

# EMPLOYEE SATISFACTION SURVEY

## 2016 Survey - Dimension Summary Report

### Facilities & Operations

#### Parking and Transportation Services

#### PTS Management

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	17	25	30			
Employees in Unit/Department	23	25	22			
% Survey Participation	74%	100%	136%			
<b>Dimensions</b>						
Upper Management*	--	--	54	--		69
Climate*	--	73	66	-7		67
Supervisor	74	78	75	-3		74
Autonomy/Involvement	74	78	69	-9		71
Workload	67	69	62	-7		70
Resources/Environment	62	71	71	0		70
Recognition*	--	66	64	-2		65
Co-workers	75	73	73	0		75
Communication*	--	67	63	-4		64
Training and Development*	--	68	65	-3		69
Task Significance	83	82	76	-6		77
Compensation*	--	68	55	-13		56
Benefits*	--	86	83	-3		78
Advancement*	--	70	68	-2		65
Survey Perception*	--	65	57	-8		63
<b>Job Satisfaction</b>	<b>82</b>	<b>75</b>	<b>69</b>	<b>-6</b>		<b>69</b>
<b>Outcomes</b>						
Unit/Dept. Commitment*	--	85	77	-8		80
Unit/Dept. Loyalty	69	72	65	-7		77
Unit/Dept. Recommend	79	71	72	1		74
Customer Focus	90	89	86	-3		83
U of M Commitment	94	92	90	-2		80
U of M Loyalty	87	83	79	-4		77
U of M Recommendation	93	92	85	-7		74
U of M Donation*	--	--	47	--		--

\*Attributes or Dimensions are new or have been modified, so a direct comparison to some past elements is not possible