

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Finance						
Financial Operations						
Payroll Office						
	2012	2014	2016	Diff	Signif	CFI
Survey Respondents	40	34	32			
Employees in Unit/Department		35	33	2014 to	Diff	Bench
% Survey Participation		97%	97%	2016		mark
Dimensions						
Upper Management*	--	--	67	--		69
Climate*	--	76	74	-2		67
Supervisor	77	78	72	-6		74
Autonomy/Involvement	73	76	76	0		71
Workload	83	81	78	-3		70
Resources/Environment	81	90	87	-3		70
Recognition*	--	71	72	1		65
Co-workers	78	82	80	-2		75
Communication*	--	68	69	1		64
Training and Development*	--	72	78	6		69
Task Significance	88	89	84	-5	▼	77
Compensation*	--	70	68	-2		56
Benefits*	--	83	86	3		78
Advancement*	--	70	73	3		65
Survey Perception*	--	73	70	-3		63
Job Satisfaction	79	78	77	-1		69
Outcomes						
Unit/Dept. Commitment*	--	87	86	-1		80
Unit/Dept. Loyalty	70	71	65	-6		77
Unit/Dept. Recommend	80	83	84	1		74
Customer Focus	93	93	91	-2		83
U of M Commitment	90	86	88	2		80
U of M Loyalty	83	88	82	-6		77
U of M Recommendation	90	88	89	1		74
U of M Donation*	--	--	64	--		--

*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 Operations
Payroll Office

Dimensions	Score	Impact
Upper Management	67	0.0
Climate	74	0.0
Supervisor	72	0.2
Autonomy/Involvement	76	0.1
Workload	78	0.0
Resources/Environment	87	0.0
Recognition	72	0.0
Co-workers	80	0.0
Communication	69	1.0
Training and Development	78	1.8
Task Significance	84	1.8
Compensation	68	0.0
Benefits	86	0.7
Advancement	73	0.0
Survey Perception	70	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	86	2.9
Unit/Dept. Loyalty	65	5.6
Unit/Dept. Recommend	84	3.6
Customer Focus	91	1.8
U of M Commitment	88	0.0
U of M Loyalty	82	0.3
U of M Recommendation	89	0.2
U of M Donation	64	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

