

Attribute Detail Report



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

Dimensions	2010	2012	2014	Diff	Signif	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.

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
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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6/4/2014

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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%			

Satisfaction						
Job Satisfaction						
To what extent does your current job fall short or exceed your expectations	72	72	73	1		--
How well does your current position compare to your ideal job	61	61	62	1		--
How satisfied are you with your job	58	59	60	1		--
I enjoy the type of work I do	72	72	73	1		--
My job is interesting	80	80	80	0		--
I make a difference in my unit/department	77	79	79	0		--
My job gives me a sense of accomplishment	79	80	81	1		--
	77	77	77	0		--
Outcomes						
Unit/Dept. Commitment						
I am proud to work for my unit/department	76	77	78	1		2.3
I have a strong commitment to my unit/department	76	76	78	2	▲	--
I care about the future of my unit/department	79	80	81	1	▲	--
I feel a strong sense of belonging to my unit/department	84	85	85	0		--
I enjoy discussing my unit/department with people who do not work here	72	74	75	1	▲	--
	66	66	68	2		--
Unit/Dept. Loyalty						
If it is up to me, I will be working in my unit/department one year from now	64	64	64	0		3.2
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	75	74	73	-1		--
I would not leave my unit/dept for a similar job within UM at the same salary	41	42	42	0		--
	62	64	65	1		--
Unit/Dept. Recommend						
I recommend my unit/department to someone looking for a good place to work	71	70	73	3	▲	3.2
	71	70	73	3	▲	--
U of M Commitment						
I am proud to work for the U-M	84	85	84	-1		1.3
I have a strong commitment to the U-M	87	87	86	-1		--
I care about the future of the U-M	85	85	85	0		--
I enjoy discussing the U-M with people who do not work here	88	89	88	-1		--
I feel a strong sense of belonging to the U-M	78	78	78	0		--
	81	81	81	0		--
U of M Loyalty						
If it is up to me, I will be working at U of M one year from now	78	77	77	0		1.9
I would not leave U of M for a similar job at a 5% higher salary	86	85	85	0		--
I would not leave U of M for a similar job at the same salary	61	62	60	-2	▼	--
	76	76	76	0		--
U of M Recommendation						
I would recommend the U-M to someone who is looking for a good place to work	84	83	83	0		1.7
	84	83	83	0		--
Customer Focus						
I am able to address my clients'/customers' concerns	84	85	86	1	▲	1.4
I do all that I can within budgetary constraints to satisfy customers	79	77	77	0		--
I enjoy helping solve customers' problems	84	85	86	1		--
I respond in a timely manner to customer requests/questions	87	88	89	1	▲	--
	87	87	88	1	▲	--

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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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Attribute Detail Report



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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6/4/2014

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

Satisfaction					
Job Satisfaction	2010	2012	2014	Diff 2014 - 2012	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	--	--	74	--	2.2
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	62	62	62	0	2.9
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	69	67	68	1	3.1
I recommend my unit/department to someone looking for a good place to work	69	67	68	1	--
U of M Commitment	83	82	81	-1	1.4
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	77	75	74	-1	2.0
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	81	79	78	-1	1.7
I would recommend the U-M to someone who is looking for a good place to work	81	79	78	-1	--
Customer Focus	83	83	83	0	1.5
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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Attribute Detail Report



Facilities & Operations					
Parking and Transportation Services					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
116	121	121			
137	169	175			
85%	72%	69%			

Dimensions	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
Climate	55	59	60	1		0.1
People in my unit/department are treated fairly	55	61	61	0		--
If I am unfairly treated, I believe I will be given a fair shake if I appeal	53	58	60	2		--
Integrity is a hallmark of my unit/department	52	59	57	-2		--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	64	62	63	1		--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	48	53	55	2		--
I am aware of the Business and Finance values	58	61	67	6		--
The Business and Finance values govern the way we do business in B&F	57	58	58	0		--
Comp Supervisor (for reference and past comparison)	63	69	64	-5		--
Supervisor*	--	--	64	--		0.3
Considers my ideas	59	67	61	-6		--
Recognizes me for doing good work	61	68	60	-8	▼	--
Treats me with respect	73	77	75	-2		--
Cares about me as a person	68	74	70	-4		--
Gives me constructive feedback on my performance	61	67	64	-3		--
Communicates well	59	67	61	-6		--
Is approachable and easy to talk with	73	75	73	-2		--
Is ethical in day-to-day practices	66	73	68	-5		--
Deals effectively with poor performance	51	57	54	-3		--
Manages people effectively	57	64	57	-7		--
Is an effective decision-maker	59	67	62	-5		--
Effectively communicates the goals and strategies of our unit/department	46	52	63	11	▲	--
Autonomy/Involvement	55	58	57	-1		0.1
I have control over how I do my work	69	66	68	2		--
My opinion counts at work	49	55	52	-3		--
I have a say in decisions that affect my work	49	53	53	0		--
Workload	69	65	63	-2		0.0
Work is distributed fairly within my workgroup	67	65	66	1		--
My workgroup has enough employees to handle the work	73	66	58	-8	▼	--
Resources/Environment	69	66	70	4		0.5
The physical environment allows me to do my job	69	65	70	5		--
I have the necessary resources, tools or equipment to do my job	69	68	70	2		--
Recognition	51	62	57	-5		0.2
My customers recognize my good work	64	71	65	-6		--
I get appropriate recognition when I have done something extraordinary	46	61	54	-7		--
Expressions of thanks and appreciation are common in my unit/department	42	57	54	-3		--
My contributions are valued by members of the U of M Community	51	58	57	-1		--
Co-workers	67	74	69	-5	▼	0.0
My workgroup collaborates effectively with other workgroups	53	61	61	0		--
My co-workers and I work as part of a team	65	74	66	-8	▼	--
I can count on my co-workers to help out when needed	69	77	70	-7	▼	--
I am consistently treated with respect by my co-workers	67	76	70	-6		--
One or more of my co-workers cares about me as a person	78	85	79	-6	▼	--
People care about each other in my unit/department	65	73	65	-8	▼	--

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Parking and Transportation Services					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
116	121	121			
137	169	175			
85%	72%	69%			

Dimensions	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
Communication*	--	--	55	--		0.7
Reasons for making changes are communicated before changes are made	38	45	49	4		--
Customer feedback is shared throughout my unit/department	47	50	56	6		--
Information about the University is shared openly in my unit/department	54	57	56	-1		--
I am informed about matters that affect my job	55	59	60	1		--
Changes in service standards are communicated effectively	47	50	54	4		--
Training and Development*	--	--	56	--		0.4
I receive training necessary for me to do my job	52	55	61	6		--
I have opportunities for training that support my development and/or advancement	46	45	47	2		--
When my job changes, I receive appropriate training	--	--	58	--		--
Task Significance	75	77	77	0		1.8
I know what is expected of me at work	85	85	84	-1		--
I understand how my work supports the mission of my unit/department	83	85	85	0		--
I understand how my work supports the mission of Business and Finance	76	76	78	2		--
I understand how my work supports U of M's mission	74	76	77	1		--
My supervisor has a clear view of where unit/department is going	63	64	66	2		--
The goals of my unit/department are clear to me	68	70	72	2		--
Compensation*	--	--	63	--		0.6
I understand how my current salary or base pay rate is determined	63	62	69	7	▲	--
I am fairly paid for the work I do	54	58	55	-3		--
My salary/pay is a significant factor in my decision to stay at U of M	61	63	67	4		--
Benefits*	--	--	80	--		0.5
U of M's benefits package meets my needs	76	75	77	2		--
The benefits package is a significant factor in my decision to stay at U of M	80	78	84	6	▲	--
Advancement*	--	--	53	--		0.3
Opportunities for advancement or promotion exist within U of M	52	61	54	-7	▼	--
I know what is required of me to advance within U of M	52	57	52	-5		--
Internal candidates receive fair consideration for open positions	49	56	53	-3		--
Survey Perception*	--	--	56	--		0.0
This survey is an important element in improving the work environment	51	54	56	2		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
116	121	121				
137	169	175				
85%	72%	69%				
Satisfaction						
Job Satisfaction						
To what extent does your current job fall short or exceed your expectations	69	73	69	-4	▼	--
How well does your current position compare to your ideal job	58	65	57	-8	▼	--
How satisfied are you with your job	57	59	55	-4		--
I enjoy the type of work I do	70	75	69	-6		--
My job is interesting	79	80	78	-2		--
I make a difference in my unit/department	75	76	75	-1		--
My job gives me a sense of accomplishment	76	80	75	-5		--
	71	75	71	-4		--
Outcomes						
Unit/Dept. Commitment						
I am proud to work for my unit/department	73	76	73	-3		2.1
I have a strong commitment to my unit/department	73	74	71	-3		--
I care about the future of my unit/department	76	79	76	-3		--
I feel a strong sense of belonging to my unit/department	82	85	83	-2		--
I enjoy discussing my unit/department with people who do not work here	69	72	69	-3		--
	66	66	63	-3		--
Unit/Dept. Loyalty						
If it is up to me, I will be working in my unit/department one year from now	64	65	58	-7	▼	2.5
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	74	73	69	-4		--
I would not leave my unit/dept for a similar job within UM at the same salary	37	42	31	-11	▼	--
	68	66	57	-9	▼	--
Unit/Dept. Recommend						
I recommend my unit/department to someone looking for a good place to work	67	70	65	-5		2.9
	67	70	65	-5		--
U of M Commitment						
I am proud to work for the U-M	81	85	81	-4		0.8
I have a strong commitment to the U-M	84	87	84	-3		--
I care about the future of the U-M	82	87	82	-5	▼	--
I enjoy discussing the U-M with people who do not work here	85	88	85	-3		--
I feel a strong sense of belonging to the U-M	75	80	77	-3		--
	74	79	74	-5		--
U of M Loyalty						
If it is up to me, I will be working at U of M one year from now	77	81	73	-8	▼	0.9
I would not leave U of M for a similar job at a 5% higher salary	86	88	85	-3		--
I would not leave U of M for a similar job at the same salary	57	67	54	-13	▼	--
	76	79	69	-10	▼	--
U of M Recommendation						
I would recommend the U-M to someone who is looking for a good place to work	81	85	83	-2		1.1
	81	85	83	-2		--
Customer Focus						
I am able to address my clients'/customers' concerns	85	86	87	1		1.6
I do all that I can within budgetary constraints to satisfy customers	78	80	81	1		--
I enjoy helping solve customers' problems	86	85	88	3		--
I respond in a timely manner to customer requests/questions	86	87	87	0		--
	89	89	90	1		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations								
Parking and Transportation Services								
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact			
116	121	121						
137	169	175						
85%	72%	69%						
Other Questions								
Trust								
I trust my supervisor	66	70	69	-1		--		
My supervisor trusts me	72	75	75	0		--		
I trust my co-workers	59	68	63	-5		--		
A climate of trust exists in my unit/department	56	61	57	-4		--		
My supervisor creates an environment that fosters trust	62	66	66	0		--		
People in my unit/department follow through on their commitments	56	62	61	-1		--		
Was made to feel welcome	--	--	87	--		--		
Safety								
Feel safe at work	--	--	81	--		--		
Department committed to occupational health and safety	--	--	73	--		--		
Department does good job monitoring safety	--	--	71	--		--		
Supervisor								
Overall, how would you rate your supervisor	67	72	67	-5		--		
Customer Orientation								
Satisfying customers is a top priority in my unit/department	79	85	82	-3		--		
My unit/department understands the needs of our customers	74	83	77	-6	▼	--		
My unit/department adapts to changing customer needs	69	78	73	-5		--		
My unit/department communicates service changes effectively to customers	58	70	63	-7	▼	--		
My unit/department implements service changes effectively	58	67	63	-4		--		

