My supervisor is supportive of workplace health and well-being activities*	--	--	87	--		
I cope well with stress of job*	--	--	78	--		
Climate within unit/department						
When I joined my unit/department, I was as made to feel welcome (within 5 years)*	--	75	84	9		
I am comfortable expressing my opinions about work openly among my co-workers*	--	--	79	--		
I am comfortable expressing my opinions about work openly with my supervisor*	--	--	80	--		
My unit/department demonstrates a commitment to diversity, equity and inclusion*	--	--	86	--		
In the last year, I have not experienced bias or exclusion in my unit/department*	--	--	87	--		

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Occupational Safety & Environmental Health

OSEH Lead Team

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	Impact
Survey Respondents	14	11	10			
Employees in Unit/Department	14	10	11			
% Survey Participation	100%	110%	91%			
Dimensions						
Upper Management*	--	--	--	--		
Motivates employees to do their best*	--	--	--	--		
Effectively communicates the goals and strategies of the unit/department*	--	--	--	--		
Fosters an environment that encourages employee development*	--	--	--	--		
Encourages cross-departmental collaboration*	--	--	--	--		
Fosters a culture that values diversity, equity and inclusion*	--	--	--	--		
Welcomes ideas that enhance work processes*	--	--	--	--		
Fosters a culture that values diversity, equity and inclusion*	--	--	--	--		
Climate*	--	80	84	4		
People in my unit/department are treated fairly	48	84	84	0		
If I am unfairly treated, I believe I will be given a fair shake if I appeal	41	72	70	-2		
Integrity is a hallmark of my unit/department	60	81	88	7		
I am comfortable expressing my opinions even if contrary to prevailing beliefs	48	76	83	7		
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	51	76	79	3		
I am aware of the Business and Finance values	84	96	92	-4		
The Business and Finance values govern the way we do business in B&F	75	83	88	5		
Supervisor	59	88	91	3		
Considers my ideas	57	88	92	4		
Recognizes me for doing good work	59	88	86	-2		
Treats me with respect	65	91	92	1		
Cares about me as a person	54	87	89	2		
Gives me constructive feedback on my performance	60	87	87	0		
Communicates well	59	89	92	3		
Is approachable and easy to talk with	65	95	96	1		
Is ethical in day-to-day practices	67	93	98	5		
Deals effectively with poor performance	51	78	84	6		
Manages people effectively	54	83	89	6		
Is an effective decision-maker	61	85	92	7		
Effectively communicates the goals and strategies of our unit/department	59	89	92	3		
Autonomy/Involvement	64	87	85	-2		
I have control over how I do my work	75	93	87	-6		
My opinion counts at work	57	83	86	3		
I have a say in decisions that affect my work	62	85	83	-2		
Workload	53	82	81	-1		
Work is distributed fairly within my workgroup	57	87	80	-7		
My workgroup has enough employees to handle the work	44	73	80	7		
Resources/Environment	69	86	91	5		
The physical environment allows me to do my job	70	92	91	-1		
I have the necessary resources, tools or equipment to do my job	69	81	90	9		
Recognition*	--	81	81	0		
My customers recognize my good work	71	81	85	4		
I get appropriate recognition when I have done something extraordinary	53	81	82	1		
Expressions of thanks and appreciation are common in my unit/department	59	76	82	6		
My contributions are valued by members of the U of M Community	75	89	77	-12	▼	

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Occupational Safety & Environmental Health

