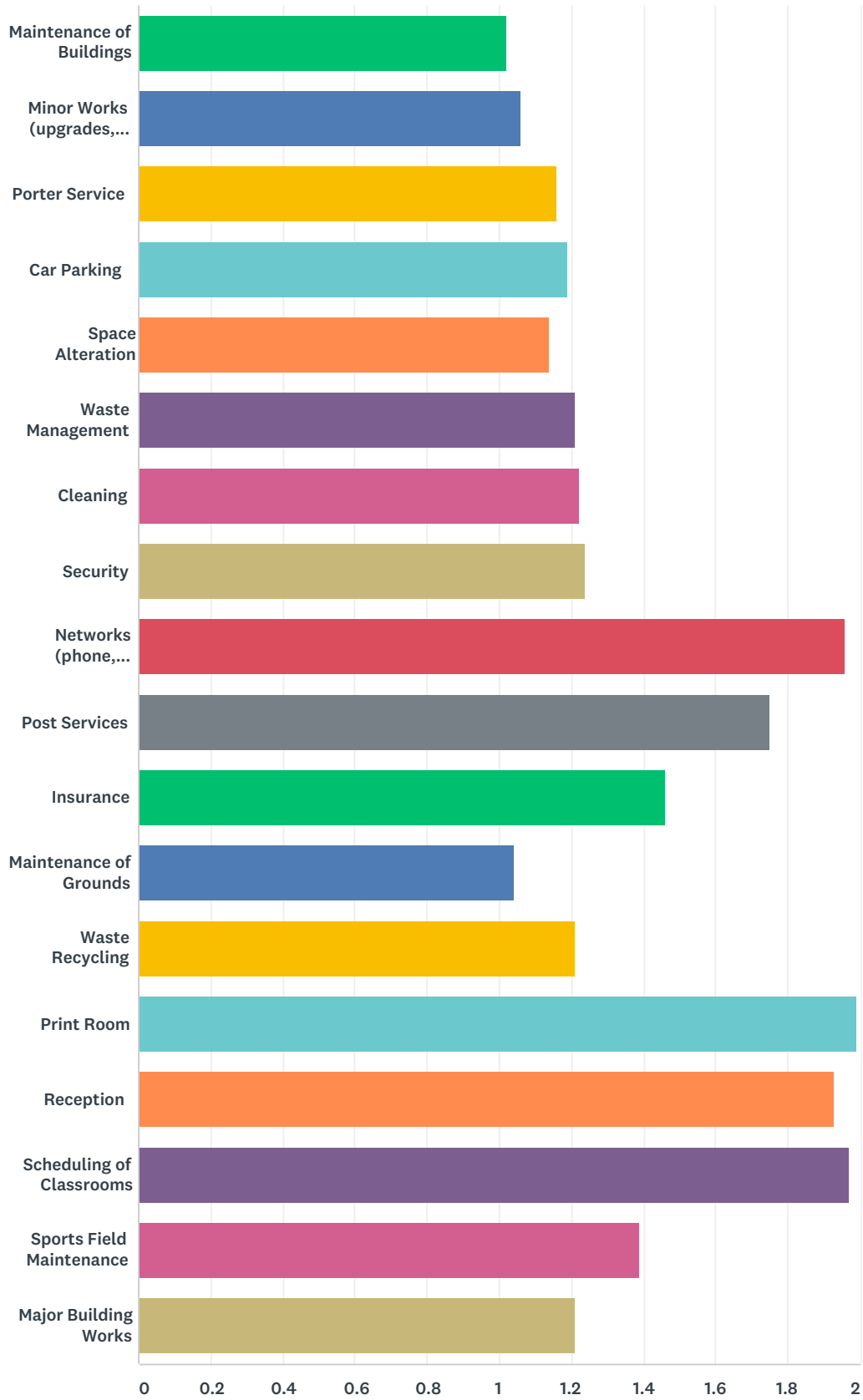


Q1 To help with our understanding of the perception of the Buildings and Estates Department, please indicate from the list below the functions that you would have considered to be managed by the Buildings & Estates Department:

Answered: 287 Skipped: 1

Buildings and Estates Department Staff Survey 2018



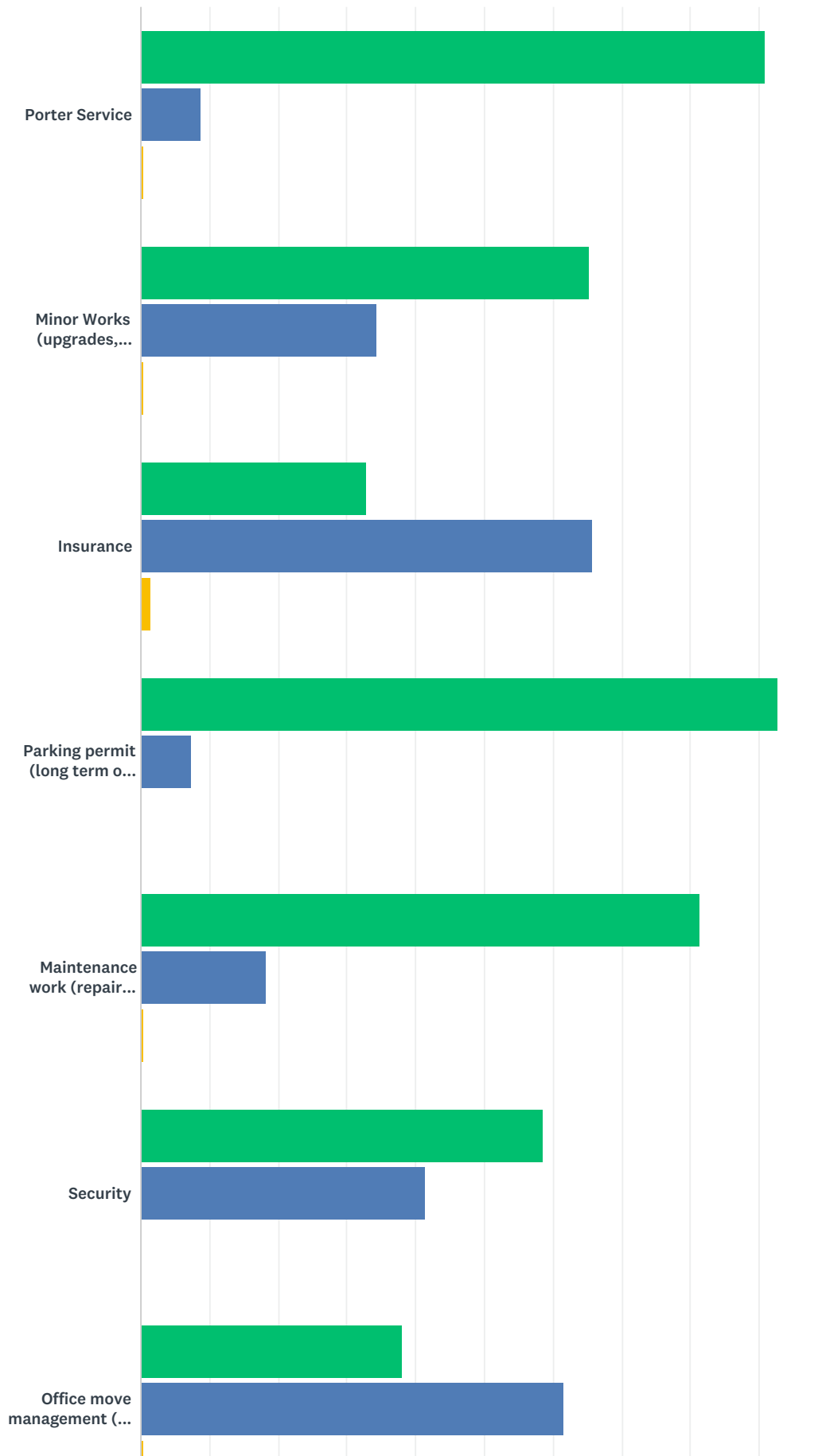
	YES	NO	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Maintenance of Buildings	98.46% 256	1.15% 3	0.38% 1	260	1.02
Minor Works (upgrades, changes, additions, alterations to buildings)	95.76% 271	2.47% 7	1.77% 5	283	1.06

Buildings and Estates Department Staff Survey 2018

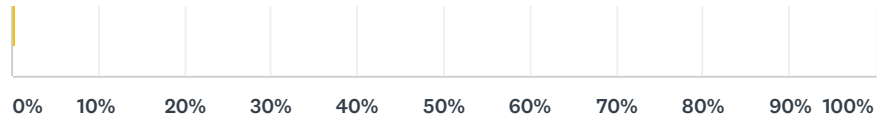
Porter Service	89.01% 251	6.03% 17	4.96% 14	282	1.16
Car Parking	86.22% 244	8.48% 24	5.30% 15	283	1.19
Space Alteration	91.84% 259	2.48% 7	5.67% 16	282	1.14
Waste Management	86.02% 240	7.17% 20	6.81% 19	279	1.21
Cleaning	82.98% 234	12.41% 35	4.61% 13	282	1.22
Security	81.00% 226	13.62% 38	5.38% 15	279	1.24
Networks (phone, computer data...)	10.51% 27	82.88% 213	6.61% 17	257	1.96
Post Services	30.68% 81	63.64% 168	5.68% 15	264	1.75
Insurance	66.42% 182	21.17% 58	12.41% 34	274	1.46
Maintenance of Grounds	97.17% 275	2.12% 6	0.71% 2	283	1.04
Waste Recycling	85.41% 240	8.19% 23	6.41% 18	281	1.21
Print Room	9.20% 24	82.76% 216	8.05% 21	261	1.99
Reception	16.28% 42	74.42% 192	9.30% 24	258	1.93
Scheduling of Classrooms	9.34% 24	84.05% 216	6.61% 17	257	1.97
Sports Field Maintenance	71.74% 198	17.39% 48	10.87% 30	276	1.39
Major Building Works	83.27% 229	12.00% 33	4.73% 13	275	1.21

Q2 Have you used the following services within the past 3 years?

