

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Shared Services Center

Contact Center and T&E

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	0	0	39			
Employees in Unit/Department	--	--	46			
% Survey Participation	--	--	85%			
Dimensions						
Upper Management*	--	--	67	--		69
Climate*	--	--	65	--		67
Supervisor	--	--	77	--		74
Autonomy/Involvement	--	--	60	--		71
Workload	--	--	70	--		70
Resources/Environment	--	--	76	--		70
Recognition*	--	--	65	--		65
Co-workers	--	--	76	--		75
Communication*	--	--	65	--		64
Training and Development*	--	--	66	--		69
Task Significance	--	--	83	--		77
Compensation*	--	--	56	--		56
Benefits*	--	--	80	--		78
Advancement*	--	--	60	--		65
Survey Perception*	--	--	64	--		63
Job Satisfaction	--	--	67	--		69
Outcomes						
Unit/Dept. Commitment*	--	--	76	--		80
Unit/Dept. Loyalty	--	--	50	--		77
Unit/Dept. Recommend	--	--	75	--		74
Customer Focus	--	--	90	--		83
U of M Commitment	--	--	82	--		80
U of M Loyalty	--	--	80	--		77
U of M Recommendation	--	--	86	--		74
U of M Donation*	--	--	46	--		--

*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

Contact Center and T&E

Dimensions	Score	Impact
Upper Management	67	0.3
Climate	65	0.4
Supervisor	77	0.5
Autonomy/Involvement	60	1.0
Workload	70	0.4
Resources/Environment	76	0.0
Recognition	65	1.1
Co-workers	76	0.5
Communication	65	0.4
Training and Development	66	0.0
Task Significance	83	0.8
Compensation	56	0.0
Benefits	80	0.0
Advancement	60	0.0
Survey Perception	64	0.8

* 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	3.3
Unit/Dept. Loyalty	50	2.1
Unit/Dept. Recommend	75	3.7
Customer Focus	90	0.6
U of M Commitment	82	0.9
U of M Loyalty	80	0.8
U of M Recommendation	86	0.8
U of M Donation	46	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

