

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

	2012	2014	2016	Diff	Signif	CFI
	Survey Respondents	Survey Respondents	Survey Respondents	2014 to	Diff	Bench
Employees in Unit/Department	1,306	1,285	1,149	2016		mark
% Survey Participation	1,752	1,684	1,631	2016		
	75%	76%	70%			
Dimensions						
Upper Management*	--	--	54	--		69
Climate*	--	60	62	2		67
Supervisor	67	67	70	3	▲	74
Autonomy/Involvement	61	61	64	3	▲	71
Workload	59	59	60	1		70
Resources/Environment	70	70	72	2	▲	70
Recognition*	--	60	62	2	▲	65
Co-workers	73	73	72	-1		75
Communication*	--	55	57	2	▲	64
Training and Development*	--	60	63	3	▲	69
Task Significance	73	75	76	1	▲	77
Compensation*	--	61	60	-1		56
Benefits*	--	74	76	2	▲	78
Advancement*	--	55	58	3	▲	65
Survey Perception*	--	54	57	3	▲	63
Job Satisfaction	70	70	71	1		69
Outcomes						
Unit/Dept. Commitment*	--	74	76	2		80
Unit/Dept. Loyalty	62	62	61	-1		77
Unit/Dept. Recommend	67	68	72	4	▲	74
Customer Focus	83	83	85	2	▲	83
U of M Commitment	82	81	83	2	▲	80
U of M Loyalty	75	74	75	1		77
U of M Recommendation	79	78	81	3	▲	74
U of M Donation*	--	--	54	--		--

*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

Dimensions	Score	Impact
Upper Management	54	0.2
Climate	62	0.4
Supervisor	70	0.3
Autonomy/Involvement	64	0.7
Workload	60	0.5
Resources/Environment	72	0.1
Recognition	62	0.6
Co-workers	72	1.0
Communication	57	0.2
Training and Development	63	0.0
Task Significance	76	0.5
Compensation	60	0.7
Benefits	76	0.0
Advancement	58	0.5
Survey Perception	57	0.2

* 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	76	2.4
Unit/Dept. Loyalty	61	2.7
Unit/Dept. Recommend	72	2.7
Customer Focus	85	1.3
U of M Commitment	83	1.6
U of M Loyalty	75	1.8
U of M Recommendation	81	1.8
U of M Donation	54	1.9

* 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

