

# Dimension Summary Report



Facilities & Operations					
Parking and Transportation Services					
Parking Attendant Services - Non-supervisory					
2010	2012	2014	Diff 2014 - 2012	Signif Diff	CFI Bench mark
16	17	19			
25	25	28			
64%	68%	68%			
66	64	69	5		69
79	81	74	--		75
57	54	58	4		70
68	68	76	8		70
57	65	86	21	▲	70
61	65	72	7		67
78	82	80	-2		75
51	56	68	--		63
61	55	78	--		68
82	81	85	4		77
64	72	84	--		57
74	74	85	--		77
62	65	71	--		68
46	51	74	--		62
<b>72</b>	<b>77</b>	<b>77</b>	<b>0</b>		<b>70</b>
<b>Outcomes</b>					
82	83	81	-2		79
63	66	59	-7		78
81	78	77	-1		73
80	87	91	4		79
77	71	80	9		78
83	84	89	5		73
88	90	94	4		83

Dimensions
Climate
Supervisor*
Autonomy/Involvement
Workload
Resources/Environment
Recognition
Co-workers
Communication*
Training and Development*
Task Significance
Compensation*
Benefits*
Advancement*
Survey Perception*
<b>Job Satisfaction</b>
<b>Outcomes</b>
Unit/Dept. Commitment
Unit/Dept. Loyalty
Unit/Dept. Recommend
U of M Commitment
U of M Loyalty
U of M Recommendation
Customer Focus

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