

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

Information & Technology Services

Support Services

ITS Support Services Supervisors

	2012	2014	2016	Diff	Signif	CFI
	0	16	22	2014 to 2016	Diff	Bench mark
<b>Survey Respondents</b>						
<b>Employees in Unit/Department</b>		138%	136%			
<b>% Survey Participation</b>						
<b>Dimensions</b>						
Upper Management*	--	--	63	--		69
Climate*	--	67	68	1		67
Supervisor	--	82	84	2		74
Autonomy/Involvement	--	75	75	0		71
Workload	--	56	67	11		70
Resources/Environment	--	63	75	12	▲	70
Recognition*	--	69	73	4		65
Co-workers	--	84	83	-1		75
Communication*	--	64	66	2		64
Training and Development*	--	62	71	9		69
Task Significance	--	83	85	2		77
Compensation*	--	61	65	4		56
Benefits*	--	83	81	-2		78
Advancement*	--	53	65	12		65
Survey Perception*	--	60	65	5		63
<b>Job Satisfaction</b>	--	72	73	1		69
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	79	74	-5		80
Unit/Dept. Loyalty	--	52	61	9		77
Unit/Dept. Recommend	--	73	71	-2		74
Customer Focus	--	88	89	1		83
U of M Commitment	--	90	91	1		80
U of M Loyalty	--	77	82	5		77
U of M Recommendation	--	94	88	-6		74
U of M Donation*	--	--	61	--		--

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