

Attribute Detail Report



Business and Finance					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
2673	2562	2662			
3170	3135	3129			
84%	82%	85%			

Dimensions	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
Climate	61	63	66	3	▲	0.4
People in my unit/department are treated fairly	63	65	67	2	▲	--
If I am unfairly treated, I believe I will be given a fair shake if I appeal	58	60	62	2	▲	--
Integrity is a hallmark of my unit/department	62	65	68	3	▲	--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	63	64	67	3	▲	--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	55	57	62	5	▲	--
I am aware of the Business and Finance values	65	69	71	2	▲	--
The Business and Finance values govern the way we do business in B&F	61	63	66	3	▲	--
Comp Supervisor (for reference and past comparison)	69	71	73	2	▲	
Supervisor*	--	--	73	--		0.5
Considers my ideas	71	73	74	1		--
Recognizes me for doing good work	68	71	73	2	▲	--
Treats me with respect	76	79	79	0		--
Cares about me as a person	72	75	75	0		--
Gives me constructive feedback on my performance	67	70	72	2	▲	--
Communicates well	65	68	70	2	▲	--
Is approachable and easy to talk with	74	75	77	2		--
Is ethical in day-to-day practices	75	78	79	1		--
Deals effectively with poor performance	58	61	62	1		--
Manages people effectively	62	65	66	1		--
Is an effective decision-maker	66	68	70	2	▲	--
Effectively communicates the goals and strategies of our unit/department	57	57	72	15	▲	--
Autonomy/Involvement	65	65	67	2	▲	0.8
I have control over how I do my work	71	71	72	1		--
My opinion counts at work	63	64	65	1	▲	--
I have a say in decisions that affect my work	61	61	63	2	▲	--
Workload	63	62	63	1		0.2
Work is distributed fairly within my workgroup	65	65	66	1		--
My workgroup has enough employees to handle the work	59	57	56	-1		--
Resources/Environment	74	74	74	0		0.1
The physical environment allows me to do my job	74	74	75	1		--
I have the necessary resources, tools or equipment to do my job	74	74	74	0		--
Recognition	61	63	65	2	▲	0.4
My customers recognize my good work	70	72	72	0		--
I get appropriate recognition when I have done something extraordinary	58	61	63	2	▲	--
Expressions of thanks and appreciation are common in my unit/department	54	58	63	5	▲	--
My contributions are valued by members of the U of M Community	61	62	63	1		--
Co-workers	74	76	77	1	▲	0.4
My workgroup collaborates effectively with other workgroups	67	68	70	2	▲	--
My co-workers and I work as part of a team	72	75	76	1	▲	--
I can count on my co-workers to help out when needed	75	78	78	0		--
I am consistently treated with respect by my co-workers	74	78	79	1	▲	--
One or more of my co-workers cares about me as a person	80	82	82	0		--
People care about each other in my unit/department	72	74	76	2	▲	--

* Dimension questions were modified so a direct comparison is not possible.
6/5/2014

