

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Finance						
Financial Operations						
Payroll Office						
Non-supervisory						
	2012	2014	2016	Diff	Signif	CFI
Survey Respondents Employees in Unit/Department % Survey Participation	31	26 27 96%	21 24 88%	2014 to 2016	Diff	Bench mark
Dimensions						
Upper Management*	--	--	66	--		69
Climate*	--	73	69	-4		67
Supervisor	78	75	71	-4		74
Autonomy/Involvement	70	71	71	0		71
Workload	85	81	74	-7		70
Resources/Environment	84	88	84	-4		70
Recognition*	--	68	67	-1		65
Co-workers	78	78	76	-2		75
Communication*	--	64	64	0		64
Training and Development*	--	67	74	7		69
Task Significance	89	88	81	-7	▼	77
Compensation*	--	69	62	-7		56
Benefits*	--	82	85	3		78
Advancement*	--	67	68	1		65
Survey Perception*	--	69	64	-5		63
Job Satisfaction	78	74	78	4		69
Outcomes						
Unit/Dept. Commitment*	--	84	84	0		80
Unit/Dept. Loyalty	70	68	67	-1		77
Unit/Dept. Recommend	79	80	84	4		74
Customer Focus	94	91	89	-2		83
U of M Commitment	91	84	85	1		80
U of M Loyalty	84	86	81	-5		77
U of M Recommendation	90	85	87	2		74
U of M Donation*	--	--	59	--		--

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