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations					
Parking and Transportation Services					
PTS Management					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
0	17	25			
--	23	25			
--	74%	100%			
Dimensions					
Climate					
People in my unit/department are treated fairly	74	73	-1		--
If I am unfairly treated, I believe I will be given a fair shake if I appeal	75	74	-1		--
Integrity is a hallmark of my unit/department	70	72	2		--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	75	73	-2		--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	76	74	-2		--
I am aware of the Business and Finance values	76	67	-9		--
The Business and Finance values govern the way we do business in B&F	79	81	2		--
	70	73	3		--
Comp Supervisor (for reference and past comparison)					
	74	78	4		--
Supervisor*					
Considers my ideas	--	78	--		--
Recognizes me for doing good work	74	82	8		--
Treats me with respect	73	72	-1		--
Cares about me as a person	82	81	-1		--
Gives me constructive feedback on my performance	75	79	4		--
Communicates well	74	77	3		--
Is approachable and easy to talk with	73	79	6		--
Is ethical in day-to-day practices	80	79	-1		--
Deals effectively with poor performance	81	82	1		--
Manages people effectively	63	73	10		--
Is an effective decision-maker	66	75	9		--
Effectively communicates the goals and strategies of our unit/department	64	76	12		--
	65	76	11		--
Autonomy/Involvement					
	74	78	4		--
I have control over how I do my work	75	79	4		--
My opinion counts at work	75	77	2		--
I have a say in decisions that affect my work	71	77	6		--
Workload					
	67	69	2		--
Work is distributed fairly within my workgroup	65	68	3		--
My workgroup has enough employees to handle the work	69	70	1		--
Resources/Environment					
	62	71	9		--
The physical environment allows me to do my job	62	71	9		--
I have the necessary resources, tools or equipment to do my job	62	71	9		--
Recognition					
	69	66	-3		--
My customers recognize my good work	67	67	0		--
I get appropriate recognition when I have done something extraordinary	66	65	-1		--
Expressions of thanks and appreciation are common in my unit/department	72	65	-7		--
My contributions are valued by members of the U of M Community	70	68	-2		--
Co-workers					
	75	73	-2		--
My workgroup collaborates effectively with other workgroups	65	68	3		--
My co-workers and I work as part of a team	78	72	-6		--
I can count on my co-workers to help out when needed	75	73	-2		--
I am consistently treated with respect by my co-workers	74	73	-1		--
One or more of my co-workers cares about me as a person	73	83	10		--
People care about each other in my unit/department	74	68	-6		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations					
Parking and Transportation Services					
PTS Management					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
0	17	25			
	23	25			
--	74%	100%			
Dimensions					
Communication*					
Reasons for making changes are communicated before changes are made		67	--		--
Customer feedback is shared throughout my unit/department	63	60	-3		--
Information about the University is shared openly in my unit/department	72	74	2		--
I am informed about matters that affect my job	76	67	-9		--
Changes in service standards are communicated effectively	69	69	0		--
	69	66	-3		--
Training and Development*					
I receive training necessary for me to do my job	--	68	--		--
I have opportunities for training that support my development and/or advancement	63	70	7		--
When my job changes, I receive appropriate training	74	64	-10		--
	--	66	--		--
Task Significance					
I know what is expected of me at work	--	82	--		--
I understand how my work supports the mission of my unit/department	83	79	-4		--
I understand how my work supports the mission of Business and Finance	92	89	-3		--
I understand how my work supports U of M's mission	84	85	1		--
My supervisor has a clear view of where unit/department is going	84	85	1		--
The goals of my unit/department are clear to me	73	78	5		--
	80	74	-6		--
Compensation*					
I understand how my current salary or base pay rate is determined	--	68	--		--
I am fairly paid for the work I do	68	70	2		--
My salary/pay is a significant factor in my decision to stay at U of M	65	67	2		--
	58	63	5		--
Benefits*					
U of M's benefits package meets my needs	--	86	--		--
The benefits package is a significant factor in my decision to stay at U of M	83	87	4		--
	82	85	3		--
Advancement*					
Opportunities for advancement or promotion exist within U of M	--	70	--		--
I know what is required of me to advance within U of M	80	69	-11		--
Internal candidates receive fair consideration for open positions	65	67	2		--
	65	75	10		--
Survey Perception*					
This survey is an important element in improving the work environment	--	65	--		--
	59	65	6		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
PTS Management						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
0	17	25				
--	74%	100%				
Satisfaction						
Job Satisfaction						
To what extent does your current job fall short or exceed your expectations	71	62	-9		--	
How well does your current position compare to your ideal job	72	60	-12		--	
How satisfied are you with your job	84	75	-9		--	
I enjoy the type of work I do	86	82	-4		--	
My job is interesting	82	84	2		--	
I make a difference in my unit/department	85	85	0		--	
My job gives me a sense of accomplishment	85	79	-6		--	
Outcomes						
Unit/Dept. Commitment						
I am proud to work for my unit/department	82	83	1		--	
I have a strong commitment to my unit/department	87	86	-1		--	
I care about the future of my unit/department	93	92	-1		--	
I feel a strong sense of belonging to my unit/department	87	81	-6		--	
I enjoy discussing my unit/department with people who do not work here	80	78	-2		--	
Unit/Dept. Loyalty						
If it is up to me, I will be working in my unit/department one year from now	81	82	1		--	
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	37	48	11		--	
I would not leave my unit/dept for a similar job within UM at the same salary	73	69	-4		--	
Unit/Dept. Recommend						
I recommend my unit/department to someone looking for a good place to work	79	71	-8		--	
	79	71	-8		--	
U of M Commitment						
I am proud to work for the U-M	95	94	-1		--	
I have a strong commitment to the U-M	94	92	-2		--	
I care about the future of the U-M	95	96	1		--	
I enjoy discussing the U-M with people who do not work here	93	88	-5		--	
I feel a strong sense of belonging to the U-M	92	87	-5		--	
U of M Loyalty						
If it is up to me, I will be working at U of M one year from now	94	92	-2		--	
I would not leave U of M for a similar job at a 5% higher salary	75	64	-11		--	
I would not leave U of M for a similar job at the same salary	83	78	-5		--	
U of M Recommendation						
I would recommend the U-M to someone who is looking for a good place to work	93	92	-1		--	
	93	92	-1		--	
Customer Focus						
I am able to address my clients'/customers' concerns	80	83	3		--	
I do all that I can within budgetary constraints to satisfy customers	92	91	-1		--	
I enjoy helping solve customers' problems	94	90	-4		--	
I respond in a timely manner to customer requests/questions	93	92	-1		--	

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations					
Parking and Transportation Services					
PTS Management					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
0	17	25			
	23	25			
--	74%	100%			
Other Questions					
Trust					
I trust my supervisor		76	80	4	--
My supervisor trusts me		81	84	3	--
I trust my co-workers		74	64	-10	--
A climate of trust exists in my unit/department		70	58	-12	--
My supervisor creates an environment that fosters trust		71	78	7	--
People in my unit/department follow through on their commitments		61	65	4	--
Was made to feel welcome		--	92	--	--
Safety					
Feel safe at work		--	96	--	--
Department committed to occupational health and safety		--	85	--	--
Department does good job monitoring safety		--	82	--	--
Supervisor					
Overall, how would you rate your supervisor		72	78	6	--
Customer Orientation					
Satisfying customers is a top priority in my unit/department		88	89	1	--
My unit/department understands the needs of our customers		89	84	-5	--
My unit/department adapts to changing customer needs		87	83	-4	--
My unit/department communicates service changes effectively to customers		78	75	-3	--
My unit/department implements service changes effectively		79	74	-5	--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
PTS Management						
PTS Lead Team						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
0	6	7				
--	100%	117%				
Dimensions						
Climate						
People in my unit/department are treated fairly	--	81	81	0		--
If I am unfairly treated, I believe I will be given a fair shake if I appeal	--	78	83	5		--
Integrity is a hallmark of my unit/department	--	76	76	0		--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	--	76	81	5		--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	--	76	78	2		--
I am aware of the Business and Finance values	--	85	78	-7		--
The Business and Finance values govern the way we do business in B&F	--	98	94	-4		--
	--	81	79	-2		--
Comp Supervisor (for reference and past comparison)						
	--	81	72	-9		--
Supervisor*						
Considers my ideas	--	--	72	--		--
Recognizes me for doing good work	--	80	78	-2		--
Treats me with respect	--	78	70	-8		--
Cares about me as a person	--	87	73	-14		--
Gives me constructive feedback on my performance	--	72	68	-4		--
Communicates well	--	72	63	-9		--
Is approachable and easy to talk with	--	78	75	-3		--
Is ethical in day-to-day practices	--	91	73	-18		--
Deals effectively with poor performance	--	89	78	-11		--
Manages people effectively	--	80	70	-10		--
Is an effective decision-maker	--	74	68	-6		--
Effectively communicates the goals and strategies of our unit/department	--	83	75	-8		--
	--	74	73	-1		--
Autonomy/Involvement						
I have control over how I do my work	--	86	83	-3		--
My opinion counts at work	--	91	87	-4		--
I have a say in decisions that affect my work	--	85	81	-4		--
	--	83	79	-4		--
Workload						
Work is distributed fairly within my workgroup	--	78	78	0		--
My workgroup has enough employees to handle the work	--	81	76	-5		--
	--	72	83	11		--
Resources/Environment						
The physical environment allows me to do my job	--	83	86	3		--
I have the necessary resources, tools or equipment to do my job	--	80	84	4		--
	--	87	89	2		--
Recognition						
My customers recognize my good work	--	76	70	-6		--
I get appropriate recognition when I have done something extraordinary	--	76	75	-1		--
Expressions of thanks and appreciation are common in my unit/department	--	72	70	-2		--
My contributions are valued by members of the U of M Community	--	76	68	-8		--
	--	78	68	-10		--
Co-workers						
My workgroup collaborates effectively with other workgroups	--	77	77	0		--
My co-workers and I work as part of a team	--	81	84	3		--
I can count on my co-workers to help out when needed	--	80	78	-2		--
I am consistently treated with respect by my co-workers	--	74	81	7		--
One or more of my co-workers cares about me as a person	--	74	71	-3		--
People care about each other in my unit/department	--	81	79	-2		--
	--	74	67	-7		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
PTS Management						
PTS Lead Team						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
0	6	7				
--	100%	117%				
Dimensions						
Communication*						
Reasons for making changes are communicated before changes are made	--	--	75	--		--
Customer feedback is shared throughout my unit/department	--	69	68	-1		--
Information about the University is shared openly in my unit/department	--	74	81	7		--
I am informed about matters that affect my job	--	83	83	0		--
Changes in service standards are communicated effectively	--	80	71	-9		--
	--	78	78	0		--
Training and Development*						
I receive training necessary for me to do my job	--	--	72	--		--
I have opportunities for training that support my development and/or advancement	--	74	70	-4		--
When my job changes, I receive appropriate training	--	83	71	-12		--
	--	--	67	--		--
Task Significance						
I know what is expected of me at work	--	92	88	-4		--
I understand how my work supports the mission of my unit/department	--	91	78	-13		--
I understand how my work supports the mission of Business and Finance	--	93	94	1		--
I understand how my work supports U of M's mission	--	93	95	2		--
My supervisor has a clear view of where unit/department is going	--	93	96	3		--
The goals of my unit/department are clear to me	--	89	81	-8		--
	--	93	86	-7		--
Compensation*						
I understand how my current salary or base pay rate is determined	--	--	79	--		--
I am fairly paid for the work I do	--	81	86	5		--
My salary/pay is a significant factor in my decision to stay at U of M	--	72	78	6		--
	--	67	73	6		--
Benefits*						
U of M's benefits package meets my needs	--	--	83	--		--
The benefits package is a significant factor in my decision to stay at U of M	--	87	87	0		--
	--	85	78	-7		--
Advancement*						
Opportunities for advancement or promotion exist within U of M	--	--	78	--		--
I know what is required of me to advance within U of M	--	89	84	-5		--
Internal candidates receive fair consideration for open positions	--	74	76	2		--
	--	69	73	4		--
Survey Perception*						
This survey is an important element in improving the work environment	--	--	71	--		--
	--	74	71	-3		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
PTS Management						
PTS Lead Team						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
0	6	7				
--	100%	117%				
Satisfaction						
Job Satisfaction						
To what extent does your current job fall short or exceed your expectations	--	87	84	-3		--
How well does your current position compare to your ideal job	--	80	71	-9		--
How satisfied are you with your job	--	74	70	-4		--
I enjoy the type of work I do	--	89	85	-4		--
My job is interesting	--	89	90	1		--
I make a difference in my unit/department	--	96	92	-4		--
My job gives me a sense of accomplishment	--	93	90	-3		--
	--	87	87	0		--
Outcomes						
Unit/Dept. Commitment						
I am proud to work for my unit/department	--	87	88	1		--
I have a strong commitment to my unit/department	--	83	92	9		--
I care about the future of my unit/department	--	87	90	3		--
I feel a strong sense of belonging to my unit/department	--	94	94	0		--
I enjoy discussing my unit/department with people who do not work here	--	89	79	-10		--
	--	80	79	-1		--
Unit/Dept. Loyalty						
If it is up to me, I will be working in my unit/department one year from now	--	79	76	-3		--
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	--	87	79	-8		--
I would not leave my unit/dept for a similar job within UM at the same salary	--	56	63	7		--
	--	81	81	0		--
Unit/Dept. Recommend						
I recommend my unit/department to someone looking for a good place to work	--	80	75	-5		--
	--	80	75	-5		--
U of M Commitment						
I am proud to work for the U-M	--	96	94	-2		--
I have a strong commitment to the U-M	--	96	95	-1		--
I care about the future of the U-M	--	96	94	-2		--
I enjoy discussing the U-M with people who do not work here	--	96	97	1		--
I feel a strong sense of belonging to the U-M	--	96	90	-6		--
	--	96	90	-6		--
U of M Loyalty						
If it is up to me, I will be working at U of M one year from now	--	93	85	-8		--
I would not leave U of M for a similar job at a 5% higher salary	--	98	90	-8		--
I would not leave U of M for a similar job at the same salary	--	83	73	-10		--
	--	93	84	-9		--
U of M Recommendation						
I would recommend the U-M to someone who is looking for a good place to work	--	96	95	-1		--
	--	96	95	-1		--
Customer Focus						
I am able to address my clients'/customers' concerns	--	93	94	1		--
I do all that I can within budgetary constraints to satisfy customers	--	83	89	6		--
I enjoy helping solve customers' problems	--	94	97	3		--
I respond in a timely manner to customer requests/questions	--	98	95	-3		--
	--	94	95	1		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
PTS Management						
PTS Lead Team						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
0	6	7				
--	100%	117%				
Other Questions						
Trust						
I trust my supervisor	--	78	76	-2		--
My supervisor trusts me	--	83	76	-7		--
I trust my co-workers	--	70	67	-3		--
A climate of trust exists in my unit/department	--	70	60	-10		--
My supervisor creates an environment that fosters trust	--	76	75	-1		--
People in my unit/department follow through on their commitments	--	74	76	2		--
Was made to feel welcome	--	--	--	--		--
Safety						
Feel safe at work	--	--	95	--		--
Department committed to occupational health and safety	--	--	90	--		--
Department does good job monitoring safety	--	--	89	--		--
Supervisor						
Overall, how would you rate your supervisor	--	81	70	-11		--
Customer Orientation						
Satisfying customers is a top priority in my unit/department	--	91	95	4		--
My unit/department understands the needs of our customers	--	89	86	-3		--
My unit/department adapts to changing customer needs	--	89	89	0		--
My unit/department communicates service changes effectively to customers	--	81	81	0		--
My unit/department implements service changes effectively	--	83	79	-4		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations					
Parking and Transportation Services					
PTS Management					
PTS Managers and Supervisors					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
0	11	18			
	17	19			
--	65%	95%			

