

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

CIO & ITS AVP

ITS Forum

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	21	27	33			
Employees in Unit/Department	29	36	36			
% Survey Participation	72%	75%	92%			
Dimensions						
Upper Management*	--	--	57	--		69
Climate*	--	78	63	-15	▼	67
Supervisor	78	81	76	-5		74
Autonomy/Involvement	78	78	79	1		71
Workload	59	55	61	6		70
Resources/Environment	71	71	71	0		70
Recognition*	--	68	69	1		65
Co-workers	68	81	80	-1		75
Communication*	--	71	66	-5		64
Training and Development*	--	77	74	-3		69
Task Significance	78	85	80	-5		77
Compensation*	--	74	71	-3		56
Benefits*	--	84	76	-8	▼	78
Advancement*	--	67	63	-4		65
Survey Perception*	--	72	56	-16	▼	63
Job Satisfaction	70	75	74	-1		69
Outcomes						
Unit/Dept. Commitment*	--	78	71	-7		80
Unit/Dept. Loyalty	64	62	57	-5		77
Unit/Dept. Recommend	65	74	63	-11	▼	74
Customer Focus	81	84	83	-1		83
U of M Commitment	91	94	93	-1		80
U of M Loyalty	78	83	79	-4		77
U of M Recommendation	86	93	91	-2		74
U of M Donation*	--	--	55	--		--

*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	57	0.0
Climate	63	0.0
Supervisor	76	0.0
Autonomy/Involvement	79	0.0
Workload	61	0.6
Resources/Environment	71	0.0
Recognition	69	0.9
Co-workers	80	2.7
Communication	66	0.0
Training and Development	74	0.8
Task Significance	80	0.0
Compensation	71	0.2
Benefits	76	0.6
Advancement	63	0.5
Survey Perception	56	0.4

* 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	71	2.1
Unit/Dept. Loyalty	57	3.5
Unit/Dept. Recommend	63	2.5
Customer Focus	83	0.8
U of M Commitment	93	0.1
U of M Loyalty	79	1.5
U of M Recommendation	91	0.8
U of M Donation	55	0.7

* 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

