

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Parking and Transportation Services

Parking Attendant Services - Non-supervisory

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Dimensions						
Upper Management*	--	--	43	--		69
Climate*	--	69	58	-11		67
Supervisor	81	74	74	0		74
Autonomy/Involvement	54	58	55	-3		71
Workload	68	76	67	-9		70
Resources/Environment	65	86	72	-14	▼	70
Recognition*	--	72	57	-15	▼	65
Co-workers	82	80	82	2		75
Communication*	--	68	51	-17	▼	64
Training and Development*	--	78	71	-7		69
Task Significance	81	85	82	-3		77
Compensation*	--	84	70	-14		56
Benefits*	--	85	81	-4		78
Advancement*	--	71	64	-7		65
Survey Perception*	--	74	51	-23	▼	63
Job Satisfaction	77	77	72	-5		69
Outcomes						
Unit/Dept. Commitment*	--	81	70	-11		80
Unit/Dept. Loyalty	66	59	55	-4		77
Unit/Dept. Recommend	78	77	68	-9		74
Customer Focus	90	94	89	-5	▼	83
U of M Commitment	87	91	81	-10		80
U of M Loyalty	71	80	67	-13		77
U of M Recommendation	84	89	78	-11		74
U of M Donation*	--	--	64	--		--

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