

Satisfaction Barometer Results Report 2024

May 2024



Parc Científic de Barcelona
UNIVERSITAT DE BARCELONA

2024 Satisfaction Barometer

Note from PCB Management

Parc Científic de Barcelona (PCB) Management would like to thank all those who answered the 2024 satisfaction survey and sent us their comments. Thanks to your feedback, we can improve the services and infrastructures that are important to all of us.

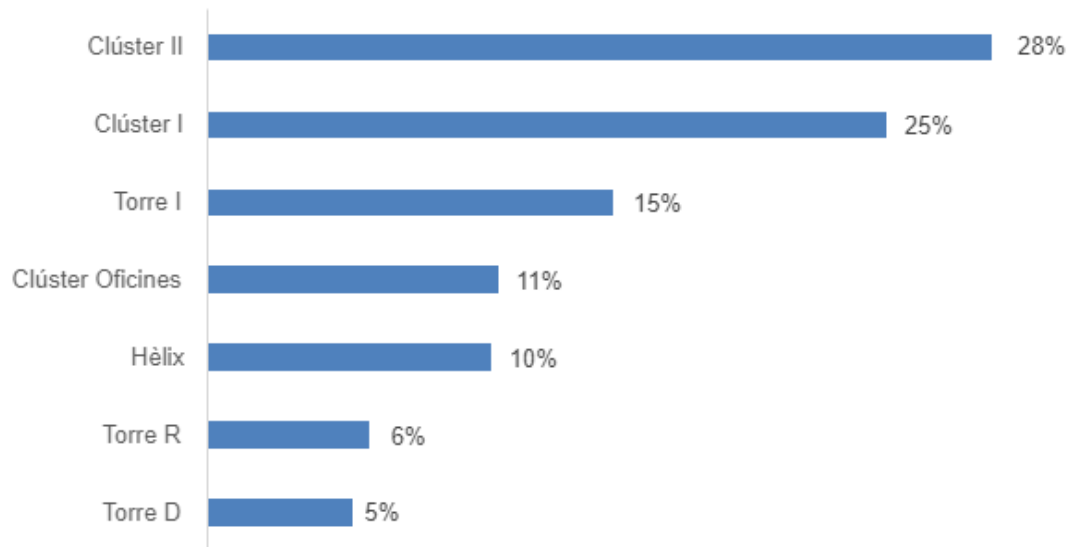
Below you can find the results and the improvements that have been made recently and others that will be implemented in the near future as a result of analysing your comments and assessments.

1. Survey population

The satisfaction survey was sent to 2,992 PCB users, 446 of whom (15%) responded.

The percentage in terms of buildings is shown in graph 1.

Graph 1. Distribution of answers by building



The answers were analysed by service/space as well as building. The possible answers and their scores were: 1 Very poor; 2 Poor; 4 Good; 5 Very good.

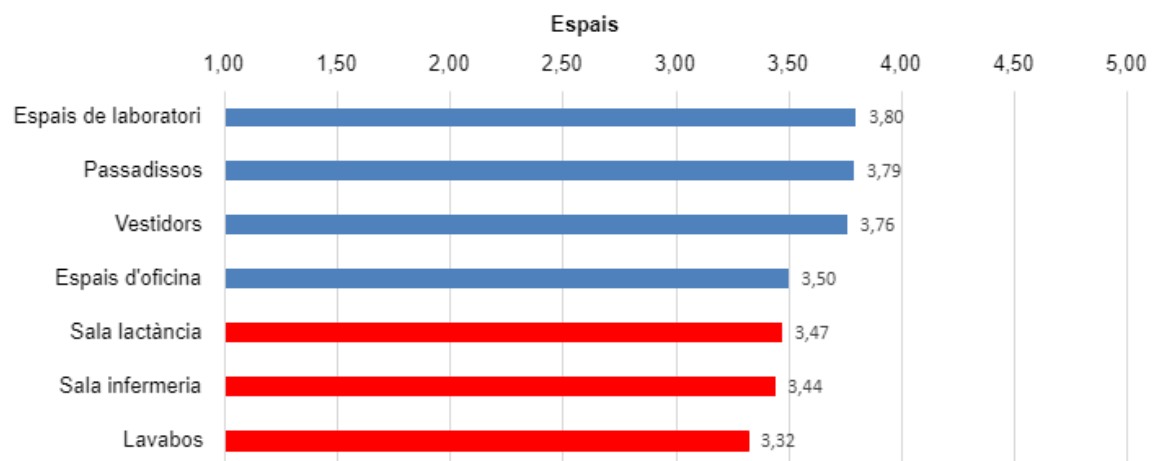
We consider a service to be satisfactory when it has a score of above 3.5, acceptable but with room for improvement when it scores between 3.0 and 3.5, and unsatisfactory when it scores below 3.0.

