

# Dimension Summary Report



Facilities & Operations						
Plant Operations						
Facilities Maintenance						
FM Central Shops and BAS						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	CFI Bench mark	
148	112	54				
185	135	62				
80%	83%	87%				
<b>Dimensions</b>						
Climate	55	51	52	1		69
Supervisor*	--	--	55	--		75
Autonomy/Involvement	63	49	44	-5		70
Workload	60	55	45	-10	▼	70
Resources/Environment	69	65	56	-9	▼	70
Recognition	52	53	47	-6		67
Co-workers	69	71	67	-4		75
Communication*	--	--	39	--		63
Training and Development*	--	--	41	--		68
Task Significance	71	62	56	-6		77
Compensation*	--	--	65	--		57
Benefits*	--	--	64	--		77
Advancement*	--	--	47	--		68
Survey Perception*	--	--	34	--		62
<b>Job Satisfaction</b>	<b>74</b>	<b>71</b>	<b>71</b>	<b>0</b>		<b>70</b>
<b>Outcomes</b>						
Unit/Dept. Commitment	76	76	73	-3		79
Unit/Dept. Loyalty	64	65	60	-5		78
Unit/Dept. Recommend	73	66	56	-10		73
U of M Commitment	83	80	73	-7		79
U of M Loyalty	79	75	68	-7		78
U of M Recommendation	82	72	58	-14	▼	73
Customer Focus	85	82	76	-6	▼	83

\* Dimension questions were modified so a direct comparison is not possible.  
6/5/2014

# Impact Summary Report



Facilities & Operations
Plant Operations
Facilities Maintenance
FM Central Shops and BAS

	2014	Impact
	54	
	62	
	87%	
Dimensions		
Climate	52	0.0
Supervisor	55	0.0
Autonomy/Involvement	44	0.0
Workload	45	0.7
Resources/Environment	56	0.4
Recognition	47	0.7
Co-workers	67	1.2
Communication	39	0.0
Training and Development	41	0.0
Task Significance	56	0.0
Compensation	65	0.0
Benefits	64	1.3
Advancement	47	0.7
Survey Perception	34	0.0
Outcomes		
Unit/Dept. Commitment	73	1.9
Unit/Dept. Loyalty	60	4.0
Unit/Dept. Recommend	56	4.9
U of M Commitment	73	3.9
U of M Loyalty	68	3.5
U of M Recommendation	58	3.4
Customer Focus	76	2.5

## Priority Matrix - 2014

