

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Utilities and Plant Engineering

UPE Trades/AFSCME/IUOE

UPE Central Power Plant

Survey Respondents
Employees in Unit/Department
% Survey Participation

| | 2012 | 2014 | 2016 | Diff 2014 to 2016 | Signif Diff | CFI Bench mark |
|---------------------------|------|------|------|-------------------------|----------------|----------------------|
| Dimensions | | | | | | |
| Upper Management* | -- | -- | 62 | -- | | 69 |
| Climate* | -- | -- | 57 | -- | | 67 |
| Supervisor | 55 | -- | 58 | -- | | 74 |
| Autonomy/Involvement | 53 | -- | 61 | -- | | 71 |
| Workload | 56 | -- | 60 | -- | | 70 |
| Resources/Environment | 56 | -- | 69 | -- | | 70 |
| Recognition* | -- | -- | 55 | -- | | 65 |
| Co-workers | 66 | -- | 67 | -- | | 75 |
| Communication* | -- | -- | 54 | -- | | 64 |
| Training and Development* | -- | -- | 63 | -- | | 69 |
| Task Significance | 64 | -- | 71 | -- | | 77 |
| Compensation* | -- | -- | 58 | -- | | 56 |
| Benefits* | -- | -- | 62 | -- | | 78 |
| Advancement* | -- | -- | 46 | -- | | 65 |
| Survey Perception* | -- | -- | 54 | -- | | 63 |
| Job Satisfaction | 69 | -- | 69 | -- | | 69 |
| Outcomes | | | | | | |
| Unit/Dept. Commitment* | -- | -- | 74 | -- | | 80 |
| Unit/Dept. Loyalty | 58 | -- | 60 | -- | | 77 |
| Unit/Dept. Recommend | 56 | -- | 67 | -- | | 74 |
| Customer Focus | 72 | -- | 76 | -- | | 83 |
| U of M Commitment | 75 | -- | 79 | -- | | 80 |
| U of M Loyalty | 68 | -- | 66 | -- | | 77 |
| U of M Recommendation | 70 | -- | 71 | -- | | 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