

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Facilities Maintenance

Managers and Supervisors

|                              | 2012      | 2014      | 2016      | Diff<br>2014 to<br>2016 | Signif<br>Diff | CFI<br>Bench<br>mark |
|------------------------------|-----------|-----------|-----------|-------------------------|----------------|----------------------|
| Survey Respondents           | 15        | 30        | 31        |                         |                |                      |
| Employees in Unit/Department | 58        | 39        | 38        |                         |                |                      |
| % Survey Participation       | 26%       | 77%       | 82%       |                         |                |                      |
| <b>Dimensions</b>            |           |           |           |                         |                |                      |
| Upper Management*            | --        | --        | 52        | --                      |                | 69                   |
| Climate*                     | --        | 67        | 59        | -8                      |                | 67                   |
| Supervisor                   | 83        | 71        | 64        | -7                      |                | 74                   |
| Autonomy/Involvement         | 74        | 56        | 61        | 5                       |                | 71                   |
| Workload                     | 68        | 63        | 58        | -5                      |                | 70                   |
| Resources/Environment        | 75        | 70        | 67        | -3                      |                | 70                   |
| Recognition*                 | --        | 63        | 69        | 6                       |                | 65                   |
| Co-workers                   | 84        | 80        | 75        | -5                      |                | 75                   |
| Communication*               | --        | 64        | 53        | -11                     |                | 64                   |
| Training and Development*    | --        | 74        | 66        | -8                      |                | 69                   |
| Task Significance            | 81        | 76        | 73        | -3                      |                | 77                   |
| Compensation*                | --        | 70        | 71        | 1                       |                | 56                   |
| Benefits*                    | --        | 74        | 79        | 5                       |                | 78                   |
| Advancement*                 | --        | 69        | 72        | 3                       |                | 65                   |
| Survey Perception*           | --        | 44        | 47        | 3                       |                | 63                   |
| <b>Job Satisfaction</b>      | <b>74</b> | <b>57</b> | <b>70</b> | <b>13</b>               | <b>▲</b>       | <b>69</b>            |
| <b>Outcomes</b>              |           |           |           |                         |                |                      |
| Unit/Dept. Commitment*       | --        | 73        | 73        | 0                       |                | 80                   |
| Unit/Dept. Loyalty           | 62        | 50        | 57        | 7                       |                | 77                   |
| Unit/Dept. Recommend         | 75        | 60        | 63        | 3                       |                | 74                   |
| Customer Focus               | 88        | 81        | 82        | 1                       |                | 83                   |
| U of M Commitment            | 83        | 85        | 87        | 2                       |                | 80                   |
| U of M Loyalty               | 79        | 67        | 71        | 4                       |                | 77                   |
| U of M Recommendation        | 81        | 79        | 82        | 3                       |                | 74                   |
| U of M Donation*             | --        | --        | 55        | --                      |                | --                   |

\*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

Managers and Supervisors

| Dimensions               | Score | Impact |
|--------------------------|-------|--------|
| Upper Management         | 52    | 0.4    |
| Climate                  | 59    | 0.5    |
| Supervisor               | 64    | 0.3    |
| Autonomy/Involvement     | 61    | 0.7    |
| Workload                 | 58    | 0.4    |
| Resources/Environment    | 67    | 0.1    |
| Recognition              | 69    | 1.6    |
| Co-workers               | 75    | 0.9    |
| Communication            | 53    | 0.3    |
| Training and Development | 66    | 0.0    |
| Task Significance        | 73    | 0.7    |
| Compensation             | 71    | 0.0    |
| Benefits                 | 79    | 0.0    |
| Advancement              | 72    | 0.1    |
| Survey Perception        | 47    | 0.0    |

\* 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    | 0.6    |
| Unit/Dept. Loyalty    | 57    | 1.1    |
| Unit/Dept. Recommend  | 63    | 1.2    |
| Customer Focus        | 82    | 2.3    |
| U of M Commitment     | 87    | 0.0    |
| U of M Loyalty        | 71    | 2.4    |
| U of M Recommendation | 82    | 0.5    |
| U of M Donation       | 55    | 0.4    |

\* 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

