

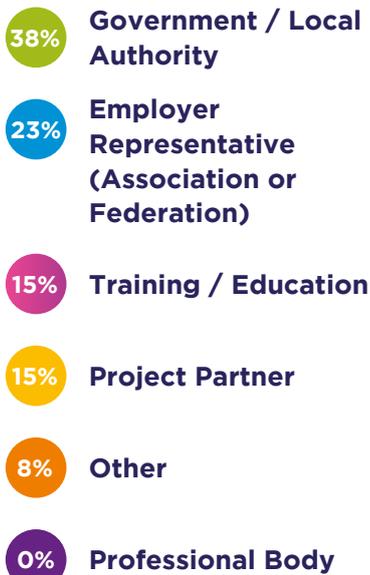
Stakeholder Survey 2020



CITB NI's mission is to develop and embed a training culture which will improve the skills and productivity of the Northern Ireland construction industry.

To fulfill this remit, CITB NI provides various products and services to the construction industry in Northern Ireland and needs to be able to demonstrate that it has the approval and support of the industry and stakeholders. This survey of stakeholders in Northern Ireland outlines how stakeholders feel CITB NI meets its objectives.

Respondents by Type of Organisation



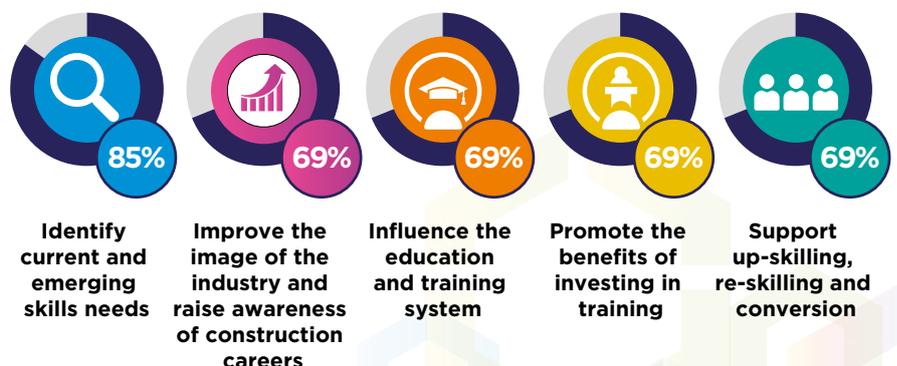
Findings

Awareness and Understanding of CITB NI

- 92% of stakeholders felt they have a close involvement with CITB NI of which 77% thought it was very close.
- 75% would be very likely to approach CITB NI for information, help or advice, or to work in partnership.

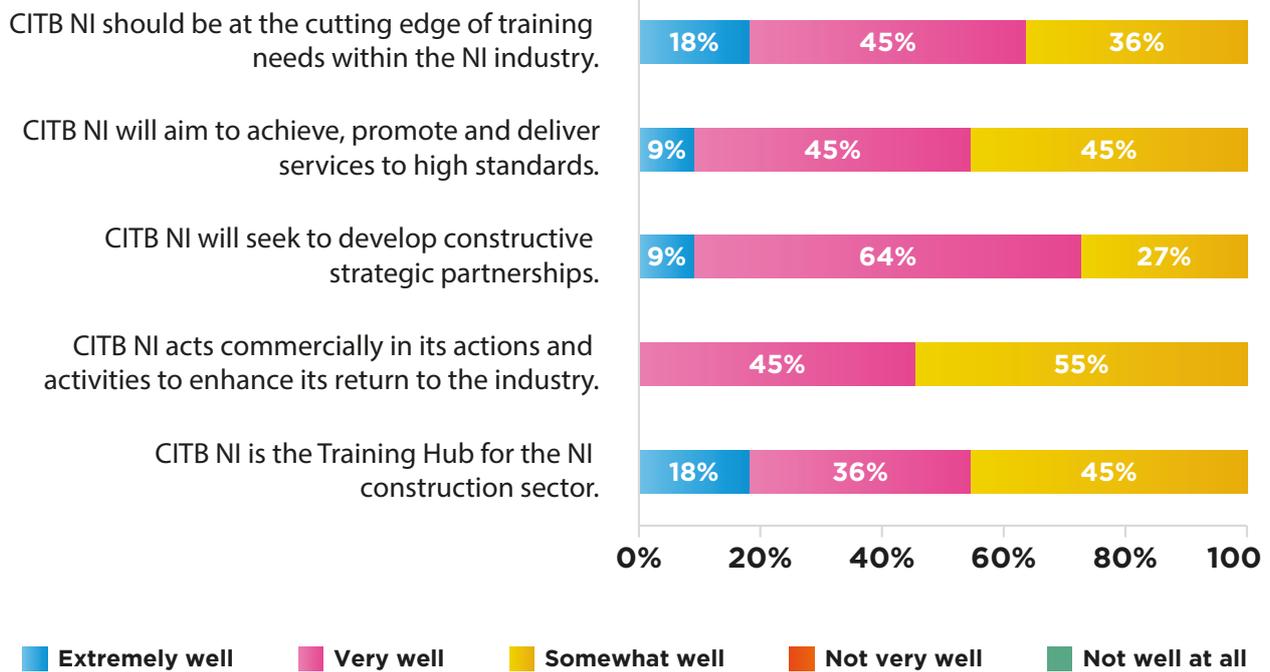
Stakeholder Understanding of CITB NI's Role

