

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

### Facilities & Operations

#### Plant Operations

#### Facilities Maintenance

FM Central Shops (Trades & AFSCME) and BAS  
(Trades & IUOE)

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	112	54	45			
Employees in Unit/Department	135	62	63			
% Survey Participation	83%	87%	71%			
<b>Dimensions</b>						
Upper Management*	--	--	39	--		69
Climate*	--	52	55	3		67
Supervisor	64	55	68	13	▲	74
Autonomy/Involvement	49	44	56	12		71
Workload	55	45	49	4		70
Resources/Environment	65	56	61	5		70
Recognition*	--	47	57	10		65
Co-workers	71	67	69	2		75
Communication*	--	39	50	11	▲	64
Training and Development*	--	41	48	7		69
Task Significance	62	56	69	13	▲	77
Compensation*	--	65	63	-2		56
Benefits*	--	64	66	2		78
Advancement*	--	47	52	5		65
Survey Perception*	--	34	42	8		63
<b>Job Satisfaction</b>	<b>71</b>	<b>71</b>	<b>72</b>	<b>1</b>		<b>69</b>
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	73	74	1		80
Unit/Dept. Loyalty	65	60	58	-2		77
Unit/Dept. Recommend	66	56	69	13	▲	74
Customer Focus	82	76	83	7	▲	83
U of M Commitment	80	73	76	3		80
U of M Loyalty	75	68	67	-1		77
U of M Recommendation	72	58	71	13	▲	74
U of M Donation*	--	--	49	--		--

\*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

Facilities Maintenance

FM Central Shops (Trades & AFSCME) and BAS  
(Trades & IUOE)

Dimensions	Score	Impact
Upper Management	39	0.3
Climate	55	0.4
Supervisor	68	0.3
Autonomy/Involvement	56	0.8
Workload	49	0.4
Resources/Environment	61	0.2
Recognition	57	0.5
Co-workers	69	0.8
Communication	50	0.2
Training and Development	48	0.0
Task Significance	69	0.5
Compensation	63	0.7
Benefits	66	0.0
Advancement	52	0.5
Survey Perception	42	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	74	2.4
Unit/Dept. Loyalty	58	2.5
Unit/Dept. Recommend	69	2.7
Customer Focus	83	1.3
U of M Commitment	76	1.6
U of M Loyalty	67	1.7
U of M Recommendation	71	1.9
U of M Donation	49	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