Dimensions	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
Climate	--	70	70	0		--
People in my unit/department are treated fairly	--	73	70	-3		--
If I am unfairly treated, I believe I will be given a fair shake if I appeal	--	67	71	4		--
Integrity is a hallmark of my unit/department	--	74	70	-4		--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	--	76	72	-4		--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	--	71	63	-8		--
I am aware of the Business and Finance values	--	69	76	7		--
The Business and Finance values govern the way we do business in B&F	--	64	70	6		--
Comp Supervisor (for reference and past comparison)	--	70	80	10		--
Supervisor*	--	--	80	--		--
Considers my ideas	--	71	84	13		--
Recognizes me for doing good work	--	70	72	2		--
Treats me with respect	--	80	85	5		--
Cares about me as a person	--	76	83	7		--
Gives me constructive feedback on my performance	--	75	82	7		--
Communicates well	--	71	81	10		--
Is approachable and easy to talk with	--	75	81	6		--
Is ethical in day-to-day practices	--	77	83	6		--
Deals effectively with poor performance	--	56	75	19		--
Manages people effectively	--	62	77	15		--
Is an effective decision-maker	--	54	77	23	▲	--
Effectively communicates the goals and strategies of our unit/department	--	61	77	16		--
Autonomy/Involvement	--	67	76	9		--
I have control over how I do my work	--	66	76	10		--
My opinion counts at work	--	70	75	5		--
I have a say in decisions that affect my work	--	65	77	12		--
Workload	--	61	65	4		--
Work is distributed fairly within my workgroup	--	56	65	9		--
My workgroup has enough employees to handle the work	--	67	65	-2		--
Resources/Environment	--	51	65	14		--
The physical environment allows me to do my job	--	53	66	13		--
I have the necessary resources, tools or equipment to do my job	--	48	64	16		--
Recognition	--	65	65	0		--
My customers recognize my good work	--	64	64	0		--
I get appropriate recognition when I have done something extraordinary	--	62	63	1		--
Expressions of thanks and appreciation are common in my unit/department	--	70	64	-6		--
My contributions are valued by members of the U of M Community	--	66	69	3		--
Co-workers	--	73	71	-2		--
My workgroup collaborates effectively with other workgroups	--	56	62	6		--
My co-workers and I work as part of a team	--	77	70	-7		--
I can count on my co-workers to help out when needed	--	76	70	-6		--
I am consistently treated with respect by my co-workers	--	74	74	0		--
One or more of my co-workers cares about me as a person	--	89	84	-5		--
People care about each other in my unit/department	--	74	69	-5		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
PTS Management						
PTS Managers and Supervisors						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
0	11	18				
--	17	19				
--	65%	95%				
Dimensions						
Communication*						
	--	--	64	--		--
Reasons for making changes are communicated before changes are made	--	60	57	-3		--
Customer feedback is shared throughout my unit/department	--	71	71	0		--
Information about the University is shared openly in my unit/department	--	72	62	-10		--
I am informed about matters that affect my job	--	64	68	4		--
Changes in service standards are communicated effectively	--	64	62	-2		--
Training and Development*						
	--	--	66	--		--
I receive training necessary for me to do my job	--	58	70	12		--
I have opportunities for training that support my development and/or advancement	--	68	61	-7		--
When my job changes, I receive appropriate training	--	--	66	--		--
Task Significance						
	--	78	80	2		--
I know what is expected of me at work	--	79	80	1		--
I understand how my work supports the mission of my unit/department	--	91	88	-3		--
I understand how my work supports the mission of Business and Finance	--	80	81	1		--
I understand how my work supports U of M's mission	--	80	81	1		--
My supervisor has a clear view of where unit/department is going	--	63	77	14		--
The goals of my unit/department are clear to me	--	73	70	-3		--
Compensation*						
	--	--	63	--		--
I understand how my current salary or base pay rate is determined	--	61	64	3		--
I am fairly paid for the work I do	--	60	63	3		--
My salary/pay is a significant factor in my decision to stay at U of M	--	54	59	5		--
Benefits*						
	--	--	87	--		--
U of M's benefits package meets my needs	--	81	86	5		--
The benefits package is a significant factor in my decision to stay at U of M	--	81	88	7		--
Advancement*						
	--	--	67	--		--
Opportunities for advancement or promotion exist within U of M	--	75	63	-12		--
I know what is required of me to advance within U of M	--	61	63	2		--
Internal candidates receive fair consideration for open positions	--	62	75	13		--
Survey Perception*						
	--	--	62	--		--
This survey is an important element in improving the work environment	--	52	62	10		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
PTS Management						
PTS Managers and Supervisors						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
0	11	18				
--	65%	95%				
Satisfaction						
Job Satisfaction						
To what extent does your current job fall short or exceed your expectations	--	79	72	-7		--
How well does your current position compare to your ideal job	--	66	59	-7		--
How satisfied are you with your job	--	71	56	-15		--
I enjoy the type of work I do	--	82	72	-10		--
My job is interesting	--	85	79	-6		--
I make a difference in my unit/department	--	89	81	-8		--
My job gives me a sense of accomplishment	--	80	83	3		--
	--	83	76	-7		--
Outcomes						
Unit/Dept. Commitment						
I am proud to work for my unit/department	--	86	84	-2		--
I have a strong commitment to my unit/department	--	81	80	-1		--
I care about the future of my unit/department	--	87	84	-3		--
I feel a strong sense of belonging to my unit/department	--	92	92	0		--
I enjoy discussing my unit/department with people who do not work here	--	86	82	-4		--
	--	80	77	-3		--
Unit/Dept. Loyalty						
If it is up to me, I will be working in my unit/department one year from now	--	64	70	6		--
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	--	78	83	5		--
I would not leave my unit/dept for a similar job within UM at the same salary	--	26	43	17		--
	--	68	65	-3		--
Unit/Dept. Recommend						
I recommend my unit/department to someone looking for a good place to work	--	79	69	-10		--
	--	79	69	-10		--
U of M Commitment						
I am proud to work for the U-M	--	93	91	-2		--
I have a strong commitment to the U-M	--	94	94	0		--
I care about the future of the U-M	--	93	91	-2		--
I enjoy discussing the U-M with people who do not work here	--	95	95	0		--
I feel a strong sense of belonging to the U-M	--	92	86	-6		--
	--	89	85	-4		--
U of M Loyalty						
If it is up to me, I will be working at U of M one year from now	--	83	82	-1		--
I would not leave U of M for a similar job at a 5% higher salary	--	92	93	1		--
I would not leave U of M for a similar job at the same salary	--	70	61	-9		--
	--	78	76	-2		--
U of M Recommendation						
I would recommend the U-M to someone who is looking for a good place to work	--	91	91	0		--
	--	91	91	0		--
Customer Focus						
I am able to address my clients'/customers' concerns	--	89	87	-2		--
I do all that I can within budgetary constraints to satisfy customers	--	78	80	2		--
I enjoy helping solve customers' problems	--	91	88	-3		--
I respond in a timely manner to customer requests/questions	--	92	88	-4		--
	--	92	90	-2		--

