

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Enterprise Applications

AIS FIN, DART, & ESS Teams

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	35	27	30			
Employees in Unit/Department	41	31	26			
% Survey Participation	85%	87%	115%			
Dimensions						
Upper Management*	--	--	55	--		69
Climate*	--	74	69	-5		67
Supervisor	74	80	74	-6		74
Autonomy/Involvement	64	72	64	-8		71
Workload	60	65	69	4		70
Resources/Environment	74	83	78	-5		70
Recognition*	--	77	67	-10	▼	65
Co-workers	78	86	80	-6		75
Communication*	--	72	56	-16	▼	64
Training and Development*	--	69	62	-7		69
Task Significance	72	83	72	-11	▼	77
Compensation*	--	71	64	-7		56
Benefits*	--	85	79	-6		78
Advancement*	--	75	53	-22	▼	65
Survey Perception*	--	72	61	-11		63
Job Satisfaction	68	79	68	-11	▼	69
Outcomes						
Unit/Dept. Commitment*	--	83	73	-10	▼	80
Unit/Dept. Loyalty	60	65	62	-3		77
Unit/Dept. Recommend	65	78	70	-8		74
Customer Focus	84	83	86	3		83
U of M Commitment	86	89	86	-3		80
U of M Loyalty	81	85	77	-8	▼	77
U of M Recommendation	84	92	89	-3		74
U of M Donation*	--	--	54	--		--

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