

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

**Facilities & Operations**
**Plant Operations**
**Building & Grounds Services**
**Grounds, Waste Management and Heavy Equipment**
**Grounds and Waste Management AFSCME**

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
<b>Survey Respondents</b>	45	49	32			
<b>Employees in Unit/Department</b>	55	60	57			
<b>% Survey Participation</b>	82%	82%	56%			
<b>Dimensions</b>						
Upper Management*	--	--	60	--		69
Climate*	--	63	64	1		67
Supervisor	65	72	72	0		74
Autonomy/Involvement	69	69	66	-3		71
Workload	65	69	70	1		70
Resources/Environment	80	79	82	3		70
Recognition*	--	62	63	1		65
Co-workers	66	73	71	-2		75
Communication*	--	65	66	1		64
Training and Development*	--	71	72	1		69
Task Significance	78	78	74	-4		77
Compensation*	--	68	65	-3		56
Benefits*	--	81	77	-4		78
Advancement*	--	64	56	-8		65
Survey Perception*	--	63	62	-1		63
<b>Job Satisfaction</b>	<b>78</b>	<b>78</b>	<b>79</b>	<b>1</b>		<b>69</b>
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	81	82	1		80
Unit/Dept. Loyalty	68	69	70	1		77
Unit/Dept. Recommend	76	79	80	1		74
Customer Focus	83	85	82	-3		83
U of M Commitment	82	83	82	-1		80
U of M Loyalty	76	84	79	-5		77
U of M Recommendation	82	83	80	-3		74
U of M Donation*	--	--	50	--		--

\*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

### Grounds, Waste Management and Heavy Equipment

### Grounds and Waste Management AFSCME

Dimensions	Score	Impact
Upper Management	60	0.0
Climate	64	0.0
Supervisor	72	0.0
Autonomy/Involvement	66	0.0
Workload	70	0.2
Resources/Environment	82	0.8
Recognition	63	1.2
Co-workers	71	0.3
Communication	66	0.1
Training and Development	72	0.0
Task Significance	74	0.2
Compensation	65	0.6
Benefits	77	0.0
Advancement	56	0.0
Survey Perception	62	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	82	0.7
Unit/Dept. Loyalty	70	2.0
Unit/Dept. Recommend	80	1.1
Customer Focus	82	2.3
U of M Commitment	82	1.0
U of M Loyalty	79	1.8
U of M Recommendation	80	1.9
U of M Donation	50	1.5

\* 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

