

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Parking and Transportation Services

Parking Operations & Maintenance

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	26	26	28			
Employees in Unit/Department	36	36	28			
% Survey Participation	72%	72%	100%			
Dimensions						
Upper Management*	--	--	56	--		69
Climate*	--	61	60	-1		67
Supervisor	76	71	75	4		74
Autonomy/Involvement	66	61	68	7		71
Workload	74	66	70	4		70
Resources/Environment	80	74	77	3		70
Recognition*	--	63	52	-11		65
Co-workers	77	67	69	2		75
Communication*	--	59	58	-1		64
Training and Development*	--	61	63	2		69
Task Significance	78	78	79	1		77
Compensation*	--	53	51	-2		56
Benefits*	--	70	78	8	▲	78
Advancement*	--	44	52	8		65
Survey Perception*	--	57	66	9		63
Job Satisfaction	66	63	62	-1		69
Outcomes						
Unit/Dept. Commitment*	--	71	67	-4		80
Unit/Dept. Loyalty	57	47	50	3		77
Unit/Dept. Recommend	75	67	67	0		74
Customer Focus	83	83	81	-2		83
U of M Commitment	85	81	84	3		80
U of M Loyalty	84	77	80	3		77
U of M Recommendation	85	85	88	3		74
U of M Donation*	--	--	50	--		--

*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

Facilities & Operations

Parking and Transportation Services

Parking Operations & Maintenance

Dimensions	Score	Impact
Upper Management	56	0.0
Climate	60	0.0
Supervisor	75	2.4
Autonomy/Involvement	68	1.9
Workload	70	0.5
Resources/Environment	77	0.0
Recognition	52	0.3
Co-workers	69	0.8
Communication	58	0.4
Training and Development	63	0.0
Task Significance	79	1.7
Compensation	51	0.1
Benefits	78	0.0
Advancement	52	0.0
Survey Perception	66	0.6

* 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	67	2.9
Unit/Dept. Loyalty	50	3.8
Unit/Dept. Recommend	67	3.3
Customer Focus	81	1.7
U of M Commitment	84	1.5
U of M Loyalty	80	1.9
U of M Recommendation	88	1.3
U of M Donation	50	2.1

* 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

