

Dimension Summary Report



Facilities & Operations						
Parking and Transportation Services						
Parking Operations & Maintenance						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	CFI Bench mark	
13	26	26				
28	36	36				
46%	72%	72%				
Dimensions						
Climate	54	58	61	3		69
Supervisor*	70	76	71	--		75
Autonomy/Involvement	62	66	61	-5		70
Workload	68	74	66	-8		70
Resources/Environment	70	80	74	-6		70
Recognition	47	65	63	-2		67
Co-workers	65	77	67	-10	▼	75
Communication*	58	58	59	--		63
Training and Development*	61	59	61	--		68
Task Significance	77	78	78	0		77
Compensation*	50	53	53	--		57
Benefits*	72	69	70	--		77
Advancement*	54	59	44	--		68
Survey Perception*	59	54	57	--		62
Job Satisfaction	72	66	63	-3		70
Outcomes						
Unit/Dept. Commitment	75	77	71	-6		79
Unit/Dept. Loyalty	63	57	47	-10		78
Unit/Dept. Recommend	67	75	67	-8		73
U of M Commitment	85	85	81	-4		79
U of M Loyalty	87	84	77	-7		78
U of M Recommendation	85	85	85	0		73
Customer Focus	80	83	83	0		83

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

Impact Summary Report



Facilities & Operations	
Parking and Transportation Services	
Parking Operations & Maintenance	

2014	Impact
26	
36 72%	

Dimensions	2014	Impact
Climate	61	0.1
Supervisor	71	0.1
Autonomy/Involvement	61	0.2
Workload	66	0.4
Resources/Environment	74	0.5
Recognition	63	0.3
Co-workers	67	0.8
Communication	59	1.0
Training and Development	61	1.0
Task Significance	78	1.8
Compensation	53	0.0
Benefits	70	0.0
Advancement	44	0.1
Survey Perception	57	1.3
Outcomes		
Unit/Dept. Commitment	71	2.6
Unit/Dept. Loyalty	47	3.2
Unit/Dept. Recommend	67	3.1
U of M Commitment	81	0.5
U of M Loyalty	77	0.1
U of M Recommendation	85	0.5
Customer Focus	83	2.2

Priority Matrix - 2014

