

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Support Services

ITS Service Center - Non-supervisory

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	23	41	39			
Employees in Unit/Department	46	42	40			
% Survey Participation	50%	98%	98%			
Dimensions						
Upper Management*	--	--	52	--		69
Climate*	--	64	57	-7		67
Supervisor	62	68	69	1		74
Autonomy/Involvement	40	56	48	-8		71
Workload	45	53	55	2		70
Resources/Environment	73	75	72	-3		70
Recognition*	--	65	59	-6		65
Co-workers	68	74	76	2		75
Communication*	--	57	52	-5		64
Training and Development*	--	60	54	-6		69
Task Significance	71	77	77	0		77
Compensation*	--	52	42	-10	▼	56
Benefits*	--	80	81	1		78
Advancement*	--	54	39	-15	▼	65
Survey Perception*	--	61	52	-9		63
Job Satisfaction	57	70	68	-2		69
Outcomes						
Unit/Dept. Commitment*	--	73	75	2		80
Unit/Dept. Loyalty	36	59	61	2		77
Unit/Dept. Recommend	38	70	71	1		74
Customer Focus	89	87	87	0		83
U of M Commitment	87	89	90	1		80
U of M Loyalty	70	79	75	-4		77
U of M Recommendation	92	90	90	0		74
U of M Donation*	--	--	42	--		--

*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

ITS Service Center - Non-supervisory

Dimensions	Score	Impact
Upper Management	52	0.3
Climate	57	0.5
Supervisor	69	0.4
Autonomy/Involvement	48	0.8
Workload	55	0.0
Resources/Environment	72	0.0
Recognition	59	2.2
Co-workers	76	0.0
Communication	52	0.5
Training and Development	54	0.0
Task Significance	77	1.1
Compensation	42	0.0
Benefits	81	0.9
Advancement	39	0.0
Survey Perception	52	0.0

* 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	75	1.2
Unit/Dept. Loyalty	61	3.4
Unit/Dept. Recommend	71	2.6
Customer Focus	87	1.4
U of M Commitment	90	1.6
U of M Loyalty	75	2.1
U of M Recommendation	90	1.1
U of M Donation	42	0.6

* 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

