

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Finance

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	363	361	301			
Employees in Unit/Department	384	390	336			
% Survey Participation	95%	93%	90%			
Dimensions						
Upper Management*	--	--	64	--		69
Climate*	--	71	69	-2		67
Supervisor	76	75	74	-1		74
Autonomy/Involvement	73	70	71	1		71
Workload	71	68	68	0		70
Resources/Environment	82	81	81	0		70
Recognition*	--	70	69	-1		65
Co-workers	80	78	77	-1		75
Communication*	--	65	64	-1		64
Training and Development*	--	68	70	2		69
Task Significance	83	84	81	-3	▼	77
Compensation*	--	63	60	-3	▼	56
Benefits*	--	80	79	-1		78
Advancement*	--	64	63	-1		65
Survey Perception*	--	63	58	-5	▼	63
Job Satisfaction	76	74	72	-2		69
Outcomes						
Unit/Dept. Commitment*	--	80	78	-2		80
Unit/Dept. Loyalty	69	65	64	-1		77
Unit/Dept. Recommend	75	73	73	0		74
Customer Focus	89	89	87	-2	▼	83
U of M Commitment	88	85	85	0		80
U of M Loyalty	82	82	81	-1		77
U of M Recommendation	88	85	85	0		74
U of M Donation*	--	--	58	--		--

*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

Dimensions	Score	Impact
Upper Management	64	0.2
Climate	69	0.2
Supervisor	74	0.4
Autonomy/Involvement	71	0.4
Workload	68	0.4
Resources/Environment	81	0.0
Recognition	69	1.3
Co-workers	77	0.7
Communication	64	0.5
Training and Development	70	0.5
Task Significance	81	1.5
Compensation	60	0.3
Benefits	79	0.0
Advancement	63	0.2
Survey Perception	58	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	78	2.4
Unit/Dept. Loyalty	64	3.4
Unit/Dept. Recommend	73	3.1
Customer Focus	87	1.0
U of M Commitment	85	0.8
U of M Loyalty	81	1.5
U of M Recommendation	85	1.1
U of M Donation	58	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

