

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

Support Services

| | 2012 | 2014 | 2016 | Diff 2014 to 2016 | Signif Diff | CFI Bench mark |
|------------------------------|-----------|-----------|-----------|-------------------------|----------------|----------------------|
| Survey Respondents | 56 | 151 | 176 | | | |
| Employees in Unit/Department | 69 | 142 | 180 | | | |
| % Survey Participation | 81% | 106% | 98% | | | |
| Dimensions | | | | | | |
| Upper Management* | -- | -- | 60 | -- | | 69 |
| Climate* | -- | 66 | 63 | -3 | | 67 |
| Supervisor | 69 | 75 | 77 | 2 | | 74 |
| Autonomy/Involvement | 54 | 66 | 65 | -1 | | 71 |
| Workload | 57 | 58 | 59 | 1 | | 70 |
| Resources/Environment | 75 | 68 | 71 | 3 | | 70 |
| Recognition* | -- | 67 | 68 | 1 | | 65 |
| Co-workers | 75 | 78 | 79 | 1 | | 75 |
| Communication* | -- | 60 | 61 | 1 | | 64 |
| Training and Development* | -- | 60 | 62 | 2 | | 69 |
| Task Significance | 75 | 80 | 78 | -2 | | 77 |
| Compensation* | -- | 57 | 53 | -4 | | 56 |
| Benefits* | -- | 78 | 81 | 3 | | 78 |
| Advancement* | -- | 57 | 54 | -3 | | 65 |
| Survey Perception* | -- | 62 | 59 | -3 | | 63 |
| Job Satisfaction | 67 | 72 | 70 | -2 | | 69 |
| Outcomes | | | | | | |
| Unit/Dept. Commitment* | -- | 75 | 75 | 0 | | 80 |
| Unit/Dept. Loyalty | 50 | 58 | 60 | 2 | | 77 |
| Unit/Dept. Recommend | 54 | 71 | 71 | 0 | | 74 |
| Customer Focus | 88 | 87 | 87 | 0 | | 83 |
| U of M Commitment | 90 | 89 | 86 | -3 | | 80 |
| U of M Loyalty | 76 | 76 | 78 | 2 | | 77 |
| U of M Recommendation | 90 | 89 | 87 | -2 | | 74 |
| U of M Donation* | -- | -- | 49 | -- | | -- |

*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

| Dimensions | Score | Impact |
|--------------------------|-------|--------|
| Upper Management | 60 | 0.5 |
| Climate | 63 | 0.8 |
| Supervisor | 77 | 0.8 |
| Autonomy/Involvement | 65 | 1.3 |
| Workload | 59 | 0.0 |
| Resources/Environment | 71 | 0.2 |
| Recognition | 68 | 1.5 |
| Co-workers | 79 | 0.1 |
| Communication | 61 | 0.5 |
| Training and Development | 62 | 0.0 |
| Task Significance | 78 | 1.3 |
| Compensation | 53 | 0.0 |
| Benefits | 81 | 0.0 |
| Advancement | 54 | 0.1 |
| Survey Perception | 59 | 0.1 |

* 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 | 2.8 |
| Unit/Dept. Loyalty | 60 | 3.9 |
| Unit/Dept. Recommend | 71 | 4.2 |
| Customer Focus | 87 | 1.0 |
| U of M Commitment | 86 | 0.9 |
| U of M Loyalty | 78 | 1.7 |
| U of M Recommendation | 87 | 1.0 |
| U of M Donation | 49 | 2.0 |

* 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

