

EMPLOYEE SATISFACTION SURVEY

2016 Survey - Dimension Summary Report

Facilities & Operations

Parking and Transportation Services

Parking Customer Service - Non-supervisory

	2012	2014	2016	Diff 2014 to 2016	Signif Diff	CFI Bench mark
Survey Respondents	9	9	10			
Employees in Unit/Department	9	8	9			
% Survey Participation	100%	113%	111%			
Dimensions						
Upper Management*	--	--	41	--		69
Climate*	--	57	51	-6		67
Supervisor	54	56	74	18		74
Autonomy/Involvement	52	46	48	2		71
Workload	52	53	45	-8		70
Resources/Environment	74	71	69	-2		70
Recognition*	--	56	57	1		65
Co-workers	52	48	58	10		75
Communication*	--	56	54	-2		64
Training and Development*	--	63	57	-6		69
Task Significance	67	74	75	1		77
Compensation*	--	49	56	7		56
Benefits*	--	74	93	19	▲	78
Advancement*	--	55	48	-7		65
Survey Perception*	--	46	49	3		63
Job Satisfaction	66	67	69	2		69
Outcomes						
Unit/Dept. Commitment*	--	57	64	7		80
Unit/Dept. Loyalty	47	47	54	7		77
Unit/Dept. Recommend	35	47	54	7		74
Customer Focus	87	91	84	-7		83
U of M Commitment	81	83	88	5		80
U of M Loyalty	80	78	84	6		77
U of M Recommendation	80	91	84	-7		74
U of M Donation*	--	--	59	--		--

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