

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Plant Admin/Plant Academy/POLT Support

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	34	32	27			
Employees in Unit/Department	35	34	29			
% Survey Participation	97%	94%	93%			
Dimensions						
Upper Management*	--	--	77	--		69
Climate*	--	75	76	1		67
Supervisor	66	80	78	-2		74
Autonomy/Involvement	68	79	72	-7	▼	71
Workload	57	64	66	2		70
Resources/Environment	78	80	79	-1		70
Recognition*	--	69	70	1		65
Co-workers	73	82	80	-2		75
Communication*	--	68	69	1		64
Training and Development*	--	70	72	2		69
Task Significance	74	83	83	0		77
Compensation*	--	63	60	-3		56
Benefits*	--	75	84	9	▲	78
Advancement*	--	66	65	-1		65
Survey Perception*	--	68	68	0		63
Job Satisfaction	74	79	69	-10	▼	69
Outcomes						
Unit/Dept. Commitment*	--	83	80	-3		80
Unit/Dept. Loyalty	56	68	67	-1		77
Unit/Dept. Recommend	69	76	77	1		74
Customer Focus	82	87	88	1		83
U of M Commitment	87	92	94	2		80
U of M Loyalty	78	82	87	5		77
U of M Recommendation	90	95	95	0		74
U of M Donation*	--	--	68	--		--

*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

Plant Admin/Plant Academy/POLT Support

Dimensions	Score	Impact
Upper Management	77	0.0
Climate	76	0.1
Supervisor	78	0.3
Autonomy/Involvement	72	0.5
Workload	66	0.0
Resources/Environment	79	1.0
Recognition	70	0.0
Co-workers	80	0.0
Communication	69	0.0
Training and Development	72	0.8
Task Significance	83	0.0
Compensation	60	1.2
Benefits	84	0.0
Advancement	65	0.8
Survey Perception	68	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	80	1.2
Unit/Dept. Loyalty	67	1.8
Unit/Dept. Recommend	77	1.5
Customer Focus	88	0.2
U of M Commitment	94	0.6
U of M Loyalty	87	0.5
U of M Recommendation	95	0.8
U of M Donation	68	2.6

* 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

