

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Building & Grounds Services

Building Services

AFSCME Unit 1

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	75	76	45			
Employees in Unit/Department	147	163	158			
% Survey Participation	51%	47%	28%			
Dimensions						
Upper Management*	--	--	45	--		69
Climate*	--	55	56	1		67
Supervisor	66	64	69	5		74
Autonomy/Involvement	49	54	62	8		71
Workload	50	55	55	0		70
Resources/Environment	64	61	72	11		70
Recognition*	--	53	62	9		65
Co-workers	64	69	63	-6		75
Communication*	--	52	59	7		64
Training and Development*	--	61	62	1		69
Task Significance	71	76	77	1		77
Compensation*	--	57	60	3		56
Benefits*	--	72	76	4		78
Advancement*	--	51	56	5		65
Survey Perception*	--	63	64	1		63
Job Satisfaction	57	56	59	3		69
Outcomes						
Unit/Dept. Commitment*	--	66	69	3		80
Unit/Dept. Loyalty	53	52	50	-2		77
Unit/Dept. Recommend	58	66	74	8		74
Customer Focus	78	82	86	4		83
U of M Commitment	76	74	80	6		80
U of M Loyalty	68	63	69	6		77
U of M Recommendation	73	76	80	4		74
U of M Donation*	--	--	58	--		--

*Attributes or Dimensions are new or have been modified, so a direct comparison to some past elements is not possible

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2016 Survey - Impact Report

Facilities & Operations

Plant Operations

Building & Grounds Services

Building Services

AFSCME Unit 1

Dimensions	Score	Impact
Upper Management	45	0.1
Climate	56	0.1
Supervisor	69	0.2
Autonomy/Involvement	62	0.4
Workload	55	0.4
Resources/Environment	72	0.0
Recognition	62	0.2
Co-workers	63	1.0
Communication	59	0.0
Training and Development	62	0.3
Task Significance	77	0.0
Compensation	60	0.0
Benefits	76	0.0
Advancement	56	2.1
Survey Perception	64	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	69	1.7
Unit/Dept. Loyalty	50	0.9
Unit/Dept. Recommend	74	1.6
Customer Focus	86	0.1
U of M Commitment	80	0.4
U of M Loyalty	69	0.5
U of M Recommendation	80	0.6
U of M Donation	58	3.2

* 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

