

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Facilities Maintenance

FM North Campus Region (M2250 - Trades & AFSCME)

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	25	31	18			
Employees in Unit/Department	34	40	43			
% Survey Participation	74%	78%	42%			
Dimensions						
Upper Management*	--	--	34	--		69
Climate*	--	40	43	3		67
Supervisor	32	34	46	12	▲	74
Autonomy/Involvement	21	33	27	-6		71
Workload	38	41	50	9		70
Resources/Environment	43	44	54	10		70
Recognition*	--	38	44	6		65
Co-workers	59	63	61	-2		75
Communication*	--	29	34	5		64
Training and Development*	--	36	39	3		69
Task Significance	42	48	53	5		77
Compensation*	--	58	56	-2		56
Benefits*	--	68	70	2		78
Advancement*	--	45	55	10		65
Survey Perception*	--	29	29	0		63
Job Satisfaction	55	59	61	2		69
Outcomes						
Unit/Dept. Commitment*	--	54	55	1		80
Unit/Dept. Loyalty	50	49	53	4		77
Unit/Dept. Recommend	26	41	48	7		74
Customer Focus	62	67	67	0		83
U of M Commitment	77	69	64	-5		80
U of M Loyalty	59	65	67	2		77
U of M Recommendation	51	58	63	5		74
U of M Donation*	--	--	29	--		--

*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 North Campus Region (M2250 - Trades & AFSCME)

Dimensions	Score	Impact
Upper Management	34	0.2
Climate	43	0.5
Supervisor	46	0.3
Autonomy/Involvement	27	0.9
Workload	50	1.0
Resources/Environment	54	0.8
Recognition	44	0.0
Co-workers	61	2.9
Communication	34	0.0
Training and Development	39	0.0
Task Significance	53	0.0
Compensation	56	0.0
Benefits	70	0.0
Advancement	55	0.0
Survey Perception	29	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	55	4.1
Unit/Dept. Loyalty	53	4.5
Unit/Dept. Recommend	48	5.3
Customer Focus	67	2.2
U of M Commitment	64	3.6
U of M Loyalty	67	3.3
U of M Recommendation	63	4.7
U of M Donation	29	3.9

* 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

