

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

### Information & Technology Services

#### Enterprise Applications

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	184	183	137			
Employees in Unit/Department	218	190	147			
% Survey Participation	84%	96%	93%			
<b>Dimensions</b>						
Upper Management*	--	--	53	--		69
Climate*	--	73	66	-7	▼	67
Supervisor	77	80	77	-3		74
Autonomy/Involvement	69	75	67	-8	▼	71
Workload	59	66	62	-4	▼	70
Resources/Environment	73	74	72	-2		70
Recognition*	--	67	64	-3		65
Co-workers	77	82	79	-3		75
Communication*	--	65	57	-8	▼	64
Training and Development*	--	62	58	-4		69
Task Significance	72	80	72	-8	▼	77
Compensation*	--	67	60	-7	▼	56
Benefits*	--	81	79	-2		78
Advancement*	--	63	55	-8	▼	65
Survey Perception*	--	64	59	-5	▼	63
<b>Job Satisfaction</b>	<b>72</b>	<b>76</b>	<b>70</b>	<b>-6</b>	<b>▼</b>	<b>69</b>
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	80	73	-7	▼	80
Unit/Dept. Loyalty	62	69	59	-10	▼	77
Unit/Dept. Recommend	70	76	67	-9	▼	74
Customer Focus	82	84	84	0		83
U of M Commitment	86	86	86	0		80
U of M Loyalty	79	80	73	-7	▼	77
U of M Recommendation	85	87	84	-3		74
U of M Donation*	--	--	51	--		--

\*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

Enterprise Applications

Dimensions	Score	Impact
Upper Management	53	0.4
Climate	66	0.8
Supervisor	77	0.6
Autonomy/Involvement	67	1.5
Workload	62	0.2
Resources/Environment	72	0.3
Recognition	64	0.2
Co-workers	79	0.5
Communication	57	0.2
Training and Development	58	0.0
Task Significance	72	0.4
Compensation	60	0.4
Benefits	79	0.0
Advancement	55	0.9
Survey Perception	59	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	73	1.1
Unit/Dept. Loyalty	59	2.5
Unit/Dept. Recommend	67	1.5
Customer Focus	84	1.3
U of M Commitment	86	2.1
U of M Loyalty	73	2.1
U of M Recommendation	84	2.1
U of M Donation	51	2.7

\* 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

