

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Attribute Detail Report

Office of the EVP CFO

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	Impact
Survey Respondents	8	7	13			
Employees in Unit/Department	10	10	13			
% Survey Participation	80%	70%	100%			
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*	--	91	86	-5		
People in my unit/department are treated fairly	89	87	85	-2		
If I am unfairly treated, I believe I will be given a fair shake if I appeal	94	95	83	-12	▼	
Integrity is a hallmark of my unit/department	94	97	89	-8		
I am comfortable expressing my opinions even if contrary to prevailing beliefs	82	84	82	-2		
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	82	92	84	-8		
I am aware of the Business and Finance values	97	97	93	-4		
The Business and Finance values govern the way we do business in B&F	94	83	85	2		
Supervisor	90	95	88	-7		
Considers my ideas	93	95	88	-7		
Recognizes me for doing good work	92	95	84	-11		
Treats me with respect	92	95	88	-7		
Cares about me as a person	92	97	86	-11		
Gives me constructive feedback on my performance	89	94	84	-10		
Communicates well	88	94	90	-4		
Is approachable and easy to talk with	88	94	90	-4		
Is ethical in day-to-day practices	94	97	90	-7		
Deals effectively with poor performance	90	89	82	-7		
Manages people effectively	89	94	85	-9		
Is an effective decision-maker	93	95	92	-3		
Effectively communicates the goals and strategies of our unit/department	83	95	94	-1		
Autonomy/Involvement	91	90	86	-4		
I have control over how I do my work	93	89	88	-1		
My opinion counts at work	92	89	83	-6		
I have a say in decisions that affect my work	88	92	86	-6		
Workload	83	82	82	0		
Work is distributed fairly within my workgroup	85	84	87	3		
My workgroup has enough employees to handle the work	79	78	72	-6		
Resources/Environment	88	85	88	3		
The physical environment allows me to do my job	92	81	91	10		
I have the necessary resources, tools or equipment to do my job	85	89	84	-5		
Recognition*	--	89	86	-3		
My customers recognize my good work	90	87	88	1		
I get appropriate recognition when I have done something extraordinary	88	89	85	-4		
Expressions of thanks and appreciation are common in my unit/department	89	90	85	-5		
My contributions are valued by members of the U of M Community	90	89	85	-4		

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Dimensions						
Co-workers	90	84	85	1		
My workgroup collaborates effectively with other workgroups	85	89	82	-7		
My co-workers and I work as part of a team	90	73	74	1		
I can count on my co-workers to help out when needed	90	78	86	8		
I am consistently treated with respect by my co-workers	93	81	88	7		
One or more of my co-workers cares about me as a person	97	92	93	1		
People care about each other in my unit/department	89	92	87	-5		
Communication*	--	92	85	-7		
Reasons for making changes are communicated before changes are made	74	89	79	-10		
Customer feedback is shared throughout my unit/department	87	94	85	-9	▼	
Information about the University is shared openly in my unit/department	87	92	89	-3		
I am informed about matters that affect my job	89	94	85	-9		
Changes in service standards are communicated effectively	85	89	85	-4		
Training and Development*	--	95	88	-7		
I receive training necessary for me to do my job	85	95	90	-5		
I have opportunities for training that support my development and/or advancement	90	98	86	-12	▼	
When my job changes, I receive appropriate training*	--	90	87	-3		
Task Significance	94	96	92	-4		
I know what is expected of me at work	90	95	88	-7		
I understand how my work supports the mission of my unit/department	94	97	92	-5		
I understand how my work supports the mission of Business and Finance	96	97	92	-5		
I understand how my work supports U of M's mission	94	97	97	0		
My supervisor has a clear view of where unit/department is going	94	95	93	-2		
The goals of my unit/department are clear to me	94	97	93	-4		
Compensation*	--	84	75	-9		
I understand how my current salary or base pay rate is determined	90	97	82	-15		
I am fairly paid for the work I do	89	81	77	-4		
My salary/pay is a significant factor in my decision to stay at U of M	68	70	64	-6		
Benefits*	--	83	85	2		
U of M's benefits package meets my needs	97	87	88	1		
The benefits package is a significant factor in my decision to stay at U of M	64	78	81	3		
Advancement*	--	86	81	-5		
Opportunities for advancement or promotion exist within U of M	83	92	85	-7		
I know what is required of me to advance within U of M	68	83	77	-6		
Internal candidates receive fair consideration for open positions	89	83	78	-5		
Survey Perception*	--	89	62	-27	▼	
This survey is an important element in improving the work environment	68	89	62	-27	▼	