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
PTS Management						
PTS Managers and Supervisors						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
0	11	18				
--	17	19				
--	65%	95%				
Other Questions						
Trust						
I trust my supervisor	--	76	81	5		--
My supervisor trusts me	--	79	86	7		--
I trust my co-workers	--	76	62	-14		--
A climate of trust exists in my unit/department	--	70	57	-13		--
My supervisor creates an environment that fosters trust	--	68	79	11		--
People in my unit/department follow through on their commitments	--	53	60	7		--
Was made to feel welcome	--	--	92	--		--
Safety						
Feel safe at work	--	--	96	--		--
Department committed to occupational health and safety	--	--	83	--		--
Department does good job monitoring safety	--	--	80	--		--
Supervisor						
Overall, how would you rate your supervisor	--	74	81	7		--
Customer Orientation						
Satisfying customers is a top priority in my unit/department	--	87	86	-1		--
My unit/department understands the needs of our customers	--	89	84	-5		--
My unit/department adapts to changing customer needs	--	86	80	-6		--
My unit/department communicates service changes effectively to customers	--	76	72	-4		--
My unit/department implements service changes effectively	--	77	72	-5		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Transit Services - Non-Supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
48	31	26				
54	54	58				
89%	57%	45%				
Dimensions						
Climate						
People in my unit/department are treated fairly	52	54	44	-10		0.0
If I am unfairly treated, I believe I will be given a fair shake if I appeal	53	59	54	-5		--
Integrity is a hallmark of my unit/department	50	55	51	-4		--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	46	53	37	-16	▼	--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	71	62	53	-9		--
I am aware of the Business and Finance values	42	44	36	-8		--
The Business and Finance values govern the way we do business in B&F	50	53	40	-13		--
	50	46	33	-13	▼	--
Comp Supervisor (for reference and past comparison)						
	51	57	41	-16	▼	--
Supervisor*						
Considers my ideas	--	--	40	--		0.5
Recognizes me for doing good work	40	50	24	-26	▼	--
Treats me with respect	45	50	22	-28	▼	--
Cares about me as a person	66	70	69	-1		--
Gives me constructive feedback on my performance	57	65	48	-17	▼	--
Communicates well	44	48	32	-16	▼	--
Is approachable and easy to talk with	48	57	37	-20	▼	--
Is ethical in day-to-day practices	70	72	73	1		--
Deals effectively with poor performance	56	63	47	-16	▼	--
Manages people effectively	36	46	25	-21	▼	--
Is an effective decision-maker	46	57	32	-25	▼	--
Effectively communicates the goals and strategies of our unit/department	47	56	31	-25	▼	--
	34	45	33	-12		--
Autonomy/Involvement						
I have control over how I do my work	44	44	33	-11		0.7
My opinion counts at work	65	54	51	-3		--
I have a say in decisions that affect my work	31	39	26	-13		--
	36	38	26	-12		--
Workload						
Work is distributed fairly within my workgroup	71	61	54	-7		0.0
My workgroup has enough employees to handle the work	69	67	75	8		--
	75	53	9	-44	▼	--
Resources/Environment						
The physical environment allows me to do my job	67	62	60	-2		0.6
I have the necessary resources, tools or equipment to do my job	67	62	59	-3		--
Recognition						
My customers recognize my good work	43	54	34	-20	▼	1.5
I get appropriate recognition when I have done something extraordinary	65	69	52	-17	▼	--
Expressions of thanks and appreciation are common in my unit/department	28	48	28	-20	▼	--
My contributions are valued by members of the U of M Community	28	38	18	-20	▼	--
	53	59	38	-21	▼	--
Co-workers						
My workgroup collaborates effectively with other workgroups	67	75	71	-4		0.0
My co-workers and I work as part of a team	44	59	51	-8		--
I can count on my co-workers to help out when needed	66	76	65	-11	▼	--
I am consistently treated with respect by my co-workers	72	78	69	-9		--
One or more of my co-workers cares about me as a person	70	77	74	-3		--
People care about each other in my unit/department	78	87	89	2		--
	69	73	75	2		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Transit Services - Non-Supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
48	31	26				
54	54	58				
89%	57%	45%				
Dimensions						
Communication*						
Reasons for making changes are communicated before changes are made						
29	35	32	-3		--	0.0
Customer feedback is shared throughout my unit/department						
42	41	28	-13	▼	--	
Information about the University is shared openly in my unit/department						
46	50	38	-12		--	
I am informed about matters that affect my job						
47	51	38	-13	▼	--	
Changes in service standards are communicated effectively						
38	46	31	-15	▼	--	
Training and Development*						
I receive training necessary for me to do my job						
33	35	32	-3		--	0.0
I have opportunities for training that support my development and/or advancement						
26	25	15	-10		--	
When my job changes, I receive appropriate training						
--	--	28	--		--	
Task Significance						
I know what is expected of me at work						
83	86	88	2		--	0.3
I understand how my work supports the mission of my unit/department						
80	82	88	6		--	
I understand how my work supports the mission of Business and Finance						
70	73	68	-5		--	
I understand how my work supports U of M's mission						
70	78	71	-7		--	
My supervisor has a clear view of where unit/department is going						
49	55	34	-21	▼	--	
The goals of my unit/department are clear to me						
59	67	59	-8		--	
Compensation*						
I understand how my current salary or base pay rate is determined						
67	62	84	22	▲	--	0.8
I am fairly paid for the work I do						
53	60	38	-22	▼	--	
My salary/pay is a significant factor in my decision to stay at U of M						
59	67	66	-1		--	
Benefits*						
U of M's benefits package meets my needs						
71	73	85	12	▲	--	1.1
The benefits package is a significant factor in my decision to stay at U of M						
80	76	85	9		--	
Advancement*						
Opportunities for advancement or promotion exist within U of M						
41	59	29	-30	▼	--	0.0
I know what is required of me to advance within U of M						
38	56	25	-31	▼	--	
Internal candidates receive fair consideration for open positions						
40	54	30	-24	▼	--	
Survey Perception*						
This survey is an important element in improving the work environment						
49	47	41	-6		--	0.0

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Transit Services - Non-Supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
48	31	26				
54	54	58				
89%	57%	45%				
Satisfaction						
Job Satisfaction						
To what extent does your current job fall short or exceed your expectations	66	75	61	-14	▼	--
How well does your current position compare to your ideal job	51	68	44	-24	▼	--
How satisfied are you with your job	54	64	47	-17	▼	--
I enjoy the type of work I do	65	75	58	-17	▼	--
My job is interesting	79	82	79	-3		--
I make a difference in my unit/department	75	82	77	-5		--
My job gives me a sense of accomplishment	72	80	57	-23	▼	--
	69	75	66	-9		--
Outcomes						
Unit/Dept. Commitment						
I am proud to work for my unit/department	70	73	59	-14		3.4
I have a strong commitment to my unit/department	70	70	55	-15	▼	--
I care about the future of my unit/department	72	75	63	-12		--
I feel a strong sense of belonging to my unit/department	79	86	67	-19	▼	--
I enjoy discussing my unit/department with people who do not work here	61	63	53	-10		--
	65	69	52	-17	▼	--
Unit/Dept. Loyalty						
If it is up to me, I will be working in my unit/department one year from now	62	64	54	-10	▼	2.2
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	73	75	62	-13		--
I would not leave my unit/dept for a similar job within UM at the same salary	28	46	25	-21	▼	--
	71	60	60	0		--
Unit/Dept. Recommend						
I recommend my unit/department to someone looking for a good place to work	65	66	49	-17	▼	2.6
	65	66	49	-17	▼	--
U of M Commitment						
I am proud to work for the U-M	75	84	60	-24	▼	0.0
I have a strong commitment to the U-M	78	87	68	-19	▼	--
I care about the future of the U-M	77	85	62	-23	▼	--
I enjoy discussing the U-M with people who do not work here	81	85	63	-22	▼	--
I feel a strong sense of belonging to the U-M	70	82	61	-21	▼	--
	65	78	45	-33	▼	--
U of M Loyalty						
If it is up to me, I will be working at U of M one year from now	67	77	51	-26	▼	1.2
I would not leave U of M for a similar job at a 5% higher salary	77	89	63	-26	▼	--
I would not leave U of M for a similar job at the same salary	44	61	31	-30	▼	--
	67	70	44	-26	▼	--
U of M Recommendation						
I would recommend the U-M to someone who is looking for a good place to work	77	87	63	-24	▼	0.6
	77	87	63	-24	▼	--
Customer Focus						
I am able to address my clients'/customers' concerns	86	83	82	-1		1.4
I do all that I can within budgetary constraints to satisfy customers	77	78	80	2		--
I enjoy helping solve customers' problems	87	81	82	1		--
I respond in a timely manner to customer requests/questions	87	82	79	-3		--
	91	90	88	-2		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Transit Services - Non-Supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
48	31	26				
54	54	58				
89%	57%	45%				
Other Questions						
Trust						
I trust my supervisor	58	65	51	-14		--
My supervisor trusts me	66	73	63	-10		--
I trust my co-workers	60	67	65	-2		--
A climate of trust exists in my unit/department	56	56	48	-8		--
My supervisor creates an environment that fosters trust	57	58	50	-8		--
People in my unit/department follow through on their commitments	53	60	55	-5		--
Was made to feel welcome	--	--	78	--		--
Safety						
Feel safe at work	--	--	73	--		--
Department committed to occupational health and safety	--	--	52	--		--
Department does good job monitoring safety	--	--	47	--		--
Supervisor						
Overall, how would you rate your supervisor	54	63	39	-24	▼	--
Customer Orientation						
Satisfying customers is a top priority in my unit/department	69	75	59	-16	▼	--
My unit/department understands the needs of our customers	65	75	61	-14		--
My unit/department adapts to changing customer needs	56	74	51	-23	▼	--
My unit/department communicates service changes effectively to customers	44	59	31	-28	▼	--
My unit/department implements service changes effectively	45	61	34	-27	▼	--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations					
Parking and Transportation Services					
Fleet and Garage Services - Non-supervisory					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
13	21	16			
22	22	20			
59%	95%	80%			

Dimensions	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
Climate	52	57	56	-1		--
People in my unit/department are treated fairly	50	63	58	-5		--
If I am unfairly treated, I believe I will be given a fair shake if I appeal	48	58	56	-2		--
Integrity is a hallmark of my unit/department	55	66	57	-9		--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	50	48	55	7		--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	50	51	49	-2		--
I am aware of the Business and Finance values	63	59	66	7		--
The Business and Finance values govern the way we do business in B&F	56	58	55	-3		--
Comp Supervisor (for reference and past comparison)	64	68	66	-2		--
Supervisor*	--	--	65	--		--
Considers my ideas	73	71	67	-4		--
Recognizes me for doing good work	65	70	65	-5		--
Treats me with respect	71	76	74	-2		--
Cares about me as a person	74	72	75	3		--
Gives me constructive feedback on my performance	66	67	70	3		--
Communicates well	61	63	53	-10		--
Is approachable and easy to talk with	59	70	64	-6		--
Is ethical in day-to-day practices	63	73	71	-2		--
Deals effectively with poor performance	53	54	51	-3		--
Manages people effectively	51	61	58	-3		--
Is an effective decision-maker	66	67	70	3		--
Effectively communicates the goals and strategies of our unit/department	54	44	58	14		--
Autonomy/Involvement	67	61	61	0		--
I have control over how I do my work	81	74	78	4		--
My opinion counts at work	62	57	53	-4		--
I have a say in decisions that affect my work	58	54	53	-1		--
Workload	62	60	57	-3		--
Work is distributed fairly within my workgroup	56	56	54	-2		--
My workgroup has enough employees to handle the work	74	68	62	-6		--
Resources/Environment	76	56	62	6		--
The physical environment allows me to do my job	75	52	58	6		--
I have the necessary resources, tools or equipment to do my job	77	60	65	5		--
Recognition	59	66	57	-9		--
My customers recognize my good work	69	78	67	-11		--
I get appropriate recognition when I have done something extraordinary	55	67	51	-16		--
Expressions of thanks and appreciation are common in my unit/department	55	61	47	-14		--
My contributions are valued by members of the U of M Community	56	59	62	3		--
Co-workers	72	71	60	-11		--
My workgroup collaborates effectively with other workgroups	65	61	62	1		--
My co-workers and I work as part of a team	68	68	58	-10		--
I can count on my co-workers to help out when needed	72	70	63	-7		--
I am consistently treated with respect by my co-workers	70	73	56	-17	▼	--
One or more of my co-workers cares about me as a person	80	84	67	-17		--
People care about each other in my unit/department	71	72	56	-16		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Fleet and Garage Services - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
13	21	16				
22	22	20				
59%	95%	80%				
Dimensions						
Communication*						
Reasons for making changes are communicated before changes are made						
43	37	41	4		--	
Customer feedback is shared throughout my unit/department						
50	51	47	-4		--	
Information about the University is shared openly in my unit/department						
67	49	54	5		--	
I am informed about matters that affect my job						
61	47	56	9		--	
Changes in service standards are communicated effectively						
55	39	42	3		--	
Training and Development*						
I receive training necessary for me to do my job						
62	52	49	-3		--	
I have opportunities for training that support my development and/or advancement						
58	41	52	11		--	
When my job changes, I receive appropriate training						
--	--	47	--		--	
Task Significance						
I know what is expected of me at work						
75	72	75	3		--	
79	79	78	-1		--	
I understand how my work supports the mission of my unit/department						
79	82	81	-1		--	
I understand how my work supports the mission of Business and Finance						
79	74	71	-3		--	
I understand how my work supports U of M's mission						
76	71	76	5		--	
My supervisor has a clear view of where unit/department is going						
68	63	67	4		--	
The goals of my unit/department are clear to me						
67	61	75	14		--	
Compensation*						
I understand how my current salary or base pay rate is determined						
64	63	62	-1		--	
I am fairly paid for the work I do						
70	52	47	-5		--	
My salary/pay is a significant factor in my decision to stay at U of M						
66	65	67	2		--	
Benefits*						
U of M's benefits package meets my needs						
75	72	66	-6		--	
The benefits package is a significant factor in my decision to stay at U of M						
75	79	89	10		--	
Advancement*						
Opportunities for advancement or promotion exist within U of M						
64	59	58	-1		--	
I know what is required of me to advance within U of M						
61	53	55	2		--	
Internal candidates receive fair consideration for open positions						
61	56	58	2		--	
Survey Perception*						
This survey is an important element in improving the work environment						
50	54	50	-4		--	

