

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

### Facilities & Operations

#### Plant Operations

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
<b>Survey Respondents</b>	840	910	752			
<b>Employees in Unit/Department</b>	1,215	1,240	1,206			
<b>% Survey Participation</b>	69%	73%	62%			
<b>Dimensions</b>						
Upper Management*	--	--	49	--		69
Climate*	--	58	58	0		67
Supervisor	65	64	66	2		74
Autonomy/Involvement	59	58	61	3		71
Workload	57	57	56	-1		70
Resources/Environment	70	69	69	0		70
Recognition*	--	57	59	2		65
Co-workers	71	72	69	-3	▼	75
Communication*	--	52	53	1		64
Training and Development*	--	58	58	0		69
Task Significance	71	72	73	1		77
Compensation*	--	61	58	-3		56
Benefits*	--	72	74	2		78
Advancement*	--	54	55	1		65
Survey Perception*	--	51	54	3		63
<b>Job Satisfaction</b>	<b>69</b>	<b>68</b>	<b>68</b>	<b>0</b>		<b>69</b>
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	73	73	0		80
Unit/Dept. Loyalty	60	59	58	-1		77
Unit/Dept. Recommend	67	66	70	4	▲	74
Customer Focus	82	82	83	1	▲	83
U of M Commitment	81	79	81	2	▲	80
U of M Loyalty	74	72	73	1		77
U of M Recommendation	78	75	79	4	▲	74
U of M Donation*	--	--	53	--		--

\*Attributes or Dimensions are new or have been modified, so a direct comparison to some past elements is not possible

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## 2016 Survey - Impact Report

Facilities & Operations

Plant Operations

Dimensions	Score	Impact
Upper Management	49	0.3
Climate	58	0.4
Supervisor	66	0.3
Autonomy/Involvement	61	0.8
Workload	56	0.4
Resources/Environment	69	0.2
Recognition	59	0.5
Co-workers	69	0.8
Communication	53	0.2
Training and Development	58	0.0
Task Significance	73	0.5
Compensation	58	0.7
Benefits	74	0.0
Advancement	55	0.5
Survey Perception	54	0.1

\* 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	73	2.4
Unit/Dept. Loyalty	58	2.5
Unit/Dept. Recommend	70	2.7
Customer Focus	83	1.3
U of M Commitment	81	1.6
U of M Loyalty	73	1.7
U of M Recommendation	79	1.9
U of M Donation	53	2.1

\* 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