Each section lists the actions to be taken this year to implement improvements.

2. Spaces

Spaces	2024
Laboratory spaces	3.80
Corridors	3.79
Changing rooms	3.76
Office spaces	3.5
Breastfeeding room	3.47
Infirmery	3.44
Toilets	3.32

Graph 2. Assessment of spaces



All areas were rated as satisfactory with a score of over 3.5, with the exception of the toilets in the breastfeeding room and the infirmary, which were rated as acceptable, hence there is room for improvement.

Toilets

Last year, an in-depth review of all the toilets in the PCB was carried out, resulting in an improvement plan whose implementation began in 2023. The actions planned for 2024 are:

- Renovation of five toilets in the PCB.
- Completing the installation of accessories in all toilets (a second paper holder and hangers where missing).
- Checking the light sensors in the Towers' toilets.
- Installation of devices to deal with incidents quickly in the PCB's most frequently used toilets.
- Installation of counters to collect basic information to optimise cleaning shifts.
- The extraction system in all the PCB toilets is also being reviewed, which will improve unpleasant odours.

Breastfeeding room

Last year, improvements were made to both the space and the booking app. The space and improvements were publicised in the *T'interessa* newsletter, but there are still PCB users who are not aware the breastfeeding room exists. We will continue work on raising its visibility.

Infirmary

In 2024, the painting and flooring will be renewed, the lighting will be replaced, and the room will be monitored to ensure it is always stocked with basic treatment materials.

Corridors and other transit areas

Improvements already implemented include changing the access doors to all receptions and refurbishing Cluster 1 lobby. The improvements to be implemented before the end of this year are:

- Installation of a double button panel in the Cluster II lobby area lifts, which will speed up operation and optimise response/waiting times.
- Renovation of the lifts in the Hèlix building (a new tender is under way).
- Upgrading the reduced mobility platform in the reception building

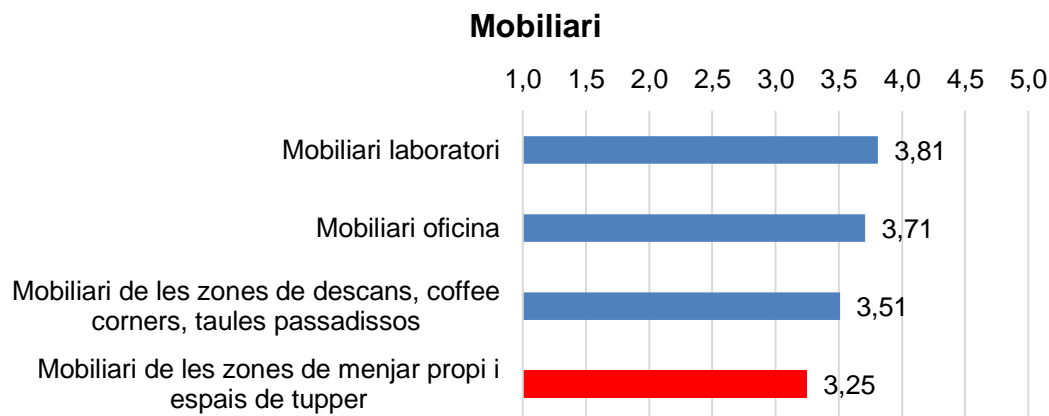
Energy improvements in communal areas

The switch to LED technology will continue in the Hèlix corridors (floors 2 and 3), the Cluster PB laboratory corridors and TOWER D/R lift lobbies. Solar panels will be installed on the roofs of the Cluster offices and Hèlix building during 2024.

3. Furniture

Furniture.	2024 rating
Laboratory furniture	3.81
Office furniture	3.71
Furniture in break areas, coffee corners, corridor tables	3.51
Furniture in self-catering areas and packed lunch areas	3.25

Graph 3. Rating for furniture



All the furniture was rated satisfactory except in the self-catering areas, which was considered acceptable. There is room for improvement in this assessment, although there has already been a degree of improvement compared to last year.

