

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Support Services

Consumer Technology Experience - Non-supervisory

Survey Respondents
Employees in Unit/Department
% Survey Participation

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
	0	12	19			
	--	14	20			
	--	86%	95%			
Dimensions						
Upper Management*	--	--	64	--		69
Climate*	--	68	70	2		67
Supervisor	--	74	83	9		74
Autonomy/Involvement	--	70	66	-4		71
Workload	--	63	56	-7		70
Resources/Environment	--	70	68	-2		70
Recognition*	--	64	74	10		65
Co-workers	--	76	79	3		75
Communication*	--	59	63	4		64
Training and Development*	--	66	64	-2		69
Task Significance	--	80	76	-4		77
Compensation*	--	64	61	-3		56
Benefits*	--	84	85	1		78
Advancement*	--	51	55	4		65
Survey Perception*	--	56	58	2		63
Job Satisfaction	--	68	68	0		69
Outcomes						
Unit/Dept. Commitment*	--	74	78	4		80
Unit/Dept. Loyalty	--	51	66	15		77
Unit/Dept. Recommend	--	70	72	2		74
Customer Focus	--	87	85	-2		83
U of M Commitment	--	90	87	-3		80
U of M Loyalty	--	72	81	9		77
U of M Recommendation	--	90	85	-5		74
U of M Donation*	--	--	52	--		--

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