Answered: 286 Skipped: 2



Buildings and Estates Department Staff Survey 2018

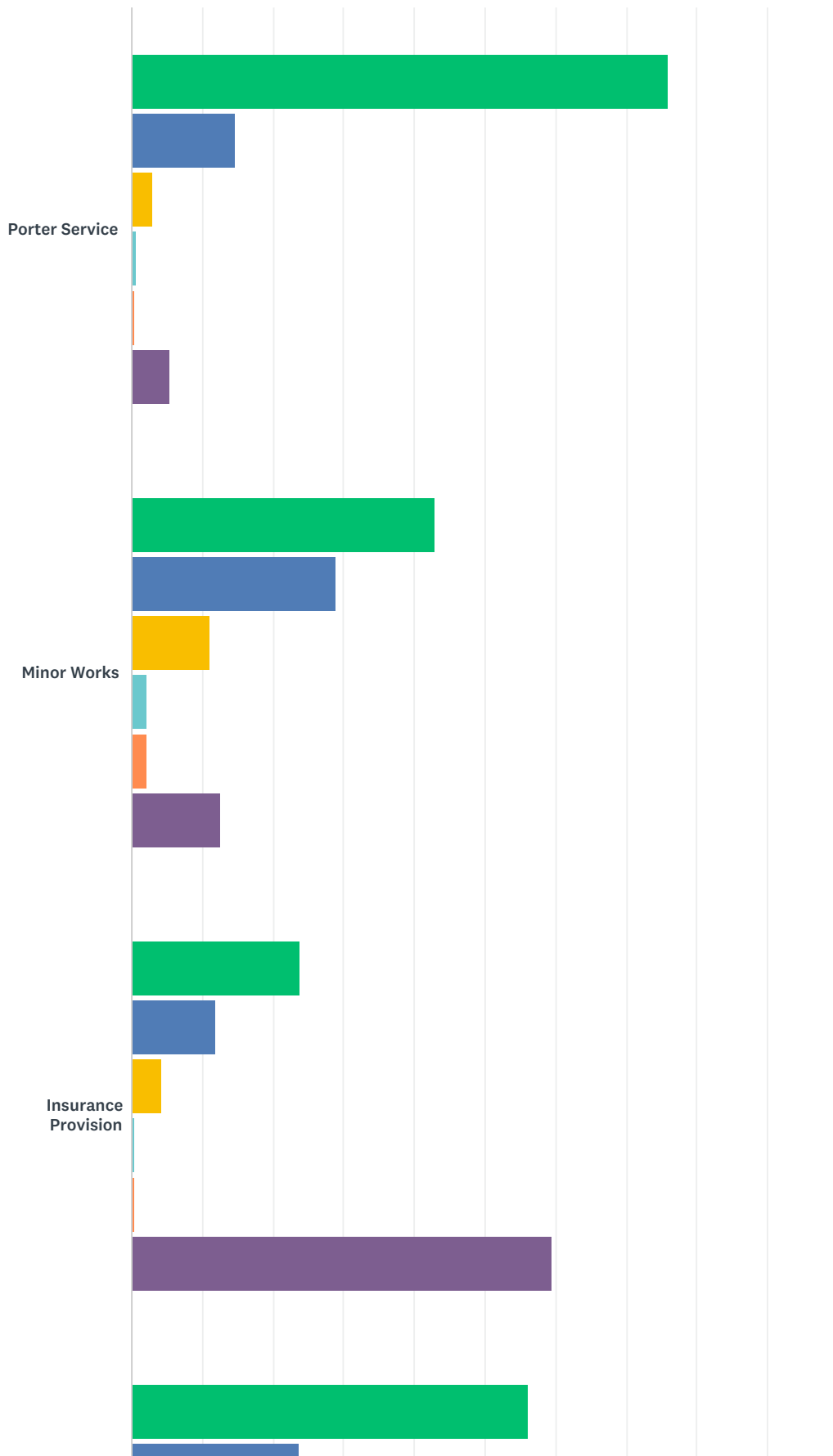


■ Yes
 ■ No
 ■ Don't Know

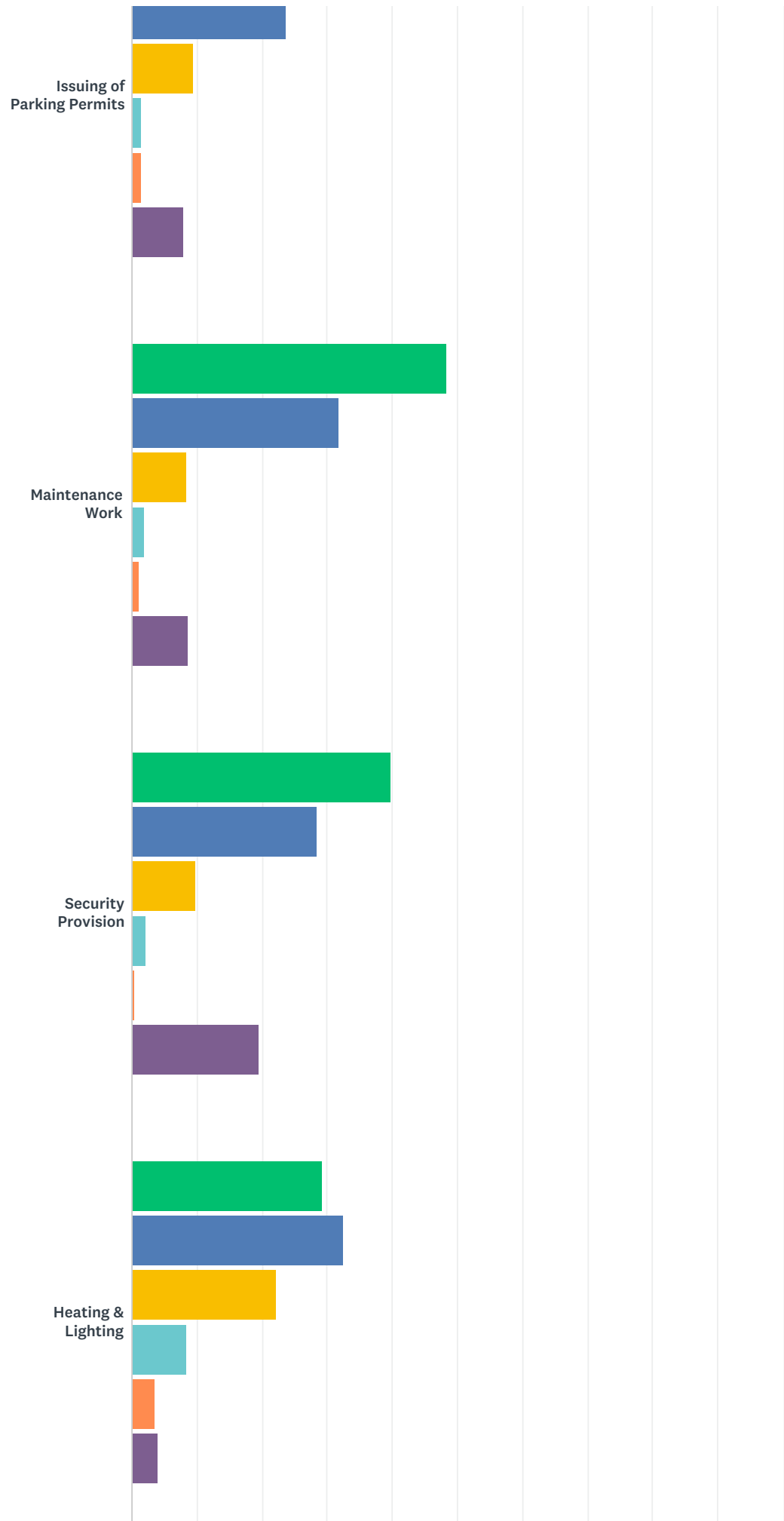
	YES	NO	DON'T KNOW	TOTAL
Porter Service	90.80% 227	8.80% 22	0.40% 1	250
Minor Works (upgrades, changes, additions, alterations to buildings)	65.33% 179	34.31% 94	0.36% 1	274
Insurance	32.82% 85	65.64% 170	1.54% 4	259
Parking permit (long term or visitor parking)	92.58% 262	7.42% 21	0.00% 0	283
Maintenance work (repair fixtures / items)	81.43% 228	18.21% 51	0.36% 1	280
Security	58.55% 161	41.45% 114	0.00% 0	275
Office move management (if you move office in the past 3 years)	38.04% 105	61.59% 170	0.36% 1	276

Q3 How would you rate the following services that are provided by the Buildings & Estates Department?

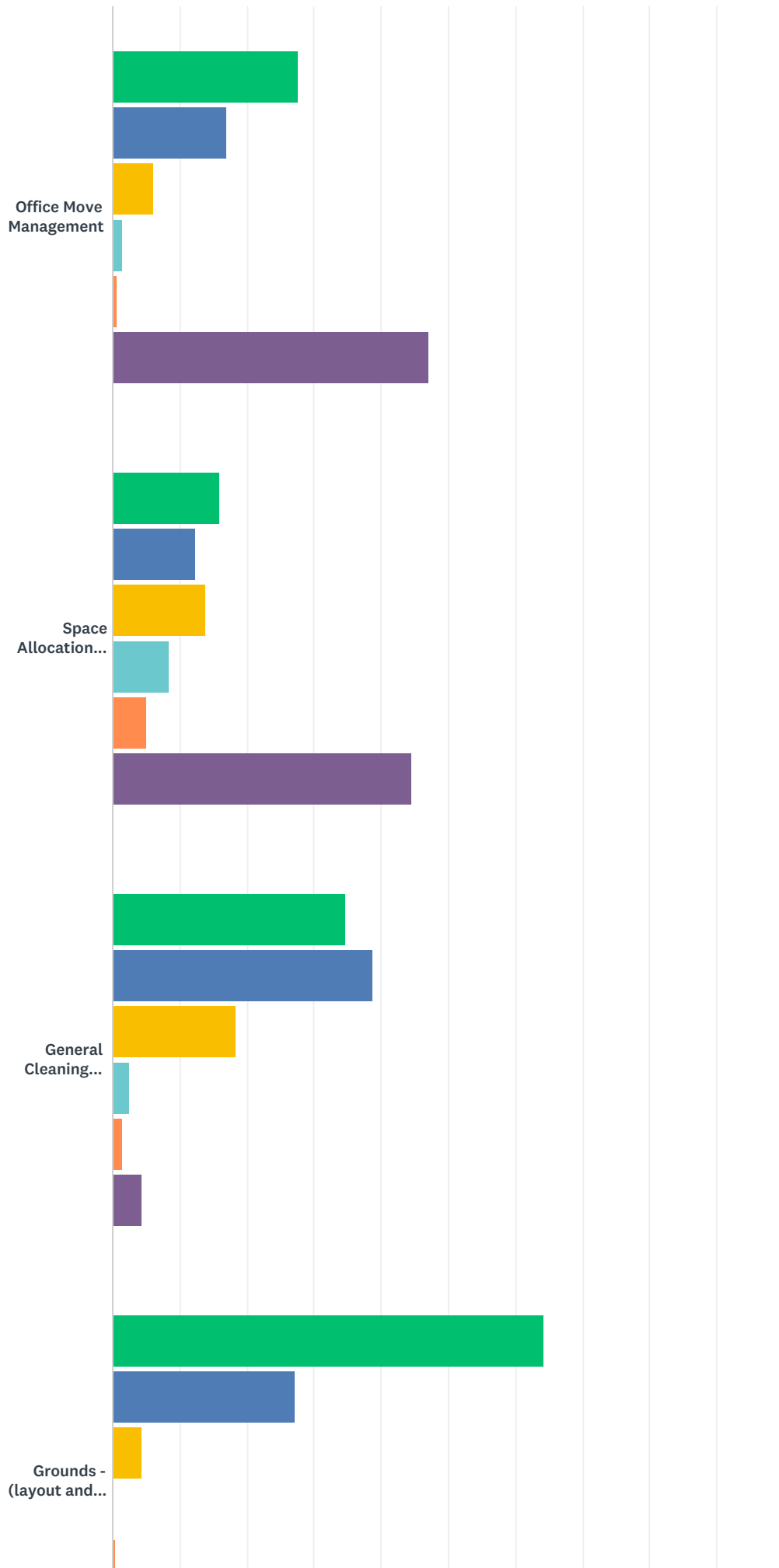
Answered: 279 Skipped: 9



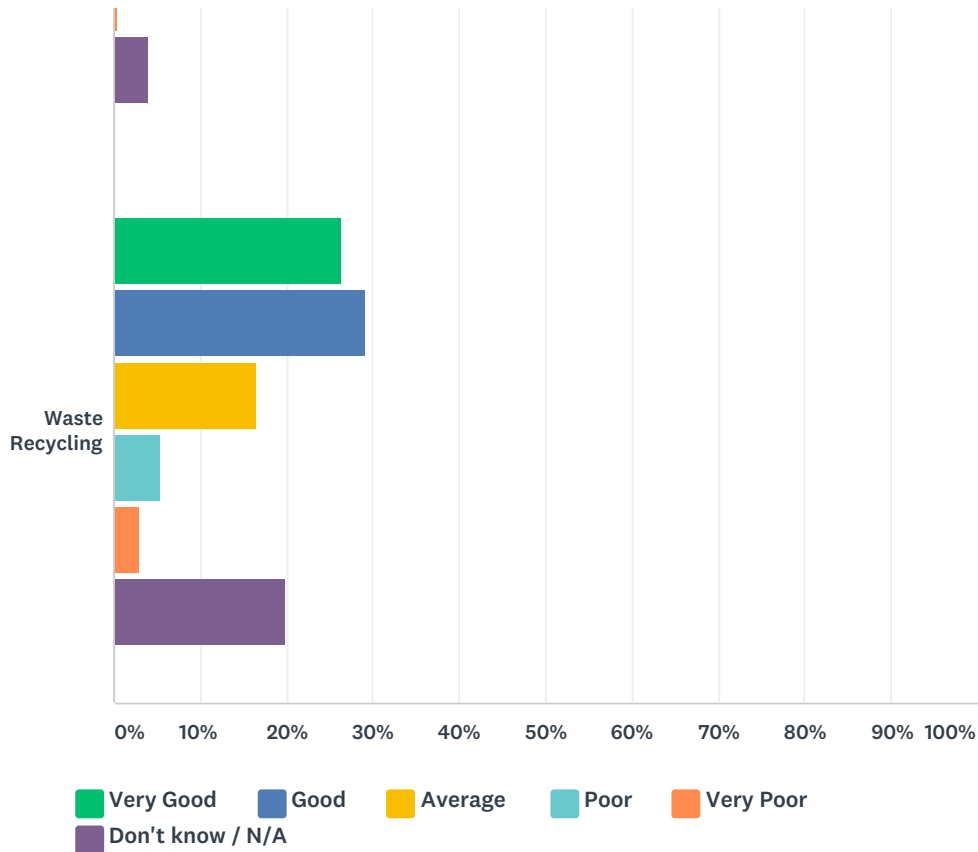
Buildings and Estates Department Staff Survey 2018



Buildings and Estates Department Staff Survey 2018



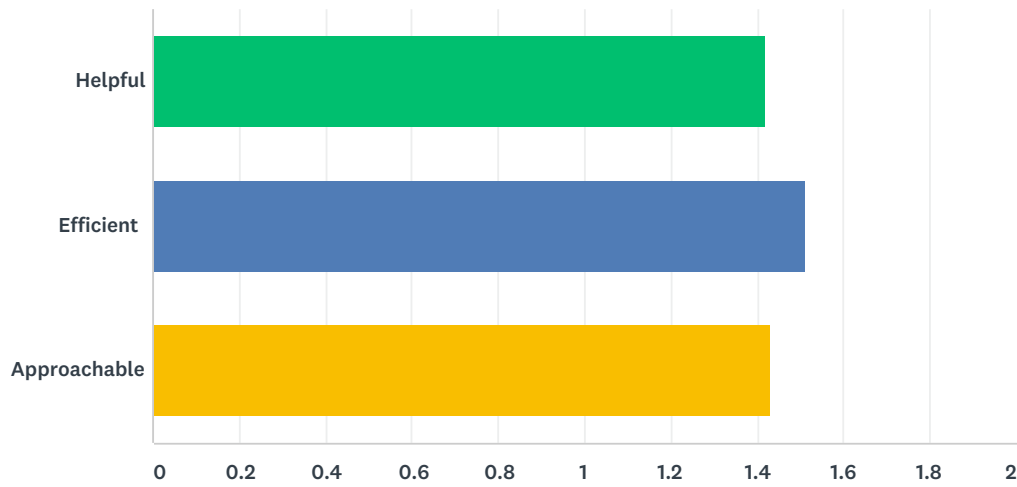
Buildings and Estates Department Staff Survey 2018



	VERY GOOD	GOOD	AVERAGE	POOR	VERY POOR	DON'T KNOW / N/A	TOTAL
Porter Service	75.90% 211	14.75% 41	2.88% 8	0.72% 2	0.36% 1	5.40% 15	278
Minor Works	42.96% 119	28.88% 80	11.19% 31	2.17% 6	2.17% 6	12.64% 35	277
Insurance Provision	23.79% 64	11.90% 32	4.09% 11	0.37% 1	0.37% 1	59.48% 160	269
Issuing of Parking Permits	56.12% 156	23.74% 66	9.35% 26	1.44% 4	1.44% 4	7.91% 22	278
Maintenance Work	48.38% 134	31.77% 88	8.30% 23	1.81% 5	1.08% 3	8.66% 24	277
Security Provision	39.71% 110	28.52% 79	9.75% 27	2.17% 6	0.36% 1	19.49% 54	277
Heating & Lighting	29.20% 80	32.48% 89	22.26% 61	8.39% 23	3.65% 10	4.01% 11	274
Office Move Management	27.54% 76	17.03% 47	6.16% 17	1.45% 4	0.72% 2	47.10% 130	276
Space Allocation Management	15.94% 44	12.32% 34	13.77% 38	8.33% 23	5.07% 14	44.57% 123	276
General Cleaning Services	34.66% 96	38.63% 107	18.41% 51	2.53% 7	1.44% 4	4.33% 12	277
Grounds - (layout and maintenance)	64.13% 177	27.17% 75	4.35% 12	0.00% 0	0.36% 1	3.99% 11	276
Waste Recycling	26.26% 73	29.14% 81	16.55% 46	5.40% 15	2.88% 8	19.78% 55	278

Q4 If you have had dealings with the porter service within the past 3 years, how would you rate this service under the following headings?

