

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

### Facilities & Operations

#### Plant Operations

#### Building & Grounds Services

#### Building Services

#### AFSCME Unit 3

Survey Respondents  
Employees in Unit/Department  
% Survey Participation

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
	0	84	83			
	--	88	88			
	--	95%	94%			
<b>Dimensions</b>						
Upper Management*	--	--	46	--		69
Climate*	--	59	53	-6		67
Supervisor	--	66	61	-5		74
Autonomy/Involvement	--	58	53	-5		71
Workload	--	56	53	-3		70
Resources/Environment	--	72	66	-6		70
Recognition*	--	56	57	1		65
Co-workers	--	68	65	-3		75
Communication*	--	52	51	-1		64
Training and Development*	--	63	63	0		69
Task Significance	--	76	76	0		77
Compensation*	--	59	53	-6		56
Benefits*	--	73	72	-1		78
Advancement*	--	55	51	-4		65
Survey Perception*	--	63	65	2		63
<b>Job Satisfaction</b>	--	63	58	-5		69
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	72	66	-6		80
Unit/Dept. Loyalty	--	51	46	-5		77
Unit/Dept. Recommend	--	69	66	-3		74
Customer Focus	--	82	81	-1		83
U of M Commitment	--	83	79	-4		80
U of M Loyalty	--	68	66	-2		77
U of M Recommendation	--	83	75	-8		74
U of M Donation*	--	--	53	--		--

\*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 3

Dimensions	Score	Impact
Upper Management	46	0.0
Climate	53	0.0
Supervisor	61	0.0
Autonomy/Involvement	53	0.0
Workload	53	0.0
Resources/Environment	66	0.6
Recognition	57	0.8
Co-workers	65	0.0
Communication	51	0.6
Training and Development	63	0.7
Task Significance	76	1.2
Compensation	53	0.7
Benefits	72	0.3
Advancement	51	0.0
Survey Perception	65	0.7

\* 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	66	2.9
Unit/Dept. Loyalty	46	2.3
Unit/Dept. Recommend	66	2.8
Customer Focus	81	1.3
U of M Commitment	79	1.1
U of M Loyalty	66	1.2
U of M Recommendation	75	2.6
U of M Donation	53	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