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	2012	2014	2016	Diff 2014 to 2016	Signif Diff	Impact
Survey Respondents	14	11	10			
Employees in Unit/Department	14	10	11			
% Survey Participation	100%	110%	91%			
Dimensions						
Co-workers						
My workgroup collaborates effectively with other workgroups	65	85	86	1		
My co-workers and I work as part of a team	74	85	88	3		
I can count on my co-workers to help out when needed	58	82	84	2		
I am consistently treated with respect by my co-workers	59	87	88	1		
One or more of my co-workers cares about me as a person	60	88	90	2		
People care about each other in my unit/department	71	88	87	-1		
	63	79	81	2		
Communication*						
Reasons for making changes are communicated before changes are made	--	81	80	-1		
Customer feedback is shared throughout my unit/department	44	77	77	0		
Information about the University is shared openly in my unit/department	58	80	77	-3		
I am informed about matters that affect my job	62	89	86	-3		
Changes in service standards are communicated effectively	62	82	82	0		
	51	77	79	2		
Training and Development*						
I receive training necessary for me to do my job	--	94	91	-3		
I have opportunities for training that support my development and/or advancement	67	95	90	-5		
When my job changes, I receive appropriate training*	71	93	92	-1		
	--	93	90	-3		
Task Significance						
I know what is expected of me at work	76	95	93	-2		
I understand how my work supports the mission of my unit/department	78	95	90	-5		
I understand how my work supports the mission of Business and Finance	80	97	94	-3		
I understand how my work supports U of M's mission	80	96	92	-4		
My supervisor has a clear view of where unit/department is going	80	96	94	-2		
The goals of my unit/department are clear to me	65	87	91	4		
	74	96	93	-3		
Compensation*						
I understand how my current salary or base pay rate is determined	--	76	80	4		
I am fairly paid for the work I do	66	73	86	13		
My salary/pay is a significant factor in my decision to stay at U of M	59	72	74	2		
	62	86	79	-7		
Benefits*						
U of M's benefits package meets my needs	--	88	83	-5		
The benefits package is a significant factor in my decision to stay at U of M	71	84	83	-1		
	75	94	83	-11		
Advancement*						
Opportunities for advancement or promotion exist within U of M	--	80	88	8		
I know what is required of me to advance within U of M	68	80	84	4		
Internal candidates receive fair consideration for open positions	58	77	87	10		
	70	84	93	9		
Survey Perception*						
This survey is an important element in improving the work environment	--	56	62	6		
	44	56	62	6		

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Survey Respondents	14	11	10			
Employees in Unit/Department	14	10	11			
% Survey Participation	100%	110%	91%			
Satisfaction						
Job Satisfaction						
To what extent does your current job fall short or exceed your expectations	68	85	88	3		
How well does your current position compare to your ideal job	56	72	78	6		
How satisfied are you with your job	52	77	77	0		
I enjoy the type of work I do	62	82	84	2		
My job is interesting	81	94	93	-1		
I make a difference in my unit/department	79	93	96	3		
My job gives me a sense of accomplishment	74	88	95	7		
	74	90	93	3		
Outcomes						
Unit/Dept. Commitment*						
I am proud to work for my unit/department	--	88	94	6		
I have a strong commitment to my unit/department	70	89	94	5		
I care about the future of my unit/department	75	90	94	4		
I feel a strong sense of belonging to my unit/department	81	97	94	-3		
I enjoy discussing my unit/department with people who do not work here	49	85	93	8		
The organization actively supports the health and wellbeing of its employees*	60	73	93	20		
	--	--	94	--		
Unit/Dept. Loyalty						
If it is up to me, I will be working in my unit/department one year from now	68	87	84	-3		
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	72	96	93	-3		
I would not leave my unit/dept for a similar job within UM at the same salary	56	80	71	-9		
	71	77	78	1		
Unit/Dept. Recommend						
I recommend my unit/department to someone looking for a good place to work	60	87	92	5		
	60	87	92	5		
Customer Focus						
I am able to address my clients'/customers' concerns	85	93	92	-1		
I do all that I can within budgetary constraints to satisfy customers	79	85	87	2		
I enjoy helping solve customers' problems	85	96	93	-3		
I respond in a timely manner to customer requests/questions	87	95	96	1		
	90	96	93	-3		
U of M Commitment						
I am proud to work for the U-M	80	91	89	-2		
I have a strong commitment to the U-M	79	92	93	1		
I care about the future of the U-M	84	91	90	-1		
I enjoy discussing the U-M with people who do not work here	86	95	91	-4		
I feel a strong sense of belonging to the U-M	72	82	86	4		
	77	92	86	-6		
U of M Loyalty						
If it is up to me, I will be working at U of M one year from now	68	93	86	-7		
I would not leave U of M for a similar job at a 5% higher salary	73	97	97	0		
I would not leave U of M for a similar job at the same salary	55	83	71	-12		
	71	93	80	-13		
U of M Recommendation						
I would recommend the U-M to someone who is looking for a good place to work	76	93	89	-4		
	76	93	89	-4		
U of M Donation*						
I would encourage friends and family to donate to U-M*	--	--	58	--		
	--	--	58	--		

