

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

### Facilities & Operations

#### Plant Operations

#### Facilities Maintenance

FM Central Campus West Region (M2550 - Trades & AFSCME)

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	0	21	26			
Employees in Unit/Department	--	32	30			
% Survey Participation	--	66%	87%			
<b>Dimensions</b>						
Upper Management*	--	--	38	--		69
Climate*	--	47	58	11		67
Supervisor	--	58	69	11		74
Autonomy/Involvement	--	36	49	13		71
Workload	--	43	49	6		70
Resources/Environment	--	54	60	6		70
Recognition*	--	58	60	2		65
Co-workers	--	78	78	0		75
Communication*	--	33	49	16	▲	64
Training and Development*	--	38	44	6		69
Task Significance	--	57	66	9		77
Compensation*	--	64	67	3		56
Benefits*	--	74	73	-1		78
Advancement*	--	38	59	21	▲	65
Survey Perception*	--	41	44	3		63
<b>Job Satisfaction</b>	--	62	68	6		69
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	57	73	16	▲	80
Unit/Dept. Loyalty	--	57	64	7		77
Unit/Dept. Recommend	--	53	74	21	▲	74
Customer Focus	--	73	72	-1		83
U of M Commitment	--	67	81	14	▲	80
U of M Loyalty	--	67	71	4		77
U of M Recommendation	--	54	70	16		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

Facilities Maintenance

FM Central Campus West Region (M2550 - Trades & AFSCME)

Dimensions	Score	Impact
Upper Management	38	0.7
Climate	58	1.0
Supervisor	69	0.1
Autonomy/Involvement	49	1.2
Workload	49	0.0
Resources/Environment	60	0.0
Recognition	60	1.2
Co-workers	78	0.0
Communication	49	0.0
Training and Development	44	0.0
Task Significance	66	0.0
Compensation	67	0.0
Benefits	73	0.0
Advancement	59	0.6
Survey Perception	44	0.2

\* 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	73	2.0
Unit/Dept. Loyalty	64	0.9
Unit/Dept. Recommend	74	2.2
Customer Focus	72	2.0
U of M Commitment	81	1.0
U of M Loyalty	71	0.9
U of M Recommendation	70	3.3
U of M Donation	50	2.0

\* 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

