

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

ITS Administration

Finance, Facilities, Contracts, Software, Purchasing

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	32	20	19			
Employees in Unit/Department	36	25	18			
% Survey Participation	89%	80%	106%			
Dimensions						
Upper Management*	--	--	54	--		69
Climate*	--	72	61	-11	▼	67
Supervisor	67	69	71	2		74
Autonomy/Involvement	66	71	64	-7		71
Workload	61	64	52	-12		70
Resources/Environment	76	83	82	-1		70
Recognition*	--	69	58	-11		65
Co-workers	70	78	73	-5		75
Communication*	--	65	45	-20	▼	64
Training and Development*	--	62	59	-3		69
Task Significance	80	80	74	-6		77
Compensation*	--	69	57	-12		56
Benefits*	--	86	80	-6		78
Advancement*	--	67	58	-9		65
Survey Perception*	--	54	63	9		63
Job Satisfaction	66	76	65	-11	▼	69
Outcomes						
Unit/Dept. Commitment*	--	81	68	-13		80
Unit/Dept. Loyalty	59	64	55	-9		77
Unit/Dept. Recommend	69	73	62	-11		74
Customer Focus	85	89	86	-3		83
U of M Commitment	91	93	93	0		80
U of M Loyalty	80	78	82	4		77
U of M Recommendation	91	94	90	-4		74
U of M Donation*	--	--	51	--		--

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