



Sample RST
SPARC Stakeholder Survey
July 2009
Complete Stakeholder Report for Sample RST

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STAKEHOLDER SURVEY

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1. Introduction

1.1 Background

Sample RST has commissioned this survey with the following outcomes in mind:

- To understand more about stakeholders' experiences and relationships with Sample RST;
- To measure Sample RST's performance in meeting stakeholder needs and expectations;
- To provide indications for how Sample RST can better meet the needs and expectations of its stakeholders;
and
- To ascertain stakeholders' aspirations for the future of the Sample RST.

The information provided is confidential. Only the grouped survey responses are presented in this report.

1.2 Methodology

The survey respondents were invited via email to respond to a range of online survey questions grouped in the following ways:

Stakeholder Demographics (self-selected by respondents):

- Capacity of Interaction
- Frequency of Interaction

Areas (question groupings):

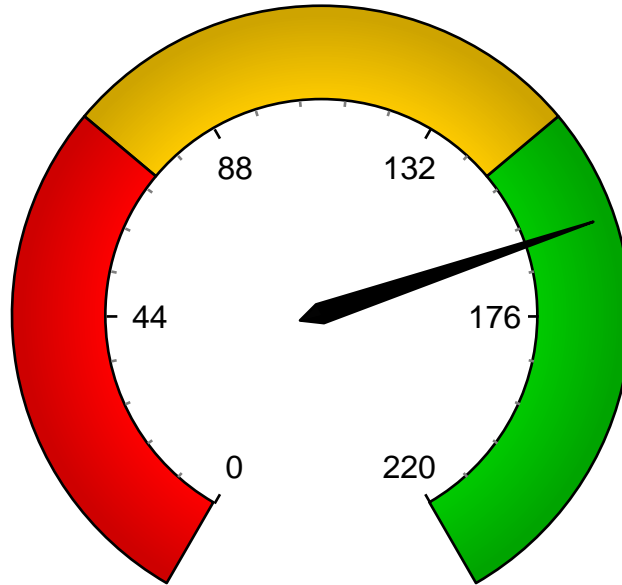
1. Contribution and facilitation
2. Communication
3. Service Delivery
4. Quality of Relationship
5. Overall Performance

The survey questions comprised a range of both quantitative assessments (ranking and scoring against a range of possibilities) and general informative questions (open-ended questions and comments).

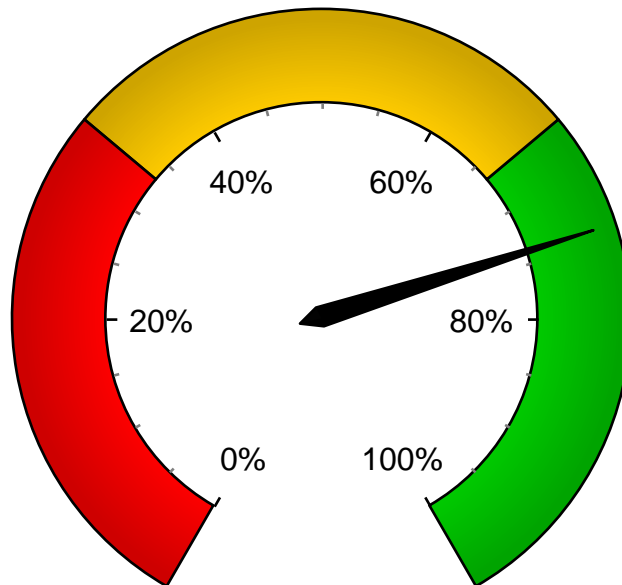
2. STAKEHOLDER SURVEY - OVERALL SATISFACTION

The graphs below show the Overall Stakeholder Satisfaction for the survey, presented as the sum and the percentage of the average scores.

Sum of the Average Scores (162 out of 220)



Percentage of the Average Scores (74%)

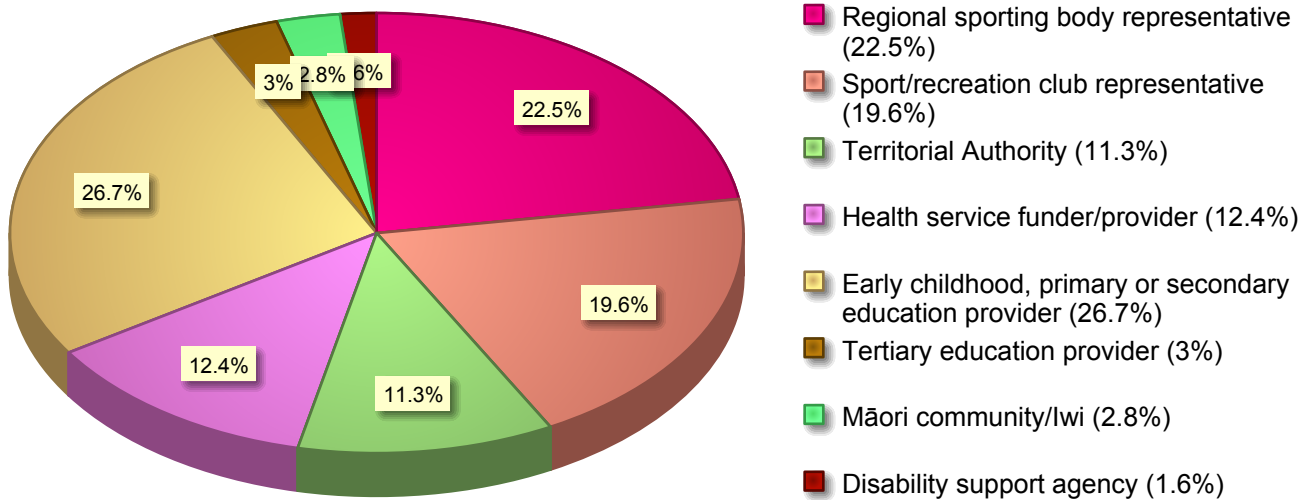


3. STAKEHOLDER SURVEY - CLASSIFICATION

The survey was sent out to 1706 stakeholder respondents, of which 741 completed questionnaires. This is a participation rate of 43%.