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Survey Respondents	14	11	10			
Employees in Unit/Department	14	10	11			
% Survey Participation	100%	110%	91%			
Other Attributes						
Trust						
My supervisor creates an environment that fosters trust	58	86	88	2		
My supervisor trusts me	63	85	89	4		
I trust my supervisor	56	83	89	6		
A climate of trust exists in my unit/department	49	78	80	2		
I trust my co-workers	56	82	83	1		
People in my unit/department follow through on their commitments	51	80	87	7		
Safety						
Feel safe at work*	--	98	96	-2		
Department committed to occupational health and safety*	--	98	96	-2		
Department does good job monitoring safety*	--	98	94	-4		
Supervisor Rating						
Overall, rate your supervisor	60	89	93	4		
Customer Orientation						
Satisfying customers is a top priority in my unit/department	87	93	97	4		
My unit/department understands the needs of our customers	82	92	93	1		
My unit/department adapts to changing customer needs	79	93	91	-2		
My unit/department communicates service changes effectively to customers	67	85	88	3		
My unit/department implements service changes effectively	67	87	90	3		
Health and Wellness						
My supervisor is supportive of workplace health and well-being activities*	--	--	94	--		
I cope well with stress of job*	--	--	79	--		
Climate within unit/department						
When I joined my unit/department, I was as made to feel welcome (within 5 years)*	--	--	--	--		
I am comfortable expressing my opinions about work openly among my co-workers*	--	--	76	--		
I am comfortable expressing my opinions about work openly with my supervisor*	--	--	84	--		
My unit/department demonstrates a commitment to diversity, equity and inclusion*	--	--	92	--		
In the last year, I have not experienced bias or exclusion in my unit/department*	--	--	97	--		

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OSEH Staff

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Survey Respondents	65	67	68			
Employees in Unit/Department	65	69	71			
% Survey Participation	100%	97%	96%			
Dimensions						
Upper Management*						0.0
Motivates employees to do their best*	--	--	72	--		--
Effectively communicates the goals and strategies of the unit/department*	--	--	69	--		--
Fosters an environment that encourages employee development*	--	--	72	--		--
Encourages cross-departmental collaboration*	--	--	74	--		--
Fosters a culture that values diversity, equity and inclusion*	--	--	74	--		--
Welcomes ideas that enhance work processes*	--	--	73	--		--
Fosters a culture that values diversity, equity and inclusion*	--	--	74	--		--
Climate*						0.0
People in my unit/department are treated fairly	65	69	77	8	▲	--
If I am unfairly treated, I believe I will be given a fair shake if I appeal	58	60	70	10	▲	--
Integrity is a hallmark of my unit/department	70	75	83	8	▲	--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	59	67	72	5		--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	56	61	77	16	▲	--
I am aware of the Business and Finance values	76	75	78	3		--
The Business and Finance values govern the way we do business in B&F	70	71	74	3		--
Supervisor	74	83	84	1		0.3
Considers my ideas	79	88	87	-1		--
Recognizes me for doing good work	76	86	86	0		--
Treats me with respect	81	88	88	0		--
Cares about me as a person	76	84	84	0		--
Gives me constructive feedback on my performance	73	83	83	0		--
Communicates well	68	78	80	2		--
Is approachable and easy to talk with	75	86	84	-2		--
Is ethical in day-to-day practices	82	91	90	-1		--
Deals effectively with poor performance	64	75	77	2		--
Manages people effectively	66	77	79	2		--
Is an effective decision-maker	73	78	81	3		--
Effectively communicates the goals and strategies of our unit/department	55	79	84	5		--
Autonomy/Involvement	70	75	78	3		0.0
I have control over how I do my work	77	80	83	3		--
My opinion counts at work	68	73	77	4		--
I have a say in decisions that affect my work	65	72	76	4		--
Workload	59	67	70	3		0.2
Work is distributed fairly within my workgroup	65	71	72	1		--
My workgroup has enough employees to handle the work	47	58	66	8		--
Resources/Environment	78	78	83	5	▲	0.0
The physical environment allows me to do my job	80	79	84	5	▲	--
I have the necessary resources, tools or equipment to do my job	75	76	81	5		--
Recognition*						1.2
My customers recognize my good work	72	73	78	5		--
I get appropriate recognition when I have done something extraordinary	62	73	76	3		--
Expressions of thanks and appreciation are common in my unit/department	57	70	76	6		--
My contributions are valued by members of the U of M Community	66	66	73	7	▲	--