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Business and Finance						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
2673	2562	2662				
3170	3135	3129				
84%	82%	85%				
Dimensions						
Communication*						
--	--	61	--		0.4	
Reasons for making changes are communicated before changes are made						
50	51	53	2	▲	--	
Customer feedback is shared throughout my unit/department						
56	56	60	4	▲	--	
Information about the University is shared openly in my unit/department						
59	60	64	4	▲	--	
I am informed about matters that affect my job						
62	63	65	2	▲	--	
Changes in service standards are communicated effectively						
55	55	59	4	▲	--	
Training and Development*						
--	--	65	--		0.1	
I receive training necessary for me to do my job						
62	63	69	6	▲	--	
I have opportunities for training that support my development and/or advancement						
57	59	62	3	▲	--	
When my job changes, I receive appropriate training						
--	--	64	--		--	
Task Significance						
75	76	79	3	▲	1.0	
I know what is expected of me at work						
79	79	81	2	▲	--	
I understand how my work supports the mission of my unit/department						
81	82	84	2	▲	--	
I understand how my work supports the mission of Business and Finance						
75	76	79	3	▲	--	
I understand how my work supports U of M's mission						
77	78	81	3	▲	--	
My supervisor has a clear view of where unit/department is going						
65	66	70	4	▲	--	
The goals of my unit/department are clear to me						
72	73	76	3	▲	--	
Compensation*						
--	--	62	--		0.5	
I understand how my current salary or base pay rate is determined						
64	64	65	1		--	
I am fairly paid for the work I do						
57	58	57	-1		--	
My salary/pay is a significant factor in my decision to stay at U of M						
58	58	66	8	▲	--	
Benefits*						
--	--	78	--		0.2	
U of M's benefits package meets my needs						
76	77	77	0		--	
The benefits package is a significant factor in my decision to stay at U of M						
75	77	79	2	▲	--	
Advancement*						
--	--	59	--		0.5	
Opportunities for advancement or promotion exist within U of M						
59	60	61	1		--	
I know what is required of me to advance within U of M						
54	55	57	2	▲	--	
Internal candidates receive fair consideration for open positions						
58	59	60	1		--	
Survey Perception*						
--	--	59	--		0.2	
This survey is an important element in improving the work environment						
56	57	59	2	▲	--	

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Business and Finance					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
2673	2562	2662			
3170	3135	3129			
84%	82%	85%			

Satisfaction						
Job Satisfaction	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
To what extent does your current job fall short or exceed your expectations	61	61	62	1		--
How well does your current position compare to your ideal job	58	59	60	1		--
How satisfied are you with your job	72	72	73	1		--
I enjoy the type of work I do	80	80	80	0		--
My job is interesting	77	79	79	0		--
I make a difference in my unit/department	79	80	81	1		--
My job gives me a sense of accomplishment	77	77	77	0		--
Outcomes						
Unit/Dept. Commitment	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
I am proud to work for my unit/department	76	76	78	2	▲	--
I have a strong commitment to my unit/department	79	80	81	1	▲	--
I care about the future of my unit/department	84	85	85	0		--
I feel a strong sense of belonging to my unit/department	72	74	75	1	▲	--
I enjoy discussing my unit/department with people who do not work here	66	66	68	2		--
Unit/Dept. Loyalty	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
If it is up to me, I will be working in my unit/department one year from now	75	74	73	-1		--
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	41	42	42	0		--
I would not leave my unit/dept for a similar job within UM at the same salary	62	64	65	1		--
Unit/Dept. Recommend	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
I recommend my unit/department to someone looking for a good place to work	71	70	73	3	▲	3.2
U of M Commitment	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
I am proud to work for the U-M	87	87	86	-1		--
I have a strong commitment to the U-M	85	85	85	0		--
I care about the future of the U-M	88	89	88	-1		--
I enjoy discussing the U-M with people who do not work here	78	78	78	0		--
I feel a strong sense of belonging to the U-M	81	81	81	0		--
U of M Loyalty	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
If it is up to me, I will be working at U of M one year from now	86	85	85	0		--
I would not leave U of M for a similar job at a 5% higher salary	61	62	60	-2	▼	--
I would not leave U of M for a similar job at the same salary	76	76	76	0		--
U of M Recommendation	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
I would recommend the U-M to someone who is looking for a good place to work	84	83	83	0		1.7
Customer Focus	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
I am able to address my clients'/customers' concerns	79	77	77	0		--
I do all that I can within budgetary constraints to satisfy customers	84	85	86	1		--
I enjoy helping solve customers' problems	87	88	89	1	▲	--
I respond in a timely manner to customer requests/questions	87	87	88	1	▲	--

