

Dimension Summary Report



Facilities & Operations						
Plant Operations						
Plant Building & Grounds Services						
Grounds, Waste Mgmt & Heavy Equipment						
2010	2012	2014	Diff 2014 - 2012	Signif Diff	CFI Bench mark	
0	64	69	-2		69	
--	77	84			75	
--	83%	82%			70	
--	67	65	-2		69	
--	--	74	--		75	
--	74	71	-3		70	
--	68	72	4		70	
--	83	81	-2		70	
--	64	68	4		67	
--	71	71	0		75	
--	--	67	--		63	
--	--	71	--		68	
--	82	81	-1		77	
--	--	65	--		57	
--	--	79	--		77	
--	--	64	--		68	
--	--	63	--		62	
Job Satisfaction	--	80	79	-1	70	
Outcomes						
Unit/Dept. Commitment	--	80	81	1	79	
Unit/Dept. Loyalty	--	68	67	-1	78	
Unit/Dept. Recommend	--	78	76	-2	73	
U of M Commitment	--	84	85	1	79	
U of M Loyalty	--	77	81	4	78	
U of M Recommendation	--	85	82	-3	73	
Customer Focus	--	86	88	2	83	

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

Impact Summary Report



Facilities & Operations	
Plant Operations	
Plant Building & Grounds Services	
Grounds, Waste Mgmt & Heavy Equipment	

	2014	Impact
	69	
	84	
	82%	
Dimensions		
Climate	65	0.1
Supervisor	74	0.1
Autonomy/Involvement	71	0.2
Workload	72	0.3
Resources/Environment	81	0.7
Recognition	68	1.2
Co-workers	71	0.5
Communication	67	0.1
Training and Development	71	0.1
Task Significance	81	0.2
Compensation	65	0.3
Benefits	79	0.1
Advancement	64	0.5
Survey Perception	63	0.0
Outcomes		
Unit/Dept. Commitment	81	3.4
Unit/Dept. Loyalty	67	3.4
Unit/Dept. Recommend	76	4.5
U of M Commitment	85	1.5
U of M Loyalty	81	1.8
U of M Recommendation	82	1.6
Customer Focus	88	1.3

Priority Matrix - 2014

