

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Support Services

Customer Relations/Op Effectiveness/Admin - Non-supervisory

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	0	7	17			
Employees in Unit/Department	--	5	17			
% Survey Participation	--	140%	100%			
Dimensions						
Upper Management*	--	--	71	--		69
Climate*	--	75	77	2		67
Supervisor	--	76	84	8		74
Autonomy/Involvement	--	92	78	-14	▼	71
Workload	--	72	68	-4		70
Resources/Environment	--	81	75	-6		70
Recognition*	--	76	72	-4		65
Co-workers	--	88	86	-2		75
Communication*	--	71	75	4		64
Training and Development*	--	74	69	-5		69
Task Significance	--	85	82	-3		77
Compensation*	--	77	55	-22	▼	56
Benefits*	--	90	82	-8		78
Advancement*	--	78	61	-17	▼	65
Survey Perception*	--	72	75	3		63
Job Satisfaction	--	89	78	-11	▼	69
Outcomes						
Unit/Dept. Commitment*	--	88	81	-7		80
Unit/Dept. Loyalty	--	76	72	-4		77
Unit/Dept. Recommend	--	78	84	6		74
Customer Focus	--	89	91	2		83
U of M Commitment	--	96	82	-14	▼	80
U of M Loyalty	--	80	84	4		77
U of M Recommendation	--	97	90	-7		74
U of M Donation*	--	--	53	--		--

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