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Satisfaction						
Job Satisfaction	86	92	86	-6		
To what extent does your current job fall short or exceed your expectations	78	90	78	-12	▼	
How well does your current position compare to your ideal job	69	89	74	-15	▼	
How satisfied are you with your job	85	86	87	1		
I enjoy the type of work I do	94	95	91	-4		
My job is interesting	93	98	92	-6		
I make a difference in my unit/department	94	94	85	-9		
My job gives me a sense of accomplishment	92	93	91	-2		
Outcomes						
Unit/Dept. Commitment*	--	91	90	-1		
I am proud to work for my unit/department	92	94	94	0		
I have a strong commitment to my unit/department	94	90	91	1		
I care about the future of my unit/department	96	95	97	2		
I feel a strong sense of belonging to my unit/department	83	84	84	0		
I enjoy discussing my unit/department with people who do not work here	85	90	77	-13		
The organization actively supports the health and wellbeing of its employees*	--	--	94	--		
Unit/Dept. Loyalty	91	95	86	-9	▼	
If it is up to me, I will be working in my unit/department one year from now	96	98	88	-10	▼	
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	86	86	73	-13		
I would not leave my unit/dept for a similar job within UM at the same salary	88	95	92	-3		
Unit/Dept. Recommend	93	90	85	-5		
I recommend my unit/department to someone looking for a good place to work	93	90	85	-5		
Customer Focus	91	91	91	0		
I am able to address my clients'/customers' concerns	79	83	86	3		
I do all that I can within budgetary constraints to satisfy customers	96	94	92	-2		
I enjoy helping solve customers' problems	97	95	95	0		
I respond in a timely manner to customer requests/questions	90	89	89	0		
U of M Commitment	98	93	94	1		
I am proud to work for the U-M	99	94	96	2		
I have a strong commitment to the U-M	99	90	92	2		
I care about the future of the U-M	100	95	97	2		
I enjoy discussing the U-M with people who do not work here	96	94	93	-1		
I feel a strong sense of belonging to the U-M	97	90	90	0		
U of M Loyalty	93	92	89	-3		
If it is up to me, I will be working at U of M one year from now	99	95	91	-4		
I would not leave U of M for a similar job at a 5% higher salary	89	84	84	0		
I would not leave U of M for a similar job at the same salary	86	92	91	-1		
U of M Recommendation	100	94	91	-3		
I would recommend the U-M to someone who is looking for a good place to work	100	94	91	-3		
U of M Donation*	--	--	66	--		
I would encourage friends and family to donate to U-M*	--	--	66	--		

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Other Attributes						
Trust						
My supervisor creates an environment that fosters trust	93	90	85	-5		
My supervisor trusts me	92	89	87	-2		
I trust my supervisor	94	94	84	-10		
A climate of trust exists in my unit/department	85	87	82	-5		
I trust my co-workers	90	83	81	-2		
People in my unit/department follow through on their commitments	96	89	90	1		
Safety						
Feel safe at work*	--	97	91	-6		
Department committed to occupational health and safety*	--	90	96	6		
Department does good job monitoring safety*	--	92	94	2		
Supervisor Rating						
Overall, rate your supervisor	89	97	87	-10		
Customer Orientation						
Satisfying customers is a top priority in my unit/department	92	98	91	-7		
My unit/department understands the needs of our customers	92	83	87	4		
My unit/department adapts to changing customer needs	86	86	88	2		
My unit/department communicates service changes effectively to customers	83	79	84	5		
My unit/department implements service changes effectively	87	83	84	1		
Health and Wellness						
My supervisor is supportive of workplace health and well-being activities*	--	--	91	--		
I cope well with stress of job*	--	--	88	--		
Climate within unit/department						
When I joined my unit/department, I was as made to feel welcome (within 5 years)*	--	100	100	0		
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*	--	--	85	--		
My unit/department demonstrates a commitment to diversity, equity and inclusion*	--	--	90	--		
In the last year, I have not experienced bias or exclusion in my unit/department*	--	--	91	--		

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