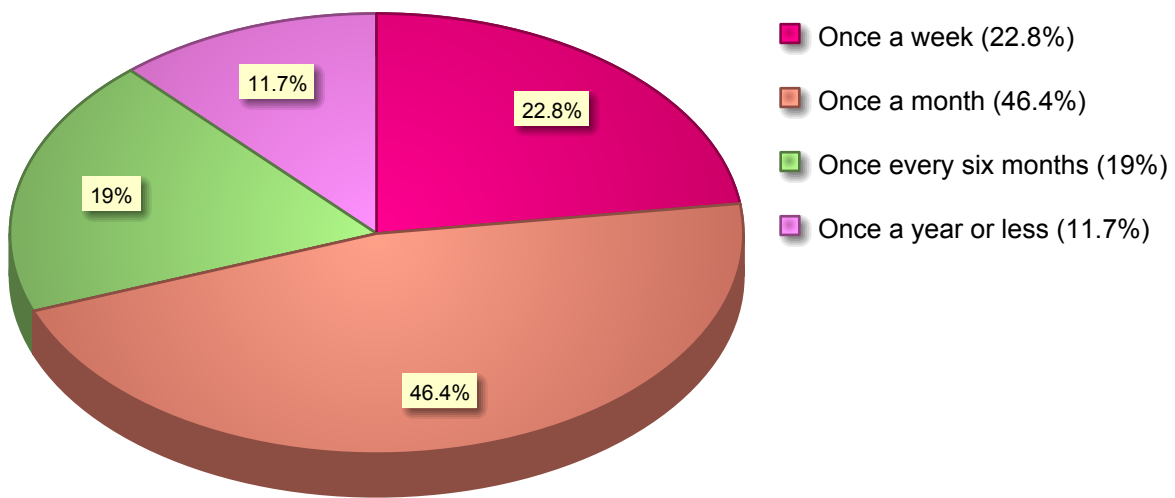
3.1 Capacity of Interaction

The stakeholders self-selected their capacity of interaction with Sample RST:



3.2 Frequency of Interaction

The stakeholders self-selected their frequency of interaction with Sample RST:



4.1 STAKEHOLDER SURVEY - GLOBAL OVERVIEW

AREA SUMMARY



Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

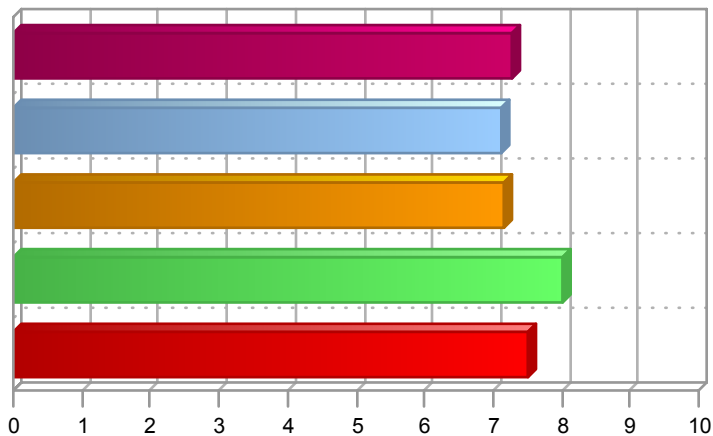
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.1 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Overall Summary

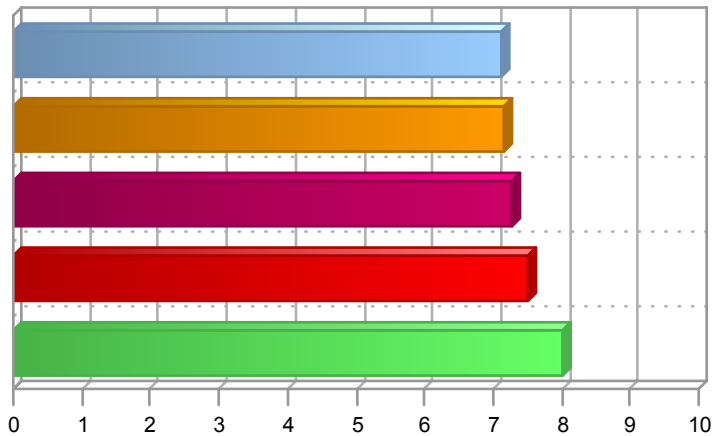
5.1.1 AREA SUMMARY

	Area average
1. Contribution and facilitation	7.27
2. Communication	7.13
3. Service Delivery	7.15
4. Quality of Relationship	8.01
5. Overall Performance	7.51



5.1.2 AREAS PRIORITISED

	Area average
2. Communication	7.13
3. Service Delivery	7.15
1. Contribution and facilitation	7.27
5. Overall Performance	7.51
4. Quality of Relationship	8.01



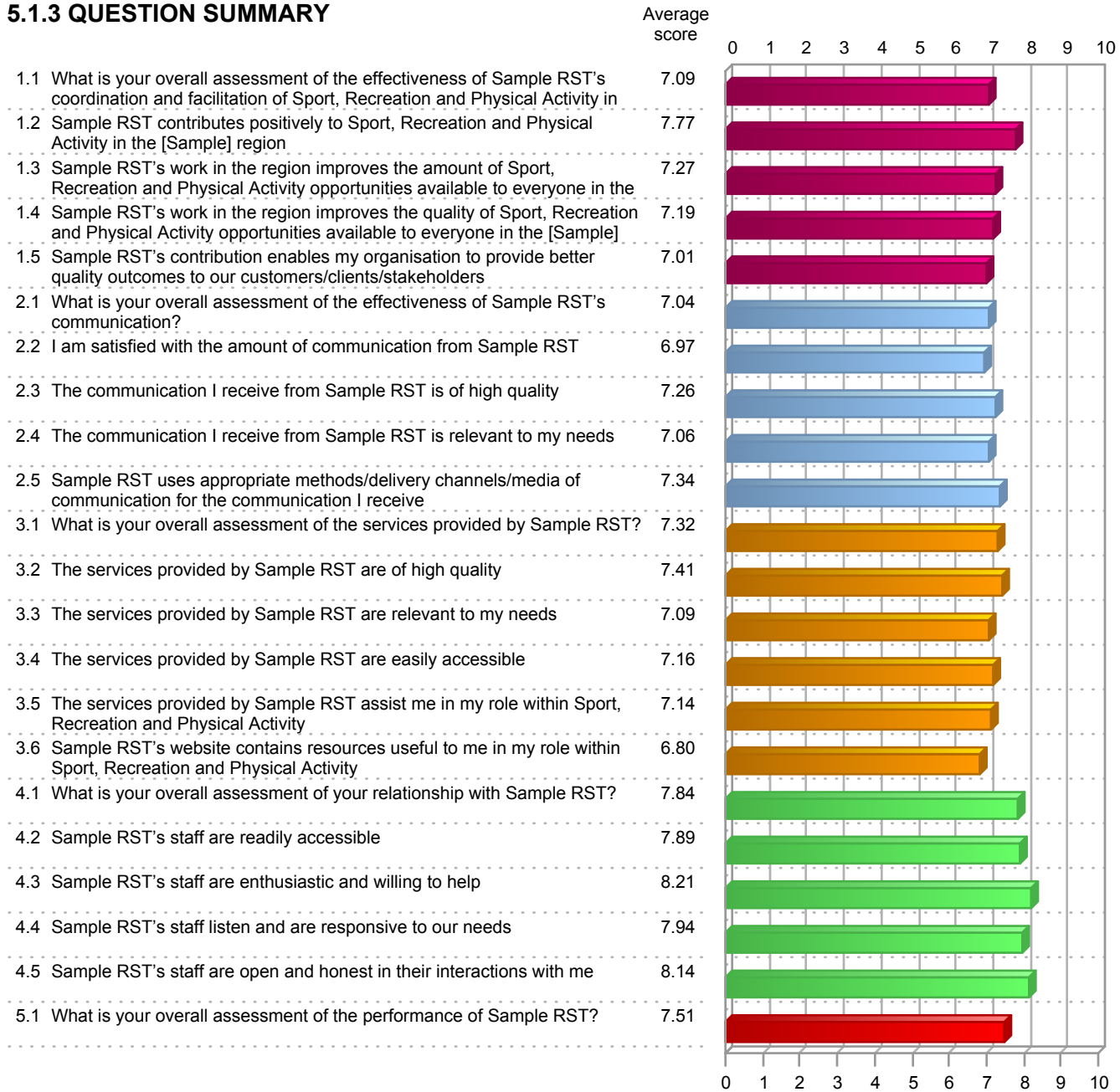
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.1 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Overall Summary

