

# Dimension Summary Report



Facilities & Operations						
Plant Operations						
Facilities Maintenance						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	CFI Bench mark	
333	294	310				
459	435	412				
73%	68%	75%				
<b>Dimensions</b>						
Climate	55	52	53	1		69
Supervisor*	60	63	60	--		75
Autonomy/Involvement	61	53	49	-4		70
Workload	57	52	49	-3		70
Resources/Environment	68	65	62	-3		70
Recognition	54	54	53	-1		67
Co-workers	70	69	70	1		75
Communication*	50	43	44	--		63
Training and Development*	46	44	47	--		68
Task Significance	71	64	65	1		77
Compensation*	63	58	63	--		57
Benefits*	67	65	67	--		77
Advancement*	56	52	49	--		68
Survey Perception*	45	37	40	--		62
<b>Job Satisfaction</b>	<b>73</b>	<b>70</b>	<b>67</b>	<b>-3</b>		<b>70</b>
<b>Outcomes</b>						
Unit/Dept. Commitment	77	73	69	-4		79
Unit/Dept. Loyalty	64	61	59	-2		78
Unit/Dept. Recommend	72	64	60	-4		73
U of M Commitment	83	80	74	-6	▼	79
U of M Loyalty	79	73	70	-3		78
U of M Recommendation	80	72	66	-6	▼	73
Customer Focus	85	81	78	-3	▼	83

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

# Impact Summary Report



Facilities & Operations	
Plant Operations	
Facilities Maintenance	

	2014	Impact
	310	
	412	
	75%	
<b>Dimensions</b>		
Climate	53	0.4
Supervisor	60	0.3
Autonomy/Involvement	49	0.7
Workload	49	0.1
Resources/Environment	62	0.7
Recognition	53	0.0
Co-workers	70	0.2
Communication	44	0.2
Training and Development	47	0.0
Task Significance	65	0.4
Compensation	63	0.9
Benefits	67	0.5
Advancement	49	0.5
Survey Perception	40	0.1
<b>Outcomes</b>		
Unit/Dept. Commitment	69	2.0
Unit/Dept. Loyalty	59	2.6
Unit/Dept. Recommend	60	3.1
U of M Commitment	74	1.8
U of M Loyalty	70	2.6
U of M Recommendation	66	1.9
Customer Focus	78	1.8

**Priority Matrix - 2014**

