

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Communication Systems and Data Centers

CSDC Engineering

Survey Respondents
Employees in Unit/Department
% Survey Participation

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Dimensions						
Upper Management*	--	--	69	--		69
Climate*	--	67	73	6		67
Supervisor	--	65	80	15	▲	74
Autonomy/Involvement	--	59	69	10		71
Workload	--	54	64	10		70
Resources/Environment	--	73	80	7		70
Recognition*	--	60	68	8		65
Co-workers	--	76	86	10	▲	75
Communication*	--	55	66	11		64
Training and Development*	--	59	69	10		69
Task Significance	--	77	84	7		77
Compensation*	--	56	68	12		56
Benefits*	--	70	79	9		78
Advancement*	--	50	64	14	▲	65
Survey Perception*	--	59	61	2		63
Job Satisfaction	--	72	78	6		69
Outcomes						
Unit/Dept. Commitment*	--	84	88	4		80
Unit/Dept. Loyalty	--	63	76	13	▲	77
Unit/Dept. Recommend	--	75	88	13	▲	74
Customer Focus	--	85	90	5		83
U of M Commitment	--	88	90	2		80
U of M Loyalty	--	72	79	7		77
U of M Recommendation	--	80	90	10	▲	74
U of M Donation*	--	--	56	--		--

*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

Information & Technology Services

Communication Systems and Data Centers

CSDC Engineering

Dimensions	Score	Impact
Upper Management	69	0.0
Climate	73	0.0
Supervisor	80	1.3
Autonomy/Involvement	69	1.5
Workload	64	0.2
Resources/Environment	80	0.0
Recognition	68	0.2
Co-workers	86	0.6
Communication	66	0.5
Training and Development	69	0.0
Task Significance	84	2.0
Compensation	68	1.6
Benefits	79	0.5
Advancement	64	0.2
Survey Perception	61	0.2

* 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	88	2.4
Unit/Dept. Loyalty	76	1.6
Unit/Dept. Recommend	88	2.6
Customer Focus	90	0.9
U of M Commitment	90	1.0
U of M Loyalty	79	1.9
U of M Recommendation	90	1.8
U of M Donation	56	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