5.1.3 QUESTION SUMMARY



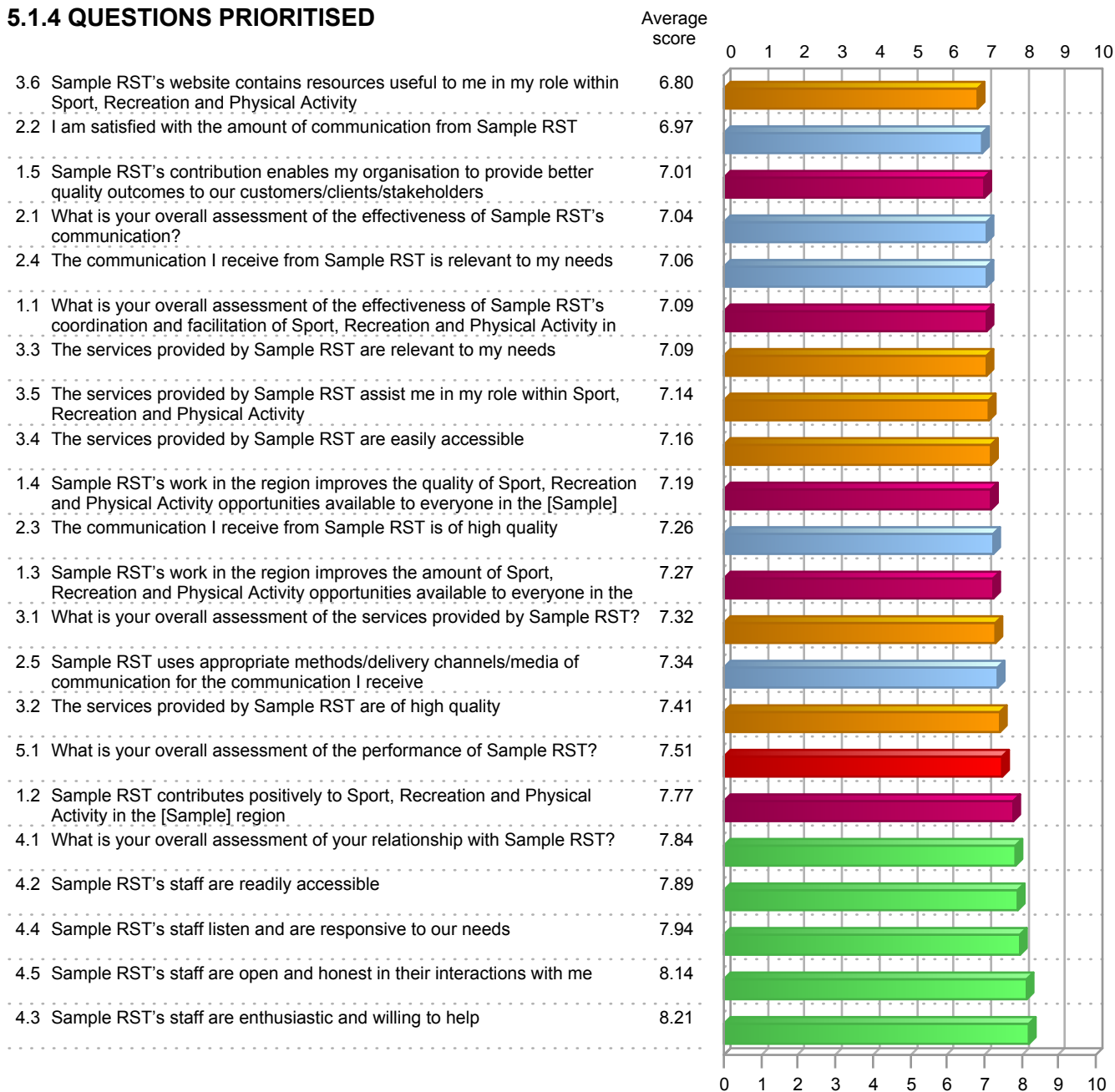
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.1 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Overall Summary

