

2024 Stakeholder Satisfaction Survey



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

The stakeholder survey helps determine how well CITB NI is achieving its aims and objectives in the opinion of various stakeholders. A total of 118 stakeholders were contacted to participate in the survey, 64 responded, giving a 54% response rate.

Respondents by Type of Organisation



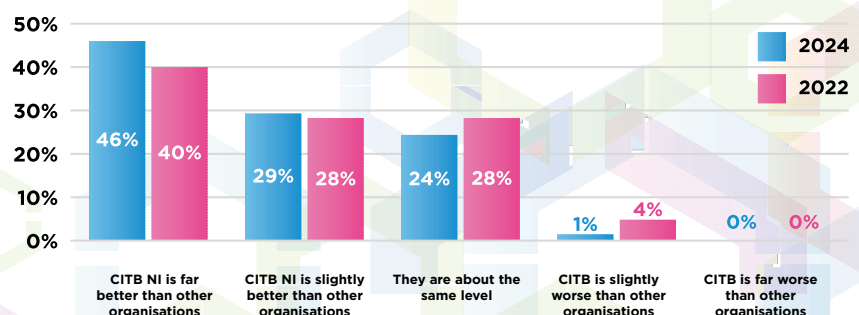
All respondents had heard of CITB NI before receiving the survey and all had varying levels of contact with CITB NI over the last 24 months.

Findings

Stakeholder awareness of CITB NI's products and services

- 80%** of stakeholders have been in regular contact with CITB NI over the last 24 months.
- 98%** of respondents felt that the level of interaction they had was sufficient for their needs.
- 81%** of stakeholders who responded to the survey had contacted CITB NI for information, help or advice on construction industry skills or training related issues in the last 24 months.
- 75%** of respondents believe CITB NI are better than all other organisations they are aware of for the skills solutions they offer, for sector specific help and advice on Construction skills or training.

How would you rate the quality of the help or advice from CITB NI compared to other organisations you are aware of that provide sector specific help or advice on skills or training-related issues? Would you say...



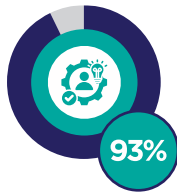
Stakeholder Understanding of CITB NI's Role

89% of respondents felt they have a good level of understanding about CITB NI's role and objectives.

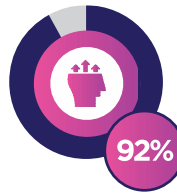
Stakeholders believe CITB NI's main roles and objectives are:



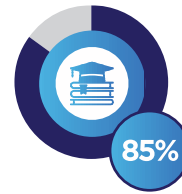
Improve understanding of different routes into the industry and benefits



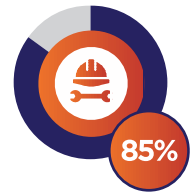
Identify the current and future skills needs of the industry



Support up-skilling, reskilling and conversion



Influence education and training



Help to develop a competent, safe NI construction workforce

Overall Satisfaction

90% of respondents believed CITB NI is working well towards meeting ALL objectives set out to support the industry.

The main areas stakeholders believe that CITB NI are performing extremely well in are;

71%

Promoting and incentivising apprenticeships

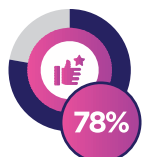
70%

Developing strategies to improve the skills of new entrants

68%

Promoting improved health and safety and welfare of the NI construction workforce

CITB NI Image



of respondents have recommended CITB NI to someone in the last 24 months



of stakeholders felt CITB NI are exceeding customers expectations



of respondents were completely satisfied or satisfied with the overall service CITB NI provides for the construction industry



of stakeholders would recommend or speak highly of CITB NI

Conclusion

The number and rate of responses received for this survey has greatly surpassed previous years. The survey results highlight the positive impact of CITB NI's current efforts in supporting the construction industry.

It is clear that maintaining the practices that are working well is essential to continuing this success. At the same time, CITB NI must remain committed to identifying opportunities for improvement, ensuring that we evolve and enhance our offerings to meet the changing needs of the industry.

By balancing consistency with innovation, CITB NI can continue to provide valuable support to the Northern Ireland Construction sector and contribute to its ongoing development and success.

Comments

"It has been a pleasure working with the CITB NI team in promoting the construction industry."

"CITB Staff and Management always appear open, accessible and collaborative in my dealings with them."

"Very helpful in providing real-life scenarios and literature for the education sector in an attempt to promote knowledge, awareness and practical experiences for young people considering a future within the Construction Industry."

For a copy of the full report please use this link or head to www.citbni.org.uk