

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

Information & Technology Services

Support Services

Neighborhood IT - Non-supervisory

Survey Respondents  
Employees in Unit/Department  
% Survey Participation

|                           | 2012 | 2014 | 2016 | Diff<br>2014 to<br>2016 | Signif<br>Diff | CFI<br>Bench<br>mark |
|---------------------------|------|------|------|-------------------------|----------------|----------------------|
|                           | 0    | 36   | 45   |                         |                |                      |
|                           | --   | 97%  | 76%  |                         |                |                      |
| <b>Dimensions</b>         |      |      |      |                         |                |                      |
| Upper Management*         | --   | --   | 63   | --                      |                | 69                   |
| Climate*                  | --   | 69   | 61   | -8                      |                | 67                   |
| Supervisor                | --   | 82   | 75   | -7                      |                | 74                   |
| Autonomy/Involvement      | --   | 66   | 69   | 3                       |                | 71                   |
| Workload                  | --   | 70   | 62   | -8                      |                | 70                   |
| Resources/Environment     | --   | 69   | 76   | 7                       |                | 70                   |
| Recognition*              | --   | 72   | 71   | -1                      |                | 65                   |
| Co-workers                | --   | 78   | 77   | -1                      |                | 75                   |
| Communication*            | --   | 65   | 60   | -5                      |                | 64                   |
| Training and Development* | --   | 64   | 65   | 1                       |                | 69                   |
| Task Significance         | --   | 82   | 76   | -6                      |                | 77                   |
| Compensation*             | --   | 61   | 54   | -7                      |                | 56                   |
| Benefits*                 | --   | 79   | 79   | 0                       |                | 78                   |
| Advancement*              | --   | 66   | 60   | -6                      |                | 65                   |
| Survey Perception*        | --   | 65   | 60   | -5                      |                | 63                   |
|                           |      |      |      |                         |                |                      |
| <b>Job Satisfaction</b>   | --   | 77   | 73   | -4                      |                | 69                   |
|                           |      |      |      |                         |                |                      |
| <b>Outcomes</b>           |      |      |      |                         |                |                      |
| Unit/Dept. Commitment*    | --   | 77   | 74   | -3                      |                | 80                   |
| Unit/Dept. Loyalty        | --   | 64   | 55   | -9                      |                | 77                   |
| Unit/Dept. Recommend      | --   | 76   | 71   | -5                      |                | 74                   |
| Customer Focus            | --   | 90   | 89   | -1                      |                | 83                   |
| U of M Commitment         | --   | 90   | 85   | -5                      |                | 80                   |
| U of M Loyalty            | --   | 81   | 76   | -5                      |                | 77                   |
| U of M Recommendation     | --   | 89   | 85   | -4                      |                | 74                   |
| U of M Donation*          | --   | --   | 46   | --                      |                | --                   |

\*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

Support Services

Neighborhood IT - Non-supervisory

| Dimensions               | Score | Impact |
|--------------------------|-------|--------|
| Upper Management         | 63    | 0.2    |
| Climate                  | 61    | 0.2    |
| Supervisor               | 75    | 0.4    |
| Autonomy/Involvement     | 69    | 0.6    |
| Workload                 | 62    | 0.3    |
| Resources/Environment    | 76    | 0.5    |
| Recognition              | 71    | 0.5    |
| Co-workers               | 77    | 0.4    |
| Communication            | 60    | 0.3    |
| Training and Development | 65    | 0.4    |
| Task Significance        | 76    | 0.5    |
| Compensation             | 54    | 0.4    |
| Benefits                 | 79    | 0.1    |
| Advancement              | 60    | 0.4    |
| Survey Perception        | 60    | 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 | 74    | 1.8    |
| Unit/Dept. Loyalty    | 55    | 3.0    |
| Unit/Dept. Recommend  | 71    | 4.1    |
| Customer Focus        | 89    | 0.5    |
| U of M Commitment     | 85    | 0.5    |
| U of M Loyalty        | 76    | 0.7    |
| U of M Recommendation | 85    | 0.5    |
| U of M Donation       | 46    | 2.3    |

\* 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