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Fleet and Garage Services - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
13	21	16				
22	22	20				
59%	95%	80%				
Satisfaction						
Job Satisfaction						
To what extent does your current job fall short or exceed your expectations	63	69	61	-8		--
How well does your current position compare to your ideal job	62	56	58	2		--
How satisfied are you with your job	74	69	69	0		--
I enjoy the type of work I do	71	76	76	0		--
My job is interesting	68	72	77	5		--
I make a difference in my unit/department	78	73	76	3		--
My job gives me a sense of accomplishment	73	74	76	2		--
Outcomes						
Unit/Dept. Commitment						
I am proud to work for my unit/department	78	76	79	3		--
I have a strong commitment to my unit/department	77	79	79	0		--
I care about the future of my unit/department	80	88	92	4		--
I feel a strong sense of belonging to my unit/department	74	72	80	8		--
I enjoy discussing my unit/department with people who do not work here	73	62	69	7		--
Unit/Dept. Loyalty						
If it is up to me, I will be working in my unit/department one year from now	83	80	78	-2		--
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	58	57	35	-22	▼	--
I would not leave my unit/dept for a similar job within UM at the same salary	77	84	59	-25	▼	--
Unit/Dept. Recommend						
I recommend my unit/department to someone looking for a good place to work	72	68	74	6		--
	72	68	74	6		--
U of M Commitment						
I am proud to work for the U-M	87	79	85	6		--
I have a strong commitment to the U-M	85	81	86	5		--
I care about the future of the U-M	85	84	93	9		--
I enjoy discussing the U-M with people who do not work here	79	67	79	12		--
I feel a strong sense of belonging to the U-M	82	74	80	6		--
U of M Loyalty						
If it is up to me, I will be working at U of M one year from now	90	86	89	3		--
I would not leave U of M for a similar job at a 5% higher salary	71	77	61	-16		--
I would not leave U of M for a similar job at the same salary	84	88	74	-14		--
U of M Recommendation						
I would recommend the U-M to someone who is looking for a good place to work	85	78	83	5		--
	85	78	83	5		--
Customer Focus						
I am able to address my clients'/customers' concerns	76	84	78	-6		--
I do all that I can within budgetary constraints to satisfy customers	81	86	90	4		--
I enjoy helping solve customers' problems	79	84	85	1		--
I respond in a timely manner to customer requests/questions	80	87	88	1		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Fleet and Garage Services - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
13	21	16				
22	22	20				
59%	95%	80%				
Other Questions						
Trust						
I trust my supervisor	62	73	76	3		--
My supervisor trusts me	74	73	76	3		--
I trust my co-workers	73	66	63	-3		--
A climate of trust exists in my unit/department	58	66	69	3		--
My supervisor creates an environment that fosters trust	60	70	74	4		--
People in my unit/department follow through on their commitments	62	65	60	-5		--
Was made to feel welcome	--	--	97	--		--
Safety						
Feel safe at work	--	--	85	--		--
Department committed to occupational health and safety	--	--	74	--		--
Department does good job monitoring safety	--	--	80	--		--
Supervisor						
Overall, how would you rate your supervisor	69	69	76	7		--
Customer Orientation						
Satisfying customers is a top priority in my unit/department	83	83	91	8		--
My unit/department understands the needs of our customers	78	82	88	6		--
My unit/department adapts to changing customer needs	79	74	86	12		--
My unit/department communicates service changes effectively to customers	66	71	68	-3		--
My unit/department implements service changes effectively	62	63	67	4		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Customer Services - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
9	9	9				
9	9	8				
100%	100%	113%				
Dimensions						
Climate						
People in my unit/department are treated fairly	42	40	57	17		--
If I am unfairly treated, I believe I will be given a fair shake if I appeal	35	38	53	15		--
Integrity is a hallmark of my unit/department	47	38	49	11		--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	41	40	54	14		--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	32	28	48	20		--
I am aware of the Business and Finance values	38	40	51	11		--
The Business and Finance values govern the way we do business in B&F	44	42	79	37	▲	--
	60	42	63	21		--
Comp Supervisor (for reference and past comparison)						
	64	54	56	2		--
Supervisor*						
Considers my ideas	--	--	56	--		--
Recognizes me for doing good work	64	54	52	-2		--
Treats me with respect	65	67	59	-8		--
Cares about me as a person	77	62	65	3		--
Gives me constructive feedback on my performance	68	60	65	5		--
Communicates well	67	54	57	3		--
Is approachable and easy to talk with	63	54	48	-6		--
Is ethical in day-to-day practices	73	53	54	1		--
Deals effectively with poor performance	60	60	64	4		--
Manages people effectively	39	35	46	11		--
Is an effective decision-maker	54	42	48	6		--
Effectively communicates the goals and strategies of our unit/department	57	47	49	2		--
	52	52	56	4		--
Autonomy/Involvement						
I have control over how I do my work	53	52	46	-6		--
My opinion counts at work	65	64	52	-12		--
I have a say in decisions that affect my work	48	42	42	0		--
	46	51	43	-8		--
Workload						
Work is distributed fairly within my workgroup	69	52	53	1		--
My workgroup has enough employees to handle the work	68	46	48	2		--
	75	64	62	-2		--
Resources/Environment						
The physical environment allows me to do my job	84	74	71	-3		--
I have the necessary resources, tools or equipment to do my job	83	69	67	-2		--
	85	79	75	-4		--
Recognition						
My customers recognize my good work	49	51	56	5		--
I get appropriate recognition when I have done something extraordinary	59	58	68	10		--
Expressions of thanks and appreciation are common in my unit/department	51	56	56	0		--
My contributions are valued by members of the U of M Community	33	48	56	8		--
	46	38	43	5		--
Co-workers						
My workgroup collaborates effectively with other workgroups	42	52	48	-4		--
My co-workers and I work as part of a team	38	31	44	13		--
I can count on my co-workers to help out when needed	33	53	43	-10		--
I am consistently treated with respect by my co-workers	42	57	48	-9		--
One or more of my co-workers cares about me as a person	38	47	43	-4		--
People care about each other in my unit/department	61	73	62	-11		--
	26	41	46	5		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Customer Services - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
9	9	9				
9	9	8				
100%	100%	113%				
Dimensions						
Communication*						
Reasons for making changes are communicated before changes are made						
21	47	43	-4		--	
Customer feedback is shared throughout my unit/department						
25	49	53	4		--	
Information about the University is shared openly in my unit/department						
47	49	65	16		--	
I am informed about matters that affect my job						
69	60	59	-1		--	
Changes in service standards are communicated effectively						
38	44	56	12		--	
Training and Development*						
I receive training necessary for me to do my job						
68	57	69	12		--	
I have opportunities for training that support my development and/or advancement						
56	28	52	24		--	
When my job changes, I receive appropriate training						
--	--	67	--		--	
Task Significance						
I know what is expected of me at work						
91	73	80	7		--	
I understand how my work supports the mission of my unit/department						
89	78	81	3		--	
I understand how my work supports the mission of Business and Finance						
83	72	79	7		--	
I understand how my work supports U of M's mission						
81	69	75	6		--	
My supervisor has a clear view of where unit/department is going						
57	54	54	0		--	
The goals of my unit/department are clear to me						
69	56	70	14		--	
Compensation*						
I understand how my current salary or base pay rate is determined						
40	44	57	13		--	
I am fairly paid for the work I do						
49	41	43	2		--	
My salary/pay is a significant factor in my decision to stay at U of M						
70	46	47	1		--	
Benefits*						
U of M's benefits package meets my needs						
85	86	69	-17		--	
The benefits package is a significant factor in my decision to stay at U of M						
83	80	80	0		--	
Advancement*						
Opportunities for advancement or promotion exist within U of M						
65	42	62	20		--	
I know what is required of me to advance within U of M						
64	33	57	24	▲	--	
Internal candidates receive fair consideration for open positions						
38	40	47	7		--	
Survey Perception*						
This survey is an important element in improving the work environment						
42	40	46	6		--	