5.1.4 QUESTIONS PRIORITISED



Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

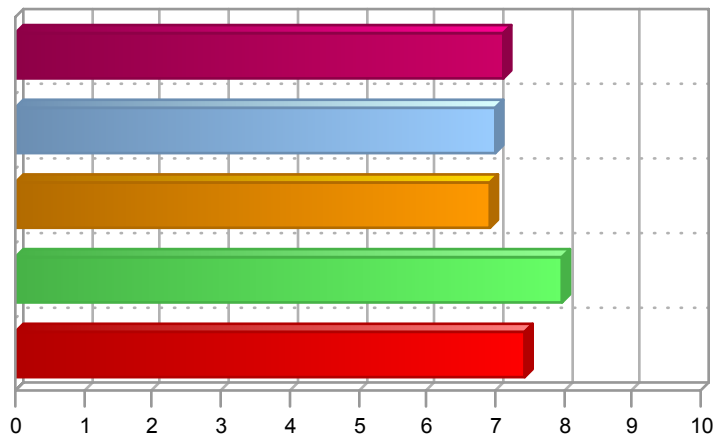
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.2 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Regional sporting body representative

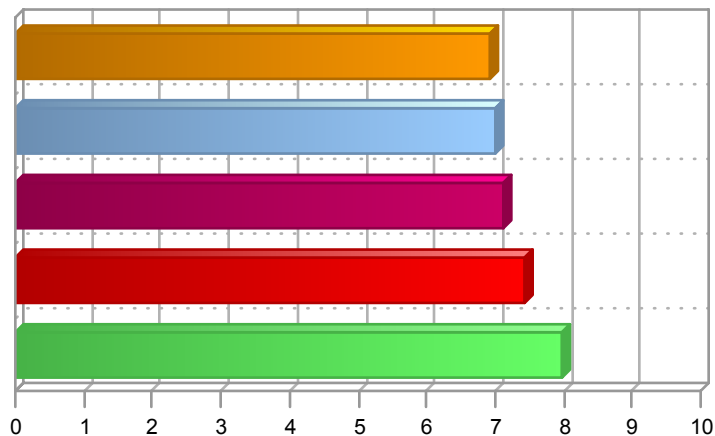
5.2.1 AREA SUMMARY

	Area average
1. Contribution and facilitation	7.11
2. Communication	7.02
3. Service Delivery	6.92
4. Quality of Relationship	7.97
5. Overall Performance	7.44



5.2.2 AREAS PRIORITISED

	Area average
3. Service Delivery	6.92
2. Communication	7.02
1. Contribution and facilitation	7.11
5. Overall Performance	7.44
4. Quality of Relationship	7.97



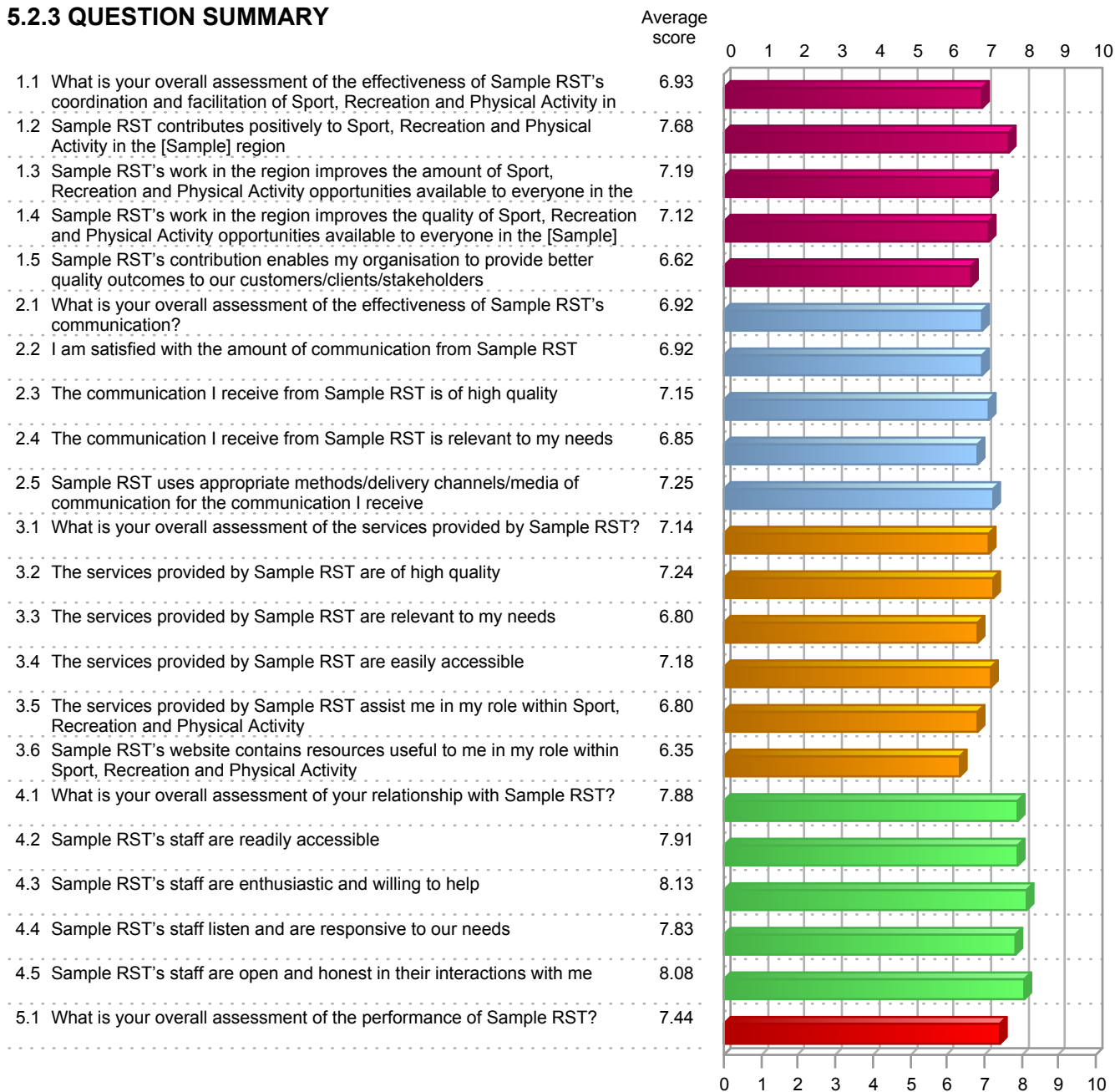
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.2 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Regional sporting body representative

