

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Infrastructure Services and Operations

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	107	129	127			
Employees in Unit/Department	128	133	136			
% Survey Participation	84%	97%	93%			
Dimensions						
Upper Management*	--	--	69	--		69
Climate*	--	72	72	0		67
Supervisor	73	81	78	-3		74
Autonomy/Involvement	64	74	76	2		71
Workload	57	62	69	7	▲	70
Resources/Environment	74	79	78	-1		70
Recognition*	--	69	72	3		65
Co-workers	75	81	83	2		75
Communication*	--	63	64	1		64
Training and Development*	--	72	71	-1		69
Task Significance	71	79	78	-1		77
Compensation*	--	69	64	-5	▼	56
Benefits*	--	82	81	-1		78
Advancement*	--	64	60	-4		65
Survey Perception*	--	63	64	1		63
Job Satisfaction	66	76	74	-2		69
Outcomes						
Unit/Dept. Commitment*	--	81	79	-2		80
Unit/Dept. Loyalty	58	71	69	-2		77
Unit/Dept. Recommend	64	77	78	1		74
Customer Focus	82	87	88	1		83
U of M Commitment	85	87	88	1		80
U of M Loyalty	74	81	83	2		77
U of M Recommendation	82	86	89	3		74
U of M Donation*	--	--	56	--		--

*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

Dimensions	Score	Impact
Upper Management	69	0.1
Climate	72	0.1
Supervisor	78	0.5
Autonomy/Involvement	76	0.3
Workload	69	0.5
Resources/Environment	78	0.0
Recognition	72	0.6
Co-workers	83	1.5
Communication	64	0.5
Training and Development	71	0.4
Task Significance	78	1.1
Compensation	64	0.0
Benefits	81	0.0
Advancement	60	0.3
Survey Perception	64	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	79	1.7
Unit/Dept. Loyalty	69	2.9
Unit/Dept. Recommend	78	2.1
Customer Focus	88	0.9
U of M Commitment	88	0.7
U of M Loyalty	83	0.8
U of M Recommendation	89	0.7
U of M Donation	56	1.0

* 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

