

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

Information & Technology Services

Infrastructure Services and Operations

ISO Core Services

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	36	27	29			
Employees in Unit/Department	32	28	31			
% Survey Participation	113%	96%	94%			
<b>Dimensions</b>						
Upper Management*	--	--	69	--		69
Climate*	--	70	71	1		67
Supervisor	66	82	79	-3		74
Autonomy/Involvement	60	74	78	4		71
Workload	53	58	69	11		70
Resources/Environment	73	77	83	6		70
Recognition*	--	73	75	2		65
Co-workers	75	85	88	3		75
Communication*	--	60	61	1		64
Training and Development*	--	66	68	2		69
Task Significance	70	78	77	-1		77
Compensation*	--	69	60	-9		56
Benefits*	--	82	83	1		78
Advancement*	--	62	59	-3		65
Survey Perception*	--	73	62	-11		63
<b>Job Satisfaction</b>	<b>65</b>	<b>78</b>	<b>73</b>	<b>-5</b>		<b>69</b>
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	85	74	-11	▼	80
Unit/Dept. Loyalty	57	74	71	-3		77
Unit/Dept. Recommend	63	77	77	0		74
Customer Focus	81	89	87	-2		83
U of M Commitment	85	85	87	2		80
U of M Loyalty	75	84	84	0		77
U of M Recommendation	82	85	89	4		74
U of M Donation*	--	--	47	--		--

\*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

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Dimensions	Score	Impact
Upper Management	69	0.7
Climate	71	1.1
Supervisor	79	0.0
Autonomy/Involvement	78	1.8
Workload	69	0.6
Resources/Environment	83	0.0
Recognition	75	0.9
Co-workers	88	2.2
Communication	61	0.0
Training and Development	68	0.0
Task Significance	77	0.1
Compensation	60	0.0
Benefits	83	0.4
Advancement	59	0.0
Survey Perception	62	0.9

\* 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	74	1.3
Unit/Dept. Loyalty	71	3.6
Unit/Dept. Recommend	77	1.4
Customer Focus	87	1.7
U of M Commitment	87	1.4
U of M Loyalty	84	2.8
U of M Recommendation	89	1.8
U of M Donation	47	1.7

\* 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