5.2.3 QUESTION SUMMARY



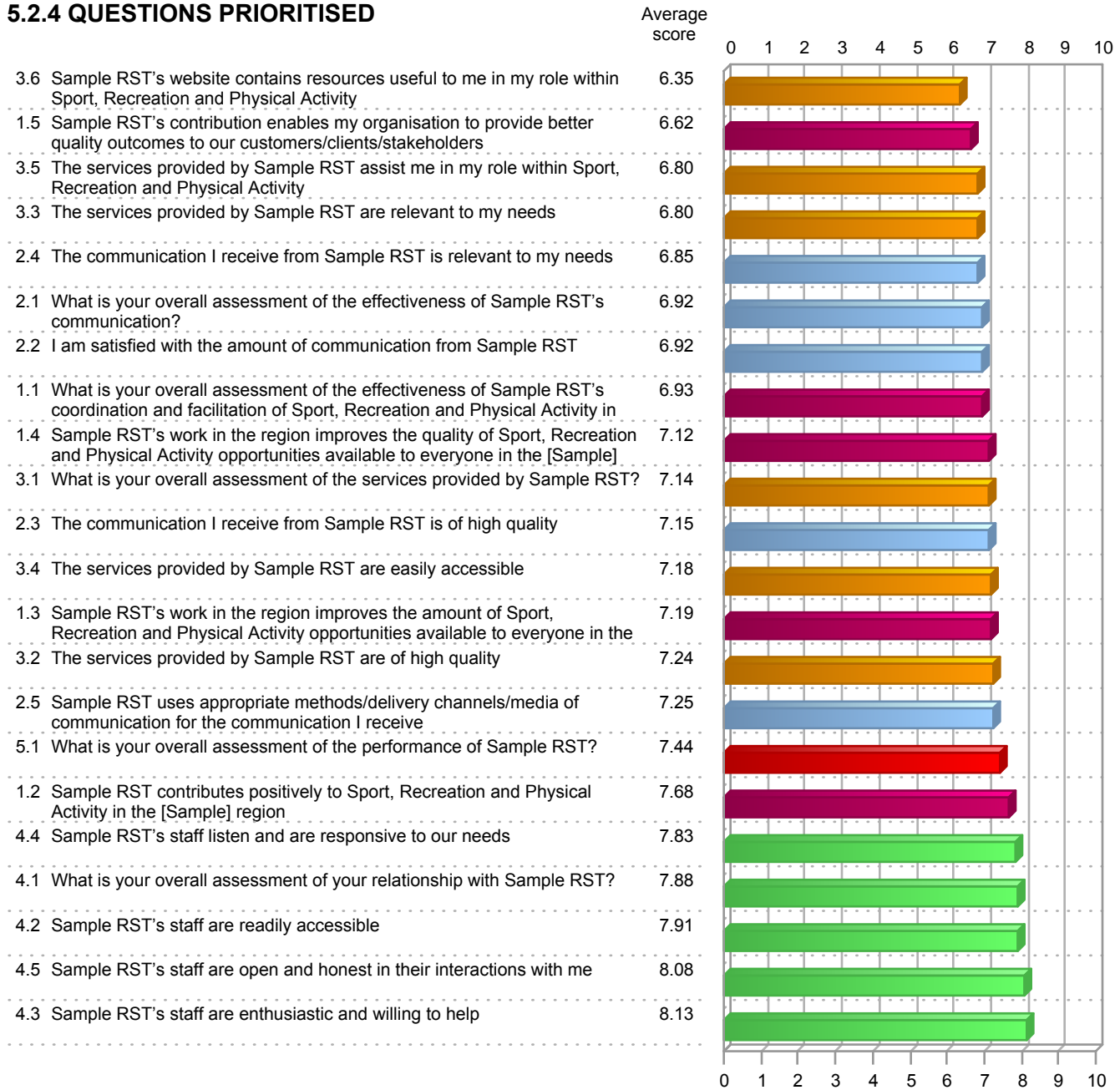
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.2 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Regional sporting body representative

5.2.4 QUESTIONS PRIORITISED



Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

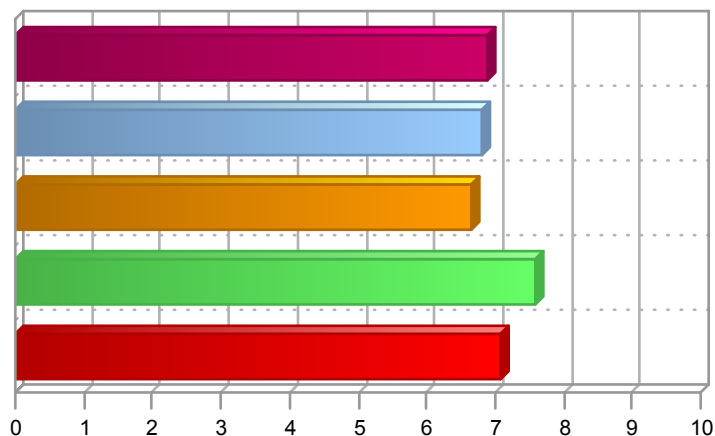
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.3 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Sport/recreation club representative

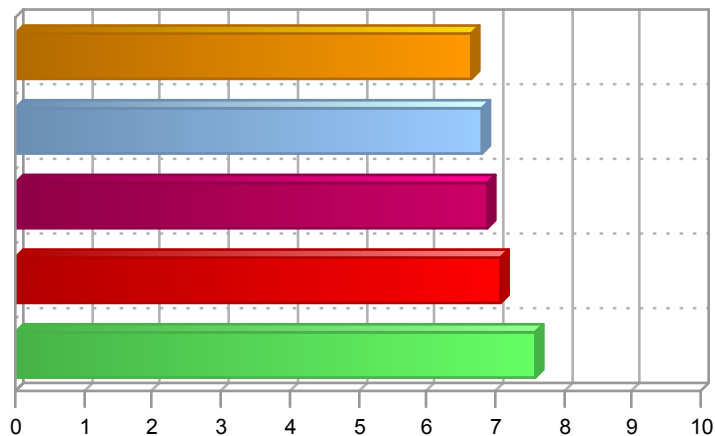
5.3.1 AREA SUMMARY

	Area average
1. Contribution and facilitation	6.89
2. Communication	6.80
3. Service Delivery	6.65
4. Quality of Relationship	7.59
5. Overall Performance	7.09



5.3.2 AREAS PRIORITISED

	Area average
3. Service Delivery	6.65
2. Communication	6.80
1. Contribution and facilitation	6.89
5. Overall Performance	7.09
4. Quality of Relationship	7.59



