

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

### Information & Technology Services

#### Enterprise Applications

#### AIS Technical Teams

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	0	16	43			
Employees in Unit/Department	--	17	58			
% Survey Participation	--	94%	74%			
<b>Dimensions</b>						
Upper Management*	--	--	61	--		69
Climate*	--	68	68	0		67
Supervisor	--	77	79	2		74
Autonomy/Involvement	--	71	69	-2		71
Workload	--	71	66	-5		70
Resources/Environment	--	72	74	2		70
Recognition*	--	61	65	4		65
Co-workers	--	78	80	2		75
Communication*	--	57	58	1		64
Training and Development*	--	55	62	7		69
Task Significance	--	72	74	2		77
Compensation*	--	58	61	3		56
Benefits*	--	79	78	-1		78
Advancement*	--	60	56	-4		65
Survey Perception*	--	58	70	12		63
<b>Job Satisfaction</b>	--	70	73	3		69
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	70	75	5		80
Unit/Dept. Loyalty	--	61	63	2		77
Unit/Dept. Recommend	--	64	67	3		74
Customer Focus	--	84	82	-2		83
U of M Commitment	--	83	87	4		80
U of M Loyalty	--	75	74	-1		77
U of M Recommendation	--	84	83	-1		74
U of M Donation*	--	--	61	--		--

\*Attributes or Dimensions are new or have been modified, so a direct comparison to some past elements is not possible

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## 2016 Survey - Impact Report

Information & Technology Services

Enterprise Applications

AIS Technical Teams

Dimensions	Score	Impact
Upper Management	61	0.6
Climate	68	0.9
Supervisor	79	0.5
Autonomy/Involvement	69	1.7
Workload	66	0.0
Resources/Environment	74	1.3
Recognition	65	0.0
Co-workers	80	0.0
Communication	58	0.0
Training and Development	62	0.2
Task Significance	74	0.1
Compensation	61	0.3
Benefits	78	0.0
Advancement	56	0.7
Survey Perception	70	0.3

\* 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	75	2.5
Unit/Dept. Loyalty	63	2.5
Unit/Dept. Recommend	67	3.2
Customer Focus	82	2.1
U of M Commitment	87	1.3
U of M Loyalty	74	2.4
U of M Recommendation	83	2.3
U of M Donation	61	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