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Customer Services - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
9	9	9				
9	9	8				
100%	100%	113%				
Satisfaction						
Job Satisfaction						
To what extent does your current job fall short or exceed your expectations	62	66	67	1		--
How well does your current position compare to your ideal job	49	53	57	4		--
How satisfied are you with your job	44	46	54	8		--
I enjoy the type of work I do	64	63	72	9		--
My job is interesting	80	84	84	0		--
I make a difference in my unit/department	74	80	78	-2		--
My job gives me a sense of accomplishment	63	65	64	-1		--
	62	70	64	-6		--
Outcomes						
Unit/Dept. Commitment						
I am proud to work for my unit/department	53	49	57	8		--
I have a strong commitment to my unit/department	60	51	62	11		--
I care about the future of my unit/department	58	53	65	12		--
I feel a strong sense of belonging to my unit/department	64	51	63	12		--
I enjoy discussing my unit/department with people who do not work here	44	41	47	6		--
	33	42	35	-7		--
Unit/Dept. Loyalty						
If it is up to me, I will be working in my unit/department one year from now	48	47	47	0		--
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	53	49	49	0		--
I would not leave my unit/dept for a similar job within UM at the same salary	38	33	30	-3		--
	46	48	56	8		--
Unit/Dept. Recommend						
I recommend my unit/department to someone looking for a good place to work	42	35	47	12		--
	42	35	47	12		--
U of M Commitment						
I am proud to work for the U-M	89	81	83	2		--
I have a strong commitment to the U-M	95	89	90	1		--
I care about the future of the U-M	90	80	85	5		--
I enjoy discussing the U-M with people who do not work here	93	84	85	1		--
I feel a strong sense of belonging to the U-M	79	75	78	3		--
	86	72	74	2		--
U of M Loyalty						
If it is up to me, I will be working at U of M one year from now	85	80	78	-2		--
I would not leave U of M for a similar job at a 5% higher salary	98	88	89	1		--
I would not leave U of M for a similar job at the same salary	67	65	51	-14		--
	78	77	79	2		--
U of M Recommendation						
I would recommend the U-M to someone who is looking for a good place to work	84	80	91	11		--
	84	80	91	11		--
Customer Focus						
I am able to address my clients'/customers' concerns	89	87	91	4		--
I do all that I can within budgetary constraints to satisfy customers	89	75	85	10		--
I enjoy helping solve customers' problems	90	83	93	10	▲	--
I respond in a timely manner to customer requests/questions	86	93	95	2		--
	86	93	90	-3		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Customer Services - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
9	9	9				
9	9	8				
100%	100%	113%				
Other Questions						
Trust						
I trust my supervisor	65	52	54	2		--
My supervisor trusts me	67	59	57	-2		--
I trust my co-workers	22	38	44	6		--
A climate of trust exists in my unit/department	28	33	42	9		--
My supervisor creates an environment that fosters trust	52	49	51	2		--
People in my unit/department follow through on their commitments	32	47	53	6		--
Was made to feel welcome	--	--	--	--		--
Safety						
Feel safe at work	--	--	73	--		--
Department committed to occupational health and safety	--	--	59	--		--
Department does good job monitoring safety	--	--	69	--		--
Supervisor						
Overall, how would you rate your supervisor	70	57	58	1		--
Customer Orientation						
Satisfying customers is a top priority in my unit/department	84	93	85	-8		--
My unit/department understands the needs of our customers	77	84	73	-11		--
My unit/department adapts to changing customer needs	74	81	74	-7		--
My unit/department communicates service changes effectively to customers	75	83	72	-11		--
My unit/department implements service changes effectively	72	63	69	6		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Attendant Services - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
16	17	19				
25	25	28				
64%	68%	68%				
Dimensions						
Climate						
People in my unit/department are treated fairly	66	64	69	5		--
If I am unfairly treated, I believe I will be given a fair shake if I appeal	66	64	63	-1		--
Integrity is a hallmark of my unit/department	67	55	66	11		--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	66	63	67	4		--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	76	73	68	-5		--
I am aware of the Business and Finance values	56	56	65	9		--
The Business and Finance values govern the way we do business in B&F	65	68	83	15		--
	66	77	83	6		--
Comp Supervisor (for reference and past comparison)						
	79	81	74	-7		--
Supervisor*						
Considers my ideas	--	--	74	--		--
Recognizes me for doing good work	68	78	71	-7		--
Treats me with respect	78	79	74	-5		--
Cares about me as a person	85	86	80	-6		--
Gives me constructive feedback on my performance	84	88	79	-9		--
Communicates well	83	78	77	-1		--
Is approachable and easy to talk with	74	75	70	-5		--
Is ethical in day-to-day practices	87	84	79	-5		--
Deals effectively with poor performance	83	85	75	-10		--
Manages people effectively	77	71	71	0		--
Is an effective decision-maker	80	82	67	-15		--
Effectively communicates the goals and strategies of our unit/department	77	85	74	-11		--
	51	51	78	27	▲	--
Autonomy/Involvement						
I have control over how I do my work	57	54	58	4		--
My opinion counts at work	62	63	72	9		--
I have a say in decisions that affect my work	59	52	53	1		--
	51	46	51	5		--
Workload						
Work is distributed fairly within my workgroup	68	68	76	8		--
My workgroup has enough employees to handle the work	68	68	75	7		--
	67	67	78	11		--
Resources/Environment						
The physical environment allows me to do my job	57	65	86	21	▲	--
I have the necessary resources, tools or equipment to do my job	61	67	88	21	▲	--
	53	64	84	20	▲	--
Recognition						
My customers recognize my good work	61	65	72	7		--
I get appropriate recognition when I have done something extraordinary	74	76	89	13	▲	--
Expressions of thanks and appreciation are common in my unit/department	63	63	67	4		--
My contributions are valued by members of the U of M Community	62	63	70	7		--
	45	55	67	12		--
Co-workers						
My workgroup collaborates effectively with other workgroups	78	82	80	-2		--
My co-workers and I work as part of a team	61	57	70	13		--
I can count on my co-workers to help out when needed	74	78	74	-4		--
I am consistently treated with respect by my co-workers	81	80	79	-1		--
One or more of my co-workers cares about me as a person	81	86	82	-4		--
People care about each other in my unit/department	89	93	96	3		--
	83	88	78	-10		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Attendant Services - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
16	17	19				
25	25	28				
64%	68%	68%				
Dimensions						
Communication*						
Reasons for making changes are communicated before changes are made						
38	42	66	24	▲	--	
Customer feedback is shared throughout my unit/department						
52	48	70	22	▲	--	
Information about the University is shared openly in my unit/department						
58	70	62	-8		--	
I am informed about matters that affect my job						
52	59	74	15		--	
Changes in service standards are communicated effectively						
53	52	70	18		--	
Training and Development*						
I receive training necessary for me to do my job						
65	65	84	19	▲	--	
I have opportunities for training that support my development and/or advancement						
51	52	63	11		--	
When my job changes, I receive appropriate training						
--	--	85	--		--	
Task Significance						
I know what is expected of me at work						
89	90	93	3		--	
I understand how my work supports the mission of my unit/department						
82	88	88	0		--	
I understand how my work supports the mission of Business and Finance						
82	82	85	3		--	
I understand how my work supports U of M's mission						
72	76	82	6		--	
My supervisor has a clear view of where unit/department is going						
83	74	81	7		--	
The goals of my unit/department are clear to me						
83	77	82	5		--	
Compensation*						
I understand how my current salary or base pay rate is determined						
69	75	80	5		--	
I am fairly paid for the work I do						
58	67	84	17	▲	--	
My salary/pay is a significant factor in my decision to stay at U of M						
73	71	91	20	▲	--	
Benefits*						
U of M's benefits package meets my needs						
78	77	80	3		--	
The benefits package is a significant factor in my decision to stay at U of M						
85	79	91	12	▲	--	
Advancement*						
Opportunities for advancement or promotion exist within U of M						
58	66	75	9		--	
I know what is required of me to advance within U of M						
57	69	70	1		--	
Internal candidates receive fair consideration for open positions						
67	59	68	9		--	
Survey Perception*						
This survey is an important element in improving the work environment						
47	64	74	10		--	

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Attendant Services - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
16	17	19				
25	25	28				
64%	68%	68%				
Satisfaction						
Job Satisfaction						
To what extent does your current job fall short or exceed your expectations	65	69	65	-4		--
How well does your current position compare to your ideal job	63	56	65	9		--
How satisfied are you with your job	74	84	84	0		--
I enjoy the type of work I do	77	89	85	-4		--
My job is interesting	72	75	78	3		--
I make a difference in my unit/department	78	92	87	-5		--
My job gives me a sense of accomplishment	73	76	73	-3		--
Outcomes						
Unit/Dept. Commitment						
I am proud to work for my unit/department	78	78	77	-1		--
I have a strong commitment to my unit/department	88	90	82	-8		--
I care about the future of my unit/department	89	90	94	4		--
I feel a strong sense of belonging to my unit/department	83	82	77	-5		--
I enjoy discussing my unit/department with people who do not work here	72	70	77	7		--
Unit/Dept. Loyalty						
If it is up to me, I will be working in my unit/department one year from now	79	80	85	5		--
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	32	37	19	-18		--
I would not leave my unit/dept for a similar job within UM at the same salary	64	63	40	-23	▼	--
Unit/Dept. Recommend						
I recommend my unit/department to someone looking for a good place to work	81	78	77	-1		--
	81	78	77	-1		--
U of M Commitment						
I am proud to work for the U-M	81	88	91	3		--
I have a strong commitment to the U-M	83	88	92	4		--
I care about the future of the U-M	84	90	95	5		--
I enjoy discussing the U-M with people who do not work here	74	84	88	4		--
I feel a strong sense of belonging to the U-M	76	83	85	2		--
U of M Loyalty						
If it is up to me, I will be working at U of M one year from now	87	81	94	13		--
I would not leave U of M for a similar job at a 5% higher salary	55	48	60	12		--
I would not leave U of M for a similar job at the same salary	77	69	68	-1		--
U of M Recommendation						
I would recommend the U-M to someone who is looking for a good place to work	83	84	89	5		--
	83	84	89	5		--
Customer Focus						
I am able to address my clients'/customers' concerns	81	81	89	8		--
I do all that I can within budgetary constraints to satisfy customers	91	92	96	4		--
I enjoy helping solve customers' problems	88	93	96	3		--
I respond in a timely manner to customer requests/questions	92	92	95	3		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Attendant Services - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
16	17	19				
25	25	28				
64%	68%	68%				
Other Questions						
Trust						
I trust my supervisor	83	77	80	3		--
My supervisor trusts me	85	79	82	3		--
I trust my co-workers	63	78	75	-3		--
A climate of trust exists in my unit/department	69	67	64	-3		--
My supervisor creates an environment that fosters trust	74	73	71	-2		--
People in my unit/department follow through on their commitments	65	63	70	7		--
Was made to feel welcome	--	--	98	--		--
Safety						
Feel safe at work	--	--	77	--		--
Department committed to occupational health and safety	--	--	81	--		--
Department does good job monitoring safety	--	--	76	--		--
Supervisor						
Overall, how would you rate your supervisor	85	85	81	-4		--
Customer Orientation						
Satisfying customers is a top priority in my unit/department	92	95	88	-7		--
My unit/department understands the needs of our customers	87	90	78	-12		--
My unit/department adapts to changing customer needs	83	77	76	-1		--
My unit/department communicates service changes effectively to customers	63	63	75	12		--
My unit/department implements service changes effectively	61	63	78	15		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Operations & Maintenance						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
13	26	26				
28	36	36				
46%	72%	72%				
Dimensions						
Climate						
People in my unit/department are treated fairly	54	58	61	3		0.1
If I am unfairly treated, I believe I will be given a fair shake if I appeal	54	60	60	0		--
Integrity is a hallmark of my unit/department	51	61	58	-3		--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	52	56	58	2		--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	60	68	69	1		--
I am aware of the Business and Finance values	50	52	61	9		--
The Business and Finance values govern the way we do business in B&F	57	60	65	5		--
	54	59	56	-3		--
Comp Supervisor (for reference and past comparison)						
	70	76	70	-6		--
Supervisor*						
Considers my ideas	--	--	71	--		0.1
Recognizes me for doing good work	69	74	71	-3		--
Treats me with respect	72	77	74	-3		--
Cares about me as a person	75	82	75	-7		--
Gives me constructive feedback on my performance	68	82	74	-8		--
Communicates well	73	80	71	-9		--
Is approachable and easy to talk with	67	77	69	-8		--
Is ethical in day-to-day practices	78	80	73	-7		--
Deals effectively with poor performance	68	77	71	-6		--
Manages people effectively	68	66	56	-10		--
Is an effective decision-maker	66	69	63	-6		--
Effectively communicates the goals and strategies of our unit/department	63	76	69	-7		--
	56	59	74	15	▲	--
Autonomy/Involvement						
I have control over how I do my work	62	66	61	-5		0.2
My opinion counts at work	69	70	70	0		--
I have a say in decisions that affect my work	61	66	56	-10		--
	57	61	59	-2		--
Workload						
Work is distributed fairly within my workgroup	68	74	66	-8		0.4
My workgroup has enough employees to handle the work	65	73	61	-12		--
	74	76	77	1		--
Resources/Environment						
The physical environment allows me to do my job	70	80	74	-6		0.5
I have the necessary resources, tools or equipment to do my job	68	78	75	-3		--
	72	82	73	-9		--
Recognition						
My customers recognize my good work	47	65	63	-2		0.3
I get appropriate recognition when I have done something extraordinary	41	69	58	-11		--
Expressions of thanks and appreciation are common in my unit/department	56	69	63	-6		--
My contributions are valued by members of the U of M Community	47	66	69	3		--
	44	56	60	4		--
Co-workers						
My workgroup collaborates effectively with other workgroups	65	77	67	-10	▼	0.8
My co-workers and I work as part of a team	60	72	62	-10		--
I can count on my co-workers to help out when needed	65	80	71	-9		--
I am consistently treated with respect by my co-workers	71	85	74	-11	▼	--
One or more of my co-workers cares about me as a person	62	80	73	-7		--
People care about each other in my unit/department	68	82	68	-14	▼	--
	54	74	57	-17	▼	--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Operations & Maintenance						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
13	26	26				
28	36	36				
46%	72%	72%				
Dimensions						
Communication*						
Reasons for making changes are communicated before changes are made						
53	51	47	-4		--	
Customer feedback is shared throughout my unit/department						
49	50	63	13	▲	--	
Information about the University is shared openly in my unit/department						
61	54	59	5		--	
I am informed about matters that affect my job						
62	68	65	-3		--	
Changes in service standards are communicated effectively						
61	54	61	7		--	
Training and Development*						
I receive training necessary for me to do my job						
65	69	68	-1		--	
I have opportunities for training that support my development and/or advancement						
62	56	47	-9		--	
When my job changes, I receive appropriate training						
--	--	66	--		--	
Task Significance						
77	78	78	0		1.8	
I know what is expected of me at work						
85	88	82	-6		--	
I understand how my work supports the mission of my unit/department						
83	88	82	-6		--	
I understand how my work supports the mission of Business and Finance						
75	75	79	4		--	
I understand how my work supports U of M's mission						
68	73	74	1		--	
My supervisor has a clear view of where unit/department is going						
72	68	76	8		--	
The goals of my unit/department are clear to me						
74	76	75	-1		--	
Compensation*						
I understand how my current salary or base pay rate is determined						
52	53	53	0		--	
I am fairly paid for the work I do						
49	58	47	-11		--	
My salary/pay is a significant factor in my decision to stay at U of M						
58	60	59	-1		--	
Benefits*						
U of M's benefits package meets my needs						
75	70	66	-4		--	
The benefits package is a significant factor in my decision to stay at U of M						
78	76	74	-2		--	
Advancement*						
Opportunities for advancement or promotion exist within U of M						
52	57	42	-15	▼	--	
I know what is required of me to advance within U of M						
58	54	48	-6		--	
Internal candidates receive fair consideration for open positions						
45	55	43	-12		--	
Survey Perception*						
This survey is an important element in improving the work environment						
68	57	57	0		--	