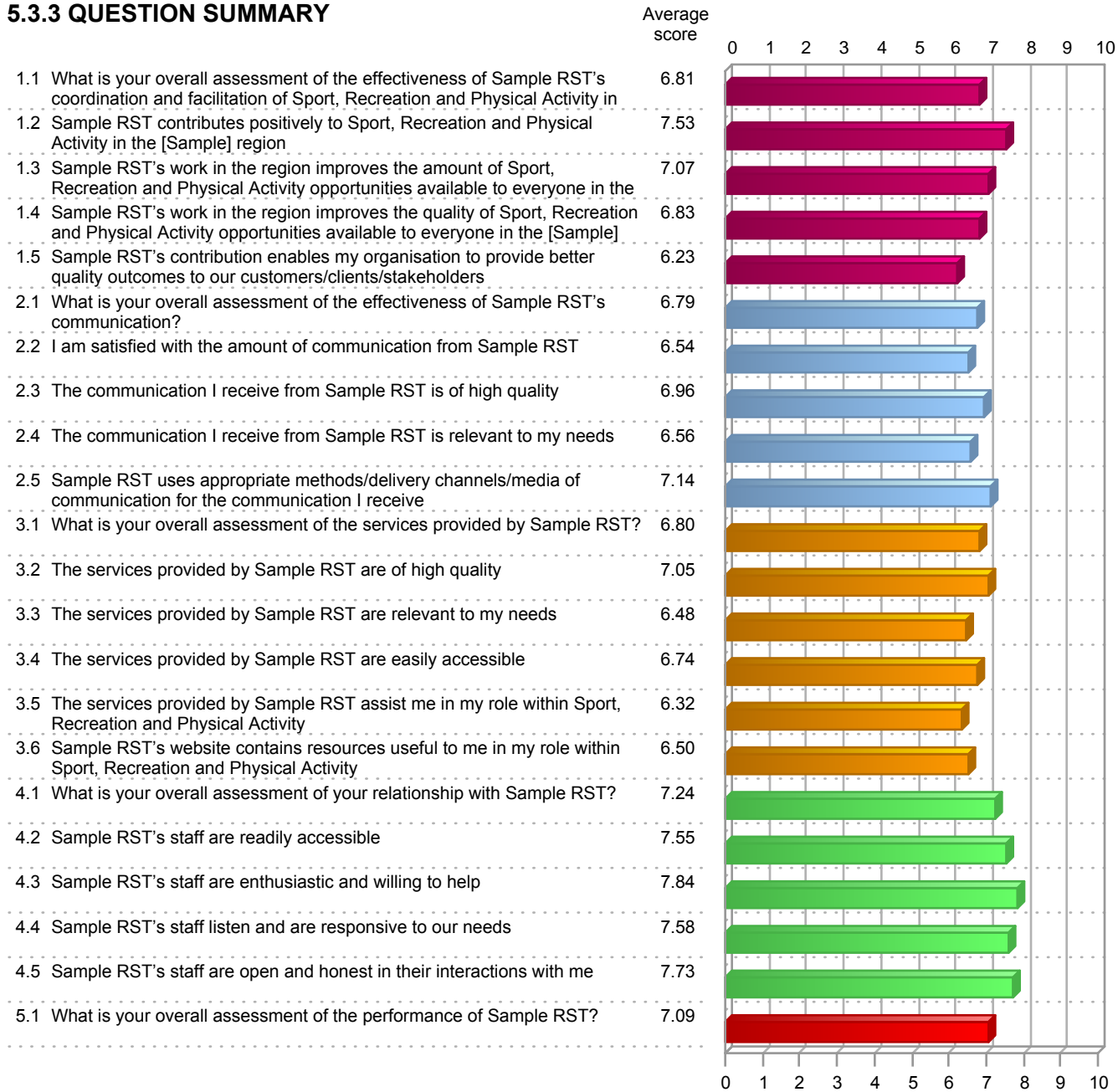
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.3 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Sport/recreation club representative

5.3.3 QUESTION SUMMARY



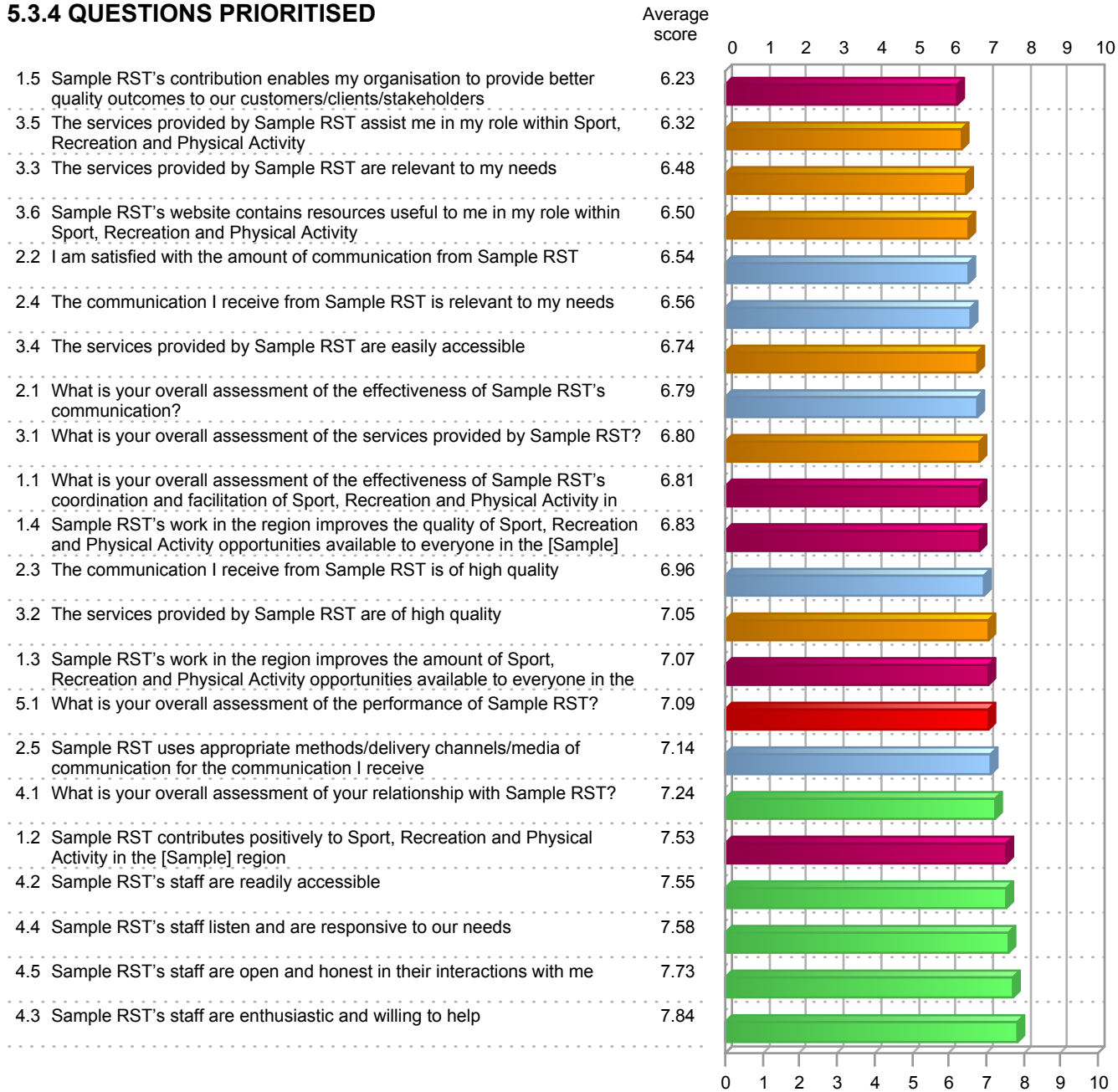
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.3 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Sport/recreation club representative

