

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Parking and Transportation Services

Parking Operations & Maintenance

Non-Supervisory

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	22	20	19			
Employees in Unit/Department	27	30	21			
% Survey Participation	81%	67%	90%			
Dimensions						
Upper Management*	--	--	52	--		69
Climate*	--	61	55	-6		67
Supervisor	78	72	73	1		74
Autonomy/Involvement	68	59	63	4		71
Workload	77	64	66	2		70
Resources/Environment	82	71	74	3		70
Recognition*	--	63	45	-18	▼	65
Co-workers	81	67	65	-2		75
Communication*	--	57	51	-6		64
Training and Development*	--	58	56	-2		69
Task Significance	79	77	77	0		77
Compensation*	--	55	45	-10		56
Benefits*	--	71	77	6		78
Advancement*	--	43	46	3		65
Survey Perception*	--	54	59	5		63
Job Satisfaction	65	60	56	-4		69
Outcomes						
Unit/Dept. Commitment*	--	70	60	-10		80
Unit/Dept. Loyalty	53	45	46	1		77
Unit/Dept. Recommend	73	68	59	-9		74
Customer Focus	82	81	79	-2		83
U of M Commitment	86	80	81	1		80
U of M Loyalty	84	81	78	-3		77
U of M Recommendation	86	89	84	-5		74
U of M Donation*	--	--	49	--		--

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