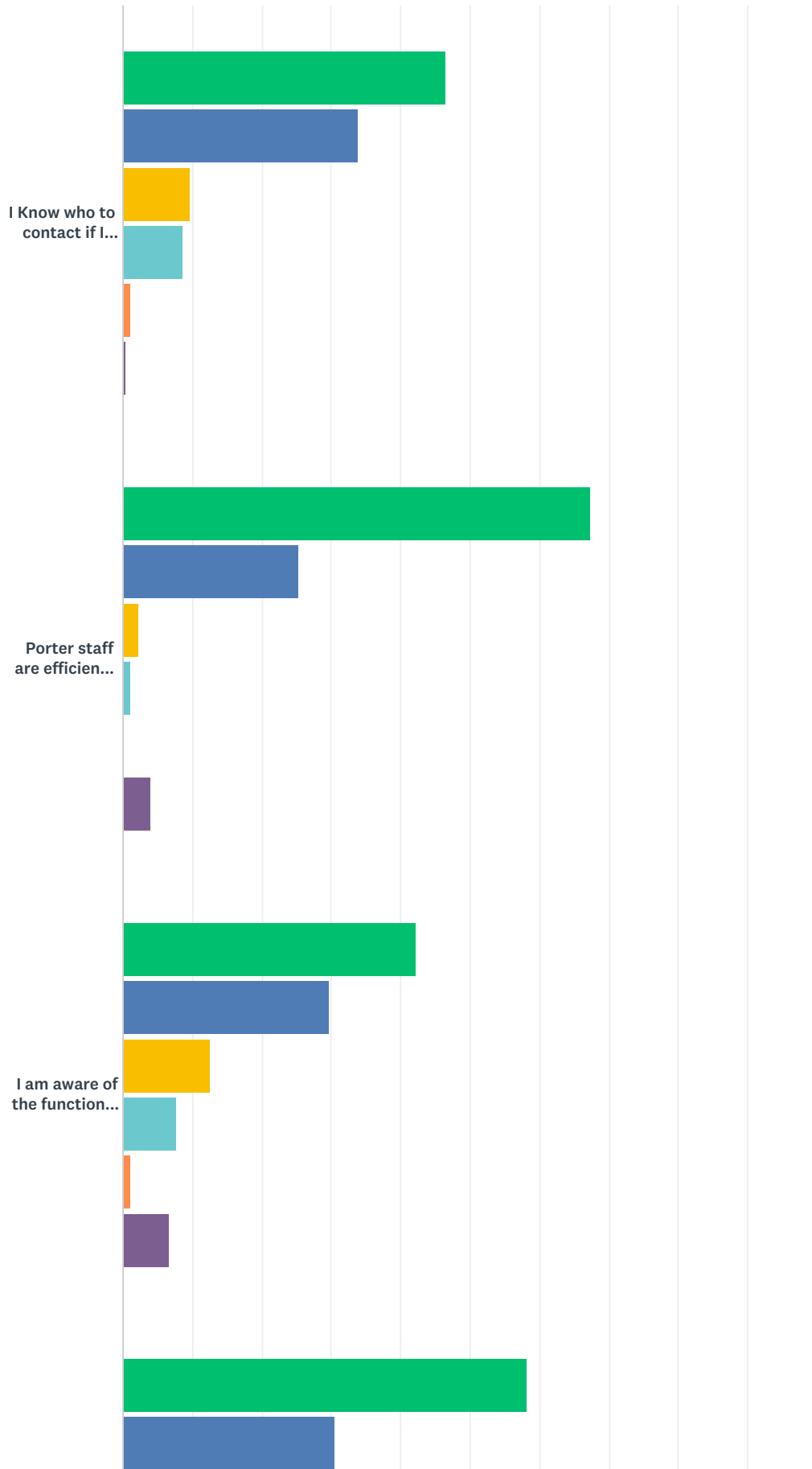
Answered: 271 Skipped: 17



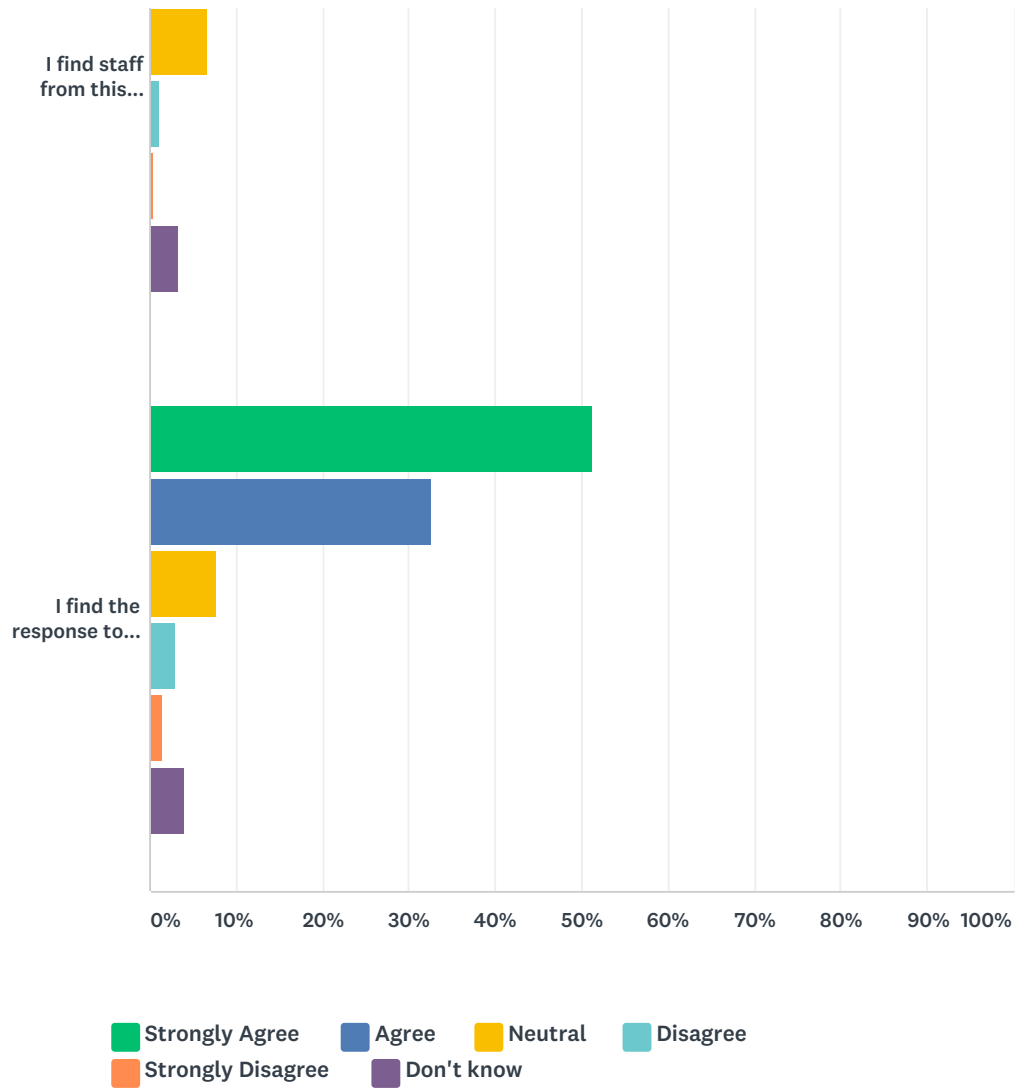
	VERY GOOD	GOOD	NEUTRAL	POOR	VERY POOR	N/A	TOTAL	WEIGHTED AVERAGE
Helpful	81.55% 221	11.07% 30	1.85% 5	0.37% 1	0.00% 0	5.17% 14	271	1.42
Efficient	74.63% 200	16.04% 43	2.99% 8	1.49% 4	0.00% 0	4.85% 13	268	1.51
Approachable	79.85% 214	12.69% 34	1.49% 4	1.12% 3	0.37% 1	4.48% 12	268	1.43

Q5 To what extent do you agree with the following statements?

Answered: 273 Skipped: 15



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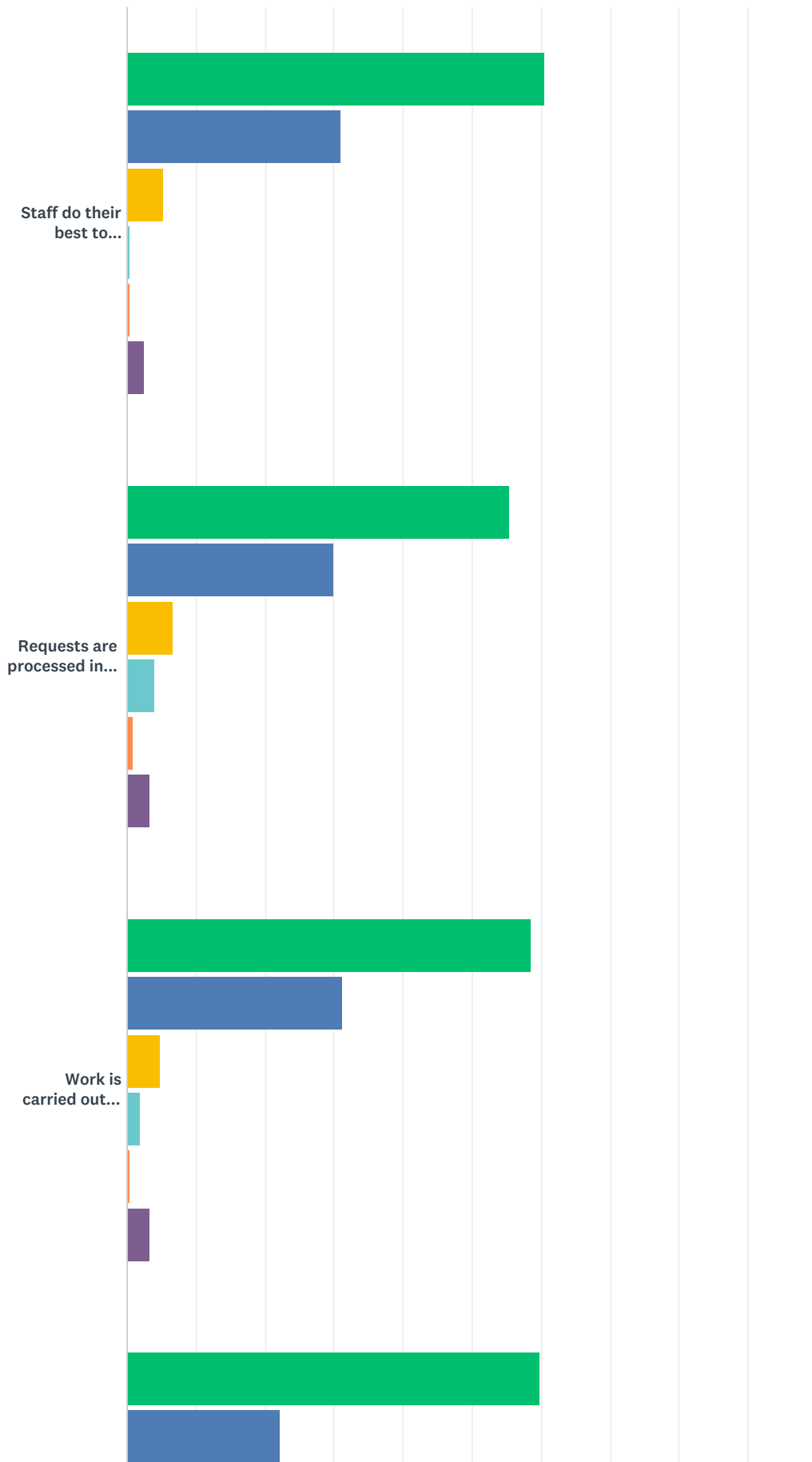
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
I Know who to contact if I have a service request	46.49% 126	33.95% 92	9.59% 26	8.49% 23	1.11% 3	0.37% 1	271
Porter staff are efficient and effective	67.28% 183	25.37% 69	2.21% 6	1.10% 3	0.00% 0	4.04% 11	272
I am aware of the functions of the Department regarding this service	42.28% 115	29.78% 81	12.50% 34	7.72% 21	1.10% 3	6.62% 18	272
I find staff from this Department helpful	58.09% 158	30.51% 83	6.62% 18	1.10% 3	0.37% 1	3.31% 9	272
I find the response to queries is satisfactory	51.28% 140	32.60% 89	7.69% 21	2.93% 8	1.47% 4	4.03% 11	273

Q6 If dissatisfied with any elements specifically relating to the PORTER SERVICE, please tell us why?

