

Dimension Summary Report



Facilities & Operations						
Parking and Transportation Services						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	CFI Bench mark	
116	121	121				
137	169	175				
85%	72%	69%				
Dimensions						
Climate	55	59	60	1		69
Supervisor*	63	69	64	--		75
Autonomy/Involvement	55	58	57	-1		70
Workload	69	65	63	-2		70
Resources/Environment	69	66	70	4		70
Recognition	51	62	57	-5		67
Co-workers	67	74	69	-5	▼	75
Communication*	50	53	55	--		63
Training and Development*	49	50	56	--		68
Task Significance	75	77	77	0		77
Compensation*	54	57	63	--		57
Benefits*	74	73	80	--		77
Advancement*	52	60	53	--		68
Survey Perception*	44	48	56	--		62
Job Satisfaction	69	73	69	-4		70
Outcomes						
Unit/Dept. Commitment	73	76	73	-3		79
Unit/Dept. Loyalty	64	65	58	-7	▼	78
Unit/Dept. Recommend	67	70	65	-5		73
U of M Commitment	81	85	81	-4		79
U of M Loyalty	77	81	73	-8	▼	78
U of M Recommendation	81	85	83	-2		73
Customer Focus	85	86	87	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	

	2014	Impact
	121	
	175	
	69%	
Dimensions		
Climate	60	0.1
Supervisor	64	0.3
Autonomy/Involvement	57	0.1
Workload	63	0.0
Resources/Environment	70	0.5
Recognition	57	0.2
Co-workers	69	0.0
Communication	55	0.7
Training and Development	56	0.4
Task Significance	77	1.8
Compensation	63	0.6
Benefits	80	0.5
Advancement	53	0.3
Survey Perception	56	0.0
Outcomes		
Unit/Dept. Commitment	73	2.1
Unit/Dept. Loyalty	58	2.5
Unit/Dept. Recommend	65	2.9
U of M Commitment	81	0.8
U of M Loyalty	73	0.9
U of M Recommendation	83	1.1
Customer Focus	87	1.6

Priority Matrix - 2014