5.3.4 QUESTIONS PRIORITISED



Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

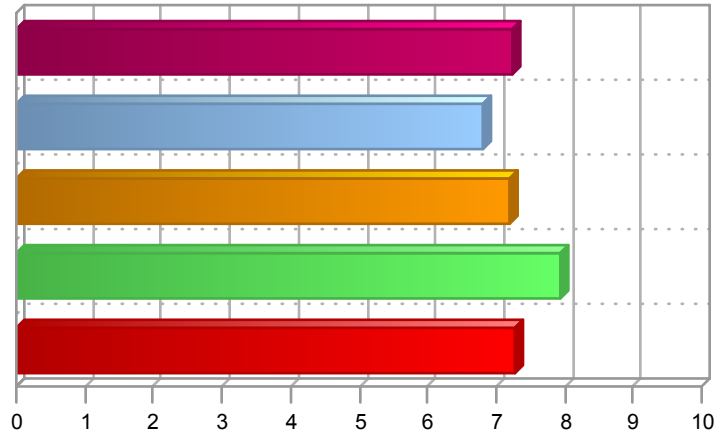
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.4 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Territorial Authority

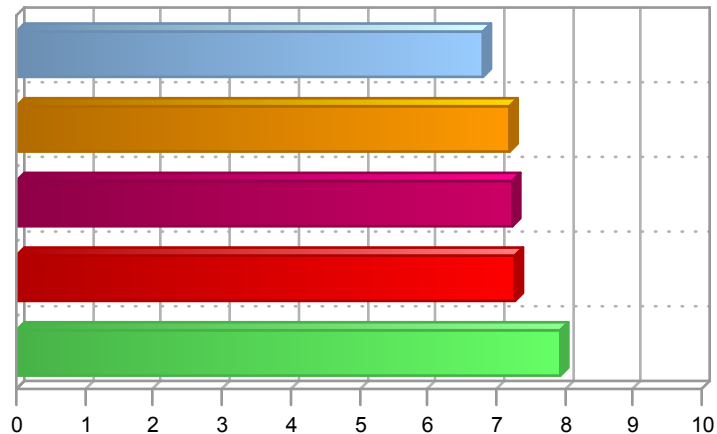
5.4.1 AREA SUMMARY

	Area average
1. Contribution and facilitation	7.23
2. Communication	6.81
3. Service Delivery	7.20
4. Quality of Relationship	7.94
5. Overall Performance	7.29



5.4.2 AREAS PRIORITISED

	Area average
2. Communication	6.81
3. Service Delivery	7.20
1. Contribution and facilitation	7.23
5. Overall Performance	7.29
4. Quality of Relationship	7.94



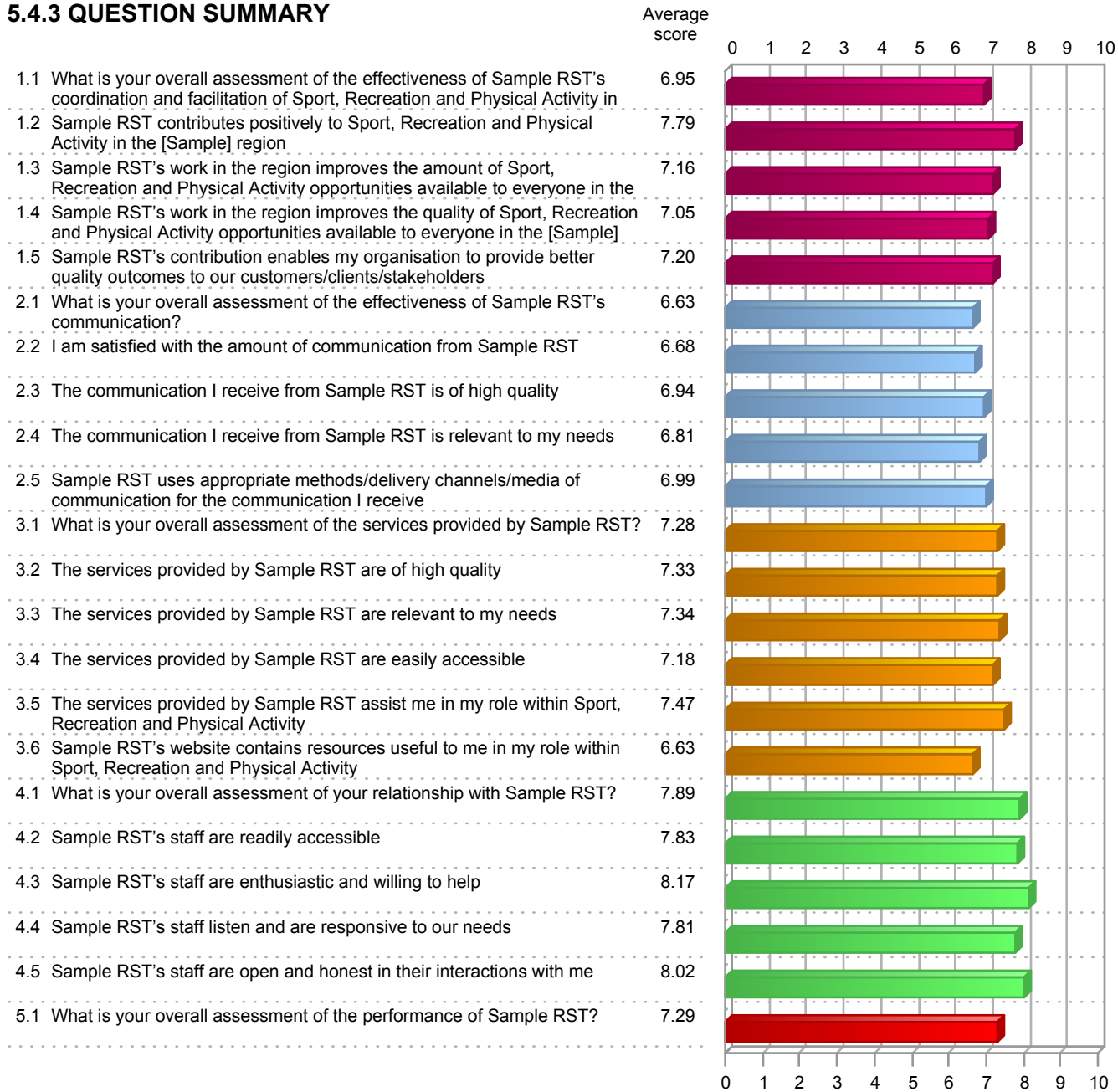
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.4 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Territorial Authority

