

Dimension Summary Report



Facilities & Operations						
Parking and Transportation Services						
PTS Management						
PTS Managers and Supervisors						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	CFI Bench mark	
0	11	18				
--	17	19				
--	65%	95%				
Dimensions						
Climate	--	70	70	0		69
Supervisor*	--	70	80	--		75
Autonomy/Involvement	--	67	76	9		70
Workload	--	61	65	4		70
Resources/Environment	--	51	65	14		70
Recognition	--	65	65	0		67
Co-workers	--	73	71	-2		75
Communication*	--	65	64	--		63
Training and Development*	--	65	66	--		68
Task Significance	--	78	80	2		77
Compensation*	--	51	63	--		57
Benefits*	--	78	87	--		77
Advancement*	--	69	67	--		68
Survey Perception*	--	48	62	--		62
Job Satisfaction	--	79	72	-7		70
Outcomes						
Unit/Dept. Commitment	--	86	84	-2		79
Unit/Dept. Loyalty	--	64	70	6		78
Unit/Dept. Recommend	--	79	69	-10		73
U of M Commitment	--	93	91	-2		79
U of M Loyalty	--	83	82	-1		78
U of M Recommendation	--	91	91	0		73
Customer Focus	--	89	87	-2		83

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