

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Enterprise Applications

AIS HCM and Student Teams - Non-supervisory

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	50	39	28			
Employees in Unit/Department	56	41	27			
% Survey Participation	89%	95%	104%			
Dimensions						
Upper Management*	--	--	47	--		69
Climate*	--	69	63	-6		67
Supervisor	79	82	83	1		74
Autonomy/Involvement	71	74	62	-12	▼	71
Workload	64	55	43	-12	▼	70
Resources/Environment	75	74	66	-8		70
Recognition*	--	61	58	-3		65
Co-workers	80	76	75	-1		75
Communication*	--	62	53	-9		64
Training and Development*	--	61	55	-6		69
Task Significance	73	76	70	-6		77
Compensation*	--	66	61	-5		56
Benefits*	--	76	78	2		78
Advancement*	--	55	56	1		65
Survey Perception*	--	58	49	-9		63
Job Satisfaction	74	73	66	-7		69
Outcomes						
Unit/Dept. Commitment*	--	74	76	2		80
Unit/Dept. Loyalty	64	68	55	-13	▼	77
Unit/Dept. Recommend	71	71	69	-2		74
Customer Focus	81	83	85	2		83
U of M Commitment	90	83	85	2		80
U of M Loyalty	82	73	69	-4		77
U of M Recommendation	88	81	84	3		74
U of M Donation*	--	--	48	--		--

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