

Dimension Summary Report



Facilities & Operations					
Parking and Transportation Services					
Parking Operations & Maintenance					
Parking O&M - Supervisors					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	CFI Bench mark
0	4	6			
--	9	6			
--	44%	100%			
Dimensions					
Climate	--	--	61	--	69
Supervisor*	--	--	66	--	75
Autonomy/Involvement	--	--	71	--	70
Workload	--	--	76	--	70
Resources/Environment	--	--	84	--	70
Recognition	--	--	64	--	67
Co-workers	--	--	68	--	75
Communication*	--	--	68	--	63
Training and Development*	--	--	69	--	68
Task Significance	--	--	81	--	77
Compensation*	--	--	47	--	57
Benefits*	--	--	66	--	77
Advancement*	--	--	47	--	68
Survey Perception*	--	--	67	--	62
Job Satisfaction	--	--	75	--	70
Outcomes					
Unit/Dept. Commitment	--	--	76	--	79
Unit/Dept. Loyalty	--	--	53	--	78
Unit/Dept. Recommend	--	--	61	--	73
U of M Commitment	--	--	82	--	79
U of M Loyalty	--	--	62	--	78
U of M Recommendation	--	--	72	--	73
Customer Focus	--	--	88	--	83

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