

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

### Facilities & Operations

#### Parking and Transportation Services

#### Transit Services - Non-supervisory

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	31	26	38			
Employees in Unit/Department	54	58	49			
% Survey Participation	57%	45%	78%			
<b>Dimensions</b>						
Upper Management*	--	--	57	--		69
Climate*	--	44	60	16	▲	67
Supervisor	57	40	62	22	▲	74
Autonomy/Involvement	44	33	55	22	▲	71
Workload	61	54	66	12	▲	70
Resources/Environment	62	60	80	20	▲	70
Recognition*	--	34	56	22	▲	65
Co-workers	75	71	75	4		75
Communication*	--	34	56	22	▲	64
Training and Development*	--	26	65	39	▲	69
Task Significance	74	69	82	13	▲	77
Compensation*	--	62	68	6		56
Benefits*	--	85	72	-13	▼	78
Advancement*	--	28	60	32	▲	65
Survey Perception*	--	41	68	27	▲	63
<b>Job Satisfaction</b>	<b>75</b>	<b>61</b>	<b>72</b>	<b>11</b>	<b>▲</b>	<b>69</b>
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	59	75	16	▲	80
Unit/Dept. Loyalty	64	54	63	9		77
Unit/Dept. Recommend	66	49	72	23	▲	74
Customer Focus	83	82	85	3		83
U of M Commitment	84	60	78	18	▲	80
U of M Loyalty	77	51	70	19	▲	77
U of M Recommendation	87	63	81	18	▲	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

### Transit Services - Non-supervisory

Dimensions	Score	Impact
Upper Management	57	0.2
Climate	60	0.3
Supervisor	62	0.4
Autonomy/Involvement	55	0.9
Workload	66	0.1
Resources/Environment	80	0.1
Recognition	56	1.0
Co-workers	75	0.2
Communication	56	0.0
Training and Development	65	0.6
Task Significance	82	0.0
Compensation	68	0.6
Benefits	72	0.6
Advancement	60	0.0
Survey Perception	68	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	2.7
Unit/Dept. Loyalty	63	3.6
Unit/Dept. Recommend	72	2.9
Customer Focus	85	1.0
U of M Commitment	78	0.6
U of M Loyalty	70	1.7
U of M Recommendation	81	0.5
U of M Donation	50	2.5

\* 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

