

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

Information & Technology Services

Communication Systems and Data Centers

CSDC Business Services

	2012	2014	2016	Diff	Signif	CFI
	0	50	29	2014 to	Diff	Bench
Survey Respondents		82%	121%	2016		mark
Employees in Unit/Department						
% Survey Participation						
<b>Dimensions</b>						
Upper Management*	--	--	71	--		69
Climate*	--	69	74	5		67
Supervisor	--	73	73	0		74
Autonomy/Involvement	--	71	74	3		71
Workload	--	63	70	7		70
Resources/Environment	--	75	83	8	▲	70
Recognition*	--	66	73	7		65
Co-workers	--	78	81	3		75
Communication*	--	63	66	3		64
Training and Development*	--	74	71	-3		69
Task Significance	--	76	79	3		77
Compensation*	--	66	66	0		56
Benefits*	--	78	87	9	▲	78
Advancement*	--	64	66	2		65
Survey Perception*	--	53	61	8		63
<b>Job Satisfaction</b>	--	74	80	6		69
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	81	85	4		80
Unit/Dept. Loyalty	--	77	77	0		77
Unit/Dept. Recommend	--	79	85	6		74
Customer Focus	--	86	92	6	▲	83
U of M Commitment	--	88	91	3		80
U of M Loyalty	--	80	84	4		77
U of M Recommendation	--	88	92	4		74
U of M Donation*	--	--	63	--		--

\*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

Communication Systems and Data Centers

CSDC Business Services

Dimensions	Score	Impact
Upper Management	71	0.2
Climate	74	0.2
Supervisor	73	0.3
Autonomy/Involvement	74	0.6
Workload	70	0.0
Resources/Environment	83	1.0
Recognition	73	1.7
Co-workers	81	0.0
Communication	66	0.2
Training and Development	71	0.0
Task Significance	79	0.3
Compensation	66	0.0
Benefits	87	0.0
Advancement	66	0.8
Survey Perception	61	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	85	4.1
Unit/Dept. Loyalty	77	3.4
Unit/Dept. Recommend	85	3.1
Customer Focus	92	1.7
U of M Commitment	91	0.9
U of M Loyalty	84	3.4
U of M Recommendation	92	2.3
U of M Donation	63	2.6

\* 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

