

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

### Facilities & Operations

#### Plant Operations

#### Utilities and Plant Engineering

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	101	86	70			
Employees in Unit/Department	124	132	133			
% Survey Participation	81%	65%	53%			
<b>Dimensions</b>						
Upper Management*	--	--	54	--		69
Climate*	--	64	61	-3		67
Supervisor	66	68	65	-3		74
Autonomy/Involvement	60	67	67	0		71
Workload	55	58	57	-1		70
Resources/Environment	68	74	69	-5		70
Recognition*	--	56	58	2		65
Co-workers	72	73	70	-3		75
Communication*	--	56	54	-2		64
Training and Development*	--	63	64	1		69
Task Significance	65	74	70	-4		77
Compensation*	--	56	53	-3		56
Benefits*	--	67	62	-5		78
Advancement*	--	55	48	-7		65
Survey Perception*	--	41	43	2		63
<b>Job Satisfaction</b>	<b>72</b>	<b>74</b>	<b>71</b>	<b>-3</b>		<b>69</b>
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	79	76	-3		80
Unit/Dept. Loyalty	65	66	63	-3		77
Unit/Dept. Recommend	72	75	71	-4		74
Customer Focus	79	81	81	0		83
U of M Commitment	81	81	79	-2		80
U of M Loyalty	76	75	68	-7	▼	77
U of M Recommendation	81	82	77	-5		74
U of M Donation*	--	--	42	--		--

\*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

Dimensions	Score	Impact
Upper Management	54	0.2
Climate	61	0.3
Supervisor	65	0.5
Autonomy/Involvement	67	0.6
Workload	57	0.0
Resources/Environment	69	0.3
Recognition	58	0.5
Co-workers	70	0.0
Communication	54	0.2
Training and Development	64	0.0
Task Significance	70	0.6
Compensation	53	0.4
Benefits	62	0.0
Advancement	48	1.3
Survey Perception	43	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	76	3.4
Unit/Dept. Loyalty	63	4.1
Unit/Dept. Recommend	71	4.2
Customer Focus	81	2.2
U of M Commitment	79	3.4
U of M Loyalty	68	4.3
U of M Recommendation	77	4.3
U of M Donation	42	2.8

\* 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

