

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

Finance  
Financial Analysis/Risk  
Management/Treasury/PMO/FSS

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	62	67	54			
Employees in Unit/Department	63	69	60			
% Survey Participation	98%	97%	90%			
<b>Dimensions</b>						
Upper Management*	--	--	58	--		69
Climate*	--	66	66	0		67
Supervisor	84	70	71	1		74
Autonomy/Involvement	77	65	66	1		71
Workload	73	61	60	-1		70
Resources/Environment	86	81	77	-4		70
Recognition*	--	72	70	-2		65
Co-workers	86	73	76	3		75
Communication*	--	63	58	-5		64
Training and Development*	--	68	65	-3		69
Task Significance	88	79	77	-2		77
Compensation*	--	60	51	-9	▼	56
Benefits*	--	80	77	-3		78
Advancement*	--	65	58	-7		65
Survey Perception*	--	56	47	-9		63
<b>Job Satisfaction</b>	<b>80</b>	<b>65</b>	<b>69</b>	<b>4</b>		<b>69</b>
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	71	74	3		80
Unit/Dept. Loyalty	74	54	58	4		77
Unit/Dept. Recommend	77	63	62	-1		74
Customer Focus	91	89	86	-3		83
U of M Commitment	89	83	81	-2		80
U of M Loyalty	82	77	76	-1		77
U of M Recommendation	87	82	82	0		74
U of M Donation*	--	--	52	--		--

\*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

Finance  
Financial Analysis/Risk  
Management/Treasury/PMO/FSS

Dimensions	Score	Impact
Upper Management	58	0.2
Climate	66	0.3
Supervisor	71	0.1
Autonomy/Involvement	66	0.3
Workload	60	0.1
Resources/Environment	77	0.0
Recognition	70	1.7
Co-workers	76	0.3
Communication	58	0.5
Training and Development	65	0.0
Task Significance	77	1.4
Compensation	51	0.0
Benefits	77	0.0
Advancement	58	0.9
Survey Perception	47	0.4

\* 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	74	1.8
Unit/Dept. Loyalty	58	2.7
Unit/Dept. Recommend	62	2.5
Customer Focus	86	0.7
U of M Commitment	81	0.8
U of M Loyalty	76	1.5
U of M Recommendation	82	1.5
U of M Donation	52	1.2

\* 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