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EMPLOYEE SATISFACTION SURVEY

2016 Survey - Attribute Detail Report

Facilities & Operations

Occupational Safety & Environmental Health

OSEH Staff

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	Impact
Survey Respondents	65	67	68			
Employees in Unit/Department	65	69	71			
% Survey Participation	100%	97%	96%			
Dimensions						
Co-workers	76	78	81	3		0.4
My workgroup collaborates effectively with other workgroups	75	70	77	7	▲	--
My co-workers and I work as part of a team	74	76	81	5		--
I can count on my co-workers to help out when needed	80	80	83	3		--
I am consistently treated with respect by my co-workers	76	80	84	4		--
One or more of my co-workers cares about me as a person	81	85	84	-1		--
People care about each other in my unit/department	73	77	80	3		--
Communication*	--	62	74	12	▲	0.1
Reasons for making changes are communicated before changes are made	52	53	70	17	▲	--
Customer feedback is shared throughout my unit/department	60	65	73	8	▲	--
Information about the University is shared openly in my unit/department	64	66	79	13	▲	--
I am informed about matters that affect my job	61	68	74	6		--
Changes in service standards are communicated effectively	55	60	75	15	▲	--
Training and Development*	--	74	80	6	▲	0.0
I receive training necessary for me to do my job	70	77	82	5		--
I have opportunities for training that support my development and/or advancement	62	72	79	7	▲	--
When my job changes, I receive appropriate training*	--	73	79	6	▲	--
Task Significance	79	81	86	5	▲	0.5
I know what is expected of me at work	79	80	88	8	▲	--
I understand how my work supports the mission of my unit/department	85	85	90	5	▲	--
I understand how my work supports the mission of Business and Finance	80	82	83	1		--
I understand how my work supports U of M's mission	82	84	85	1		--
My supervisor has a clear view of where unit/department is going	70	75	81	6		--
The goals of my unit/department are clear to me	78	78	85	7	▲	--
Compensation*	--	59	64	5		0.2
I understand how my current salary or base pay rate is determined	55	58	63	5		--
I am fairly paid for the work I do	53	57	62	5		--
My salary/pay is a significant factor in my decision to stay at U of M	53	63	71	8		--
Benefits*	--	78	82	4	▲	0.2
U of M's benefits package meets my needs	79	77	82	5		--
The benefits package is a significant factor in my decision to stay at U of M	76	79	84	5		--
Advancement*	--	57	67	10	▲	1.0
Opportunities for advancement or promotion exist within U of M	51	57	65	8	▲	--
I know what is required of me to advance within U of M	47	52	63	11	▲	--
Internal candidates receive fair consideration for open positions	60	62	72	10	▲	--
Survey Perception*	--	57	64	7	▲	0.5
This survey is an important element in improving the work environment	58	57	64	7	▲	--

