

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Building & Grounds Services

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	281	330	296			
Employees in Unit/Department	451	488	464			
% Survey Participation	62%	68%	64%			
Dimensions						
Upper Management*	--	--	50	--		69
Climate*	--	60	57	-3		67
Supervisor	68	68	65	-3		74
Autonomy/Involvement	60	61	60	-1		71
Workload	60	61	57	-4		70
Resources/Environment	71	71	72	1		70
Recognition*	--	59	58	-1		65
Co-workers	71	70	67	-3		75
Communication*	--	57	54	-3		64
Training and Development*	--	66	64	-2		69
Task Significance	77	78	77	-1		77
Compensation*	--	59	56	-3	▼	56
Benefits*	--	76	76	0		78
Advancement*	--	56	54	-2		65
Survey Perception*	--	63	62	-1		63
Job Satisfaction	64	66	64	-2		69
Outcomes						
Unit/Dept. Commitment*	--	72	71	-1		80
Unit/Dept. Loyalty	57	56	53	-3		77
Unit/Dept. Recommend	66	69	69	0		74
Customer Focus	82	85	84	-1		83
U of M Commitment	80	82	81	-1		80
U of M Loyalty	71	71	70	-1		77
U of M Recommendation	77	80	79	-1		74
U of M Donation*	--	--	56	--		--

*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

Dimensions	Score	Impact
Upper Management	50	0.3
Climate	57	0.4
Supervisor	65	0.3
Autonomy/Involvement	60	0.8
Workload	57	0.4
Resources/Environment	72	0.2
Recognition	58	0.5
Co-workers	67	0.8
Communication	54	0.2
Training and Development	64	0.0
Task Significance	77	0.5
Compensation	56	0.7
Benefits	76	0.0
Advancement	54	0.5
Survey Perception	62	0.1

* 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	71	2.4
Unit/Dept. Loyalty	53	2.5
Unit/Dept. Recommend	69	2.7
Customer Focus	84	1.3
U of M Commitment	81	1.6
U of M Loyalty	70	1.7
U of M Recommendation	79	1.9
U of M Donation	56	2.1

* 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

