

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Parking and Transportation Services

Parking Operations & Maintenance

Supervisors

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	4	6	9			
Employees in Unit/Department	9	6	7			
% Survey Participation	44%	100%	129%			
Dimensions						
Upper Management*	--	--	64	--		69
Climate*	--	61	71	10		67
Supervisor	65	66	79	13		74
Autonomy/Involvement	56	71	77	6		71
Workload	56	76	77	1		70
Resources/Environment	69	84	82	-2		70
Recognition*	--	64	66	2		65
Co-workers	58	68	77	9		75
Communication*	--	68	72	4		64
Training and Development*	--	69	76	7		69
Task Significance	77	81	84	3		77
Compensation*	--	47	63	16		56
Benefits*	--	66	80	14	▲	78
Advancement*	--	47	64	17		65
Survey Perception*	--	67	81	14		63
Job Satisfaction	71	75	76	1		69
Outcomes						
Unit/Dept. Commitment*	--	76	81	5		80
Unit/Dept. Loyalty	82	53	60	7		77
Unit/Dept. Recommend	86	61	83	22		74
Customer Focus	87	88	85	-3		83
U of M Commitment	79	82	90	8		80
U of M Loyalty	83	62	84	22		77
U of M Recommendation	83	72	95	23	▲	74
U of M Donation*	--	--	54	--		--

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