

# Stakeholder Survey 2018



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

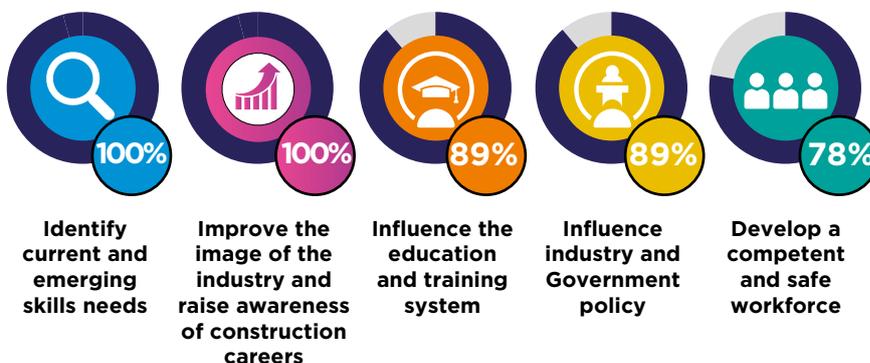


## Findings

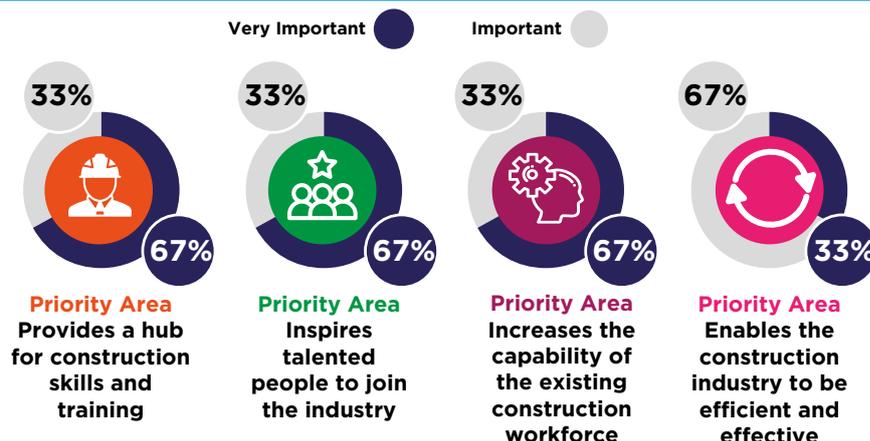
### Awareness and Understanding of CITB NI

- 89% of stakeholders felt they have a close involvement with CITB NI of which 45% thought it was very close.
- 33% of stakeholders felt they have a very good understanding of CITB NI's roles and objectives and the remaining 67% felt that they have a good understanding.

### Stakeholder Understanding of CITB NI's Role

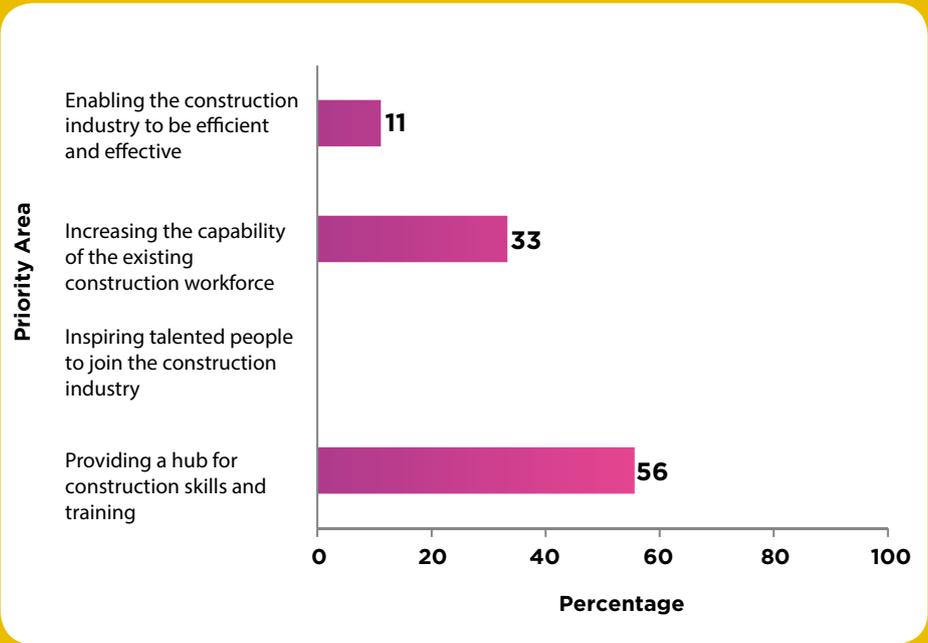


### Importance of Priority Areas



1 Due to the small sub sample size, results should be treated with caution (Nine respondents which is an 18% response rate).