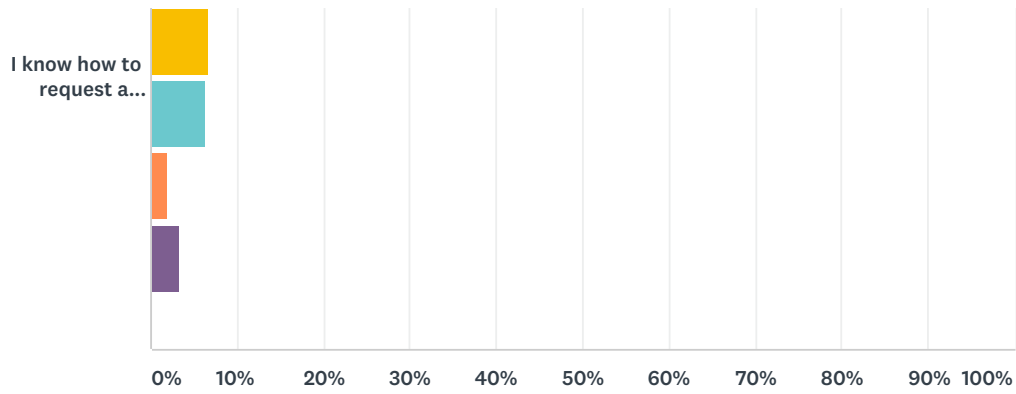
Answered: 60 Skipped: 228

Q7 To what extent do you agree with the following statements?

Answered: 271 Skipped: 17



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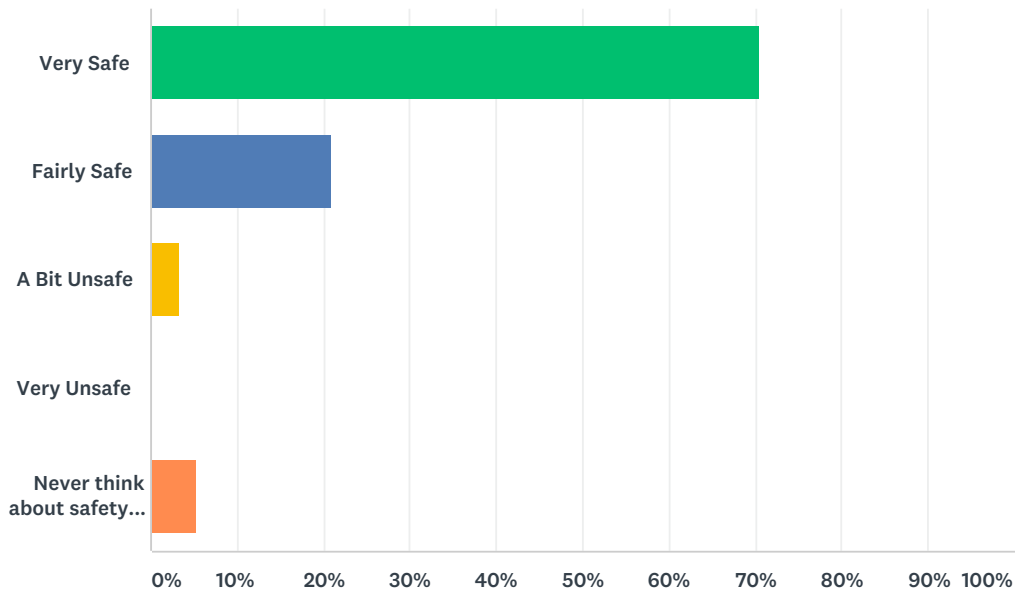


■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
■ Strongly Disagree
 ■ Don't Know

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
Staff do their best to accommodate my request	60.52% 164	31.00% 84	5.17% 14	0.37% 1	0.37% 1	2.58% 7	271
Requests are processed in a timely fashion	55.35% 150	29.89% 81	6.64% 18	4.06% 11	0.74% 2	3.32% 9	271
Work is carried out efficiently and effectively	58.52% 158	31.11% 84	4.81% 13	1.85% 5	0.37% 1	3.33% 9	270
I know how to request a porter	59.78% 162	22.14% 60	6.64% 18	6.27% 17	1.85% 5	3.32% 9	271

Q8 How safe do you feel walking alone on campus during the daytime?

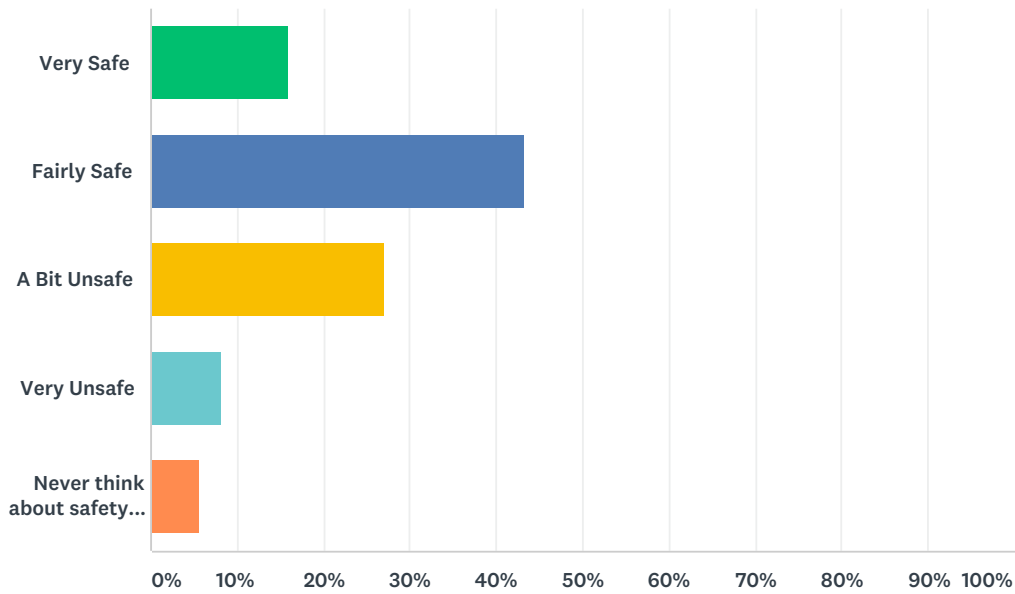
Answered: 268 Skipped: 20



ANSWER CHOICES	RESPONSES	
Very Safe	70.52%	189
Fairly Safe	20.90%	56
A Bit Unsafe	3.36%	9
Very Unsafe	0.00%	0
Never think about safety and security during the daytime	5.22%	14
TOTAL		268

Q9 How safe do you feel walking alone on campus after dark?

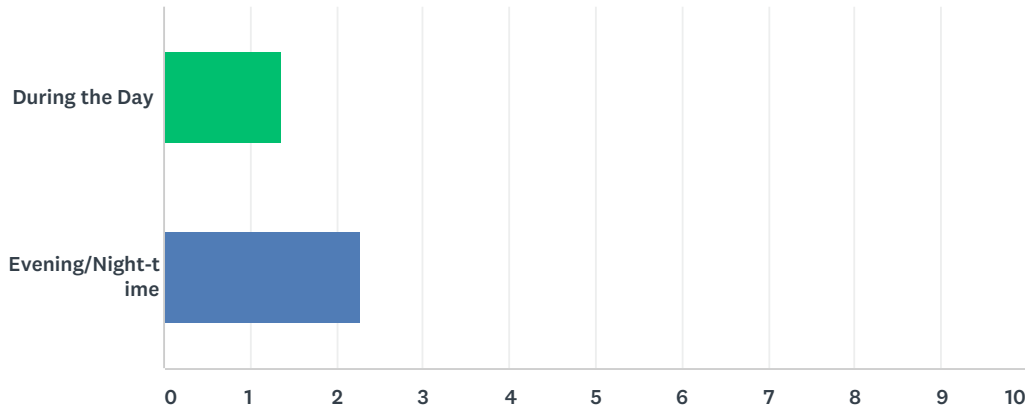
Answered: 270 Skipped: 18



ANSWER CHOICES	RESPONSES	
Very Safe	15.93%	43
Fairly Safe	43.33%	117
A Bit Unsafe	27.04%	73
Very Unsafe	8.15%	22
Never think about safety and security after dark	5.56%	15
TOTAL		270

Q10 Do you feel there is an adequate security presence on campus?

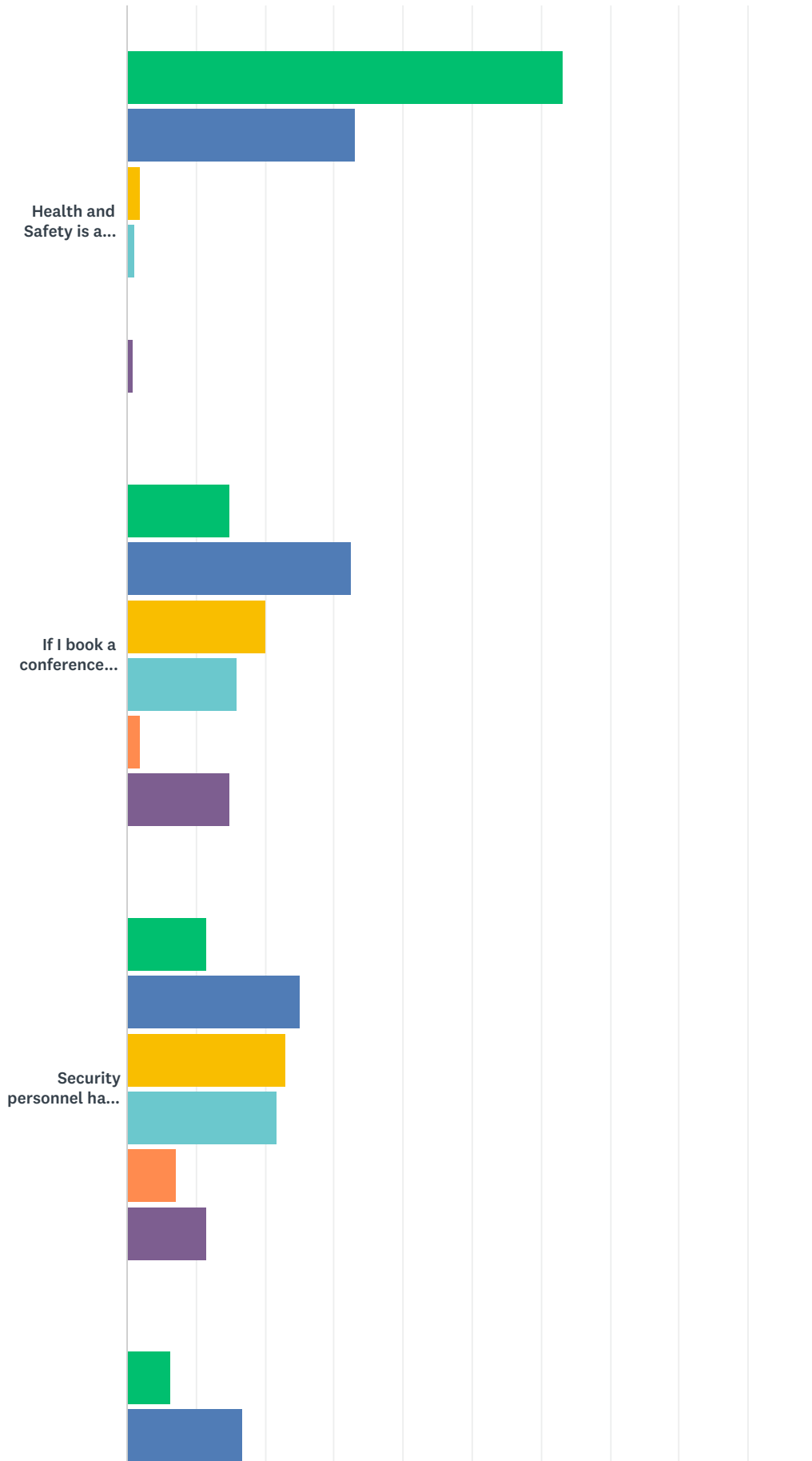
Answered: 270 Skipped: 18



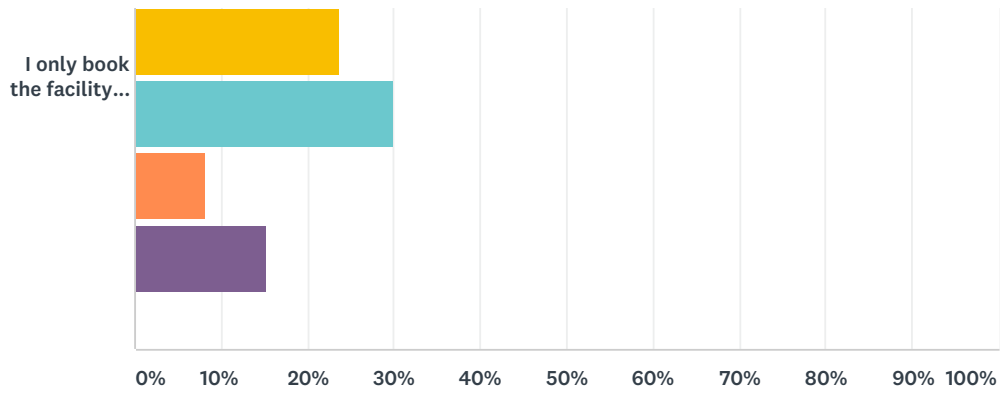
	YES	NO	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
During the Day	77.07% 205	10.53% 28	12.41% 33	266	1.35
Evening/Night-time	22.68% 61	27.51% 74	49.81% 134	269	2.27

Q11 Do you agree or disagree with the following statements?