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6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Operations & Maintenance						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
13	26	26				
28	36	36				
46%	72%	72%				
Satisfaction						
Job Satisfaction						
To what extent does your current job fall short or exceed your expectations	63	55	57	2		--
How well does your current position compare to your ideal job	57	52	51	-1		--
How satisfied are you with your job	75	70	64	-6		--
I enjoy the type of work I do	77	70	69	-1		--
My job is interesting	74	62	59	-3		--
I make a difference in my unit/department	76	80	76	-4		--
My job gives me a sense of accomplishment	76	71	65	-6		--
Outcomes						
Unit/Dept. Commitment						
I am proud to work for my unit/department	73	76	72	-4		--
I have a strong commitment to my unit/department	76	82	75	-7		--
I care about the future of my unit/department	88	84	82	-2		--
I feel a strong sense of belonging to my unit/department	74	75	70	-5		--
I enjoy discussing my unit/department with people who do not work here	62	64	53	-11		--
Unit/Dept. Loyalty						
If it is up to me, I will be working in my unit/department one year from now	80	63	54	-9		--
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	34	32	28	-4		--
I would not leave my unit/dept for a similar job within UM at the same salary	56	65	56	-9		--
Unit/Dept. Recommend						
I recommend my unit/department to someone looking for a good place to work	67	75	67	-8		3.1
	67	75	67	-8		--
U of M Commitment						
I am proud to work for the U-M	87	86	83	-3		--
I have a strong commitment to the U-M	87	90	80	-10	▼	--
I care about the future of the U-M	90	90	85	-5		--
I enjoy discussing the U-M with people who do not work here	76	78	73	-5		--
I feel a strong sense of belonging to the U-M	80	78	79	1		--
U of M Loyalty						
If it is up to me, I will be working at U of M one year from now	93	88	89	1		--
I would not leave U of M for a similar job at a 5% higher salary	70	73	59	-14		--
I would not leave U of M for a similar job at the same salary	88	88	79	-9		--
U of M Recommendation						
I would recommend the U-M to someone who is looking for a good place to work	85	85	85	0		0.5
	85	85	85	0		--
Customer Focus						
I am able to address my clients'/customers' concerns	70	79	74	-5		--
I do all that I can within budgetary constraints to satisfy customers	78	81	83	2		--
I enjoy helping solve customers' problems	85	86	83	-3		--
I respond in a timely manner to customer requests/questions	85	85	89	4		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Operations & Maintenance						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
13	26	26				
28	36	36				
46%	72%	72%				
Other Questions						
Trust						
I trust my supervisor	68	74	71	-3		--
My supervisor trusts me	75	77	76	-1		--
I trust my co-workers	58	70	60	-10		--
A climate of trust exists in my unit/department	52	65	57	-8		--
My supervisor creates an environment that fosters trust	64	69	68	-1		--
People in my unit/department follow through on their commitments	62	65	62	-3		--
Was made to feel welcome	--	--	76	--		--
Safety						
Feel safe at work	--	--	79	--		--
Department committed to occupational health and safety	--	--	79	--		--
Department does good job monitoring safety	--	--	76	--		--
Supervisor						
Overall, how would you rate your supervisor	75	77	73	-4		--
Customer Orientation						
Satisfying customers is a top priority in my unit/department	81	88	85	-3		--
My unit/department understands the needs of our customers	74	87	80	-7		--
My unit/department adapts to changing customer needs	68	79	75	-4		--
My unit/department communicates service changes effectively to customers	63	78	69	-9		--
My unit/department implements service changes effectively	72	73	68	-5		--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations					
Parking and Transportation Services					
Parking Operations & Maintenance					
Parking O&M - Non-supervisory					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
0	22	20			
	27	30			
--	81%	67%			

Dimensions	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
Climate	--	58	61	3		--
People in my unit/department are treated fairly	--	58	60	2		--
If I am unfairly treated, I believe I will be given a fair shake if I appeal	--	61	61	0		--
Integrity is a hallmark of my unit/department	--	57	59	2		--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	--	65	66	1		--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	--	53	58	5		--
I am aware of the Business and Finance values	--	59	67	8		--
The Business and Finance values govern the way we do business in B&F	--	58	56	-2		--
Comp Supervisor (for reference and past comparison)	--	78	72	-6		--
Supervisor*	--	--	72	--		--
Considers my ideas	--	77	69	-8		--
Recognizes me for doing good work	--	81	73	-8		--
Treats me with respect	--	83	77	-6		--
Cares about me as a person	--	83	74	-9		--
Gives me constructive feedback on my performance	--	83	73	-10		--
Communicates well	--	79	69	-10		--
Is approachable and easy to talk with	--	80	77	-3		--
Is ethical in day-to-day practices	--	79	74	-5		--
Deals effectively with poor performance	--	68	61	-7		--
Manages people effectively	--	71	67	-4		--
Is an effective decision-maker	--	79	72	-7		--
Effectively communicates the goals and strategies of our unit/department	--	60	72	12		--
Autonomy/Involvement	--	68	59	-9		--
I have control over how I do my work	--	73	71	-2		--
My opinion counts at work	--	68	52	-16		--
I have a say in decisions that affect my work	--	62	53	-9		--
Workload	--	77	64	-13	▼	--
Work is distributed fairly within my workgroup	--	76	57	-19	▼	--
My workgroup has enough employees to handle the work	--	79	77	-2		--
Resources/Environment	--	82	71	-11	▼	--
The physical environment allows me to do my job	--	79	73	-6		--
I have the necessary resources, tools or equipment to do my job	--	85	69	-16	▼	--
Recognition	--	68	63	-5		--
My customers recognize my good work	--	71	56	-15	▼	--
I get appropriate recognition when I have done something extraordinary	--	72	63	-9		--
Expressions of thanks and appreciation are common in my unit/department	--	69	71	2		--
My contributions are valued by members of the U of M Community	--	59	61	2		--
Co-workers	--	81	67	-14	▼	--
My workgroup collaborates effectively with other workgroups	--	75	62	-13	▼	--
My co-workers and I work as part of a team	--	84	69	-15	▼	--
I can count on my co-workers to help out when needed	--	88	74	-14	▼	--
I am consistently treated with respect by my co-workers	--	84	71	-13	▼	--
One or more of my co-workers cares about me as a person	--	84	67	-17	▼	--
People care about each other in my unit/department	--	76	57	-19	▼	--

* Dimension questions were modified so a direct comparison is not possible.
6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Operations & Maintenance						
Parking O&M - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
0	22	20				
	27	30				
--	81%	67%				
Dimensions						
Communication*						
Reasons for making changes are communicated before changes are made	--	--	57	--		--
Customer feedback is shared throughout my unit/department	--	50	44	-6		--
Information about the University is shared openly in my unit/department	--	51	60	9		--
I am informed about matters that affect my job	--	54	56	2		--
Changes in service standards are communicated effectively	--	69	63	-6		--
	--	55	60	5		--
Training and Development*						
I receive training necessary for me to do my job	--	--	58	--		--
I have opportunities for training that support my development and/or advancement	--	71	66	-5		--
When my job changes, I receive appropriate training	--	52	43	-9		--
	--	--	64	--		--
Task Significance						
I know what is expected of me at work	--	79	77	-2		--
I understand how my work supports the mission of my unit/department	--	89	83	-6		--
I understand how my work supports the mission of Business and Finance	--	88	81	-7		--
I understand how my work supports U of M's mission	--	73	78	5		--
My supervisor has a clear view of where unit/department is going	--	71	72	1		--
The goals of my unit/department are clear to me	--	69	74	5		--
	--	78	75	-3		--
Compensation*						
I understand how my current salary or base pay rate is determined	--	--	55	--		--
I am fairly paid for the work I do	--	56	58	2		--
My salary/pay is a significant factor in my decision to stay at U of M	--	64	49	-15		--
	--	60	58	-2		--
Benefits*						
U of M's benefits package meets my needs	--	--	71	--		--
The benefits package is a significant factor in my decision to stay at U of M	--	71	69	-2		--
	--	81	73	-8		--
Advancement*						
Opportunities for advancement or promotion exist within U of M	--	--	43	--		--
I know what is required of me to advance within U of M	--	59	42	-17	▼	--
Internal candidates receive fair consideration for open positions	--	53	47	-6		--
	--	52	42	-10		--
Survey Perception*						
This survey is an important element in improving the work environment	--	--	54	--		--
	--	61	54	-7		--

