

Security Survey 2013 to 2021 / Encuesta de seguridad - comparación de 2013 a 2021

		2021	2021	2020	2019	2018	2017	2016	2015	2014	2013								
Number of Responses / Numero de respuestas	Target / Objetivo	380		468		488		434		483		403		461		450		530	
Have you been to HR in last 12 months? / ¿Has estado en HR en los últimos 12 meses?																			
YES - Within last 3 months? / SI - En los ultimos 3 meses?		303		130		418		359		399		323		365		361			
YES - Within last 6 months? / SI - En los ultimos 6 meses?		48		101		47		52		43		47		59		57			
YES - Within last 12 months? / SI - En los ultimos 12 meses?		5		101		8		13		13		10		14		23			
NO / NO		24		136		15		10		28		23		23		9			
<b>Q1</b>	<b>How would you judge the overall performance of the security company? / ¿Cómo evaluaría en términos generales el desempeño de la empresa de seguridad?</b>																		
	Answers / Respuestas																		
		355		332		469		422		431		366		436		450		530	
Poor / Pobre	<5%	0.56%	2	0.90%	3	0.21%	1	0.24%	1	0.70%	3	0.82%	3	0.46%	2	0.22%	1	0.38%	2
Satisfactory / Satisfactorio		5.92%	21	6.33%	21	0.64%	3	4.03%	17	2.78%	12	4.92%	18	2.98%	13	6.22%	28	8.87%	47
Good / Bien		18.31%	65	23.80%	79	4.69%	22	20.14%	85	24.36%	105	28.69%	105	24.54%	107	29.11%	131	34.15%	181
Very Good / Muy bueno		75.21%	267	68.98%	229	94.56%	443	75.59%	319	72.16%	311	65.57%	240	72.02%	314	64.44%	290	56.60%	300
Good + Very Good / Bien + Muy Bueno	>93%	93.52%	332	92.78%	308	99.25%	465	95.73%	404	96.52%	416	94.53%	411	96.56%	421	93.55%	421	91.10%	481
<b>Q2</b>	<b>How would you rate their performance in dealing with people entering and leaving the resort? / ¿Cómo calificará su desempeño con personas entrando y saliendo del Resort?</b>																		
	Answers / Respuestas																		
		356		332		469		422		431		366		436		450		530	
Poor / Pobre	<5%	4.21%	15	3.61%	12	0.43%	2	2.13%	9	0.70%	3	1.09%	4	1.38%	6	1.11%	5	0.94%	5
Satisfactory / Satisfactorio		6.18%	22	6.33%	21	1.28%	6	4.27%	18	4.41%	19	5.74%	21	5.5%	24	7.11%	32	12.26%	65
Good / Bien		26.97%	96	24.10%	80	9.59%	45	19.91%	84	26.68%	115	24.59%	90	29.82%	130	33.56%	151	36.42%	193
Very Good / Muy bueno		62.64%	223	65.96%	219	88.70%	416	73.70%	311	68.21%	294	68.58%	251	63.3%	276	58.22%	262	50.38%	267
Good + Very Good / Bien + Muy Bueno	>90%	89.61%	319	90.06%	299	98.29%	461	93.61%	395	94.89%	409	93.17%	341	93.12%	406	91.78%	413	86.80%	460
<b>Q3</b>	<b>If you have reported an incident to security in the last year, how would you rate their response? / ¿Si usted ha reportado algún problema a seguridad en el último año, como calificaría respuesta a este?</b>																		
	Answers / Respuestas																		
		206		110		159		132		144		126		153		151		191	
Poor / Pobre	<4%	1.94%	4	3.64%	4	1.25%	2	6.82%	9	0.69%	1	3.97%	5	3.92%	6	3.97%	6	2.62%	5
Satisfactory / Satisfactorio		7.77%	16	6.36%	7	1.88%	3	4.55%	6	4.86%	7	7.94%	10	4.58%	7	5.30%	8	7.85%	15
Good / Bien		23.79%	49	20.91%	23	10.00%	16	9.85%	13	20.83%	30	18.25%	23	13.07%	20	16.56%	25	24.08%	46
Very Good / Muy bueno		66.50%	137	69.09%	76	86.88%	139	78.79%	104	73.61%	106	69.84%	88	78.43%	120	74.17%	112	65.45%	125
Good + Very Good / Bien + Muy Bueno	>93%	90.29%	186	90.00%	99	96.88%	155	88.64%	117	94.44%	136	88.09%	111	91.5%	190	90.73%	137	89.53%	171

Blue - Achieved Target / Azul - Objetivo alcanzado

Red - Missed Target / Roja - Objetivo perdido