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Employees in Unit/Department	65	69	71			
% Survey Participation	100%	97%	96%			
Satisfaction						
Job Satisfaction	70	76	78	2		
To what extent does your current job fall short or exceed your expectations	56	66	70	4		--
How well does your current position compare to your ideal job	56	63	68	5		--
How satisfied are you with your job	68	75	80	5	▲	--
I enjoy the type of work I do	79	83	83	0		--
My job is interesting	78	83	83	0		--
I make a difference in my unit/department	77	82	82	0		--
My job gives me a sense of accomplishment	75	80	82	2		--
Outcomes						
Unit/Dept. Commitment*	--	78	86	8	▲	0.8
I am proud to work for my unit/department	76	79	88	9	▲	--
I have a strong commitment to my unit/department	79	81	88	7	▲	--
I care about the future of my unit/department	83	85	90	5	▲	--
I feel a strong sense of belonging to my unit/department	69	73	85	12	▲	--
I enjoy discussing my unit/department with people who do not work here	68	70	80	10	▲	--
The organization actively supports the health and wellbeing of its employees*	--	--	85	--		--
Unit/Dept. Loyalty	61	70	74	4		3.0
If it is up to me, I will be working in my unit/department one year from now	68	80	86	6		--
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	41	46	52	6		--
I would not leave my unit/dept for a similar job within UM at the same salary	63	70	73	3		--
Unit/Dept. Recommend	67	76	85	9	▲	1.4
I recommend my unit/department to someone looking for a good place to work	67	76	85	9	▲	--
Customer Focus	88	89	90	1		1.1
I am able to address my clients'/customers' concerns	82	83	85	2		--
I do all that I can within budgetary constraints to satisfy customers	89	90	91	1		--
I enjoy helping solve customers' problems	91	91	92	1		--
I respond in a timely manner to customer requests/questions	89	91	91	0		--
U of M Commitment	87	85	87	2		1.4
I am proud to work for the U-M	89	88	90	2		--
I have a strong commitment to the U-M	87	85	87	2		--
I care about the future of the U-M	90	88	89	1		--
I enjoy discussing the U-M with people who do not work here	84	81	83	2		--
I feel a strong sense of belonging to the U-M	83	81	84	3		--
U of M Loyalty	78	81	83	2		2.8
If it is up to me, I will be working at U of M one year from now	83	89	90	1		--
I would not leave U of M for a similar job at a 5% higher salary	64	62	69	7		--
I would not leave U of M for a similar job at the same salary	81	80	84	4		--
U of M Recommendation	86	85	87	2		1.8
I would recommend the U-M to someone who is looking for a good place to work	86	85	87	2		--
U of M Donation*	--	--	54	--		2.3
I would encourage friends and family to donate to U-M*	--	--	54	--		--

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Survey Respondents	65	67	68			
Employees in Unit/Department	65	69	71			
% Survey Participation	100%	97%	96%			
Other Attributes						
Trust						
My supervisor creates an environment that fosters trust	73	84	87	3		--
My supervisor trusts me	75	86	87	1		--
I trust my supervisor	74	86	87	1		--
A climate of trust exists in my unit/department	65	73	84	11	▲	--
I trust my co-workers	71	77	81	4		--
People in my unit/department follow through on their commitments	72	75	82	7	▲	--
Safety						
Feel safe at work*	--	89	90	1		--
Department committed to occupational health and safety*	--	89	92	3		--
Department does good job monitoring safety*	--	86	90	4		--
Supervisor Rating						
Overall, rate your supervisor	74	84	84	0		--
Customer Orientation						
Satisfying customers is a top priority in my unit/department	87	90	88	-2		--
My unit/department understands the needs of our customers	83	85	88	3		--
My unit/department adapts to changing customer needs	78	80	87	7	▲	--
My unit/department communicates service changes effectively to customers	70	71	81	10	▲	--
My unit/department implements service changes effectively	70	71	81	10	▲	--
Health and Wellness						
My supervisor is supportive of workplace health and well-being activities*	--	--	85	--		--
I cope well with stress of job*	--	--	78	--		--
Climate within unit/department						
When I joined my unit/department, I was as made to feel welcome (within 5 years)*	--	75	84	9		--
I am comfortable expressing my opinions about work openly among my co-workers*	--	--	80	--		--
I am comfortable expressing my opinions about work openly with my supervisor*	--	--	79	--		--
My unit/department demonstrates a commitment to diversity, equity and inclusion*	--	--	85	--		--
In the last year, I have not experienced bias or exclusion in my unit/department*	--	--	85	--		--

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