

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Infrastructure Services and Operations

ISO Supervisors

Survey Respondents
Employees in Unit/Department
% Survey Participation

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Dimensions						
Upper Management*	--	--	69	--		69
Climate*	--	85	71	-14	▼	67
Supervisor	--	83	72	-11		74
Autonomy/Involvement	--	87	81	-6		71
Workload	--	72	74	2		70
Resources/Environment	--	96	86	-10	▼	70
Recognition*	--	73	72	-1		65
Co-workers	--	83	78	-5		75
Communication*	--	72	62	-10		64
Training and Development*	--	83	76	-7		69
Task Significance	--	88	72	-16		77
Compensation*	--	86	73	-13	▼	56
Benefits*	--	90	88	-2		78
Advancement*	--	64	61	-3		65
Survey Perception*	--	72	60	-12		63
Job Satisfaction	--	77	70	-7		69
Outcomes						
Unit/Dept. Commitment*	--	86	76	-10		80
Unit/Dept. Loyalty	--	66	61	-5		77
Unit/Dept. Recommend	--	81	77	-4		74
Customer Focus	--	93	83	-10	▼	83
U of M Commitment	--	91	92	1		80
U of M Loyalty	--	74	82	8		77
U of M Recommendation	--	92	93	1		74
U of M Donation*	--	--	69	--		--

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