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6/5/2014

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Business and Finance						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
2673	2562	2662				
3170	3135	3129				
84%	82%	85%				
Other Questions						
Trust						
I trust my supervisor	69	72	74	2	▲	--
My supervisor trusts me	75	77	79	2	▲	--
I trust my co-workers	68	72	74	2	▲	--
A climate of trust exists in my unit/department	62	65	68	3	▲	--
My supervisor creates an environment that fosters trust	68	71	73	2	▲	--
People in my unit/department follow through on their commitments	66	69	71	2	▲	--
Was made to feel welcome	--	--	84	--		--
Safety						
Feel safe at work	--	--	85	--		--
Department committed to occupational health and safety	--	--	80	--		--
Department does good job monitoring safety	--	--	76	--		--
Supervisor						
Overall, how would you rate your supervisor	70	72	74	2	▲	--
Customer Orientation						
Satisfying customers is a top priority in my unit/department	84	83	85	2	▲	--
My unit/department understands the needs of our customers	79	79	80	1		--
My unit/department adapts to changing customer needs	76	75	76	1	▲	--
My unit/department communicates service changes effectively to customers	70	70	71	1		--
My unit/department implements service changes effectively	69	69	69	0		--

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6/5/2014

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Facilities & Operations					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
1439	1306	1285			
1821	1752	1684			
79%	75%	76%			

Dimensions	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
Climate	57	58	60	2		0.4
People in my unit/department are treated fairly	58	59	61	2	▲	--
If I am unfairly treated, I believe I will be given a fair shake if I appeal	55	56	57	1		--
Integrity is a hallmark of my unit/department	57	59	60	1		--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	60	61	64	3	▲	--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	51	51	56	5	▲	--
I am aware of the Business and Finance values	60	64	65	1		--
The Business and Finance values govern the way we do business in B&F	57	58	60	2	▲	--
Comp Supervisor (for reference and past comparison)	65	67	67	0		--
Supervisor*	--	--	67	--		0.4
Considers my ideas	66	69	68	-1		--
Recognizes me for doing good work	64	67	68	1		--
Treats me with respect	72	75	74	-1		--
Cares about me as a person	68	71	70	-1		--
Gives me constructive feedback on my performance	63	65	66	1		--
Communicates well	62	64	64	0		--
Is approachable and easy to talk with	70	72	72	0		--
Is ethical in day-to-day practices	69	73	72	-1		--
Deals effectively with poor performance	53	56	58	2		--
Manages people effectively	58	61	61	0		--
Is an effective decision-maker	62	64	65	1		--
Effectively communicates the goals and strategies of our unit/department	51	49	66	17	▲	--
Autonomy/Involvement	61	61	61	0		0.7
I have control over how I do my work	69	67	68	1		--
My opinion counts at work	58	58	58	0		--
I have a say in decisions that affect my work	57	57	57	0		--
Workload	60	59	59	0		0.2
Work is distributed fairly within my workgroup	61	61	63	2		--
My workgroup has enough employees to handle the work	56	54	52	-2		--
Resources/Environment	70	70	70	0		0.4
The physical environment allows me to do my job	70	69	71	2		--
I have the necessary resources, tools or equipment to do my job	70	70	70	0		--
Recognition	56	58	60	2		0.6
My customers recognize my good work	67	69	69	0		--
I get appropriate recognition when I have done something extraordinary	53	56	57	1		--
Expressions of thanks and appreciation are common in my unit/department	49	51	56	5	▲	--
My contributions are valued by members of the U of M Community	56	58	58	0		--
Co-workers	70	73	73	0		0.5
My workgroup collaborates effectively with other workgroups	63	64	65	1		--
My co-workers and I work as part of a team	68	72	72	0		--
I can count on my co-workers to help out when needed	72	75	75	0		--
I am consistently treated with respect by my co-workers	71	75	76	1		--
One or more of my co-workers cares about me as a person	77	79	79	0		--
People care about each other in my unit/department	68	70	71	1		--

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2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
1439	1306	1285			
1821	1752	1684			
79%	75%	76%			

