

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Construction Services

Construction Services Trades/AFSCME/IUOE

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	47	64	29			
Employees in Unit/Department	87	80	68			
% Survey Participation	54%	80%	43%			
<b>Dimensions</b>						
Upper Management*	--	--	65	--		69
Climate*	--	53	71	18	▲	67
Supervisor	60	53	77	24	▲	74
Autonomy/Involvement	69	62	81	19	▲	71
Workload	64	66	78	12	▲	70
Resources/Environment	75	70	75	5		70
Recognition*	--	54	68	14	▲	65
Co-workers	75	70	81	11	▲	75
Communication*	--	44	62	18	▲	64
Training and Development*	--	49	52	3		69
Task Significance	69	64	80	16	▲	77
Compensation*	--	72	82	10	▲	56
Benefits*	--	75	83	8	▲	78
Advancement*	--	51	67	16	▲	65
Survey Perception*	--	44	66	22	▲	63
<b>Job Satisfaction</b>	<b>73</b>	<b>68</b>	<b>84</b>	<b>16</b>	<b>▲</b>	<b>69</b>
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	71	89	18	▲	80
Unit/Dept. Loyalty	57	60	77	17	▲	77
Unit/Dept. Recommend	66	66	87	21	▲	74
Customer Focus	88	77	90	13	▲	83
U of M Commitment	83	76	95	19	▲	80
U of M Loyalty	75	74	89	15	▲	77
U of M Recommendation	82	74	94	20	▲	74
U of M Donation*	--	--	60	--		--

\*Attributes or Dimensions are new or have been modified, so a direct comparison to some past elements is not possible

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## 2016 Survey - Impact Report

Facilities & Operations

Plant Operations

Construction Services

Construction Services Trades/AFSCME/IUOE

Dimensions	Score	Impact
Upper Management	65	0.3
Climate	71	0.5
Supervisor	77	0.3
Autonomy/Involvement	81	0.7
Workload	78	0.0
Resources/Environment	75	0.8
Recognition	68	0.0
Co-workers	81	0.0
Communication	62	0.4
Training and Development	52	0.0
Task Significance	80	0.8
Compensation	82	0.0
Benefits	83	0.0
Advancement	67	0.0
Survey Perception	66	0.5

\* 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	89	1.2
Unit/Dept. Loyalty	77	5.8
Unit/Dept. Recommend	87	5.0
Customer Focus	90	1.9
U of M Commitment	95	0.8
U of M Loyalty	89	2.3
U of M Recommendation	94	2.8
U of M Donation	60	2.8

\* 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

