

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Information and Infrastructure Assurance

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	18	22	37			
Employees in Unit/Department	15	16	37			
% Survey Participation	120%	138%	100%			
Dimensions						
Upper Management*	--	--	73	--		69
Climate*	--	71	78	7		67
Supervisor	80	73	84	11	▲	74
Autonomy/Involvement	71	68	79	11		71
Workload	63	54	66	12	▲	70
Resources/Environment	77	73	74	1		70
Recognition*	--	71	75	4		65
Co-workers	84	77	82	5		75
Communication*	--	67	72	5		64
Training and Development*	--	73	67	-6		69
Task Significance	82	84	82	-2		77
Compensation*	--	72	68	-4		56
Benefits*	--	87	81	-6		78
Advancement*	--	69	65	-4		65
Survey Perception*	--	73	62	-11		63
Job Satisfaction	71	75	76	1		69
Outcomes						
Unit/Dept. Commitment*	--	83	84	1		80
Unit/Dept. Loyalty	53	67	66	-1		77
Unit/Dept. Recommend	68	75	82	7		74
Customer Focus	87	88	86	-2		83
U of M Commitment	82	91	89	-2		80
U of M Loyalty	74	84	75	-9	▼	77
U of M Recommendation	85	92	90	-2		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

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Impact Report

Information & Technology Services

Information and Infrastructure Assurance

Dimensions	Score	Impact
Upper Management	73	0.0
Climate	78	0.0
Supervisor	84	0.6
Autonomy/Involvement	79	0.0
Workload	66	0.2
Resources/Environment	74	0.0
Recognition	75	0.0
Co-workers	82	1.0
Communication	72	0.9
Training and Development	67	0.6
Task Significance	82	2.1
Compensation	68	0.0
Benefits	81	0.6
Advancement	65	0.0
Survey Perception	62	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	84	1.1
Unit/Dept. Loyalty	66	4.0
Unit/Dept. Recommend	82	1.3
Customer Focus	86	2.3
U of M Commitment	89	0.8
U of M Loyalty	75	3.9
U of M Recommendation	90	0.7
U of M Donation	63	1.8

* 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

