

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

Shared Services Center

Contact Center and T&E

T&E Processing Team

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	0	0	17			
Employees in Unit/Department			19			
% Survey Participation	--	--	89%			
<b>Dimensions</b>						
Upper Management*	--	--	66	--		69
Climate*	--	--	65	--		67
Supervisor	--	--	78	--		74
Autonomy/Involvement	--	--	58	--		71
Workload	--	--	68	--		70
Resources/Environment	--	--	63	--		70
Recognition*	--	--	67	--		65
Co-workers	--	--	69	--		75
Communication*	--	--	62	--		64
Training and Development*	--	--	64	--		69
Task Significance	--	--	85	--		77
Compensation*	--	--	48	--		56
Benefits*	--	--	73	--		78
Advancement*	--	--	55	--		65
Survey Perception*	--	--	61	--		63
<b>Job Satisfaction</b>	--	--	<b>70</b>	--		<b>69</b>
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	--	82	--		80
Unit/Dept. Loyalty	--	--	57	--		77
Unit/Dept. Recommend	--	--	84	--		74
Customer Focus	--	--	92	--		83
U of M Commitment	--	--	85	--		80
U of M Loyalty	--	--	80	--		77
U of M Recommendation	--	--	90	--		74
U of M Donation*	--	--	45	--		--

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