

# Dimension Summary Report



Facilities & Operations						
Parking and Transportation Services						
Transit Services - Non-Supervisory						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	CFI Bench mark	
48	31	26				
54	54	58				
89%	57%	45%				
52	54	44	-10		69	
51	57	40	--		75	
44	44	33	-11		70	
71	61	54	-7		70	
67	62	60	-2		70	
43	54	34	-20	▼	67	
67	75	71	-4		75	
42	45	34	--		63	
29	32	26	--		68	
70	74	69	-5		77	
52	60	62	--		57	
73	72	85	--		77	
39	57	28	--		68	
37	43	41	--		62	
<b>Job Satisfaction</b>	<b>66</b>	<b>75</b>	<b>61</b>	<b>-14</b>	<b>▼</b>	<b>70</b>
<b>Outcomes</b>						
Unit/Dept. Commitment	70	73	59	-14		79
Unit/Dept. Loyalty	62	64	54	-10	▼	78
Unit/Dept. Recommend	65	66	49	-17	▼	73
U of M Commitment	75	84	60	-24	▼	79
U of M Loyalty	67	77	51	-26	▼	78
U of M Recommendation	77	87	63	-24	▼	73
Customer Focus	86	83	82	-1		83

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

# Impact Summary Report



Facilities & Operations	
Parking and Transportation Services	
Transit Services - Non-Supervisory	

Dimensions	2014	Impact
	26 58 45%	
Climate	44	0.0
Supervisor	40	0.5
Autonomy/Involvement	33	0.7
Workload	54	0.0
Resources/Environment	60	0.6
Recognition	34	1.5
Co-workers	71	0.0
Communication	34	0.0
Training and Development	26	0.0
Task Significance	69	0.3
Compensation	62	0.8
Benefits	85	1.1
Advancement	28	0.0
Survey Perception	41	0.0
<b>Outcomes</b>		
Unit/Dept. Commitment	59	3.4
Unit/Dept. Loyalty	54	2.2
Unit/Dept. Recommend	49	2.6
U of M Commitment	60	0.0
U of M Loyalty	51	1.2
U of M Recommendation	63	0.6
Customer Focus	82	1.4

## Priority Matrix - 2014