Dimensions	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
Communication*	--	--	55	--		0.2
Reasons for making changes are communicated before changes are made	45	44	47	3	▲	--
Customer feedback is shared throughout my unit/department	52	49	55	6	▲	--
Information about the University is shared openly in my unit/department	54	54	57	3	▲	--
I am informed about matters that affect my job	58	57	59	2	▲	--
Changes in service standards are communicated effectively	50	48	53	5	▲	--
Training and Development*	--	--	60	--		0.0
I receive training necessary for me to do my job	57	57	65	8	▲	--
I have opportunities for training that support my development and/or advancement	52	52	56	4	▲	--
When my job changes, I receive appropriate training	--	--	59	--		--
Task Significance	73	73	75	2	▲	0.6
I know what is expected of me at work	79	77	78	1		--
I understand how my work supports the mission of my unit/department	80	79	80	1		--
I understand how my work supports the mission of Business and Finance	73	73	75	2	▲	--
I understand how my work supports U of M's mission	75	75	77	2	▲	--
My supervisor has a clear view of where unit/department is going	61	61	64	3	▲	--
The goals of my unit/department are clear to me	70	68	71	3	▲	--
Compensation*	--	--	61	--		0.6
I understand how my current salary or base pay rate is determined	62	61	62	1		--
I am fairly paid for the work I do	57	57	56	-1		--
My salary/pay is a significant factor in my decision to stay at U of M	60	59	67	8	▲	--
Benefits*	--	--	74	--		0.3
U of M's benefits package meets my needs	72	73	72	-1		--
The benefits package is a significant factor in my decision to stay at U of M	74	75	76	1		--
Advancement*	--	--	55	--		0.5
Opportunities for advancement or promotion exist within U of M	57	56	56	0		--
I know what is required of me to advance within U of M	53	53	55	2		--
Internal candidates receive fair consideration for open positions	53	54	54	0		--
Survey Perception*	--	--	54	--		0.0
This survey is an important element in improving the work environment	54	52	54	2		--

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Facilities & Operations					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
1439	1306	1285			
1821	1752	1684			
79%	75%	76%			

Satisfaction						
Job Satisfaction	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
To what extent does your current job fall short or exceed your expectations	58	58	58	0		--
How well does your current position compare to your ideal job	56	56	56	0		--
How satisfied are you with your job	71	70	70	0		--
I enjoy the type of work I do	79	79	78	-1		--
My job is interesting	76	77	75	-2		--
I make a difference in my unit/department	77	78	78	0		--
My job gives me a sense of accomplishment	75	75	74	-1		--
Outcomes						
Unit/Dept. Commitment	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
I am proud to work for my unit/department	74	73	73	0		--
I have a strong commitment to my unit/department	77	78	78	0		--
I care about the future of my unit/department	83	84	83	-1		--
I feel a strong sense of belonging to my unit/department	70	70	71	1		--
I enjoy discussing my unit/department with people who do not work here	65	64	64	0		--
Unit/Dept. Loyalty	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
If it is up to me, I will be working in my unit/department one year from now	75	73	72	-1		--
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	39	38	37	-1		--
I would not leave my unit/dept for a similar job within UM at the same salary	59	60	60	0		--
Unit/Dept. Recommend	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
I recommend my unit/department to someone looking for a good place to work	69	67	68	1		--
U of M Commitment	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
I am proud to work for the U-M	85	84	83	-1		--
I have a strong commitment to the U-M	83	83	82	-1		--
I care about the future of the U-M	87	87	86	-1		--
I enjoy discussing the U-M with people who do not work here	77	75	74	-1		--
I feel a strong sense of belonging to the U-M	79	78	77	-1		--
U of M Loyalty	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
If it is up to me, I will be working at U of M one year from now	86	84	83	-1		--
I would not leave U of M for a similar job at a 5% higher salary	59	59	56	-3	▼	--
I would not leave U of M for a similar job at the same salary	74	73	71	-2		--
U of M Recommendation	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
I would recommend the U-M to someone who is looking for a good place to work	81	79	78	-1		--
Customer Focus	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
I am able to address my clients'/customers' concerns	77	75	74	-1		--
I do all that I can within budgetary constraints to satisfy customers	83	84	85	1		--
I enjoy helping solve customers' problems	86	87	88	1		--
I respond in a timely manner to customer requests/questions	86	85	85	0		--

