

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Enterprise Applications

AIS Supervisors

Survey Respondents
Employees in Unit/Department
% Survey Participation

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
0	25	22				
19	23					
132%	96%					
Dimensions						
Upper Management*	--	--	47	--		69
Climate*	--	77	62	-15	▼	67
Supervisor	--	83	71	-12		74
Autonomy/Involvement	--	79	71	-8		71
Workload	--	65	66	1		70
Resources/Environment	--	60	69	9		70
Recognition*	--	70	60	-10		65
Co-workers	--	84	78	-6		75
Communication*	--	62	47	-15	▼	64
Training and Development*	--	69	54	-15	▼	69
Task Significance	--	86	61	-25	▼	77
Compensation*	--	75	60	-15	▼	56
Benefits*	--	86	84	-2		78
Advancement*	--	72	58	-14	▼	65
Survey Perception*	--	65	51	-14		63
Job Satisfaction	--	78	70	-8		69
Outcomes						
Unit/Dept. Commitment*	--	85	60	-25	▼	80
Unit/Dept. Loyalty	--	76	51	-25	▼	77
Unit/Dept. Recommend	--	80	45	-35	▼	74
Customer Focus	--	87	82	-5		83
U of M Commitment	--	90	83	-7		80
U of M Loyalty	--	82	67	-15	▼	77
U of M Recommendation	--	91	79	-12	▼	74
U of M Donation*	--	--	37	--		--

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