

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

Information & Technology Services

Solution Design and Delivery

Business Systems Analyst Resource Pool

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	0	9	9			
Employees in Unit/Department	--	11	10			
% Survey Participation	--	82%	90%			
<b>Dimensions</b>						
Upper Management*	--	--	68	--		69
Climate*	--	62	77	15		67
Supervisor	--	76	81	5		74
Autonomy/Involvement	--	56	78	22		71
Workload	--	61	74	13		70
Resources/Environment	--	73	78	5		70
Recognition*	--	57	65	8		65
Co-workers	--	67	82	15		75
Communication*	--	61	69	8		64
Training and Development*	--	57	62	5		69
Task Significance	--	68	81	13		77
Compensation*	--	56	66	10		56
Benefits*	--	78	89	11		78
Advancement*	--	55	45	-10		65
Survey Perception*	--	62	48	-14		63
<b>Job Satisfaction</b>	--	64	75	11		69
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	64	84	20	▲	80
Unit/Dept. Loyalty	--	51	67	16		77
Unit/Dept. Recommend	--	62	86	24	▲	74
Customer Focus	--	81	87	6		83
U of M Commitment	--	77	87	10		80
U of M Loyalty	--	74	86	12		77
U of M Recommendation	--	70	88	18		74
U of M Donation*	--	--	40	--		--

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