

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

Shared Services Center

HR Group Lead

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	0	0	29			
Employees in Unit/Department			35			
% Survey Participation	--	--	83%			
<b>Dimensions</b>						
Upper Management*	--	--	49	--		69
Climate*	--	--	57	--		67
Supervisor	--	--	71	--		74
Autonomy/Involvement	--	--	59	--		71
Workload	--	--	68	--		70
Resources/Environment	--	--	67	--		70
Recognition*	--	--	60	--		65
Co-workers	--	--	76	--		75
Communication*	--	--	50	--		64
Training and Development*	--	--	47	--		69
Task Significance	--	--	74	--		77
Compensation*	--	--	55	--		56
Benefits*	--	--	80	--		78
Advancement*	--	--	55	--		65
Survey Perception*	--	--	64	--		63
<b>Job Satisfaction</b>	--	--	62	--		69
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	--	70	--		80
Unit/Dept. Loyalty	--	--	38	--		77
Unit/Dept. Recommend	--	--	60	--		74
Customer Focus	--	--	92	--		83
U of M Commitment	--	--	83	--		80
U of M Loyalty	--	--	71	--		77
U of M Recommendation	--	--	83	--		74
U of M Donation*	--	--	58	--		--

\*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

Shared Services Center

HR Group Lead

Dimensions	Score	Impact
Upper Management	49	0.1
Climate	57	0.2
Supervisor	71	0.5
Autonomy/Involvement	59	0.4
Workload	68	0.7
Resources/Environment	67	0.0
Recognition	60	1.1
Co-workers	76	1.9
Communication	50	0.1
Training and Development	47	0.0
Task Significance	74	0.8
Compensation	55	0.0
Benefits	80	0.0
Advancement	55	0.0
Survey Perception	64	2.0

\* 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	70	4.1
Unit/Dept. Loyalty	38	4.8
Unit/Dept. Recommend	60	5.3
Customer Focus	92	0.3
U of M Commitment	83	1.2
U of M Loyalty	71	2.9
U of M Recommendation	83	1.5
U of M Donation	58	2.3

\* 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