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2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
1439	1306	1285				
1821	1752	1684				
79%	75%	76%				
Other Questions						
Trust						
I trust my supervisor	65	68	69	1		--
My supervisor trusts me	71	73	75	2		--
I trust my co-workers	64	68	70	2	▲	--
A climate of trust exists in my unit/department	57	60	62	2		--
My supervisor creates an environment that fosters trust	63	66	68	2		--
People in my unit/department follow through on their commitments	61	64	65	1		--
Was made to feel welcome	--	--	82	--		--
Safety						
Feel safe at work	--	--	80	--		--
Department committed to occupational health and safety	--	--	76	--		--
Department does good job monitoring safety	--	--	72	--		--
Supervisor						
Overall, how would you rate your supervisor	67	69	70	1		--
Customer Orientation						
Satisfying customers is a top priority in my unit/department	82	79	80	1		--
My unit/department understands the needs of our customers	78	75	77	2		--
My unit/department adapts to changing customer needs	74	71	72	1		--
My unit/department communicates service changes effectively to customers	66	65	65	0		--
My unit/department implements service changes effectively	65	63	63	0		--

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Facilities & Operations						
NCRC Operations						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
8	9	12				
12	13	16				
67%	69%	75%				
Dimensions						
Climate						
People in my unit/department are treated fairly	86	84	93	9		--
If I am unfairly treated, I believe I will be given a fair shake if I appeal	75	83	92	9		--
Integrity is a hallmark of my unit/department	90	86	88	2		--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	89	94	92	-2		--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	86	89	89	0		--
I am aware of the Business and Finance values	83	88	82	-6		--
The Business and Finance values govern the way we do business in B&F	79	74	74	0		--
Comp Supervisor (for reference and past comparison)						
Supervisor*	--	--	92	--		--
Considers my ideas	94	95	91	-4		--
Recognizes me for doing good work	93	95	94	-1		--
Treats me with respect	97	96	97	1		--
Cares about me as a person	94	95	95	0		--
Gives me constructive feedback on my performance	89	86	90	4		--
Communicates well	89	93	91	-2		--
Is approachable and easy to talk with	94	95	98	3		--
Is ethical in day-to-day practices	94	98	96	-2		--
Deals effectively with poor performance	86	88	75	-13		--
Manages people effectively	92	91	91	0		--
Is an effective decision-maker	92	94	92	-2		--
Effectively communicates the goals and strategies of our unit/department	74	81	90	9		--
Autonomy/Involvement						
I have control over how I do my work	89	84	95	11		--
My opinion counts at work	92	88	80	-8		--
I have a say in decisions that affect my work	92	81	76	-5		--
Workload						
Work is distributed fairly within my workgroup	89	78	81	3		--
My workgroup has enough employees to handle the work	67	46	68	22		--
Resources/Environment						
The physical environment allows me to do my job	90	86	93	7		--
I have the necessary resources, tools or equipment to do my job	90	79	89	10		--
Recognition						
My customers recognize my good work	81	80	83	3		--
I get appropriate recognition when I have done something extraordinary	90	86	87	1		--
Expressions of thanks and appreciation are common in my unit/department	88	88	89	1		--
My contributions are valued by members of the U of M Community	79	84	79	-5		--
Co-workers						
My workgroup collaborates effectively with other workgroups	83	91	75	-16		--
My co-workers and I work as part of a team	93	89	94	5		--
I can count on my co-workers to help out when needed	93	93	92	-1		--
I am consistently treated with respect by my co-workers	92	91	94	3		--
One or more of my co-workers cares about me as a person	92	94	92	-2		--
People care about each other in my unit/department	94	94	94	0		--

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NCRC Operations						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
8	9	12				
12	13	16				
67%	69%	75%				
Dimensions						
Communication*						
--	--	85	--		--	
86	81	83	2		--	
79	83	81	-2		--	
88	80	88	8		--	
83	84	88	4		--	
81	81	82	1		--	
Training and Development*						
--	--	74	--		--	
76	73	76	3		--	
71	74	67	-7		--	
--	--	76	--		--	
Task Significance						
90	85	91	6		--	
92	85	92	7		--	
93	88	94	6		--	
89	88	89	1		--	
90	88	93	5		--	
88	79	91	12		--	
88	85	87	2		--	
Compensation*						
--	--	70	--		--	
75	51	76	25	▲	--	
63	52	60	8		--	
54	44	73	29	▲	--	
Benefits*						
--	--	71	--		--	
74	56	69	13		--	
60	57	72	15		--	
Advancement*						
--	--	77	--		--	
72	60	73	13		--	
64	53	70	17		--	
82	74	88	14		--	
Survey Perception*						
--	--	65	--		--	
72	68	65	-3		--	