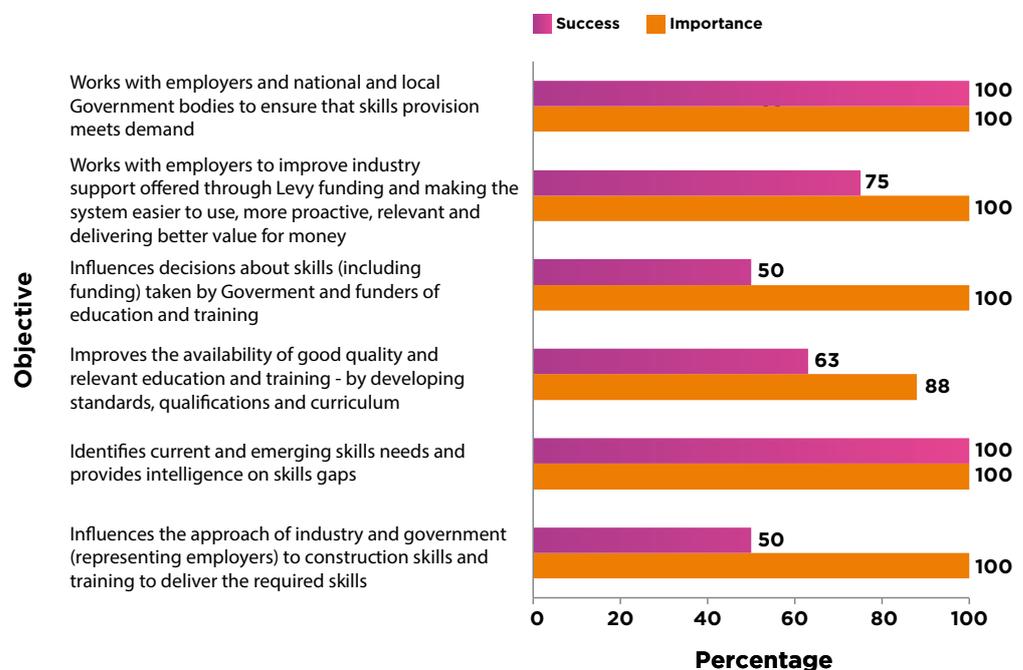
**Which do you think should be the highest priority for CITB NI to focus on?**



## Acting as a Hub for Skills and Training

**CITB NI aims to provide leadership for the industry on skills and training - acting as the hub for the industry**

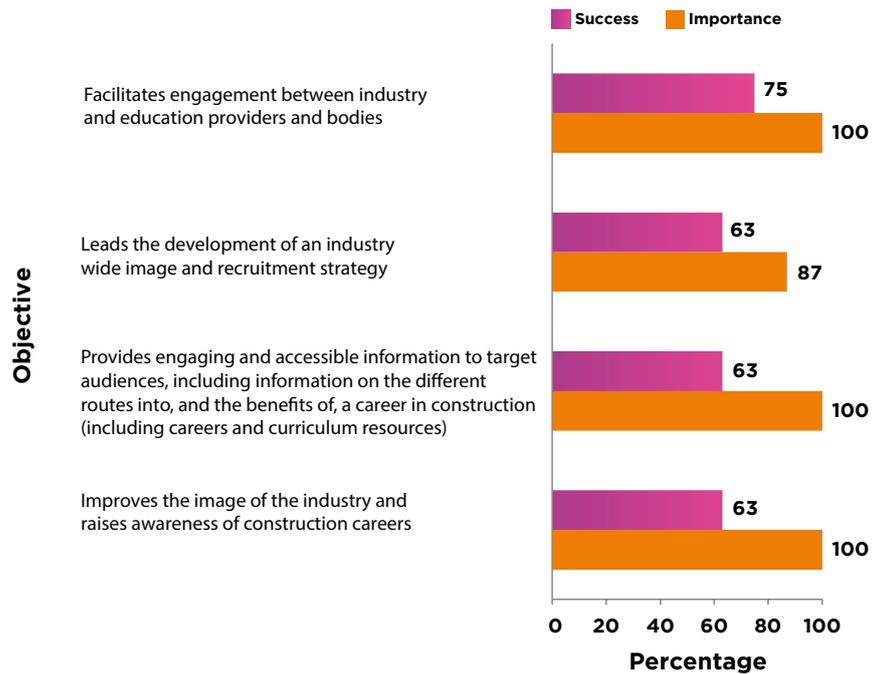
**CITB NI aims to provide leadership for the industry on skills and training - acting as the hub for the industry**



