

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Building & Grounds Services

Professional and Supervisors/Administrative

	2012	2014	2016	Diff	Signif	CFI
	46	36 47 77%	54 41 132%	2014 to 2016	Diff	Bench mark
Dimensions						
Upper Management*	--	--	55	--		69
Climate*	--	64	57	-7		67
Supervisor	75	74	66	-8		74
Autonomy/Involvement	71	72	65	-7		71
Workload	66	70	60	-10	▼	70
Resources/Environment	77	76	73	-3		70
Recognition*	--	62	58	-4		65
Co-workers	76	77	73	-4		75
Communication*	--	59	53	-6		64
Training and Development*	--	75	60	-15	▼	69
Task Significance	82	76	77	1		77
Compensation*	--	53	47	-6		56
Benefits*	--	77	81	4		78
Advancement*	--	57	52	-5		65
Survey Perception*	--	50	53	3		63
Job Satisfaction	71	71	67	-4		69
Outcomes						
Unit/Dept. Commitment*	--	74	74	0		80
Unit/Dept. Loyalty	58	57	61	4		77
Unit/Dept. Recommend	70	65	65	0		74
Customer Focus	85	89	87	-2		83
U of M Commitment	87	84	83	-1		80
U of M Loyalty	76	71	75	4		77
U of M Recommendation	84	76	82	6		74
U of M Donation*	--	--	51	--		--

*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

Professional and Supervisors/Administrative

Dimensions	Score	Impact
Upper Management	55	0.1
Climate	57	0.3
Supervisor	66	0.3
Autonomy/Involvement	65	0.6
Workload	60	0.6
Resources/Environment	73	0.7
Recognition	58	0.9
Co-workers	73	1.2
Communication	53	0.1
Training and Development	60	0.0
Task Significance	77	0.3
Compensation	47	0.0
Benefits	81	0.0
Advancement	52	0.5
Survey Perception	53	0.8

* 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	74	0.0
Unit/Dept. Loyalty	61	1.5
Unit/Dept. Recommend	65	0.3
Customer Focus	87	0.2
U of M Commitment	83	0.8
U of M Loyalty	75	2.1
U of M Recommendation	82	1.4
U of M Donation	51	1.2

* 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