Answered: 271 Skipped: 17



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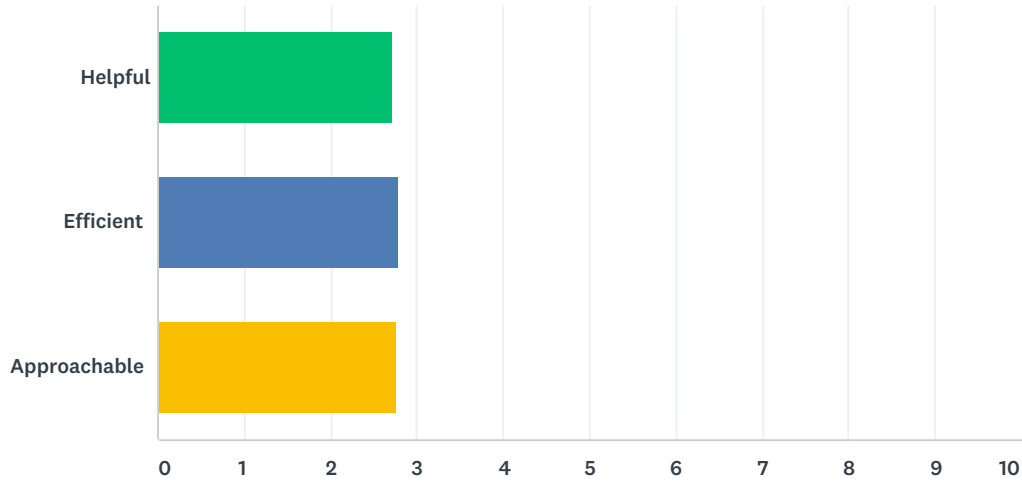


■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
■ Strongly Disagree
 ■ Don't Know

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
Health and Safety is a shared responsibility	63.20% 170	33.09% 89	1.86% 5	1.12% 3	0.00% 0	0.74% 2	269
If I book a conference facility I am responsible for the welfare of its participants	14.87% 40	32.34% 87	20.07% 54	15.99% 43	1.86% 5	14.87% 40	269
Security personnel have responsibility for the activities of participants using the campus facilities	11.48% 31	25.19% 68	22.96% 62	21.85% 59	7.04% 19	11.48% 31	270
I only book the facility, security personnel are there to ensure the participants behave in a safe manner	6.30% 17	16.67% 45	23.70% 64	30.00% 81	8.15% 22	15.19% 41	270

Q12 If you have had dealings with security personnel within the past three years, how would you rate this service under the following headings?

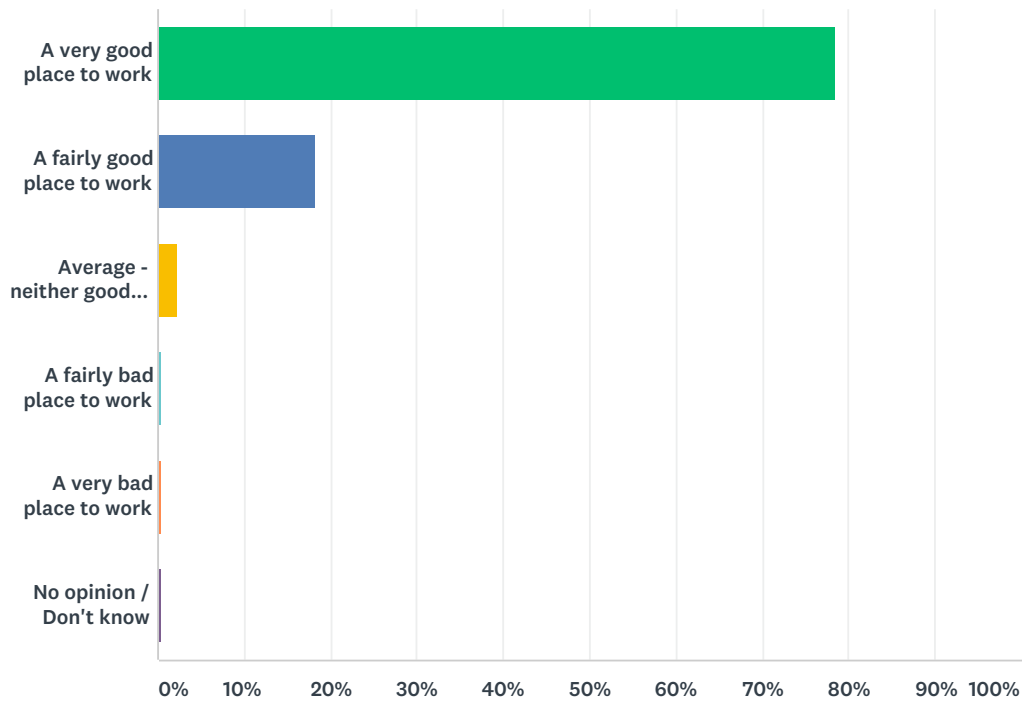
Answered: 267 Skipped: 21



	VERY GOOD	GOOD	NEUTRAL	POOR	VERY POOR	N/A	TOTAL	WEIGHTED AVERAGE
Helpful	38.58% 103	25.84% 69	8.24% 22	3.37% 9	0.37% 1	23.60% 63	267	2.72
Efficient	36.98% 98	25.66% 68	8.30% 22	3.77% 10	1.51% 4	23.77% 63	265	2.78
Approachable	40.00% 106	22.26% 59	7.92% 21	4.53% 12	1.13% 3	24.15% 64	265	2.77

Q13 Do you think the campus provides nice working environment (that is the physical environment)?

Answered: 270 Skipped: 18

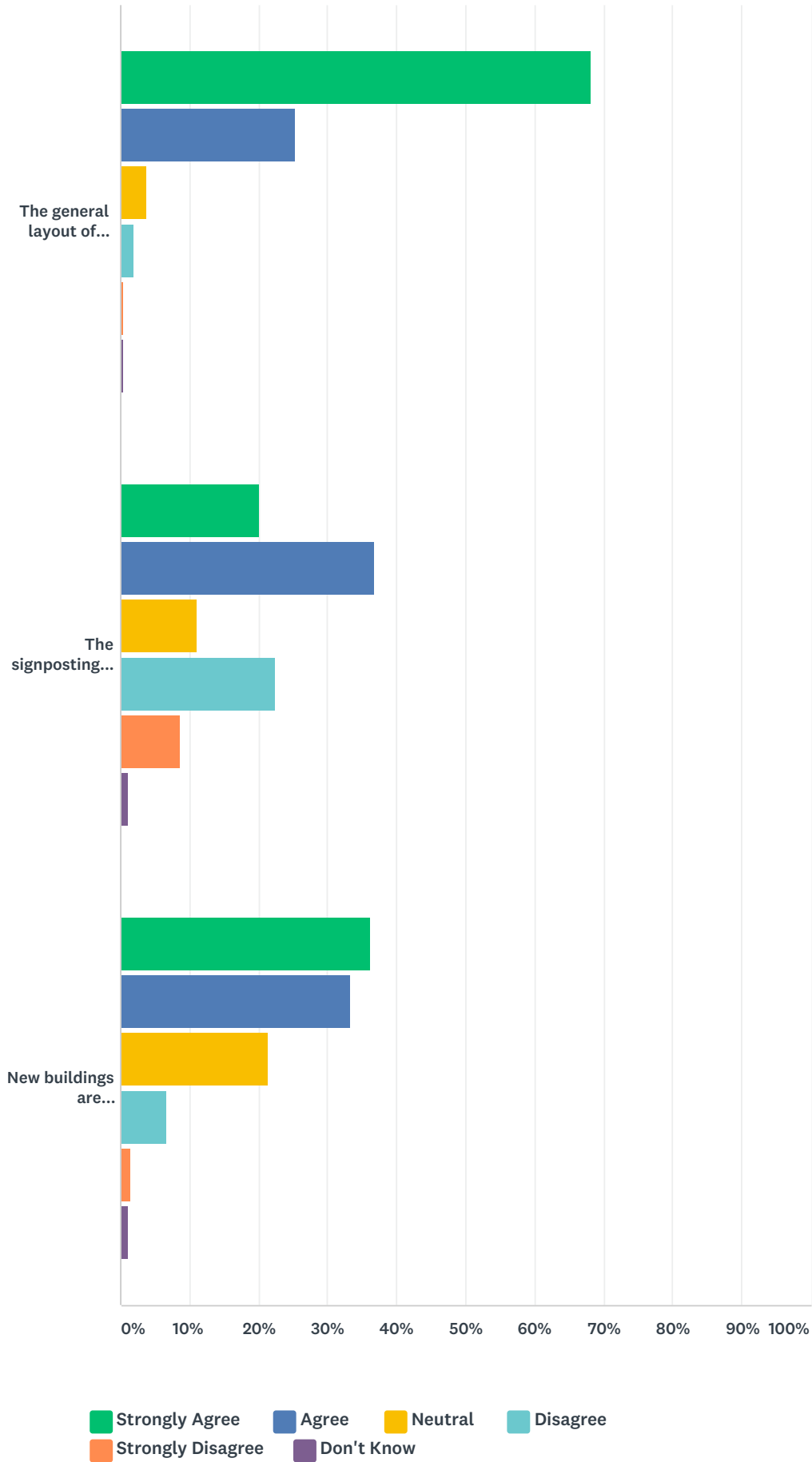


ANSWER CHOICES	RESPONSES	
A very good place to work	78.52%	212
A fairly good place to work	18.15%	49
Average - neither good nor bad	2.22%	6
A fairly bad place to work	0.37%	1
A very bad place to work	0.37%	1
No opinion / Don't know	0.37%	1
TOTAL		270

Q14 To what extent do you agree or disagree with the following statements:

Answered: 269 Skipped: 19

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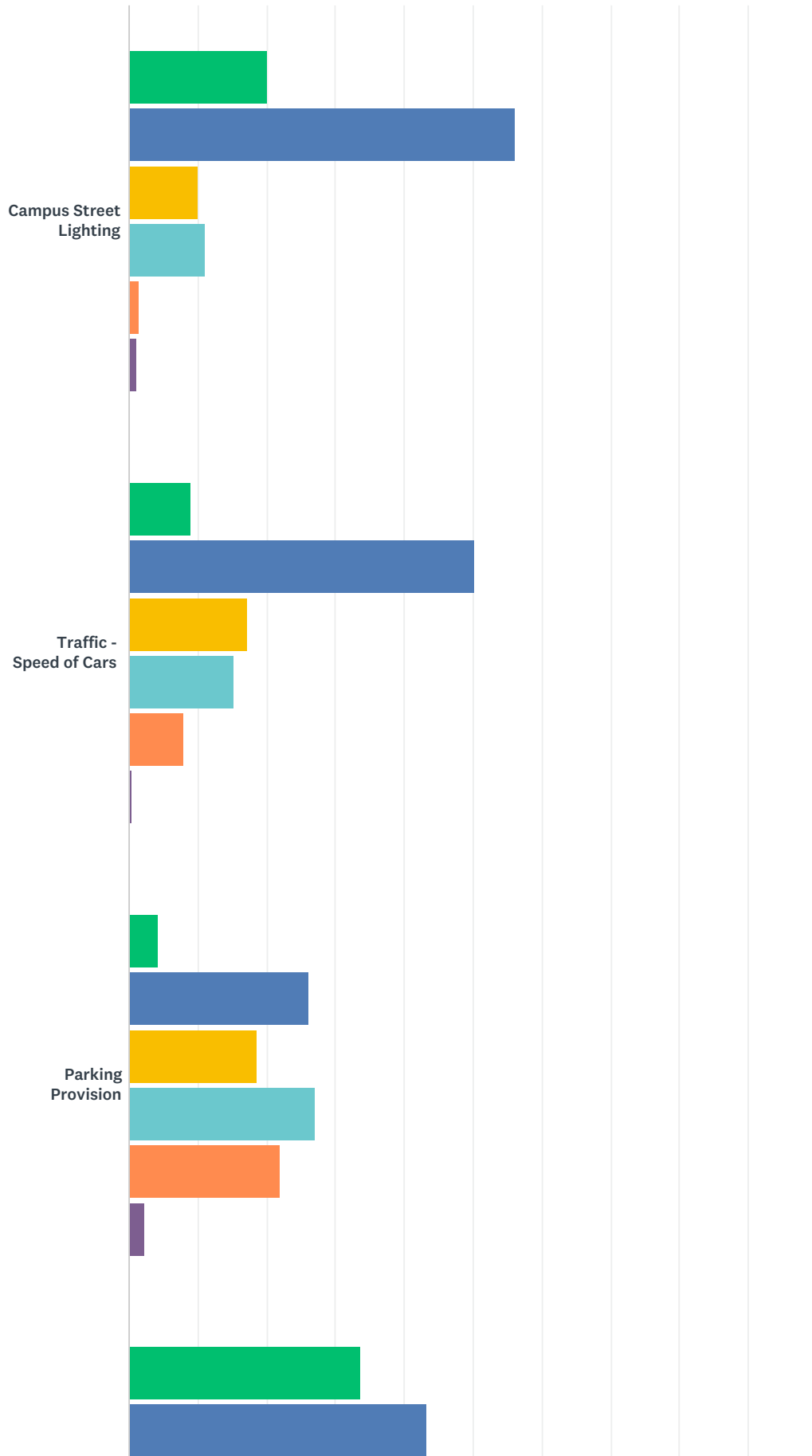
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
The general layout of University of Limerick is pleasing	68.28% 183	25.37% 68	3.73% 10	1.87% 5	0.37% 1	0.37% 1	268

