

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Construction Services

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	71	89	56			
Employees in Unit/Department	109	103	93			
% Survey Participation	65%	86%	60%			
Dimensions						
Upper Management*	--	--	68	--		69
Climate*	--	57	72	15	▲	67
Supervisor	64	60	78	18	▲	74
Autonomy/Involvement	70	65	80	15	▲	71
Workload	64	66	72	6		70
Resources/Environment	77	73	76	3		70
Recognition*	--	59	70	11	▲	65
Co-workers	75	72	81	9	▲	75
Communication*	--	51	66	15	▲	64
Training and Development*	--	56	61	5		69
Task Significance	72	70	83	13	▲	77
Compensation*	--	66	72	6		56
Benefits*	--	77	82	5		78
Advancement*	--	57	73	16	▲	65
Survey Perception*	--	50	66	16	▲	63
Job Satisfaction	75	71	83	12	▲	69
Outcomes						
Unit/Dept. Commitment*	--	74	87	13	▲	80
Unit/Dept. Loyalty	61	64	78	14	▲	77
Unit/Dept. Recommend	71	70	87	17	▲	74
Customer Focus	87	80	89	9	▲	83
U of M Commitment	85	79	93	14	▲	80
U of M Loyalty	78	75	89	14	▲	77
U of M Recommendation	86	77	94	17	▲	74
U of M Donation*	--	--	64	--		--

*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

Construction Services

Dimensions	Score	Impact
Upper Management	68	0.4
Climate	72	0.6
Supervisor	78	0.3
Autonomy/Involvement	80	0.9
Workload	72	0.2
Resources/Environment	76	0.7
Recognition	70	0.0
Co-workers	81	0.5
Communication	66	0.2
Training and Development	61	0.0
Task Significance	83	0.5
Compensation	72	0.9
Benefits	82	0.0
Advancement	73	0.0
Survey Perception	66	0.4

* 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	87	1.0
Unit/Dept. Loyalty	78	3.6
Unit/Dept. Recommend	87	3.4
Customer Focus	89	1.7
U of M Commitment	93	1.2
U of M Loyalty	89	1.6
U of M Recommendation	94	1.8
U of M Donation	64	5.1

* 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

