

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Building & Grounds Services

Building Services

	2012	2014	2016	Diff	Signif	CFI
	171	224 357 63%	203 354 57%	2014 to 2016	Diff	Bench mark
Dimensions						
Upper Management*	--	--	47	--		69
Climate*	--	57	56	-1		67
Supervisor	64	65	64	-1		74
Autonomy/Involvement	52	56	58	2		71
Workload	55	56	54	-2		70
Resources/Environment	64	68	70	2		70
Recognition*	--	56	57	1		65
Co-workers	69	69	65	-4		75
Communication*	--	53	53	0		64
Training and Development*	--	63	63	0		69
Task Significance	73	77	78	1		77
Compensation*	--	59	57	-2		56
Benefits*	--	75	75	0		78
Advancement*	--	54	55	1		65
Survey Perception*	--	65	64	-1		63
Job Satisfaction	57	61	61	0		69
Outcomes						
Unit/Dept. Commitment*	--	70	68	-2		80
Unit/Dept. Loyalty	53	52	49	-3		77
Unit/Dept. Recommend	59	67	68	1		74
Customer Focus	80	83	83	0		83
U of M Commitment	76	80	81	1		80
U of M Loyalty	67	68	68	0		77
U of M Recommendation	73	80	78	-2		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

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Impact Report

Facilities & Operations

Plant Operations

Building & Grounds Services

Building Services

Dimensions	Score	Impact
Upper Management	47	0.0
Climate	56	0.1
Supervisor	64	0.1
Autonomy/Involvement	58	0.1
Workload	54	0.3
Resources/Environment	70	0.6
Recognition	57	0.5
Co-workers	65	0.6
Communication	53	0.4
Training and Development	63	0.5
Task Significance	78	0.9
Compensation	57	0.4
Benefits	75	0.4
Advancement	55	0.4
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	68	2.8
Unit/Dept. Loyalty	49	1.5
Unit/Dept. Recommend	68	2.9
Customer Focus	83	0.9
U of M Commitment	81	1.1
U of M Loyalty	68	1.0
U of M Recommendation	78	1.3
U of M Donation	58	2.4

* 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