Buildings and Estates Department Staff Survey 2018

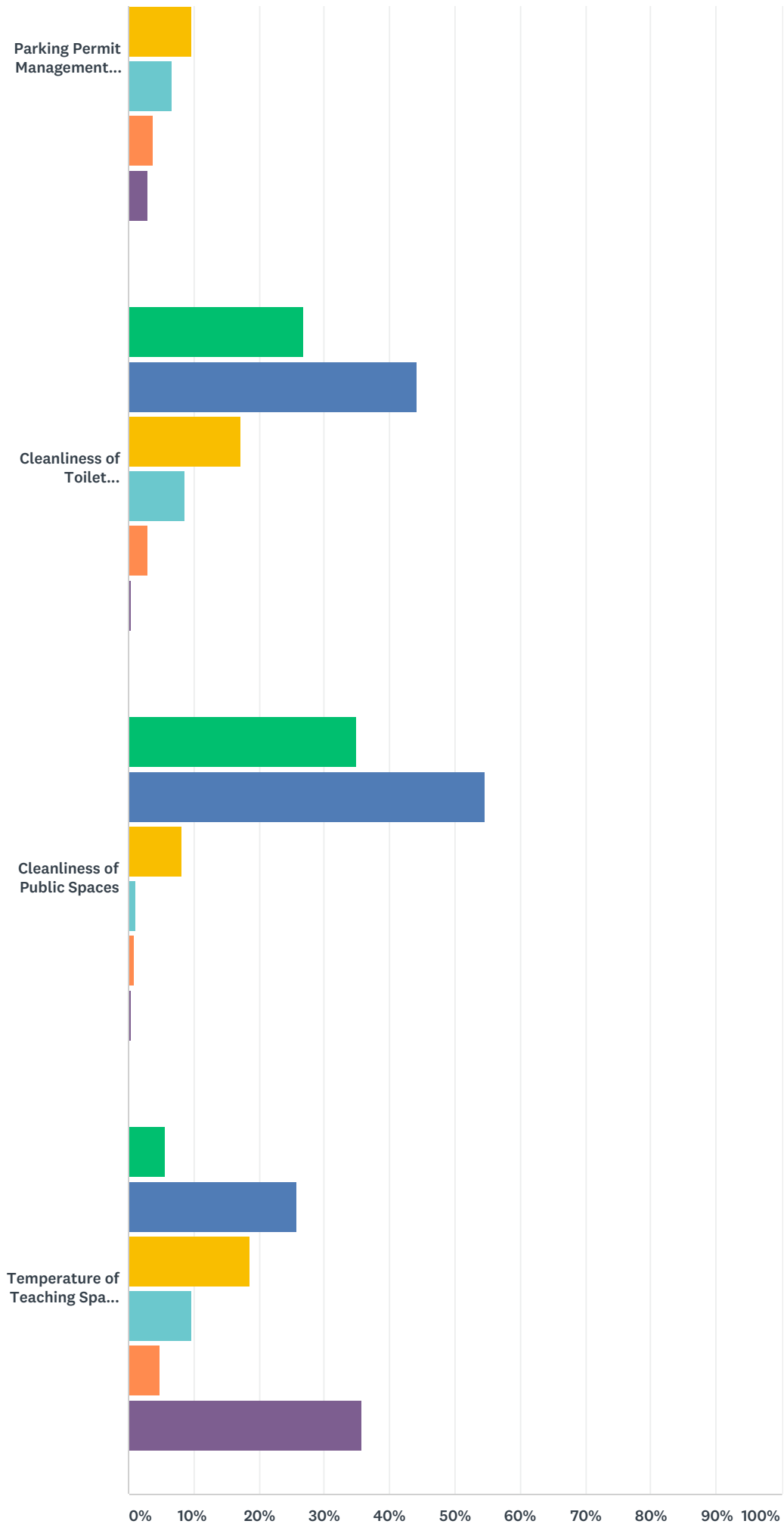
The signposting system is adequate	20.07% 54	36.80% 99	11.15% 30	22.30% 60	8.55% 23	1.12% 3	269
New buildings are architecturally sympathetic to the original campus environment	36.19% 97	33.21% 89	21.27% 57	6.72% 18	1.49% 4	1.12% 3	268

Q15 How would you rate the following:

Answered: 269 Skipped: 19



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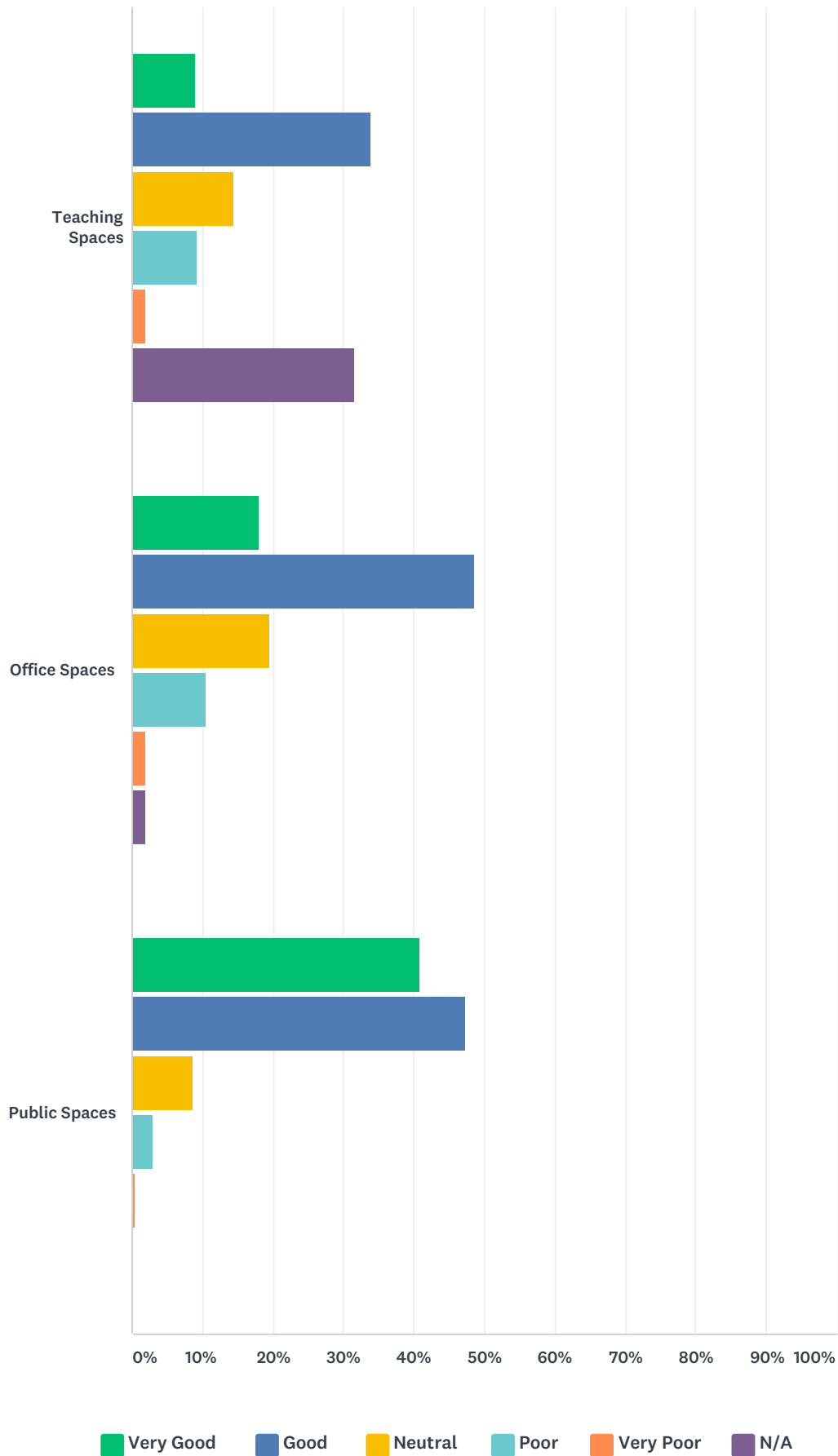
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■ Very Good
 ■ Good
 ■ Neutral
 ■ Poor
 ■ Very Poor
 ■ N/A

	VERY GOOD	GOOD	NEUTRAL	POOR	VERY POOR	N/A	TOTAL
Campus Street Lighting	20.07% 54	56.13% 151	10.04% 27	11.15% 30	1.49% 4	1.12% 3	269
Traffic - Speed of Cars	8.99% 24	50.19% 134	17.23% 46	15.36% 41	7.87% 21	0.37% 1	267
Parking Provision	4.17% 11	26.14% 69	18.56% 49	26.89% 71	21.97% 58	2.27% 6	264
Parking Permit Management System	33.58% 90	43.28% 116	9.70% 26	6.72% 18	3.73% 10	2.99% 8	268
Cleanliness of Toilet Facilities	26.77% 72	44.24% 119	17.10% 46	8.55% 23	2.97% 8	0.37% 1	269
Cleanliness of Public Spaces	34.94% 94	54.65% 147	8.18% 22	1.12% 3	0.74% 2	0.37% 1	269
Temperature of Teaching Spaces	5.58% 15	25.65% 69	18.59% 50	9.67% 26	4.83% 13	35.69% 96	269

Q16 How would you rate the general quality of the following:

Answered: 269 Skipped: 19

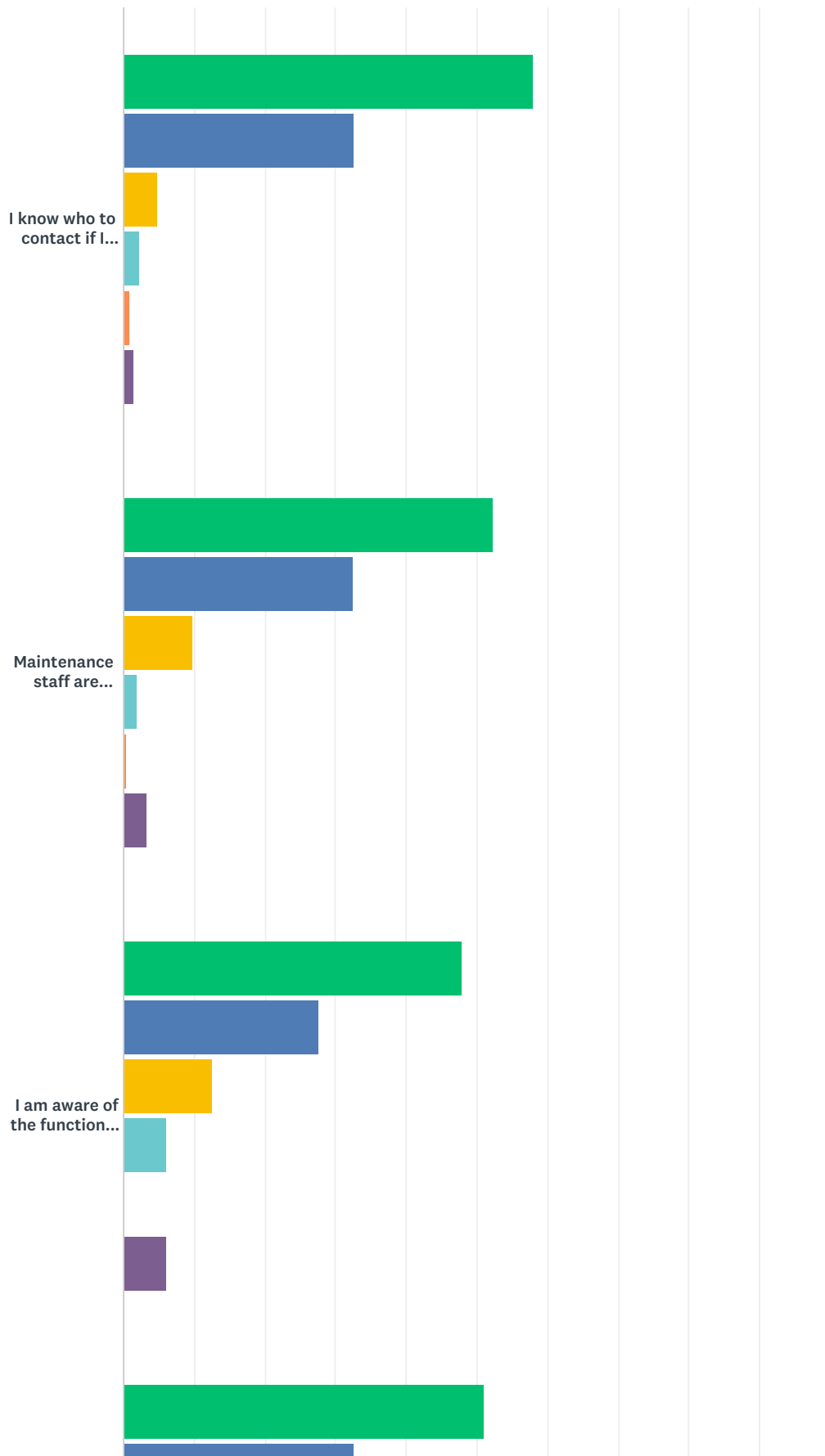


Buildings and Estates Department Staff Survey 2018

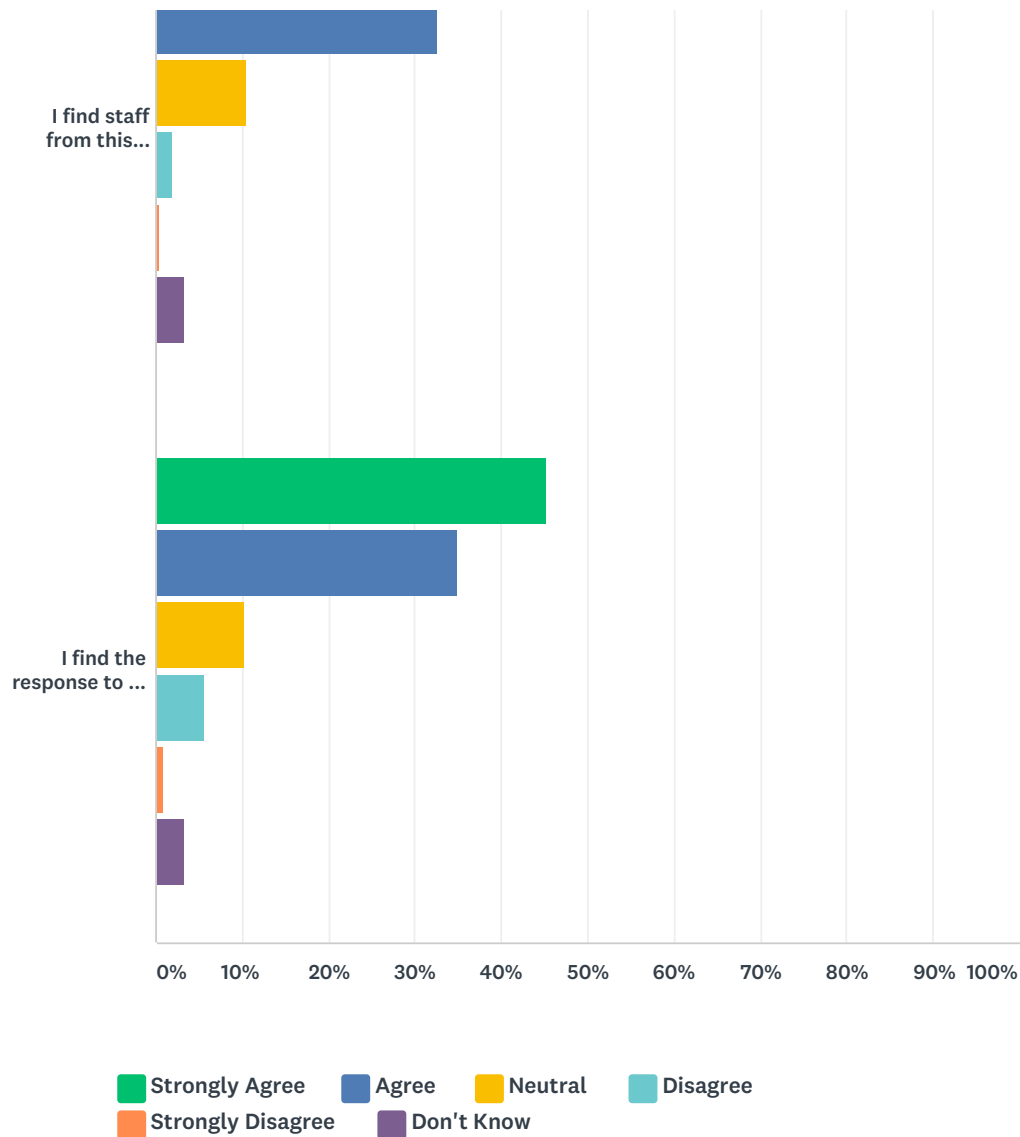
	VERY GOOD	GOOD	NEUTRAL	POOR	VERY POOR	N/A	TOTAL
Teaching Spaces	8.92% 24	33.83% 91	14.50% 39	9.29% 25	1.86% 5	31.60% 85	269
Office Spaces	17.91% 48	48.51% 130	19.40% 52	10.45% 28	1.87% 5	1.87% 5	268
Public Spaces	40.89% 110	47.21% 127	8.55% 23	2.97% 8	0.37% 1	0.00% 0	269

Q17 To what extent do you agree with the following statements in regards to maintenance?

Answered: 266 Skipped: 22



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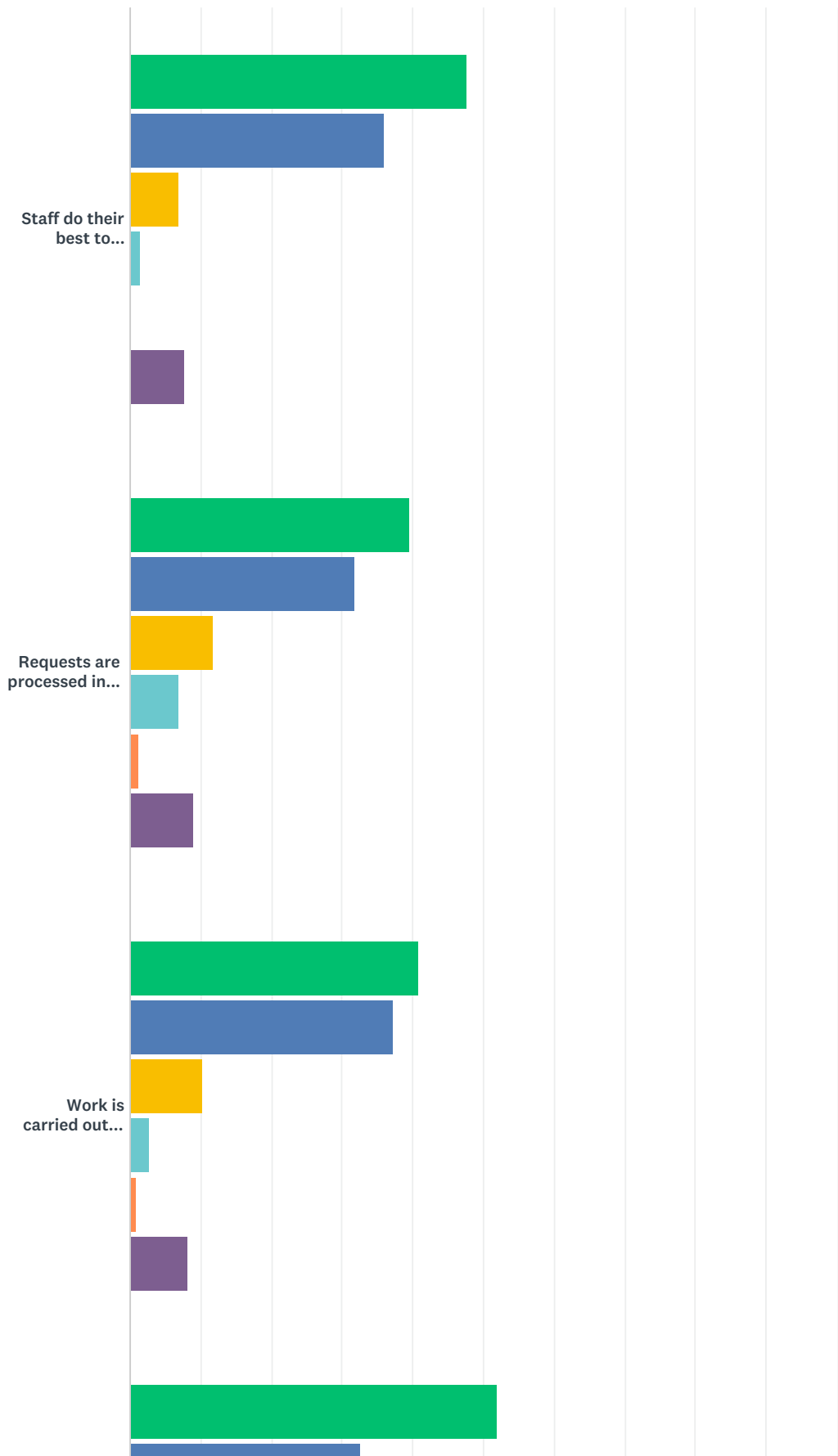
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
I know who to contact if I have a maintenance request	57.89% 154	32.71% 87	4.89% 13	2.26% 6	0.75% 2	1.50% 4	266
Maintenance staff are efficient and effective	52.26% 139	32.33% 86	9.77% 26	1.88% 5	0.38% 1	3.38% 9	266
I am aware of the functions of the Department regarding this service	47.92% 127	27.55% 73	12.45% 33	6.04% 16	0.00% 0	6.04% 16	265
I find staff from this Department helpful	51.13% 136	32.71% 87	10.53% 28	1.88% 5	0.38% 1	3.38% 9	266
I find the response to my queries satisfactory	45.11% 120	34.96% 93	10.15% 27	5.64% 15	0.75% 2	3.38% 9	266

**Q18 If dissatisfied with any elements specifically relating to
MAINTENANCE, please tell us why?**

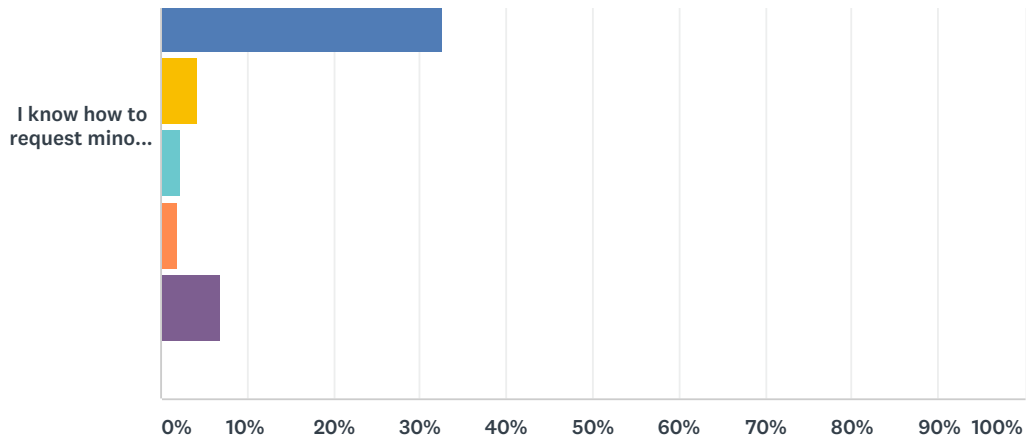
Answered: 74 Skipped: 214

Q19 To what extent do you agree with the following statements in regards to minor works?

Answered: 258 Skipped: 30



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■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
■ Strongly Disagree
 ■ Don't Know

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
Staff do their best to accommodate my request	47.67% 123	36.05% 93	6.98% 18	1.55% 4	0.00% 0	7.75% 20	258
Requests are processed in a timely fashion	39.53% 102	31.78% 82	11.63% 30	6.98% 18	1.16% 3	8.91% 23	258
Work is carried out efficiently and effectively	40.78% 104	37.25% 95	10.20% 26	2.75% 7	0.78% 2	8.24% 21	255
I know how to request minor works	51.94% 134	32.56% 84	4.26% 11	2.33% 6	1.94% 5	6.98% 18	258

