

ETITO Stakeholder Satisfaction Survey Results



The 2008 ETITO Stakeholder Satisfaction Survey was designed to enable ETITO to gather feedback from stakeholders on their level of satisfaction with our performance. The feedback received enables us to identify areas where ETITO is currently meeting or exceeding expectations and areas where improvement is required.

For the purposes of the survey, we defined stakeholders as being those groups or individuals that affect or are affected by the operations of ETITO. The majority of those invited to participate in the survey were therefore members of ETITO industry association member organisations and / or ETITO advisory groups.

The survey was sent to 187 stakeholders. Of these 187 stakeholders, 78 recipients responded to the survey. This was an increase of 29 respondents on the 2007 survey.

The weighted means scoring method was used in the survey report. This is explained as follows:

- 'Very Dissatisfied' equates to a score of 0%
- 'Dissatisfied' equates to a score of 25%
- 'Neutral' equates to a score of 50%
- 'Satisfied' equates to a score of 75%
- 'Very Satisfied' equates to a score of 100%

Overall Perceptions of Satisfaction

This section of the survey focused on the statement 'Overall I am satisfied with the performance of ETITO'. The details below indicate how many stakeholders agreed with the statement. By viewing the score in this way, we can see how ETITO is tracking against targets.

The data below shows that 64.1% of respondents to the survey indicated that they are satisfied with the performance of ETITO, which equates to a 20.9% increase from the year of 2007.

Satisfaction Measure	N[2008]	Level of Agreement Score [%]	N[2007]	Level of Agreement Score [%]	↑ / ↓
Overall I am satisfied with the performance of ETITO	64	64.07%	49	43.20%	↑ 20.9



Perceptions of Satisfaction by Section

The average weighted mean score for all questions across all sections of the survey was 60.9%, which indicates a 9.1% increase from 2007.

When viewing the scores across the different sections in the survey, the highest scoring section was 'ETITO – Who We Are', which gathered feedback on ETITO communications and the effectiveness of ETITO staff. We're particularly pleased with this result, given the importance which stakeholders ascribe to our communications efforts.

The lowest scoring section was 'Skills Leadership'. From the results, we think that this likely reflects the growing significance which stakeholders place on our role to provide advice and information to firms on matters relating to current and future skill needs.

Section -Weighted Mean Score [%]	2008	2007	↑/↓
Performance Index [Average WMS score]	60.9%	51.8%	↑ 9.1%
Skills Leadership	51.3%	41.5%	↑ 9.8%
Setting Skills Standards and Qualifications	63.0%	54.5%	↑ 8.5%
Manage Training Arrangements	63.2%	51.7%	↑ 11.5%
ETITO: Who We Are	66.2%	56.3%	↑ 9.9%
Overall Perceptions	62.3%	51.1%	↑ 11.2

Application

Alongside this stakeholder survey, we've surveyed a representative sample of firms with current training arrangements under our management. We've considered, and been guided by, the detailed responses from both of these surveys in the context of our strategic and business planning activity.

We're enormously grateful to those individuals who invested in providing us with feedback on our performance. In doing so, you've demonstrated a commitment to working with us to continue to enhance the quality of the national training systems that we operate on your behalf.

For more information, please contact:

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