Self-catering areas

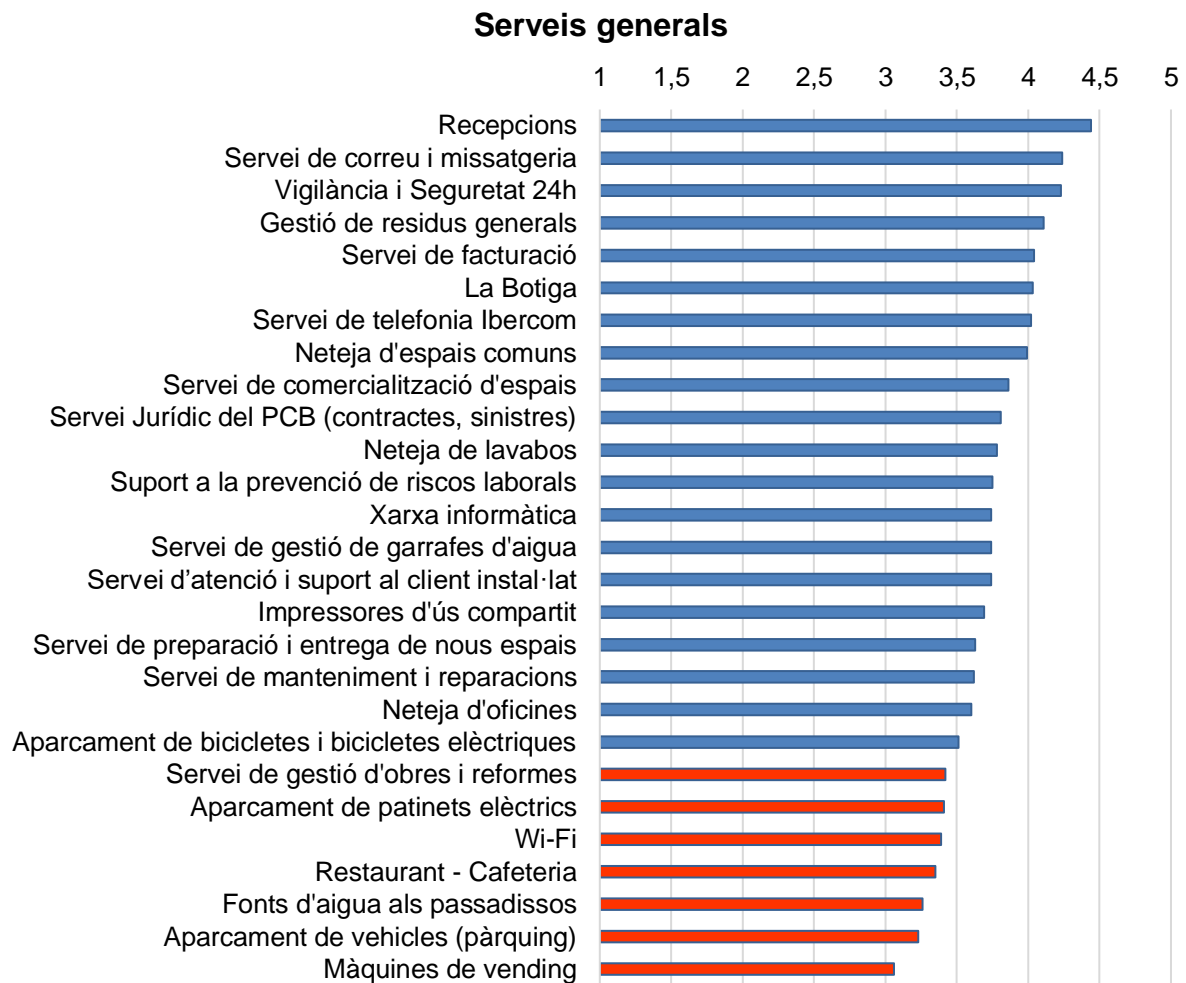
Over the last year, we have added a further 100 self-catering spaces, raising the number to 405, and have increased the number of microwave ovens in the park.

The system for communicating incidents in PCB communal areas has also been improved. In addition, the cleaning process has been improved and a shift has been introduced to check the meal areas before the midday rush hour.

4. General services

General services	2024 rating
Building lobbies	4.44
Mail and courier service	4.24
24h surveillance and security	4.23
General waste management	4.11
Invoicing service	4.04
The PCB shop	4.03
Ibercom telecommunications service	4.02
Cleaning in communal areas	3.99
Space marketing service	3.86
PCB legal service (contracts, claims)	3.81
Cleaning of toilets	3.78
Occupational health and safety support	3.75
Computer network	3.74
Water container management service	3.74
Installed customer service and support	3.74
Shared printers	3.69
New space preparation and delivery service	3.63
Maintenance and repair service	3.62
Cleaning of offices	3.60
Normal and electric bicycle parking	3.51
Construction and refurbishment management service	3.42
Electric scooter parking	3.41
Wi-Fi	3.39
Restaurant – Cafeteria	3.35
Water fountains in corridors	3.26
Car park	3.23
Vending machines	3.06

Graph 4. General services



All the PCB general services were rated as acceptable or satisfactory. The services that showed a slight improvement compared to last year were toilet cleaning, office cleaning and the maintenance and repair services.

