

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Facilities Maintenance

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	294	310	231			
Employees in Unit/Department	435	412	404			
% Survey Participation	68%	75%	57%			
<b>Dimensions</b>						
Upper Management*	--	--	39	--		69
Climate*	--	53	53	0		67
Supervisor	63	60	66	6	▲	74
Autonomy/Involvement	53	49	53	4		71
Workload	52	49	49	0		70
Resources/Environment	65	62	64	2		70
Recognition*	--	53	57	4	▲	65
Co-workers	69	70	69	-1		75
Communication*	--	44	46	2		64
Training and Development*	--	47	47	0		69
Task Significance	64	65	67	2		77
Compensation*	--	63	63	0		56
Benefits*	--	67	71	4	▲	78
Advancement*	--	49	53	4		65
Survey Perception*	--	40	43	3		63
<b>Job Satisfaction</b>	<b>70</b>	<b>67</b>	<b>68</b>	<b>1</b>		<b>69</b>
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	69	72	3		80
Unit/Dept. Loyalty	61	59	59	0		77
Unit/Dept. Recommend	64	60	66	6	▲	74
Customer Focus	81	78	81	3		83
U of M Commitment	80	74	77	3		80
U of M Loyalty	73	70	71	1		77
U of M Recommendation	72	66	72	6	▲	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

Dimensions	Score	Impact
Upper Management	39	0.3
Climate	53	0.5
Supervisor	66	0.5
Autonomy/Involvement	53	0.9
Workload	49	0.5
Resources/Environment	64	0.2
Recognition	57	0.7
Co-workers	69	1.0
Communication	46	0.3
Training and Development	47	0.0
Task Significance	67	0.7
Compensation	63	0.3
Benefits	71	0.0
Advancement	53	0.2
Survey Perception	43	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	72	2.3
Unit/Dept. Loyalty	59	2.3
Unit/Dept. Recommend	66	3.1
Customer Focus	81	1.7
U of M Commitment	77	2.1
U of M Loyalty	71	1.8
U of M Recommendation	72	2.5
U of M Donation	47	1.9

\* 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

