

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Finance						
Financial Operations						
2012	2014	2016	Diff	Signif	CFI	
			2014 to	Diff	Bench	
			2016		mark	
Survey Respondents Employees in Unit/Department % Survey Participation						
Dimensions						
Upper Management*	--	--	67	--		69
Climate*	--	71	72	1		67
Supervisor	73	75	75	0		74
Autonomy/Involvement	70	72	74	2		71
Workload	74	69	73	4		70
Resources/Environment	79	85	84	-1		70
Recognition*	--	69	72	3		65
Co-workers	77	79	79	0		75
Communication*	--	60	68	8	▲	64
Training and Development*	--	67	74	7	▲	69
Task Significance	81	83	81	-2		77
Compensation*	--	63	63	0		56
Benefits*	--	83	84	1		78
Advancement*	--	60	65	5		65
Survey Perception*	--	63	63	0		63
Job Satisfaction	73	75	74	-1		69
Outcomes						
Unit/Dept. Commitment*	--	80	81	1		80
Unit/Dept. Loyalty	63	66	66	0		77
Unit/Dept. Recommend	71	74	80	6		74
Customer Focus	91	90	89	-1		83
U of M Commitment	86	84	87	3		80
U of M Loyalty	78	85	83	-2		77
U of M Recommendation	86	85	89	4	▲	74
U of M Donation*	--	--	57	--		--

*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

Dimensions	Score	Impact
Upper Management	67	0.1
Climate	72	0.2
Supervisor	75	0.4
Autonomy/Involvement	74	0.3
Workload	73	0.1
Resources/Environment	84	0.0
Recognition	72	0.0
Co-workers	79	0.2
Communication	68	0.8
Training and Development	74	1.4
Task Significance	81	1.8
Compensation	63	0.1
Benefits	84	0.2
Advancement	65	0.0
Survey Perception	63	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	81	2.4
Unit/Dept. Loyalty	66	4.4
Unit/Dept. Recommend	80	2.7
Customer Focus	89	1.4
U of M Commitment	87	0.0
U of M Loyalty	83	0.4
U of M Recommendation	89	1.5
U of M Donation	57	1.8

* 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

