

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Enterprise Applications

AIS eResearch Team - Non-supervisory

	2012	2014	2016	Diff	Signif	CFI
	Survey Respondents	Employees in Unit/Department	% Survey Participation	2014 to 2016	Diff	Bench mark
Dimensions						
Upper Management*	--	--	48	--		69
Climate*	--	84	69	-15	▼	67
Supervisor	84	83	75	-8		74
Autonomy/Involvement	76	85	68	-17	▼	71
Workload	57	74	66	-8		70
Resources/Environment	71	81	71	-10		70
Recognition*	--	76	70	-6		65
Co-workers	79	87	85	-2		75
Communication*	--	81	76	-5		64
Training and Development*	--	66	53	-13		69
Task Significance	79	89	83	-6		77
Compensation*	--	64	54	-10		56
Benefits*	--	81	73	-8		78
Advancement*	--	63	52	-11	▼	65
Survey Perception*	--	66	55	-11		63
Job Satisfaction	75	80	68	-12	▼	69
Outcomes						
Unit/Dept. Commitment*	--	88	82	-6		80
Unit/Dept. Loyalty	69	75	62	-13		77
Unit/Dept. Recommend	83	91	83	-8		74
Customer Focus	82	86	83	-3		83
U of M Commitment	87	90	88	-2		80
U of M Loyalty	76	85	81	-4		77
U of M Recommendation	93	93	87	-6		74
U of M Donation*	--	--	44	--		--

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