

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

	Finance					
	Financial Operations					
	Accounting Services					
	2012	2014	2016	Diff	Signif	CFI
	33	22	10	2014 to	Diff	Bench
Survey Respondents		22	14	2016		mark
Employees in Unit/Department		100%	71%			
% Survey Participation						
Dimensions						
Upper Management*	--	--	70	--		69
Climate*	--	59	80	21	▲	67
Supervisor	62	64	77	13		74
Autonomy/Involvement	65	67	81	14	▲	71
Workload	67	60	79	19	▲	70
Resources/Environment	79	82	83	1		70
Recognition*	--	66	77	11		65
Co-workers	74	73	81	8		75
Communication*	--	44	72	28	▲	64
Training and Development*	--	52	72	20	▲	69
Task Significance	72	73	85	12		77
Compensation*	--	49	52	3		56
Benefits*	--	78	81	3		78
Advancement*	--	48	56	8		65
Survey Perception*	--	49	58	9		63
Job Satisfaction	64	68	75	7		69
Outcomes						
Unit/Dept. Commitment*	--	68	80	12		80
Unit/Dept. Loyalty	54	48	64	16	▲	77
Unit/Dept. Recommend	60	57	77	20		74
Customer Focus	88	89	86	-3		83
U of M Commitment	83	84	85	1		80
U of M Loyalty	73	76	77	1		77
U of M Recommendation	81	80	86	6		74
U of M Donation*	--	--	51	--		--

*Attributes or Dimensions are new or have been modified, so a direct comparison to some past elements is not possible