The actions planned for the lowest rated services are:

Vending machines

Card payment will be reviewed and the weekly frequency of machine visits will be maintained to ensure food is replenished and the service runs smoothly. In relation to incidents with payment for products and non-delivery, contact the staff of the cafeteria, Fifteen, and they will reimburse you.

Catering

Throughout the year, the cafeteria made efforts to improve the offer, incorporating menus with vegetable protein and increasing the range of salads with gluten-free options.

Regarding the set menu price, this is not subsidised by either the restaurant management company or the PCB. Some organisations partially subsidise their employees' menus by their own choice, through various channels. As we stated last year, the price of the set menu is lower than the average menu price in the city of Barcelona, which is 14.10 euros (2023 figures).

Car park

After years of litigation, we finally have a new concessionaire for the car park, which started managing the car park in May. All the changes and improvements to both the service and the space were recently publicised in the *T'interessa* newsletter.

Bicycles and electric scooter parking

These parking areas are barely used. The PCB will better communicate the existence of these services so users can identify them and increase their use.

Works and refurbishment management service

Work will be done to improve communication about and the status of requests between this service and PCB organisations.

Maintenance

Work is under way to optimise the maintenance work order (WO) management system to automate notifications on the WO status.

Water fountains in corridors

The incident report channel for this service will be improved. The concession company will increase the frequency of checks on fountains and water quality. The volume of repairs to all the PCB fountains is also being analysed in order to replace those with the most reported incidents.

Wi-Fi

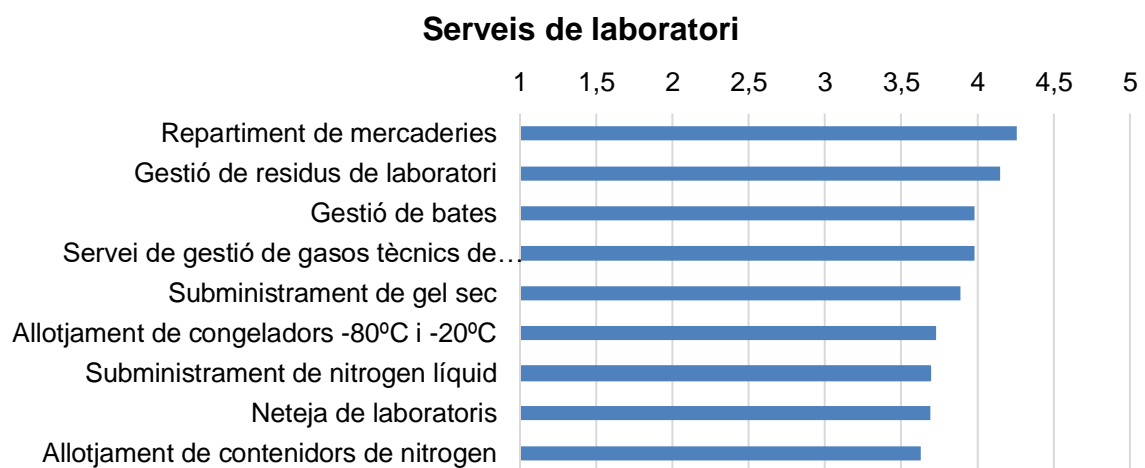
There were several incidents during the year, leading to an increase in the number of Wi-Fi network outages. This was due to a technical problem in the network access control procedures, which is being resolved. As of today, the Wi-fi service is once again stable. Other planned service improvements include:

- An analysis to identify potential improvements in Wi-Fi coverage in all areas of the PCB.
- The procedure for accessing the guest Wi-Fi network will be reviewed and simplified.
- In addition, the protocol for incident notifications and management and IT Department actions is being redefined to improve communication with the PCB community.

5. Laboratory services

Laboratory services	2024 rating
Delivery of goods	4.26
Laboratory waste management	4.15
Lab coat management	3.98
Laboratory technical gas management service	3.98
Dry ice supply	3.89
Housing for -80°C and -20°C freezers	3.73
Liquid nitrogen supply	3.69
Laboratory cleaning	3.69
Housing for nitrogen containers	3.63

Graph 5. Laboratory services.