## Image and Recruitment

CITB NI aims to inspire talented people to join the construction industry

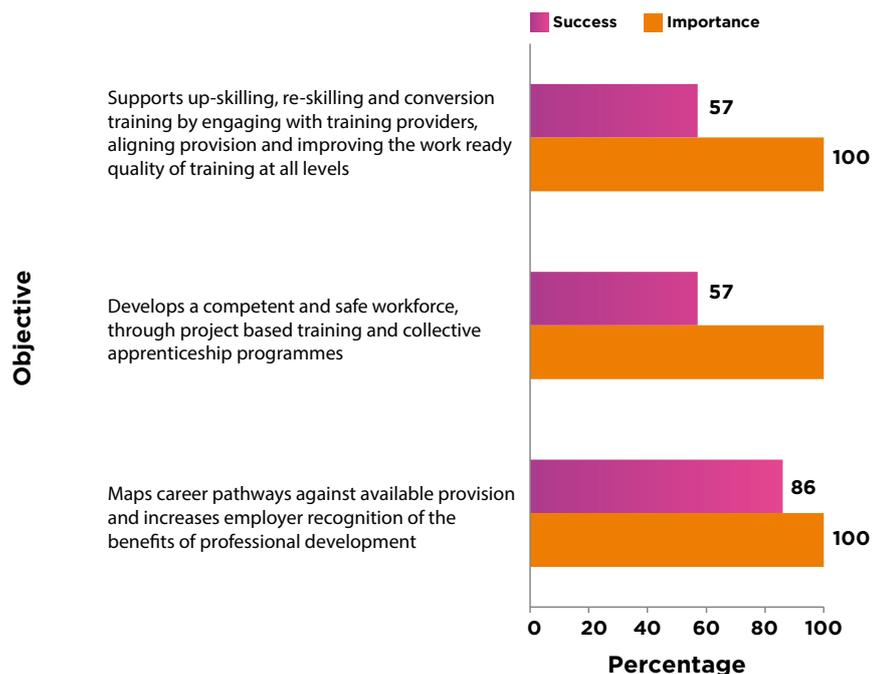
CITB NI aims to inspire talented people to join the construction industry



## Training and Development

CITB NI aims to increase the capability of the existing construction workforce

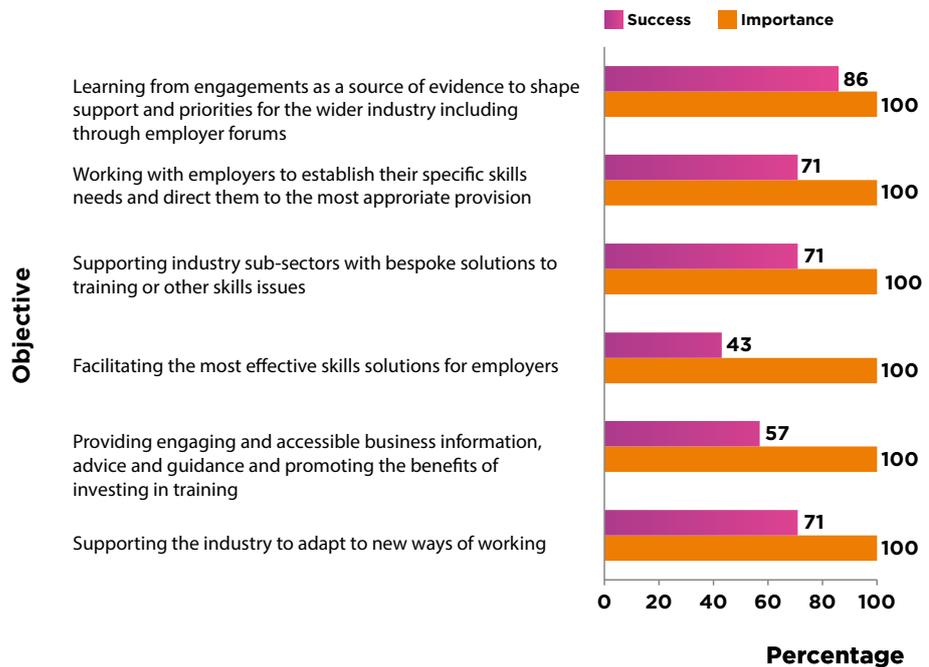
CITB NI aims to increase the capability of the existing construction workforce



# Industry Engagement

**CITB NI aims to support the construction industry to be efficient and effective**

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## Overall Satisfaction

- 100%** of stakeholders are satisfied or completely satisfied with the overall service CITB NI provides the industry as a whole.
- 43%** of stakeholders have actually recommended CITB NI to someone in the last 12 months.
- 86%** of stakeholders agree that CITB NI adapts to the future and is proactive on behalf of the industry.
- 100%** of stakeholders agree or strongly agree that staff take responsibility for dealing with customers and that CITB NI works as one team.

**For a copy of the full report go the R&D section of our website [www.citbni.org.uk](http://www.citbni.org.uk).**