

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

Shared Services Center

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	0	0	167			
Employees in Unit/Department	--	--	215			
% Survey Participation	--	--	78%			
<b>Dimensions</b>						
Upper Management*	--	--	69	--		69
Climate*	--	--	69	--		67
Supervisor	--	--	77	--		74
Autonomy/Involvement	--	--	66	--		71
Workload	--	--	74	--		70
Resources/Environment	--	--	77	--		70
Recognition*	--	--	67	--		65
Co-workers	--	--	81	--		75
Communication*	--	--	67	--		64
Training and Development*	--	--	66	--		69
Task Significance	--	--	82	--		77
Compensation*	--	--	60	--		56
Benefits*	--	--	83	--		78
Advancement*	--	--	62	--		65
Survey Perception*	--	--	67	--		63
<b>Job Satisfaction</b>	--	--	68	--		69
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	--	78	--		80
Unit/Dept. Loyalty	--	--	51	--		77
Unit/Dept. Recommend	--	--	73	--		74
Customer Focus	--	--	90	--		83
U of M Commitment	--	--	86	--		80
U of M Loyalty	--	--	77	--		77
U of M Recommendation	--	--	87	--		74
U of M Donation*	--	--	56	--		--

\*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

Dimensions	Score	Impact
Upper Management	69	0.8
Climate	69	1.0
Supervisor	77	1.3
Autonomy/Involvement	66	2.3
Workload	74	0.0
Resources/Environment	77	0.0
Recognition	67	0.2
Co-workers	81	0.1
Communication	67	0.5
Training and Development	66	0.0
Task Significance	82	1.3
Compensation	60	0.0
Benefits	83	0.0
Advancement	62	0.1
Survey Perception	67	1.2

\* 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	78	2.6
Unit/Dept. Loyalty	51	3.7
Unit/Dept. Recommend	73	3.0
Customer Focus	90	0.5
U of M Commitment	86	0.5
U of M Loyalty	77	1.0
U of M Recommendation	87	0.5
U of M Donation	56	0.7

\* 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

