

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Parking and Transportation Services

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	121	121	142			
Employees in Unit/Department	169	175	159			
% Survey Participation	72%	69%	89%			
Dimensions						
Upper Management*	--	--	56	--		69
Climate*	--	60	62	2		67
Supervisor	69	64	72	8	▲	74
Autonomy/Involvement	58	57	63	6	▲	71
Workload	65	63	66	3		70
Resources/Environment	66	70	75	5		70
Recognition*	--	57	60	3		65
Co-workers	74	69	74	5	▲	75
Communication*	--	55	59	4		64
Training and Development*	--	56	66	10	▲	69
Task Significance	77	77	80	3		77
Compensation*	--	63	61	-2		56
Benefits*	--	80	79	-1		78
Advancement*	--	53	61	8	▲	65
Survey Perception*	--	56	62	6		63
Job Satisfaction	73	69	70	1		69
Outcomes						
Unit/Dept. Commitment*	--	73	73	0		80
Unit/Dept. Loyalty	65	58	60	2		77
Unit/Dept. Recommend	70	65	69	4		74
Customer Focus	86	87	86	-1		83
U of M Commitment	85	81	84	3		80
U of M Loyalty	81	73	76	3		77
U of M Recommendation	85	83	84	1		74
U of M Donation*	--	--	52	--		--

*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

Dimensions	Score	Impact
Upper Management	56	0.2
Climate	62	0.3
Supervisor	72	0.3
Autonomy/Involvement	63	0.7
Workload	66	0.6
Resources/Environment	75	0.2
Recognition	60	0.4
Co-workers	74	1.3
Communication	59	0.2
Training and Development	66	0.1
Task Significance	80	0.7
Compensation	61	0.7
Benefits	79	0.1
Advancement	61	0.5
Survey Perception	62	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	73	2.6
Unit/Dept. Loyalty	60	3.2
Unit/Dept. Recommend	69	3.2
Customer Focus	86	1.2
U of M Commitment	84	1.0
U of M Loyalty	76	1.5
U of M Recommendation	84	1.2
U of M Donation	52	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

