

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Shared Services Center

AP/AR

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	0	0	37			
Employees in Unit/Department			51			
% Survey Participation	--	--	73%			
Dimensions						
Upper Management*	--	--	82	--		69
Climate*	--	--	76	--		67
Supervisor	--	--	77	--		74
Autonomy/Involvement	--	--	67	--		71
Workload	--	--	74	--		70
Resources/Environment	--	--	81	--		70
Recognition*	--	--	71	--		65
Co-workers	--	--	82	--		75
Communication*	--	--	74	--		64
Training and Development*	--	--	67	--		69
Task Significance	--	--	85	--		77
Compensation*	--	--	62	--		56
Benefits*	--	--	86	--		78
Advancement*	--	--	65	--		65
Survey Perception*	--	--	73	--		63
Job Satisfaction	--	--	75	--		69
Outcomes						
Unit/Dept. Commitment*	--	--	80	--		80
Unit/Dept. Loyalty	--	--	60	--		77
Unit/Dept. Recommend	--	--	74	--		74
Customer Focus	--	--	91	--		83
U of M Commitment	--	--	87	--		80
U of M Loyalty	--	--	80	--		77
U of M Recommendation	--	--	86	--		74
U of M Donation*	--	--	61	--		--

*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

Shared Services Center

AP/AR

Dimensions	Score	Impact
Upper Management	82	0.7
Climate	76	0.7
Supervisor	77	0.6
Autonomy/Involvement	67	1.3
Workload	74	0.5
Resources/Environment	81	0.0
Recognition	71	0.4
Co-workers	82	0.9
Communication	74	0.0
Training and Development	67	0.0
Task Significance	85	0.0
Compensation	62	0.0
Benefits	86	0.0
Advancement	65	1.0
Survey Perception	73	1.6

* 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	80	0.9
Unit/Dept. Loyalty	60	0.9
Unit/Dept. Recommend	74	0.9
Customer Focus	91	0.9
U of M Commitment	87	0.0
U of M Loyalty	80	0.5
U of M Recommendation	86	0.6
U of M Donation	61	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

