

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Infrastructure Services and Operations

ISO CSDC Operations

	2012	2014	2016	Diff	Signif	CFI
	0	45	34	2014 to	Diff	Bench
Survey Respondents		48	42	2016		mark
Employees in Unit/Department	--	94%	81%			
% Survey Participation						
Dimensions						
Upper Management*	--	--	69	--		69
Climate*	--	74	70	-4		67
Supervisor	--	78	78	0		74
Autonomy/Involvement	--	75	73	-2		71
Workload	--	61	67	6		70
Resources/Environment	--	80	74	-6		70
Recognition*	--	73	72	-1		65
Co-workers	--	82	84	2		75
Communication*	--	70	65	-5		64
Training and Development*	--	81	76	-5		69
Task Significance	--	81	80	-1		77
Compensation*	--	71	58	-13	▼	56
Benefits*	--	85	75	-10	▼	78
Advancement*	--	67	54	-13	▼	65
Survey Perception*	--	53	54	1		63
Job Satisfaction	--	83	75	-8	▼	69
Outcomes						
Unit/Dept. Commitment*	--	85	80	-5		80
Unit/Dept. Loyalty	--	72	67	-5		77
Unit/Dept. Recommend	--	81	81	0		74
Customer Focus	--	89	91	2		83
U of M Commitment	--	90	88	-2		80
U of M Loyalty	--	76	81	5		77
U of M Recommendation	--	88	87	-1		74
U of M Donation*	--	--	48	--		--

*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

Infrastructure Services and Operations

ISO CSDC Operations

Dimensions	Score	Impact
Upper Management	69	0.0
Climate	70	0.0
Supervisor	78	0.0
Autonomy/Involvement	73	0.0
Workload	67	0.0
Resources/Environment	74	0.0
Recognition	72	0.0
Co-workers	84	0.0
Communication	65	0.0
Training and Development	76	0.6
Task Significance	80	0.0
Compensation	58	0.1
Benefits	75	0.0
Advancement	54	1.7
Survey Perception	54	0.0

* 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	80	1.0
Unit/Dept. Loyalty	67	3.9
Unit/Dept. Recommend	81	1.0
Customer Focus	91	0.4
U of M Commitment	88	1.0
U of M Loyalty	81	0.9
U of M Recommendation	87	1.4
U of M Donation	48	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

