

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Infrastructure Services and Operations

ISO Core Infrastructure

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	12	34	39			
Employees in Unit/Department	35	37	37			
% Survey Participation	34%	92%	105%			
Dimensions						
Upper Management*	--	--	70	--		69
Climate*	--	66	72	6		67
Supervisor	76	79	78	-1		74
Autonomy/Involvement	63	70	75	5		71
Workload	66	58	70	12	▲	70
Resources/Environment	75	75	77	2		70
Recognition*	--	65	70	5		65
Co-workers	81	77	81	4		75
Communication*	--	54	67	13	▲	64
Training and Development*	--	61	66	5		69
Task Significance	75	75	80	5		77
Compensation*	--	65	70	5		56
Benefits*	--	76	80	4		78
Advancement*	--	62	65	3		65
Survey Perception*	--	59	75	16	▲	63
Job Satisfaction	72	70	77	7		69
Outcomes						
Unit/Dept. Commitment*	--	71	82	11	▲	80
Unit/Dept. Loyalty	62	62	73	11	▲	77
Unit/Dept. Recommend	67	65	79	14	▲	74
Customer Focus	81	83	89	6		83
U of M Commitment	85	82	89	7		80
U of M Loyalty	75	80	84	4		77
U of M Recommendation	89	81	89	8		74
U of M Donation*	--	--	66	--		--

*Attributes or Dimensions are new or have been modified, so a direct comparison to some past elements is not possible

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2016 Survey - Impact Report

Information & Technology Services

Infrastructure Services and Operations

ISO Core Infrastructure

Dimensions	Score	Impact
Upper Management	70	0.0
Climate	72	0.1
Supervisor	78	1.2
Autonomy/Involvement	75	0.6
Workload	70	0.6
Resources/Environment	77	0.1
Recognition	70	0.3
Co-workers	81	1.2
Communication	67	0.9
Training and Development	66	0.0
Task Significance	80	2.1
Compensation	70	0.0
Benefits	80	0.0
Advancement	65	0.0
Survey Perception	75	0.1

* 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	82	1.1
Unit/Dept. Loyalty	73	1.2
Unit/Dept. Recommend	79	2.5
Customer Focus	89	0.5
U of M Commitment	89	0.7
U of M Loyalty	84	0.6
U of M Recommendation	89	0.6
U of M Donation	66	1.3

* 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

