

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations						
Plant Operations						
Utilities and Plant Engineering						
UPE Non-Supervisory (exempt, & non-exempt, non-bargained for)						
	2012	2014	2016	Diff	Signif	CFI
	0	38	29	2014 to	Diff	Bench
	--	44	37	2016		mark
	--	86%	78%			
Dimensions						
Upper Management*	--	--	56	--		69
Climate*	--	64	65	1		67
Supervisor	--	70	74	4		74
Autonomy/Involvement	--	69	75	6		71
Workload	--	62	63	1		70
Resources/Environment	--	79	74	-5		70
Recognition*	--	60	65	5		65
Co-workers	--	74	76	2		75
Communication*	--	58	57	-1		64
Training and Development*	--	71	69	-2		69
Task Significance	--	75	74	-1		77
Compensation*	--	49	52	3		56
Benefits*	--	70	67	-3		78
Advancement*	--	52	49	-3		65
Survey Perception*	--	48	39	-9		63
Job Satisfaction	--	70	70	0		69
Outcomes						
Unit/Dept. Commitment*	--	78	77	-1		80
Unit/Dept. Loyalty	--	64	68	4		77
Unit/Dept. Recommend	--	73	77	4		74
Customer Focus	--	84	83	-1		83
U of M Commitment	--	84	82	-2		80
U of M Loyalty	--	79	73	-6		77
U of M Recommendation	--	85	85	0		74
U of M Donation*	--	--	38	--		--

Survey Respondents
Employees in Unit/Department
% Survey Participation

*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
Utilities and Plant Engineering
UPE Non-Supervisory (exempt, & non-exempt, non-bargained for)

Dimensions	Score	Impact
Upper Management	56	0.4
Climate	65	0.8
Supervisor	74	0.4
Autonomy/Involvement	75	1.5
Workload	63	0.0
Resources/Environment	74	1.5
Recognition	65	1.5
Co-workers	76	0.0
Communication	57	0.1
Training and Development	69	0.0
Task Significance	74	0.4
Compensation	52	0.0
Benefits	67	0.0
Advancement	49	0.9
Survey Perception	39	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	77	2.3
Unit/Dept. Loyalty	68	3.7
Unit/Dept. Recommend	77	2.8
Customer Focus	83	1.8
U of M Commitment	82	1.0
U of M Loyalty	73	3.5
U of M Recommendation	85	1.4
U of M Donation	38	1.0

* 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

