

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

| Finance | | | | | | |
|------------------------------|-----------|-----------|-----------|-----------|-------|-----------|
| Financial Operations | | | | | | |
| Student Business Operations | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| 2012 | 2014 | 2016 | Diff | Signif | CFI | |
| 29 | 25 | 26 | 2014 to | Diff | Bench | mark |
| Employees in Unit/Department | 81% | 28 | 2016 | | | |
| % Survey Participation | 93% | | | | | |
| Dimensions | | | | | | |
| Upper Management* | -- | -- | 66 | -- | | 69 |
| Climate* | -- | 69 | 67 | -2 | | 67 |
| Supervisor | 81 | 78 | 74 | -4 | | 74 |
| Autonomy/Involvement | 71 | 69 | 69 | 0 | | 71 |
| Workload | 71 | 61 | 65 | 4 | | 70 |
| Resources/Environment | 78 | 82 | 81 | -1 | | 70 |
| Recognition* | -- | 67 | 68 | 1 | | 65 |
| Co-workers | 79 | 78 | 74 | -4 | | 75 |
| Communication* | -- | 61 | 66 | 5 | | 64 |
| Training and Development* | -- | 70 | 70 | 0 | | 69 |
| Task Significance | 82 | 83 | 79 | -4 | | 77 |
| Compensation* | -- | 62 | 60 | -2 | | 56 |
| Benefits* | -- | 84 | 82 | -2 | | 78 |
| Advancement* | -- | 55 | 66 | 11 | | 65 |
| Survey Perception* | -- | 57 | 60 | 3 | | 63 |
| Job Satisfaction | 74 | 75 | 71 | -4 | | 69 |
| Outcomes | | | | | | |
| Unit/Dept. Commitment* | -- | 78 | 79 | 1 | | 80 |
| Unit/Dept. Loyalty | 64 | 71 | 68 | -3 | | 77 |
| Unit/Dept. Recommend | 71 | 70 | 77 | 7 | | 74 |
| Customer Focus | 89 | 89 | 88 | -1 | | 83 |
| U of M Commitment | 84 | 79 | 86 | 7 | | 80 |
| U of M Loyalty | 78 | 86 | 84 | -2 | | 77 |
| U of M Recommendation | 86 | 82 | 90 | 8 | ▲ | 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

| |
|-----------------------------|
| Finance |
| Financial Operations |
| Student Business Operations |
| |
| |
| |

| Dimensions | Score | Impact |
|--------------------------|-------|--------|
| Upper Management | 66 | 0.0 |
| Climate | 67 | 0.0 |
| Supervisor | 74 | 0.8 |
| Autonomy/Involvement | 69 | 0.0 |
| Workload | 65 | 0.4 |
| Resources/Environment | 81 | 0.0 |
| Recognition | 68 | 0.0 |
| Co-workers | 74 | 0.8 |
| Communication | 66 | 0.5 |
| Training and Development | 70 | 0.7 |
| Task Significance | 79 | 2.0 |
| Compensation | 60 | 0.1 |
| Benefits | 82 | 0.7 |
| Advancement | 66 | 0.0 |
| Survey Perception | 60 | 1.0 |

* 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 | 79 | 1.1 |
| Unit/Dept. Loyalty | 68 | 2.4 |
| Unit/Dept. Recommend | 77 | 1.4 |
| Customer Focus | 88 | 1.0 |
| U of M Commitment | 86 | 0.5 |
| U of M Loyalty | 84 | 1.2 |
| U of M Recommendation | 90 | 1.0 |
| U of M Donation | 54 | 1.5 |

* 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