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6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Operations & Maintenance						
Parking O&M - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
0	22	20				
	27	30				
--	81%	67%				
Satisfaction						
Job Satisfaction						
To what extent does your current job fall short or exceed your expectations	--	65	60	-5		--
How well does your current position compare to your ideal job	--	56	54	-2		--
How satisfied are you with your job	--	51	46	-5		--
I enjoy the type of work I do	--	71	61	-10		--
My job is interesting	--	67	66	-1		--
I make a difference in my unit/department	--	59	53	-6		--
My job gives me a sense of accomplishment	--	78	74	-4		--
	--	71	61	-10		--
Outcomes						
Unit/Dept. Commitment						
I am proud to work for my unit/department	--	76	70	-6		--
I have a strong commitment to my unit/department	--	75	70	-5		--
I care about the future of my unit/department	--	81	73	-8		--
I feel a strong sense of belonging to my unit/department	--	81	82	1		--
I enjoy discussing my unit/department with people who do not work here	--	73	69	-4		--
	--	64	49	-15		--
Unit/Dept. Loyalty						
If it is up to me, I will be working in my unit/department one year from now	--	53	45	-8		--
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	--	58	52	-6		--
I would not leave my unit/dept for a similar job within UM at the same salary	--	29	26	-3		--
	--	61	48	-13		--
Unit/Dept. Recommend						
I recommend my unit/department to someone looking for a good place to work	--	73	68	-5		--
	--	73	68	-5		--
U of M Commitment						
I am proud to work for the U-M	--	86	80	-6		--
I have a strong commitment to the U-M	--	88	83	-5		--
I care about the future of the U-M	--	92	79	-13	▼	--
I enjoy discussing the U-M with people who do not work here	--	91	84	-7		--
I feel a strong sense of belonging to the U-M	--	78	71	-7		--
	--	78	79	1		--
U of M Loyalty						
If it is up to me, I will be working at U of M one year from now	--	84	81	-3		--
I would not leave U of M for a similar job at a 5% higher salary	--	88	92	4		--
I would not leave U of M for a similar job at the same salary	--	74	62	-12		--
	--	87	80	-7		--
U of M Recommendation						
I would recommend the U-M to someone who is looking for a good place to work	--	86	89	3		--
	--	86	89	3		--
Customer Focus						
I am able to address my clients'/customers' concerns	--	82	81	-1		--
I do all that I can within budgetary constraints to satisfy customers	--	78	71	-7		--
I enjoy helping solve customers' problems	--	79	81	2		--
I respond in a timely manner to customer requests/questions	--	85	82	-3		--
	--	86	88	2		--

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6/4/2014

Attribute Detail Report



Facilities & Operations						
Parking and Transportation Services						
Parking Operations & Maintenance						
Parking O&M - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact	
0	22	20				
	27	30				
--	81%	67%				
Other Questions						
Trust						
I trust my supervisor	--	72	73	1		--
My supervisor trusts me	--	76	77	1		--
I trust my co-workers	--	73	63	-10		--
A climate of trust exists in my unit/department	--	66	58	-8		--
My supervisor creates an environment that fosters trust	--	72	68	-4		--
People in my unit/department follow through on their commitments	--	68	64	-4		--
Was made to feel welcome	--	--	76	--		--
Safety						
Feel safe at work	--	--	75	--		--
Department committed to occupational health and safety	--	--	76	--		--
Department does good job monitoring safety	--	--	72	--		--
Supervisor						
Overall, how would you rate your supervisor	--	81	77	-4		--
Customer Orientation						
Satisfying customers is a top priority in my unit/department	--	88	84	-4		--
My unit/department understands the needs of our customers	--	88	85	-3		--
My unit/department adapts to changing customer needs	--	80	79	-1		--
My unit/department communicates service changes effectively to customers	--	78	71	-7		--
My unit/department implements service changes effectively	--	73	70	-3		--

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6/4/2014

Attribute Detail Report



Facilities & Operations					
Parking and Transportation Services					
Parking Operations & Maintenance					
Parking O&M - Supervisors					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
0	4	6			
--	44%	100%			

Dimensions	2010	2012	2014	Diff 2014 - 2012	Signif Diff	Impact
Climate	--	--	61	--		--
People in my unit/department are treated fairly	--	--	61	--		--
If I am unfairly treated, I believe I will be given a fair shake if I appeal	--	--	46	--		--
Integrity is a hallmark of my unit/department	--	--	52	--		--
I am comfortable expressing my opinions even if contrary to prevailing beliefs	--	--	80	--		--
Everyone is encouraged to voice opinions, even if contrary to prevailing beliefs	--	--	72	--		--
I am aware of the Business and Finance values	--	--	59	--		--
The Business and Finance values govern the way we do business in B&F	--	--	56	--		--
Comp Supervisor (for reference and past comparison)	--	--	64	--		--
Supervisor*	--	--	66	--		--
Considers my ideas	--	--	78	--		--
Recognizes me for doing good work	--	--	78	--		--
Treats me with respect	--	--	69	--		--
Cares about me as a person	--	--	72	--		--
Gives me constructive feedback on my performance	--	--	67	--		--
Communicates well	--	--	69	--		--
Is approachable and easy to talk with	--	--	61	--		--
Is ethical in day-to-day practices	--	--	61	--		--
Deals effectively with poor performance	--	--	41	--		--
Manages people effectively	--	--	48	--		--
Is an effective decision-maker	--	--	61	--		--
Effectively communicates the goals and strategies of our unit/department	--	--	81	--		--
Autonomy/Involvement	--	--	71	--		--
I have control over how I do my work	--	--	69	--		--
My opinion counts at work	--	--	69	--		--
I have a say in decisions that affect my work	--	--	76	--		--
Workload	--	--	76	--		--
Work is distributed fairly within my workgroup	--	--	74	--		--
My workgroup has enough employees to handle the work	--	--	80	--		--
Resources/Environment	--	--	84	--		--
The physical environment allows me to do my job	--	--	83	--		--
I have the necessary resources, tools or equipment to do my job	--	--	85	--		--
Recognition	--	--	64	--		--
My customers recognize my good work	--	--	67	--		--
I get appropriate recognition when I have done something extraordinary	--	--	65	--		--
Expressions of thanks and appreciation are common in my unit/department	--	--	63	--		--
My contributions are valued by members of the U of M Community	--	--	56	--		--
Co-workers	--	--	68	--		--
My workgroup collaborates effectively with other workgroups	--	--	61	--		--
My co-workers and I work as part of a team	--	--	80	--		--
I can count on my co-workers to help out when needed	--	--	72	--		--
I am consistently treated with respect by my co-workers	--	--	78	--		--
One or more of my co-workers cares about me as a person	--	--	69	--		--
People care about each other in my unit/department	--	--	59	--		--

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Attribute Detail Report



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0	4	6				
--	9	6				
--	44%	100%				
Dimensions						
Communication*						
Reasons for making changes are communicated before changes are made						
--	--	68	--		--	--
Customer feedback is shared throughout my unit/department						
--	--	59	--		--	--
Information about the University is shared openly in my unit/department						
--	--	74	--	▲	--	--
I am informed about matters that affect my job						
--	--	67	--		--	--
Changes in service standards are communicated effectively						
--	--	72	--		--	--
--	--	65	--		--	--
Training and Development*						
I receive training necessary for me to do my job						
--	--	69	--		--	--
I have opportunities for training that support my development and/or advancement						
--	--	72	--		--	--
When my job changes, I receive appropriate training						
--	--	61	--		--	--
--	--	73	--		--	--
Task Significance						
I know what is expected of me at work						
--	--	81	--		--	--
I understand how my work supports the mission of my unit/department						
--	--	76	--		--	--
I understand how my work supports the mission of Business and Finance						
--	--	83	--		--	--
I understand how my work supports U of M's mission						
--	--	83	--		--	--
My supervisor has a clear view of where unit/department is going						
--	--	83	--		--	--
The goals of my unit/department are clear to me						
--	--	76	--		--	--
Compensation*						
I understand how my current salary or base pay rate is determined						
--	--	47	--		--	--
I am fairly paid for the work I do						
--	--	39	--		--	--
My salary/pay is a significant factor in my decision to stay at U of M						
--	--	41	--		--	--
--	--	65	--		--	--
Benefits*						
U of M's benefits package meets my needs						
--	--	66	--		--	--
The benefits package is a significant factor in my decision to stay at U of M						
--	--	56	--		--	--
--	--	80	--		--	--
Advancement*						
Opportunities for advancement or promotion exist within U of M						
--	--	47	--		--	--
I know what is required of me to advance within U of M						
--	--	43	--		--	--
Internal candidates receive fair consideration for open positions						
--	--	53	--		--	--
--	--	48	--	▼	--	--
Survey Perception*						
This survey is an important element in improving the work environment						
--	--	67	--		--	--
--	--	67	--		--	--

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--	9	6				
--	44%	100%				
Satisfaction						
Job Satisfaction						
To what extent does your current job fall short or exceed your expectations	--	--	75	--		--
How well does your current position compare to your ideal job	--	--	65	--		--
How satisfied are you with your job	--	--	67	--		--
I enjoy the type of work I do	--	--	72	--		--
My job is interesting	--	--	81	--		--
I make a difference in my unit/department	--	--	81	--		--
My job gives me a sense of accomplishment	--	--	85	--		--
	--	--	78	--		--
Outcomes						
Unit/Dept. Commitment						
I am proud to work for my unit/department	--	--	76	--		--
I have a strong commitment to my unit/department	--	--	76	--		--
I care about the future of my unit/department	--	--	81	--		--
I feel a strong sense of belonging to my unit/department	--	--	81	--		--
I enjoy discussing my unit/department with people who do not work here	--	--	72	--		--
	--	--	65	--		--
Unit/Dept. Loyalty						
If it is up to me, I will be working in my unit/department one year from now	--	--	53	--	▼	--
I would not leave my unit/dept for a similar job within UM at a 5% higher salary	--	--	64	--		--
I would not leave my unit/dept for a similar job within UM at the same salary	--	--	33	--		--
	--	--	84	--		--
Unit/Dept. Recommend						
I recommend my unit/department to someone looking for a good place to work	--	--	61	--		--
	--	--	61	--		--
U of M Commitment						
I am proud to work for the U-M	--	--	82	--		--
I have a strong commitment to the U-M	--	--	83	--		--
I care about the future of the U-M	--	--	83	--		--
I enjoy discussing the U-M with people who do not work here	--	--	85	--		--
I feel a strong sense of belonging to the U-M	--	--	80	--		--
	--	--	78	--		--
U of M Loyalty						
If it is up to me, I will be working at U of M one year from now	--	--	62	--		--
I would not leave U of M for a similar job at a 5% higher salary	--	--	78	--		--
I would not leave U of M for a similar job at the same salary	--	--	47	--		--
	--	--	76	--		--
U of M Recommendation						
I would recommend the U-M to someone who is looking for a good place to work	--	--	72	--		--
	--	--	72	--		--
Customer Focus						
I am able to address my clients'/customers' concerns	--	--	88	--		--
I do all that I can within budgetary constraints to satisfy customers	--	--	85	--		--
I enjoy helping solve customers' problems	--	--	89	--		--
I respond in a timely manner to customer requests/questions	--	--	87	--		--
	--	--	91	--		--

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--	44%	100%				
Other Questions						
Trust						
I trust my supervisor	--	--	65	--		--
My supervisor trusts me	--	--	76	--		--
I trust my co-workers	--	--	52	--		--
A climate of trust exists in my unit/department	--	--	52	--		--
My supervisor creates an environment that fosters trust	--	--	65	--		--
People in my unit/department follow through on their commitments	--	--	54	--		--
Was made to feel welcome	--	--	78	--		--
Safety						
Feel safe at work	--	--	91	--		--
Department committed to occupational health and safety	--	--	93	--		--
Department does good job monitoring safety	--	--	91	--		--
Supervisor						
Overall, how would you rate your supervisor	--	--	61	--		--
Customer Orientation						
Satisfying customers is a top priority in my unit/department	--	--	89	--		--
My unit/department understands the needs of our customers	--	--	67	--		--
My unit/department adapts to changing customer needs	--	--	63	--		--
My unit/department communicates service changes effectively to customers	--	--	62	--		--
My unit/department implements service changes effectively	--	--	63	--		--

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