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6/5/2014

Attribute Detail Report



Facilities & Operations						
NCRC Operations						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
8	9	12				
12	13	16				
67%	69%	75%				
Satisfaction						
Job Satisfaction						
To what extent does your current job fall short or exceed your expectations	68	67	74	7		--
How well does your current position compare to your ideal job	69	62	70	8		--
How satisfied are you with your job	85	78	85	7		--
I enjoy the type of work I do	92	88	92	4		--
My job is interesting	90	84	87	3		--
I make a difference in my unit/department	92	86	92	6		--
My job gives me a sense of accomplishment	89	79	87	8		--
Outcomes						
Unit/Dept. Commitment						
I am proud to work for my unit/department	94	89	89	0		--
I have a strong commitment to my unit/department	94	90	95	5		--
I care about the future of my unit/department	96	91	96	5		--
I feel a strong sense of belonging to my unit/department	89	89	95	6		--
I enjoy discussing my unit/department with people who do not work here	92	83	95	12	▲	--
Unit/Dept. Loyalty						
If it is up to me, I will be working in my unit/department one year from now	83	80	85	5		--
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	53	65	63	-2		--
I would not leave my unit/dept for a similar job within UM at the same salary	81	93	86	-7		--
Unit/Dept. Recommend						
I recommend my unit/department to someone looking for a good place to work	93	88	96	8		--
U of M Commitment						
I am proud to work for the U-M	88	73	72	-1		--
I have a strong commitment to the U-M	86	73	70	-3		--
I care about the future of the U-M	92	80	80	0		--
I enjoy discussing the U-M with people who do not work here	83	68	66	-2		--
I feel a strong sense of belonging to the U-M	82	69	65	-4		--
U of M Loyalty						
If it is up to me, I will be working at U of M one year from now	74	73	86	13		--
I would not leave U of M for a similar job at a 5% higher salary	51	68	65	-3		--
I would not leave U of M for a similar job at the same salary	72	81	77	-4		--
U of M Recommendation						
I would recommend the U-M to someone who is looking for a good place to work	85	72	68	-4		--
Customer Focus						
I am able to address my clients'/customers' concerns	85	85	83	-2		--
I do all that I can within budgetary constraints to satisfy customers	86	89	96	7		--
I enjoy helping solve customers' problems	92	95	98	3		--
I respond in a timely manner to customer requests/questions	92	91	93	2		--

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6/5/2014

Attribute Detail Report



Facilities & Operations						
NCRC Operations						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
8	9	12				
12	13	16				
67%	69%	75%				
Other Questions						
Trust						
I trust my supervisor	96	93	97	4		--
My supervisor trusts me	96	91	96	5		--
I trust my co-workers	96	83	94	11		--
A climate of trust exists in my unit/department	92	90	95	5		--
My supervisor creates an environment that fosters trust	96	93	96	3		--
People in my unit/department follow through on their commitments	90	89	94	5		--
Was made to feel welcome	--	--	71	--		--
Safety						
Feel safe at work	--	--	96	--		--
Department committed to occupational health and safety	--	--	96	--		--
Department does good job monitoring safety	--	--	95	--		--
Supervisor						
Overall, how would you rate your supervisor	93	93	92	-1		--
Customer Orientation						
Satisfying customers is a top priority in my unit/department	92	95	93	-2		--
My unit/department understands the needs of our customers	93	93	96	3		--
My unit/department adapts to changing customer needs	92	93	96	3		--
My unit/department communicates service changes effectively to customers	82	84	89	5		--
My unit/department implements service changes effectively	86	85	91	6		--

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