

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Building & Grounds Services

Building Services

AFSCME Unit 2

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	44	64	75			
Employees in Unit/Department	81	106	108			
% Survey Participation	54%	60%	69%			
Dimensions						
Upper Management*	--	--	48	--		69
Climate*	--	57	58	1		67
Supervisor	46	64	65	1		74
Autonomy/Involvement	43	56	60	4		71
Workload	49	56	55	-1		70
Resources/Environment	49	69	73	4		70
Recognition*	--	61	55	-6		65
Co-workers	70	68	67	-1		75
Communication*	--	57	52	-5		64
Training and Development*	--	65	64	-1		69
Task Significance	69	78	80	2		77
Compensation*	--	61	59	-2		56
Benefits*	--	81	78	-3		78
Advancement*	--	56	58	2		65
Survey Perception*	--	69	64	-5		63
Job Satisfaction	51	62	67	5		69
Outcomes						
Unit/Dept. Commitment*	--	71	70	-1		80
Unit/Dept. Loyalty	49	53	50	-3		77
Unit/Dept. Recommend	50	67	68	1		74
Customer Focus	79	86	84	-2		83
U of M Commitment	74	84	84	0		80
U of M Loyalty	67	74	69	-5		77
U of M Recommendation	65	82	80	-2		74
U of M Donation*	--	--	63	--		--

*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

Plant Operations

Building & Grounds Services

Building Services

AFSCME Unit 2

Dimensions	Score	Impact
Upper Management	48	0.0
Climate	58	0.1
Supervisor	65	0.2
Autonomy/Involvement	60	0.2
Workload	55	0.7
Resources/Environment	73	1.2
Recognition	55	0.2
Co-workers	67	1.6
Communication	52	0.2
Training and Development	64	0.0
Task Significance	80	0.7
Compensation	59	0.3
Benefits	78	0.8
Advancement	58	0.0
Survey Perception	64	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	70	3.3
Unit/Dept. Loyalty	50	1.4
Unit/Dept. Recommend	68	3.9
Customer Focus	84	0.7
U of M Commitment	84	1.1
U of M Loyalty	69	0.7
U of M Recommendation	80	1.4
U of M Donation	63	1.4

* 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

