

# Dimension Summary Report



Facilities & Operations						
Plant Operations						
Facilities Maintenance						
FM Managers and Supervisors						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	CFI Bench mark	
22	15	30				
50	58	39				
44%	26%	77%				
59	71	67	-4		69	
63	83	71	--		75	
64	74	56	-18	▼	70	
55	68	63	-5		70	
64	75	70	-5		70	
49	69	63	-6		67	
79	84	80	-4		75	
52	63	64	--		63	
63	72	74	--		68	
72	81	76	-5		77	
50	62	70	--		57	
66	74	74	--		77	
52	69	69	--		68	
55	57	44	--		62	
<b>Job Satisfaction</b>	<b>66</b>	<b>74</b>	<b>57</b>	<b>-17</b>	<b>▼</b>	<b>70</b>
<b>Outcomes</b>						
Unit/Dept. Commitment	79	80	73	-7		79
Unit/Dept. Loyalty	62	62	50	-12		78
Unit/Dept. Recommend	73	75	60	-15		73
U of M Commitment	83	83	85	2		79
U of M Loyalty	80	79	67	-12		78
U of M Recommendation	80	81	79	-2		73
Customer Focus	81	88	81	-7		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 Managers and Supervisors

	2014	Impact
	310	
	412	
	75%	
<b>Dimensions</b>		
Climate	67	0.2
Supervisor	71	0.6
Autonomy/Involvement	56	0.7
Workload	63	0.1
Resources/Environment	70	0.5
Recognition	63	0.0
Co-workers	80	0.4
Communication	64	0.5
Training and Development	74	0.0
Task Significance	76	0.9
Compensation	70	0.0
Benefits	74	1.5
Advancement	69	2.9
Survey Perception	44	0.2
<b>Outcomes</b>		
Unit/Dept. Commitment	73	0.8
Unit/Dept. Loyalty	50	2.1
Unit/Dept. Recommend	60	3.9
U of M Commitment	85	0.0
U of M Loyalty	67	0.9
U of M Recommendation	79	1.1
Customer Focus	81	0.6

## Priority Matrix - 2014

