

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Communication Systems and Data Centers

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	73	60	71			
Employees in Unit/Department	123	74	85			
% Survey Participation	59%	81%	84%			
Dimensions						
Upper Management*	--	--	70	--		69
Climate*	--	68	74	6		67
Supervisor	74	70	77	7	▲	74
Autonomy/Involvement	65	67	72	5		71
Workload	56	60	67	7	▲	70
Resources/Environment	75	75	82	7	▲	70
Recognition*	--	64	71	7	▲	65
Co-workers	77	78	84	6	▲	75
Communication*	--	60	66	6		64
Training and Development*	--	69	71	2		69
Task Significance	73	76	81	5	▲	77
Compensation*	--	63	67	4		56
Benefits*	--	76	84	8	▲	78
Advancement*	--	59	65	6		65
Survey Perception*	--	55	60	5		63
Job Satisfaction	77	74	79	5		69
Outcomes						
Unit/Dept. Commitment*	--	82	87	5	▲	80
Unit/Dept. Loyalty	69	73	76	3		77
Unit/Dept. Recommend	73	78	87	9	▲	74
Customer Focus	88	86	90	4	▲	83
U of M Commitment	88	88	91	3		80
U of M Loyalty	77	78	82	4		77
U of M Recommendation	86	85	91	6	▲	74
U of M Donation*	--	--	59	--		--

*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

Dimensions	Score	Impact
Upper Management	70	0.3
Climate	74	0.4
Supervisor	77	0.9
Autonomy/Involvement	72	1.7
Workload	67	0.1
Resources/Environment	82	0.0
Recognition	71	0.8
Co-workers	84	0.4
Communication	66	0.3
Training and Development	71	0.0
Task Significance	81	1.0
Compensation	67	0.3
Benefits	84	0.1
Advancement	65	0.1
Survey Perception	60	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	87	2.9
Unit/Dept. Loyalty	76	2.3
Unit/Dept. Recommend	87	2.5
Customer Focus	90	1.3
U of M Commitment	91	2.2
U of M Loyalty	82	2.3
U of M Recommendation	91	2.4
U of M Donation	59	2.4

* 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

