

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

### Facilities & Operations

### Plant Operations

### Materials & Moving Services

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	14	26	25			
Employees in Unit/Department	17	29	39			
% Survey Participation	82%	90%	64%			
<b>Dimensions</b>						
Upper Management*	--	--	53	--		69
Climate*	--	51	54	3		67
Supervisor	74	50	59	9		74
Autonomy/Involvement	71	56	64	8		71
Workload	72	56	54	-2		70
Resources/Environment	79	66	71	5		70
Recognition*	--	65	61	-4		65
Co-workers	84	80	79	-1		75
Communication*	--	45	49	4		64
Training and Development*	--	55	58	3		69
Task Significance	84	66	74	8		77
Compensation*	--	55	45	-10		56
Benefits*	--	69	69	0		78
Advancement*	--	55	50	-5		65
Survey Perception*	--	48	48	0		63
<b>Job Satisfaction</b>	<b>82</b>	<b>65</b>	<b>68</b>	<b>3</b>		<b>69</b>
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	72	72	0		80
Unit/Dept. Loyalty	59	55	51	-4		77
Unit/Dept. Recommend	77	56	68	12		74
Customer Focus	94	85	84	-1		83
U of M Commitment	88	76	85	9	▲	80
U of M Loyalty	82	67	73	6		77
U of M Recommendation	85	69	78	9		74
U of M Donation*	--	--	54	--		--

\*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

Materials & Moving Services

Dimensions	Score	Impact
Upper Management	53	0.0
Climate	54	0.0
Supervisor	59	0.0
Autonomy/Involvement	64	0.0
Workload	54	0.1
Resources/Environment	71	0.7
Recognition	61	0.7
Co-workers	79	0.5
Communication	49	0.0
Training and Development	58	0.0
Task Significance	74	0.0
Compensation	45	0.0
Benefits	69	1.8
Advancement	50	0.0
Survey Perception	48	0.5

\* 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	2.6
Unit/Dept. Loyalty	51	3.1
Unit/Dept. Recommend	68	3.1
Customer Focus	84	2.5
U of M Commitment	85	1.1
U of M Loyalty	73	3.8
U of M Recommendation	78	2.4
U of M Donation	54	1.8

\* 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

