

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Infrastructure Services and Operations

ISO ITSM

	2012	2014	2016	Diff	Signif	CFI
	0	15	12	2014 to	Diff	Bench
Survey Respondents				2016		mark
Employees in Unit/Department	--	127%	100%			
% Survey Participation						
Dimensions						
Upper Management*	--	--	67	--		69
Climate*	--	76	74	-2		67
Supervisor	--	86	82	-4		74
Autonomy/Involvement	--	77	70	-7		71
Workload	--	70	64	-6		70
Resources/Environment	--	85	73	-12	▼	70
Recognition*	--	63	67	4		65
Co-workers	--	84	79	-5		75
Communication*	--	66	64	-2		64
Training and Development*	--	76	74	-2		69
Task Significance	--	85	76	-9		77
Compensation*	--	67	60	-7		56
Benefits*	--	85	85	0		78
Advancement*	--	65	61	-4		65
Survey Perception*	--	77	60	-17	▼	63
Job Satisfaction	--	71	68	-3		69
Outcomes						
Unit/Dept. Commitment*	--	87	80	-7		80
Unit/Dept. Loyalty	--	79	60	-19	▼	77
Unit/Dept. Recommend	--	88	69	-19	▼	74
Customer Focus	--	86	87	1		83
U of M Commitment	--	91	88	-3		80
U of M Loyalty	--	91	83	-8		77
U of M Recommendation	--	91	86	-5		74
U of M Donation*	--	--	56	--		--

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