

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

Finance						
Financial Analysis/Risk						
Management/Treasury/PMO/FSS						
Non-Supervisory						
	2012	2014	2016	Diff	Signif	CFI
	0	46	39	2014 to	Diff	Bench
Survey Respondents		51	47	2016		mark
Employees in Unit/Department	--	90%	83%			
% Survey Participation						
<b>Dimensions</b>						
Upper Management*	--	--	60	--		69
Climate*	--	63	64	1		67
Supervisor	--	67	69	2		74
Autonomy/Involvement	--	64	64	0		71
Workload	--	59	58	-1		70
Resources/Environment	--	80	76	-4		70
Recognition*	--	71	69	-2		65
Co-workers	--	72	72	0		75
Communication*	--	61	57	-4		64
Training and Development*	--	65	63	-2		69
Task Significance	--	78	76	-2		77
Compensation*	--	59	51	-8		56
Benefits*	--	79	77	-2		78
Advancement*	--	62	56	-6		65
Survey Perception*	--	54	47	-7		63
<b>Job Satisfaction</b>	--	61	65	4		69
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	69	71	2		80
Unit/Dept. Loyalty	--	53	57	4		77
Unit/Dept. Recommend	--	61	61	0		74
Customer Focus	--	89	85	-4		83
U of M Commitment	--	82	79	-3		80
U of M Loyalty	--	76	75	-1		77
U of M Recommendation	--	82	79	-3		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

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## 2016 Survey - Impact Report

Finance
Financial Analysis/Risk
Management/Treasury/PMO/FSS
Non-Supervisory

Dimensions	Score	Impact
Upper Management	60	0.2
Climate	64	0.2
Supervisor	69	0.4
Autonomy/Involvement	64	0.4
Workload	58	0.4
Resources/Environment	76	0.0
Recognition	69	1.3
Co-workers	72	0.7
Communication	57	0.5
Training and Development	63	0.5
Task Significance	76	1.5
Compensation	51	0.3
Benefits	77	0.0
Advancement	56	0.2
Survey Perception	47	0.1

\* 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	71	2.4
Unit/Dept. Loyalty	57	3.4
Unit/Dept. Recommend	61	3.1
Customer Focus	85	1.0
U of M Commitment	79	0.8
U of M Loyalty	75	1.5
U of M Recommendation	79	1.1
U of M Donation	45	1.3

\* 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

