

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

CIO & ITS AVP

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	29	73	43			
Employees in Unit/Department	42	88	49			
% Survey Participation	69%	83%	88%			
Dimensions						
Upper Management*	--	--	57	--		69
Climate*	--	77	65	-12	▼	67
Supervisor	77	78	76	-2		74
Autonomy/Involvement	75	77	77	0		71
Workload	63	61	64	3		70
Resources/Environment	74	76	73	-3		70
Recognition*	--	69	70	1		65
Co-workers	70	80	79	-1		75
Communication*	--	70	67	-3		64
Training and Development*	--	72	76	4		69
Task Significance	80	82	82	0		77
Compensation*	--	72	74	2		56
Benefits*	--	83	78	-5	▼	78
Advancement*	--	68	65	-3		65
Survey Perception*	--	65	56	-9		63
Job Satisfaction	69	75	76	1		69
Outcomes						
Unit/Dept. Commitment*	--	80	73	-7	▼	80
Unit/Dept. Loyalty	61	65	57	-8		77
Unit/Dept. Recommend	65	76	66	-10	▼	74
Customer Focus	82	86	85	-1		83
U of M Commitment	90	92	94	2		80
U of M Loyalty	79	81	80	-1		77
U of M Recommendation	86	92	92	0		74
U of M Donation*	--	--	60	--		--

*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

CIO & ITS AVP

Dimensions	Score	Impact
Upper Management	57	0.0
Climate	65	0.0
Supervisor	76	0.1
Autonomy/Involvement	77	0.0
Workload	64	0.3
Resources/Environment	73	0.0
Recognition	70	0.7
Co-workers	79	1.5
Communication	67	0.1
Training and Development	76	0.7
Task Significance	82	0.3
Compensation	74	0.7
Benefits	78	0.2
Advancement	65	0.6
Survey Perception	56	0.7

* 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	73	2.6
Unit/Dept. Loyalty	57	3.5
Unit/Dept. Recommend	66	3.2
Customer Focus	85	0.9
U of M Commitment	94	0.7
U of M Loyalty	80	1.9
U of M Recommendation	92	1.0
U of M Donation	60	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

