

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Solution Design and Delivery

Performance Support Resource Pool

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	57	21	17			
Employees in Unit/Department	72	23	18			
% Survey Participation	79%	91%	94%			
Dimensions						
Upper Management*	--	--	74	--		69
Climate*	--	75	81	6		67
Supervisor	82	91	87	-4		74
Autonomy/Involvement	71	75	79	4		71
Workload	60	75	69	-6		70
Resources/Environment	77	80	82	2		70
Recognition*	--	78	81	3		65
Co-workers	79	89	91	2		75
Communication*	--	69	77	8		64
Training and Development*	--	77	82	5		69
Task Significance	73	84	86	2		77
Compensation*	--	67	62	-5		56
Benefits*	--	83	84	1		78
Advancement*	--	62	69	7		65
Survey Perception*	--	60	64	4		63
Job Satisfaction	74	76	80	4		69
Outcomes						
Unit/Dept. Commitment*	--	82	87	5		80
Unit/Dept. Loyalty	64	72	68	-4		77
Unit/Dept. Recommend	73	79	87	8		74
Customer Focus	83	89	89	0		83
U of M Commitment	84	85	91	6		80
U of M Loyalty	80	81	90	9	▲	77
U of M Recommendation	84	86	92	6		74
U of M Donation*	--	--	55	--		--

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