

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Plant Operations

Work Management

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	29	25	30			
Employees in Unit/Department	33	33	35			
% Survey Participation	88%	76%	86%			
Dimensions						
Upper Management*	--	--	51	--		69
Climate*	--	49	50	1		67
Supervisor	61	59	61	2		74
Autonomy/Involvement	53	48	55	7		71
Workload	58	60	58	-2		70
Resources/Environment	68	66	68	2		70
Recognition*	--	52	51	-1		65
Co-workers	63	68	61	-7		75
Communication*	--	41	43	2		64
Training and Development*	--	58	57	-1		69
Task Significance	76	73	62	-11		77
Compensation*	--	45	46	1		56
Benefits*	--	73	74	1		78
Advancement*	--	54	50	-4		65
Survey Perception*	--	56	51	-5		63
Job Satisfaction	68	69	65	-4		69
Outcomes						
Unit/Dept. Commitment*	--	74	64	-10	▼	80
Unit/Dept. Loyalty	56	51	48	-3		77
Unit/Dept. Recommend	60	60	58	-2		74
Customer Focus	84	85	83	-2		83
U of M Commitment	84	87	83	-4		80
U of M Loyalty	83	84	80	-4		77
U of M Recommendation	85	87	86	-1		74
U of M Donation*	--	--	55	--		--

*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

Work Management

Dimensions	Score	Impact
Upper Management	51	0.7
Climate	50	0.9
Supervisor	61	0.6
Autonomy/Involvement	55	1.6
Workload	58	0.0
Resources/Environment	68	0.0
Recognition	51	0.5
Co-workers	61	0.1
Communication	43	0.2
Training and Development	57	0.2
Task Significance	62	0.3
Compensation	46	0.0
Benefits	74	1.0
Advancement	50	0.8
Survey Perception	51	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	64	2.1
Unit/Dept. Loyalty	48	2.1
Unit/Dept. Recommend	58	3.1
Customer Focus	83	1.0
U of M Commitment	83	0.9
U of M Loyalty	80	0.8
U of M Recommendation	86	2.2
U of M Donation	55	1.5

* 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

