

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Architecture Engineering & Construction

Architecture & Engineering

| | 2012 | 2014 | 2016 | Diff 2014 to 2016 | Signif Diff | CFI Bench mark |
|------------------------------|-----------|-----------|-----------|-------------------------|----------------|----------------------|
| Survey Respondents | 54 | 55 | 54 | | | |
| Employees in Unit/Department | 55 | 57 | 54 | | | |
| % Survey Participation | 98% | 96% | 100% | | | |
| Dimensions | | | | | | |
| Upper Management* | -- | -- | 71 | -- | | 69 |
| Climate* | -- | 70 | 75 | 5 | ▲ | 67 |
| Supervisor | 71 | 75 | 82 | 7 | ▲ | 74 |
| Autonomy/Involvement | 64 | 72 | 73 | 1 | | 71 |
| Workload | 57 | 57 | 64 | 7 | ▲ | 70 |
| Resources/Environment | 64 | 69 | 72 | 3 | | 70 |
| Recognition* | -- | 69 | 73 | 4 | | 65 |
| Co-workers | 75 | 81 | 80 | -1 | | 75 |
| Communication* | -- | 63 | 69 | 6 | ▲ | 64 |
| Training and Development* | -- | 71 | 71 | 0 | | 69 |
| Task Significance | 75 | 82 | 82 | 0 | | 77 |
| Compensation* | -- | 58 | 61 | 3 | | 56 |
| Benefits* | -- | 83 | 82 | -1 | | 78 |
| Advancement* | -- | 59 | 64 | 5 | | 65 |
| Survey Perception* | -- | 71 | 67 | -4 | | 63 |
| Job Satisfaction | 68 | 78 | 74 | -4 | | 69 |
| Outcomes | | | | | | |
| Unit/Dept. Commitment* | -- | 84 | 84 | 0 | | 80 |
| Unit/Dept. Loyalty | 63 | 71 | 69 | -2 | | 77 |
| Unit/Dept. Recommend | 67 | 78 | 80 | 2 | | 74 |
| Customer Focus | 81 | 87 | 86 | -1 | | 83 |
| U of M Commitment | 81 | 88 | 88 | 0 | | 80 |
| U of M Loyalty | 73 | 79 | 77 | -2 | | 77 |
| U of M Recommendation | 78 | 87 | 90 | 3 | | 74 |
| U of M Donation* | -- | -- | 58 | -- | | -- |

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

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Impact Report

Facilities & Operations

Architecture Engineering & Construction

Architecture & Engineering

| Dimensions | Score | Impact |
|--------------------------|-------|--------|
| Upper Management | 71 | 0.0 |
| Climate | 75 | 0.0 |
| Supervisor | 82 | 0.1 |
| Autonomy/Involvement | 73 | 0.0 |
| Workload | 64 | 1.3 |
| Resources/Environment | 72 | 0.4 |
| Recognition | 73 | 1.9 |
| Co-workers | 80 | 3.3 |
| Communication | 69 | 0.0 |
| Training and Development | 71 | 0.0 |
| Task Significance | 82 | 0.2 |
| Compensation | 61 | 0.5 |
| Benefits | 82 | 0.2 |
| Advancement | 64 | 0.0 |
| Survey Perception | 67 | 0.0 |

* Dimension Impact is a predictor of the change in Job Satisfaction score that would result from a 5-point increase in the Dimension score in the next survey.

| Outcomes | Score | Impact |
|-----------------------|-------|--------|
| Unit/Dept. Commitment | 84 | 1.9 |
| Unit/Dept. Loyalty | 69 | 3.1 |
| Unit/Dept. Recommend | 80 | 3.4 |
| Customer Focus | 86 | 0.9 |
| U of M Commitment | 88 | 0.2 |
| U of M Loyalty | 77 | 2.7 |
| U of M Recommendation | 90 | 0.9 |
| U of M Donation | 58 | 0.5 |

* Outcome Impact is a predictor of the change in the Outcome score that would result from a 5-point increase in the Job Satisfaction score in the next survey.

Priority Matrix - 2016