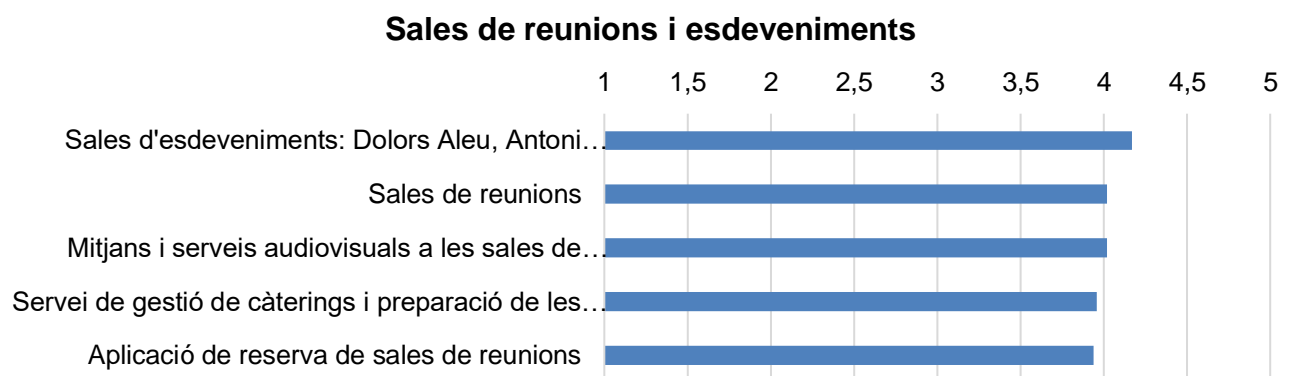


All laboratory services were rated satisfactorily with a score above 3.5. In particular, the ratings for cleaning management services, lab coats, freezer housing and laboratory cleaning have improved.

6. Meeting and event rooms

Meeting and event rooms	2024 rating
Event rooms: Dolors Aleu, Antoni Caparrós and Fèlix Serratosa	4.17
Meeting rooms	4.02
Equipment and audiovisual services in meeting and event rooms	4.02
Catering and meeting room preparation management service	3.96
Meeting room booking application	3.94

Graph 6. Meeting and event rooms

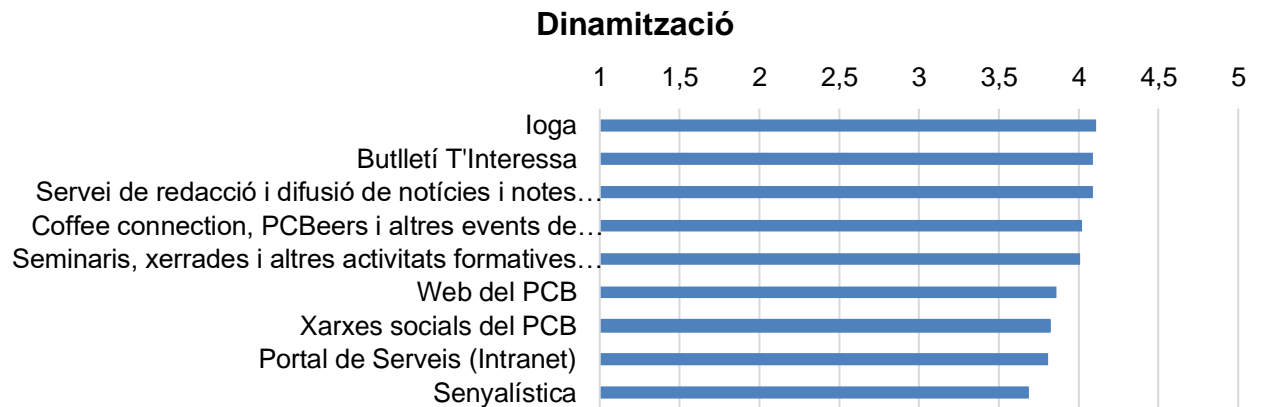


The meeting rooms, events and associated services were rated very satisfactorily.

7. PCB community development

PCB community development	2024 rating
Yoga	4.11
T'interessa newsletter	4.09
News and press release writing and dissemination service	4.09
Coffee Connection, PCBears and other networking events organised by the PCB	4.02
Seminars, lectures and other training activities organised by the PCB	4.01
PCB website	3.86
PCB social media	3.82
Services portal (Intranet)	3.81
Signage	3.69

Graph 7. PCB community development



All services related to developing the PCB community were rated as satisfactory with a score over 3.5 points.

Signage

In the second half of 2024, a review and analysis of the PCB signage will be carried out in order to implement improvements to facilitate directions and movement in the PCB for all users and visitors.