

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Utilities and Plant Engineering

UPE Trades/AFSCME/IUOE

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	0	37	29			
Employees in Unit/Department	--	78	82			
% Survey Participation	--	47%	35%			
Dimensions						
Upper Management*	--	--	50	--		69
Climate*	--	59	54	-5		67
Supervisor	--	62	54	-8		74
Autonomy/Involvement	--	61	57	-4		71
Workload	--	52	49	-3		70
Resources/Environment	--	65	67	2		70
Recognition*	--	49	46	-3		65
Co-workers	--	68	62	-6		75
Communication*	--	50	48	-2		64
Training and Development*	--	49	55	6		69
Task Significance	--	69	65	-4		77
Compensation*	--	63	54	-9		56
Benefits*	--	65	55	-10		78
Advancement*	--	56	45	-11		65
Survey Perception*	--	35	47	12		63
Job Satisfaction	--	74	69	-5		69
Outcomes						
Unit/Dept. Commitment*	--	77	70	-7		80
Unit/Dept. Loyalty	--	63	58	-5		77
Unit/Dept. Recommend	--	73	61	-12		74
Customer Focus	--	75	78	3		83
U of M Commitment	--	76	73	-3		80
U of M Loyalty	--	69	63	-6		77
U of M Recommendation	--	78	68	-10		74
U of M Donation*	--	--	43	--		--

*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 Trades/AFSCME/IUOE

Dimensions	Score	Impact
Upper Management	50	0.5
Climate	54	0.7
Supervisor	54	0.4
Autonomy/Involvement	57	1.1
Workload	49	0.0
Resources/Environment	67	0.1
Recognition	46	0.6
Co-workers	62	0.0
Communication	48	0.0
Training and Development	55	0.0
Task Significance	65	0.0
Compensation	54	0.0
Benefits	55	0.1
Advancement	45	1.7
Survey Perception	47	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	70	1.2
Unit/Dept. Loyalty	58	3.4
Unit/Dept. Recommend	61	1.4
Customer Focus	78	2.3
U of M Commitment	73	2.4
U of M Loyalty	63	5.0
U of M Recommendation	68	2.7
U of M Donation	43	3.7

* 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

