

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Information & Technology Services

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	535	682	726			
Employees in Unit/Department	665	710	771			
% Survey Participation	80%	96%	94%			
Dimensions						
Upper Management*	--	--	63	--		69
Climate*	--	72	69	-3	▼	67
Supervisor	75	79	78	-1		74
Autonomy/Involvement	66	72	71	-1		71
Workload	59	62	64	2		70
Resources/Environment	74	75	75	0		70
Recognition*	--	68	69	1		65
Co-workers	76	80	81	1		75
Communication*	--	64	63	-1		64
Training and Development*	--	66	66	0		69
Task Significance	74	80	78	-2	▼	77
Compensation*	--	66	62	-4	▼	56
Benefits*	--	81	81	0		78
Advancement*	--	63	59	-4	▼	65
Survey Perception*	--	64	60	-4	▼	63
Job Satisfaction	70	75	73	-2	▼	69
Outcomes						
Unit/Dept. Commitment*	--	79	78	-1		80
Unit/Dept. Loyalty	61	67	64	-3	▼	77
Unit/Dept. Recommend	67	76	75	-1		74
Customer Focus	84	86	87	1		83
U of M Commitment	87	88	88	0		80
U of M Loyalty	77	79	79	0		77
U of M Recommendation	86	88	88	0		74
U of M Donation*	--	--	54	--		--

*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

Dimensions	Score	Impact
Upper Management	63	0.3
Climate	69	0.5
Supervisor	78	0.5
Autonomy/Involvement	71	0.9
Workload	64	0.3
Resources/Environment	75	0.0
Recognition	69	0.7
Co-workers	81	0.8
Communication	63	0.4
Training and Development	66	0.1
Task Significance	78	0.9
Compensation	62	0.0
Benefits	81	0.0
Advancement	59	0.7
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	78	2.2
Unit/Dept. Loyalty	64	3.4
Unit/Dept. Recommend	75	2.8
Customer Focus	87	1.2
U of M Commitment	88	1.6
U of M Loyalty	79	2.0
U of M Recommendation	88	1.3
U of M Donation	54	1.8

* 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