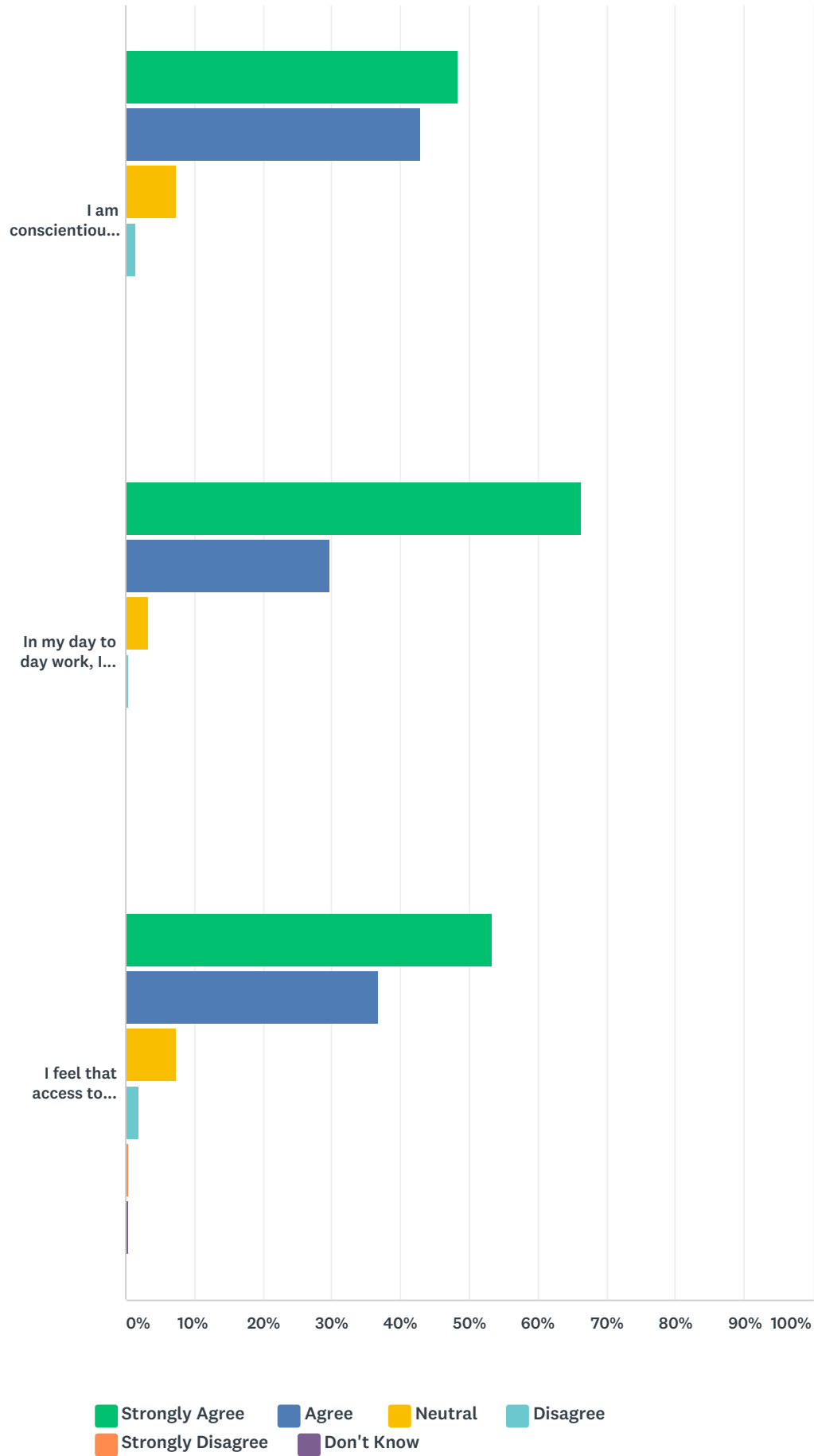
Q20 If dissatisfied with any elements specifically relating to MINOR WORKS, please tell us why?

Answered: 58 Skipped: 230

Q21 To what extent do you agree with the following statements?

Answered: 263 Skipped: 25

Buildings and Estates Department Staff Survey 2018



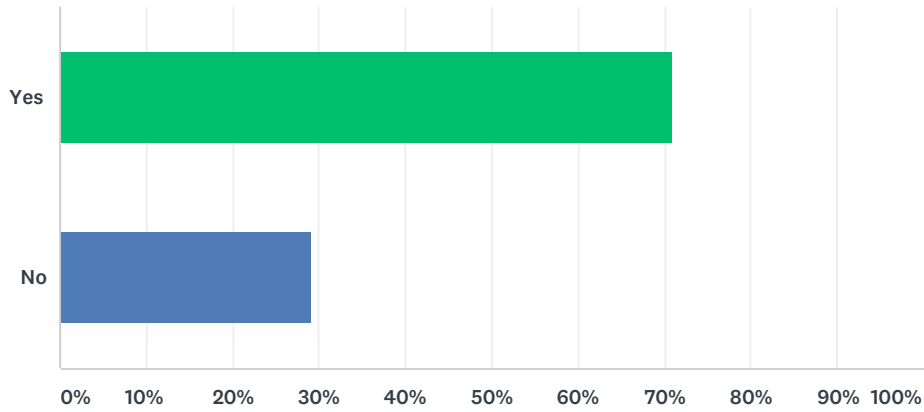
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
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Buildings and Estates Department Staff Survey 2018

I am conscientious and concerned in relation to environmental issue (e.g energy usage, carbon emissions etc.)	48.28% 126	42.91% 112	7.28% 19	1.53% 4	0.00% 0	0.00% 0	261
In my day to day work, I would be wiling to contribute to the effort to improve environmental issues through a number of simple actions (turning off lights etc.)	66.41% 174	29.77% 78	3.44% 9	0.38% 1	0.00% 0	0.00% 0	262
I feel that access to further information would be beneficial and an additional incentive to contribute positively to improve environmental issues	53.26% 139	36.78% 96	7.28% 19	1.92% 5	0.38% 1	0.38% 1	261

Q22 Have you ever accessed the Buildings and Estates website?

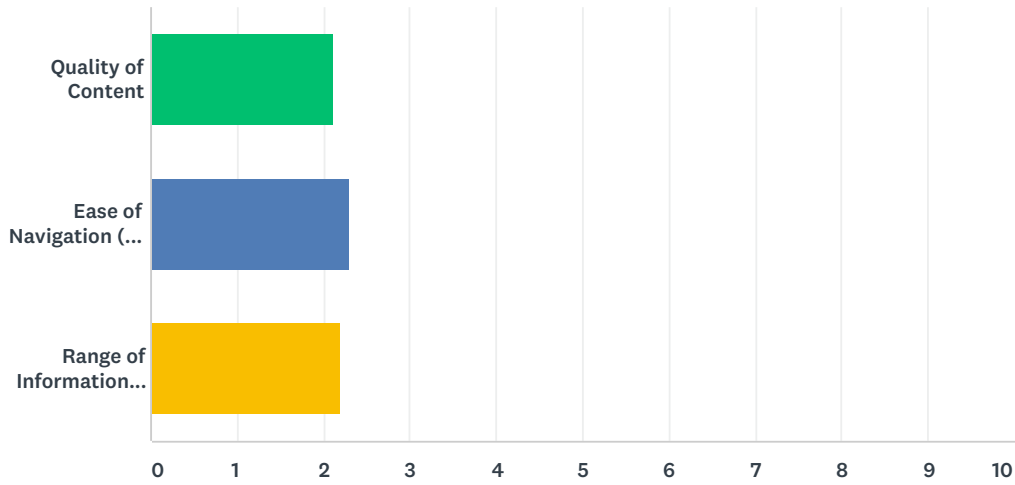
Answered: 264 Skipped: 24



ANSWER CHOICES	RESPONSES	
Yes	70.83%	187
No	29.17%	77
TOTAL		264

Q23 If you have accessed the Buildings & Estates website, how would you rate it under the following headings?

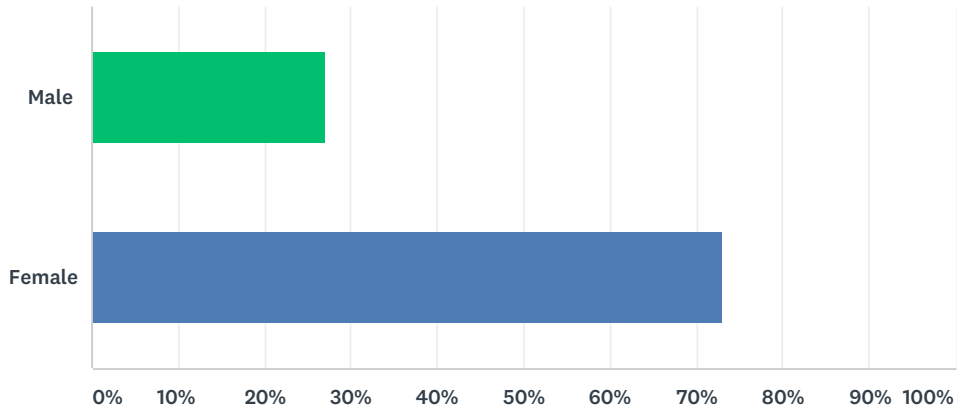
Answered: 205 Skipped: 83



	VERY GOOD	GOOD	NEUTRAL	POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
Quality of Content	18.41% 37	54.23% 109	24.88% 50	2.49% 5	0.00% 0	201	2.11
Ease of Navigation (how easy it is to use)	14.71% 30	50.00% 102	25.00% 51	10.29% 21	0.00% 0	204	2.31
Range of Information Offered	17.07% 35	51.22% 105	27.80% 57	3.90% 8	0.00% 0	205	2.19

Q24 Are you male or female

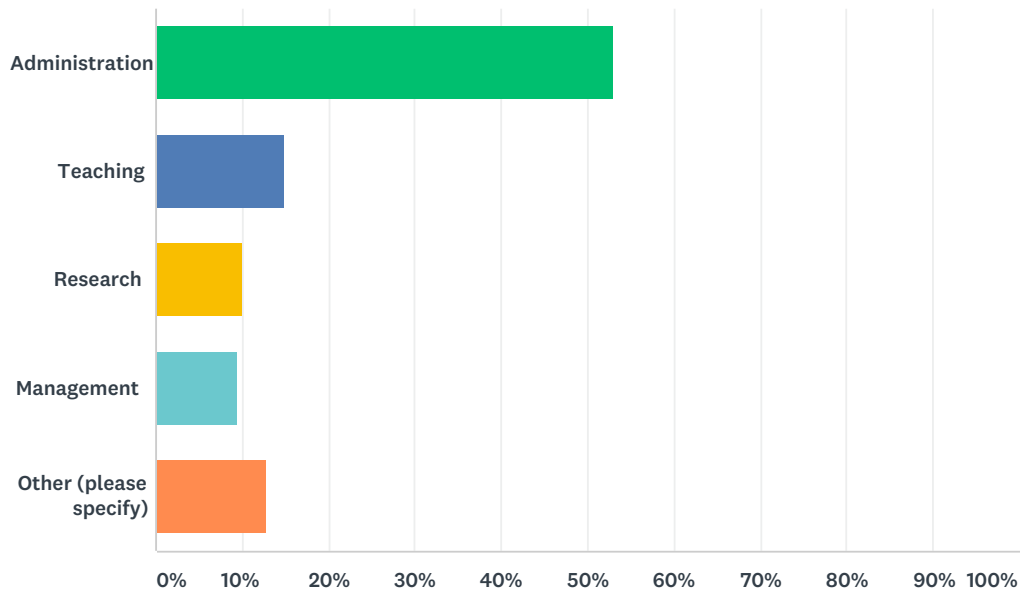
Answered: 256 Skipped: 32



ANSWER CHOICES	RESPONSES	
Male	26.95%	69
Female	73.05%	187
TOTAL		256

Q25 What is your main area of work

Answered: 257 Skipped: 31



ANSWER CHOICES	RESPONSES	
Administration	52.92%	136
Teaching	14.79%	38
Research	10.12%	26
Management	9.34%	24
Other (please specify)	12.84%	33
TOTAL		257

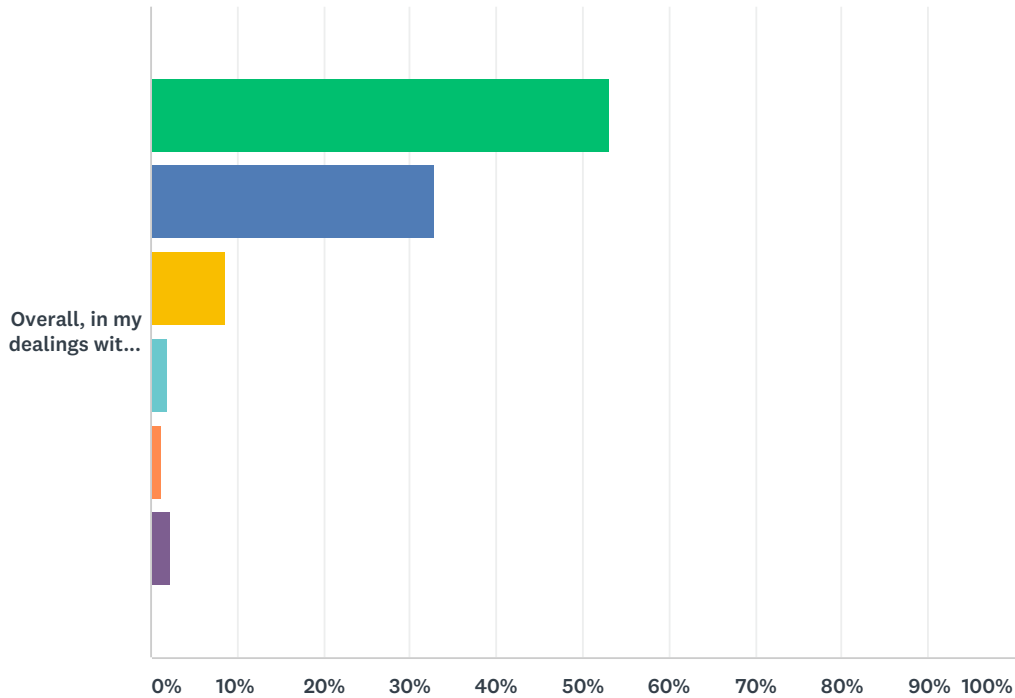
Q26 Which two buildings do you use the most often?

Answered: 250 Skipped: 38

ANSWER CHOICES	RESPONSES	
Building 1:	100.00%	250
Building 2:	80.40%	201

Q27 To what extent do you agree with the following statement?

Answered: 258 Skipped: 30



■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
■ Strongly Disagree
 ■ Don't Know

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
Overall, in my dealings with OFFICE & ADMIN STAFF from the Department of Buildings and Estates I have found the staff to be helpful and courteous.	53.10% 137	32.95% 85	8.53% 22	1.94% 5	1.16% 3	2.33% 6	258

Q28 In your opinion, what are the main strengths of the Buildings and Estates Department?

Answered: 163 Skipped: 125

Q29 In your opinion, what are the areas that there is most room for improvement?

Answered: 153 Skipped: 135

Q30 If you have any further comments you feel would provide helpful feedback for the Buildings & Estates Department, please leave them below.

Answered: 68 Skipped: 220