

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Shared Services Center

SSC Supervisors

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	0	0	16			
Employees in Unit/Department			16			
% Survey Participation	--	--	100%			
Dimensions						
Upper Management*	--	--	79	--		69
Climate*	--	--	78	--		67
Supervisor	--	--	81	--		74
Autonomy/Involvement	--	--	82	--		71
Workload	--	--	86	--		70
Resources/Environment	--	--	77	--		70
Recognition*	--	--	78	--		65
Co-workers	--	--	85	--		75
Communication*	--	--	76	--		64
Training and Development*	--	--	78	--		69
Task Significance	--	--	84	--		77
Compensation*	--	--	67	--		56
Benefits*	--	--	85	--		78
Advancement*	--	--	73	--		65
Survey Perception*	--	--	78	--		63
Job Satisfaction	--	--	79	--		69
Outcomes						
Unit/Dept. Commitment*	--	--	85	--		80
Unit/Dept. Loyalty	--	--	60	--		77
Unit/Dept. Recommend	--	--	83	--		74
Customer Focus	--	--	88	--		83
U of M Commitment	--	--	92	--		80
U of M Loyalty	--	--	78	--		77
U of M Recommendation	--	--	92	--		74
U of M Donation*	--	--	65	--		--

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