

# Dimension Summary Report



Facilities & Operations						
Parking and Transportation Services						
Parking Operations & Maintenance						
Parking O&M - Non-supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	CFI Bench mark	
0	22	20				
	27	30				
--	81%	67%				
<b>Dimensions</b>						
Climate	--	58	61	3		69
Supervisor*	--	78	72	--		75
Autonomy/Involvement	--	68	59	-9		70
Workload	--	77	64	-13	▼	70
Resources/Environment	--	82	71	-11	▼	70
Recognition	--	68	63	-5		67
Co-workers	--	81	67	-14	▼	75
Communication*	--	59	57	--		63
Training and Development*	--	59	58	--		68
Task Significance	--	79	77	-2		77
Compensation*	--	56	55	--		57
Benefits*	--	71	71	--		77
Advancement*	--	59	43	--		68
Survey Perception*	--	56	54	--		62
<b>Job Satisfaction</b>	--	65	60	-5		70
<b>Outcomes</b>						
Unit/Dept. Commitment	--	76	70	-6		79
Unit/Dept. Loyalty	--	53	45	-8		78
Unit/Dept. Recommend	--	73	68	-5		73
U of M Commitment	--	86	80	-6		79
U of M Loyalty	--	84	81	-3		78
U of M Recommendation	--	86	89	3		73
Customer Focus	--	82	81	-1		83

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