92% of stakeholders felt they had a very or fairly good understanding of CITB NI's role and objectives.

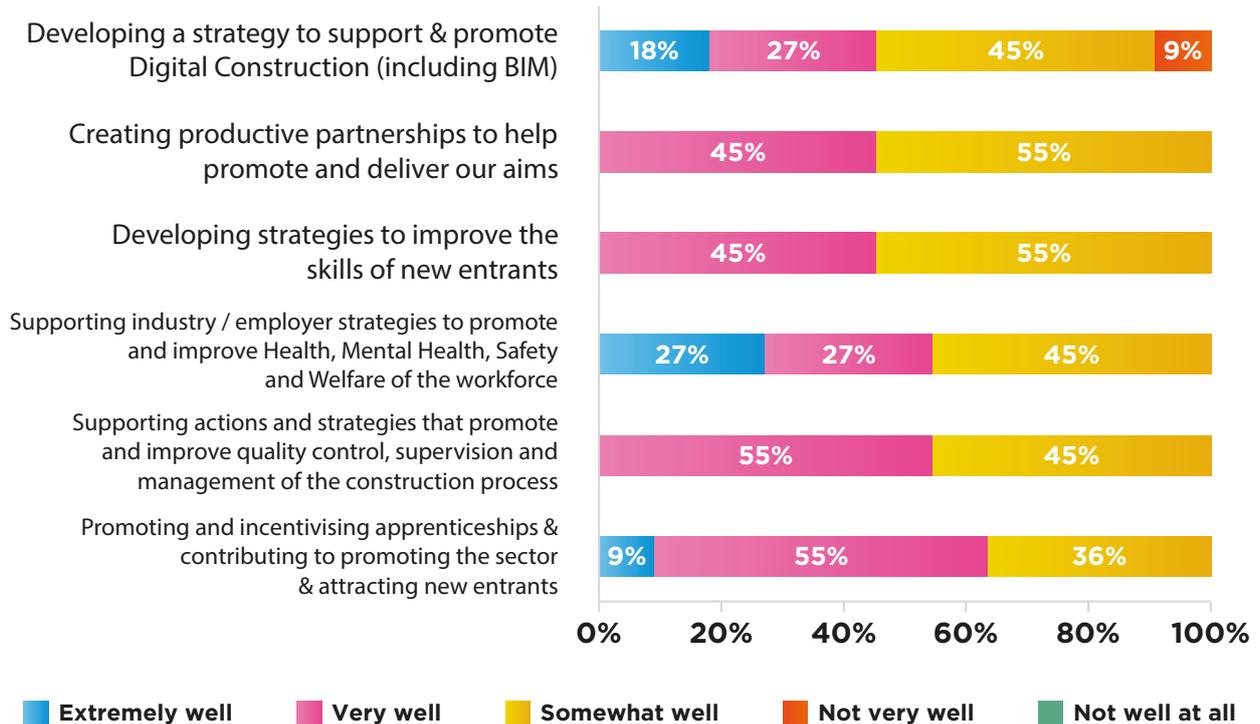


ⁱ Due to the small sub sample size, results should be treated with caution (Thirteen respondents which is a 14% response rate).

Thinking about the five strategic areas where CITB NI supports the industry, how well do you think CITB NI is meeting these objectives?



Thinking about the areas CITB NI is focusing on in its work at present, how well do you think CITB NI is meeting these objectives?



Overall Satisfaction

- 72%** of stakeholders are satisfied or completely satisfied with the overall service CITB NI provides the industry as a whole.
- 82%** of stakeholders have actually recommended CITB NI to someone in the last 24 months.
- 70%** of stakeholders agree or strongly agree that CITB NI is proactive on behalf of the industry.
- 90%** of stakeholders agree or strongly agree that staff take responsibility for dealing with customers and 80% feel that CITB NI staff exceed customer expectations.

Comments



It is a well-run, professional organisation

Following emerging technology trends and considering industry needs, CITB NI is a benchmark for other professional organisations within the construction sector.

For a copy of the full report go the R&D section of our website www.citbni.org.uk.