

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Parking and Transportation Services

PTS Management

PTS Lead Team

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	6	7	8			
Employees in Unit/Department	6	6	7			
% Survey Participation	100%	117%	114%			
Dimensions						
Upper Management*	--	--	--	--		69
Climate*	--	81	78	-3		67
Supervisor	81	72	72	0		74
Autonomy/Involvement	86	83	72	-11		71
Workload	78	78	73	-5		70
Resources/Environment	83	86	72	-14		70
Recognition*	--	70	68	-2		65
Co-workers	77	77	83	6		75
Communication*	--	75	75	0		64
Training and Development*	--	72	70	-2		69
Task Significance	92	88	83	-5		77
Compensation*	--	79	69	-10		56
Benefits*	--	83	87	4		78
Advancement*	--	78	83	5		65
Survey Perception*	--	71	68	-3		63
Job Satisfaction	87	84	79	-5		69
Outcomes						
Unit/Dept. Commitment*	--	88	84	-4		80
Unit/Dept. Loyalty	79	76	75	-1		77
Unit/Dept. Recommend	80	75	75	0		74
Customer Focus	93	94	92	-2		83
U of M Commitment	96	94	94	0		80
U of M Loyalty	93	85	90	5		77
U of M Recommendation	96	95	96	1		74
U of M Donation*	--	--	57	--		--

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