

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

ITS Administration

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	0	0	38			
Employees in Unit/Department			36			
% Survey Participation	--	--	106%			
Dimensions						
Upper Management*	--	--	57	--		69
Climate*	--	--	65	--		67
Supervisor	--	--	73	--		74
Autonomy/Involvement	--	--	66	--		71
Workload	--	--	56	--		70
Resources/Environment	--	--	76	--		70
Recognition*	--	--	60	--		65
Co-workers	--	--	74	--		75
Communication*	--	--	54	--		64
Training and Development*	--	--	61	--		69
Task Significance	--	--	75	--		77
Compensation*	--	--	62	--		56
Benefits*	--	--	82	--		78
Advancement*	--	--	59	--		65
Survey Perception*	--	--	63	--		63
Job Satisfaction	--	--	68	--		69
Outcomes						
Unit/Dept. Commitment*	--	--	73	--		80
Unit/Dept. Loyalty	--	--	61	--		77
Unit/Dept. Recommend	--	--	69	--		74
Customer Focus	--	--	86	--		83
U of M Commitment	--	--	88	--		80
U of M Loyalty	--	--	83	--		77
U of M Recommendation	--	--	91	--		74
U of M Donation*	--	--	53	--		--

*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

ITS Administration

Dimensions	Score	Impact
Upper Management	57	0.2
Climate	65	0.3
Supervisor	73	0.2
Autonomy/Involvement	66	0.5
Workload	56	0.5
Resources/Environment	76	0.0
Recognition	60	0.0
Co-workers	74	1.4
Communication	54	0.2
Training and Development	61	0.2
Task Significance	75	0.5
Compensation	62	0.0
Benefits	82	0.0
Advancement	59	0.9
Survey Perception	63	1.5

* 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	73	2.5
Unit/Dept. Loyalty	61	3.3
Unit/Dept. Recommend	69	2.6
Customer Focus	86	0.9
U of M Commitment	88	0.7
U of M Loyalty	83	0.5
U of M Recommendation	91	0.7
U of M Donation	53	1.2

* 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

