

Stakeholder Survey 2016



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 24 stakeholders in Northern Ireland outlines how stakeholders feel CITB NI meets its objectives¹.

Sample Size



- 33% Built Environment Sector Partnership
- 29% Sector Skills Agreement Partner
- 13% Traditional Building Skills Working Group
- 13% Observatory
- 13% Other

Findings

Awareness and Understanding of CITB NI

- 59% of stakeholders felt they have a close involvement with CITB NI of which 17% thought it was very close.
- 92% of stakeholders felt they knew who to contact if they wanted to discuss specific issues.
- 88% of stakeholders felt they have a good understanding of CITB NI's roles and objectives.

Stakeholder Understanding of CITB NI's Role

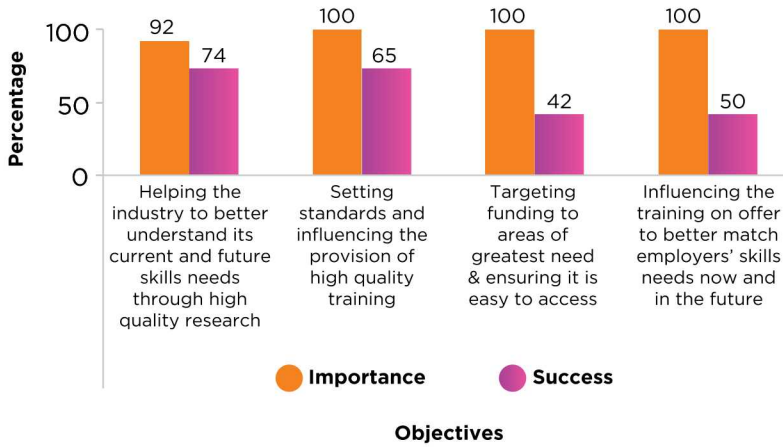


71% of stakeholders are concerned about a lack of young people coming into the industry but only 8% are aware that CITB NI has a role in promoting the industry as a career for young people.

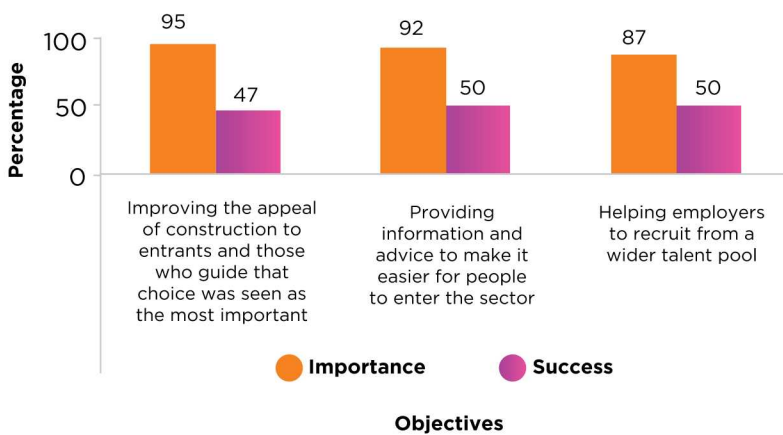
¹ Due to the small sub sample size, results should be treated with caution.

Importance of Objectives vs Success of Delivery

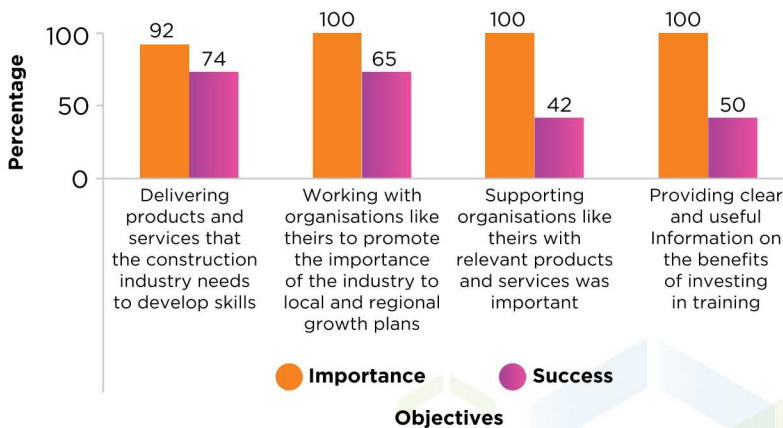
Strategic Leadership



Image, Culture and Recruitment



Developing the Industry's Skills



74% of stakeholders think CITB NI is most successful at helping the industry to better understand its current and future skills needs through high quality research such as the Construction Skills Network.

79% of stakeholders feel that CITB NI has a leading role in standard setting for training in construction.

58% of stakeholders thought that CITB NI had a positive impact on their approach to training.

61% of stakeholders felt that CITB NI has had a significant impact as a 'go to' body for construction skills and training.

Overall Satisfaction

73% of stakeholders are satisfied with the overall service CITB NI provides the industry as a whole.

61% of stakeholders have actually recommended CITB NI to someone in the last 12 months.

84% of stakeholders agree that CITB NI adapts to the future.

83% of stakeholders feel that staff take responsibility for dealing with customers.

72% of stakeholders feel that CITB NI has had a significant impact on enabling the construction industry to become efficient and effective.

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