

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Facilities Maintenance

FM Hospital Region (M9100-M9700 - Trades & AFSCME)

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	90	81	65			
Employees in Unit/Department	118	118	119			
% Survey Participation	76%	69%	55%			
Dimensions						
Upper Management*	--	--	32	--		69
Climate*	--	53	48	-5		67
Supervisor	63	63	64	1		74
Autonomy/Involvement	64	59	59	0		71
Workload	50	50	43	-7		70
Resources/Environment	70	70	67	-3		70
Recognition*	--	53	53	0		65
Co-workers	68	72	64	-8	▼	75
Communication*	--	44	41	-3		64
Training and Development*	--	46	36	-10	▼	69
Task Significance	68	69	63	-6		77
Compensation*	--	65	59	-6		56
Benefits*	--	66	70	4		78
Advancement*	--	50	43	-7		65
Survey Perception*	--	48	48	0		63
Job Satisfaction	71	73	69	-4		69
Outcomes						
Unit/Dept. Commitment*	--	72	73	1		80
Unit/Dept. Loyalty	62	66	61	-5		77
Unit/Dept. Recommend	73	67	69	2		74
Customer Focus	86	86	88	2		83
U of M Commitment	81	76	75	-1		80
U of M Loyalty	73	72	71	-1		77
U of M Recommendation	76	69	69	0		74
U of M Donation*	--	--	47	--		--

*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 Hospital Region (M9100-M9700 - Trades & AFSCME)

Dimensions	Score	Impact
Upper Management	32	0.1
Climate	48	0.1
Supervisor	64	0.4
Autonomy/Involvement	59	0.2
Workload	43	0.6
Resources/Environment	67	0.0
Recognition	53	0.3
Co-workers	64	1.5
Communication	41	0.5
Training and Development	36	0.0
Task Significance	63	1.0
Compensation	59	1.1
Benefits	70	0.0
Advancement	43	0.0
Survey Perception	48	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	3.1
Unit/Dept. Loyalty	61	2.2
Unit/Dept. Recommend	69	4.0
Customer Focus	88	0.8
U of M Commitment	75	3.3
U of M Loyalty	71	2.2
U of M Recommendation	69	3.7
U of M Donation	47	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