5.4.3 QUESTION SUMMARY



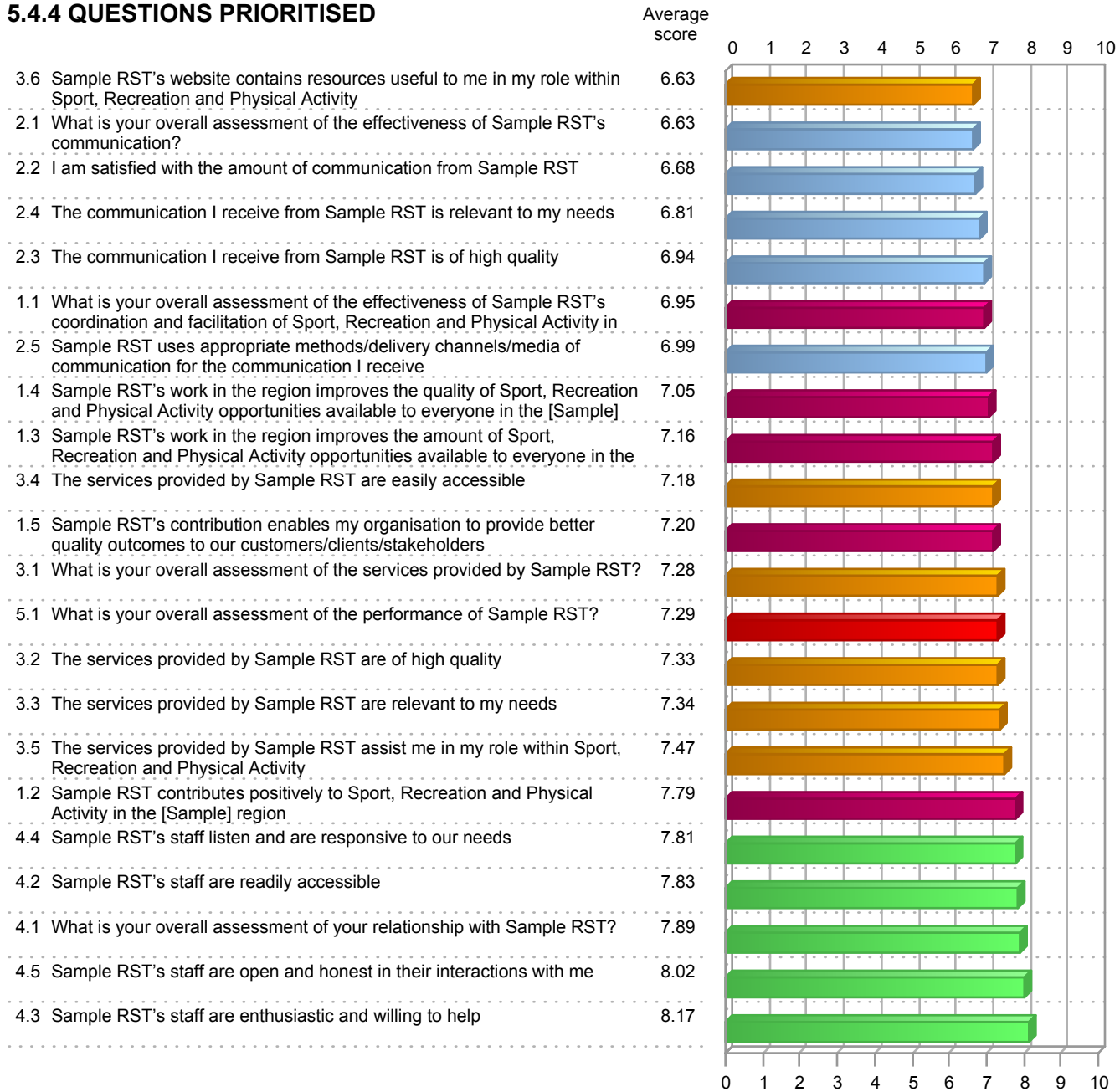
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.4 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Territorial Authority

5.4.4 QUESTIONS PRIORITISED



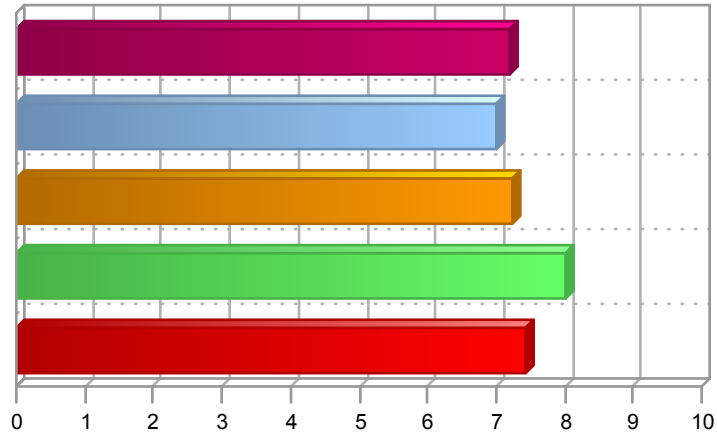
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.5 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Health service funder/provider

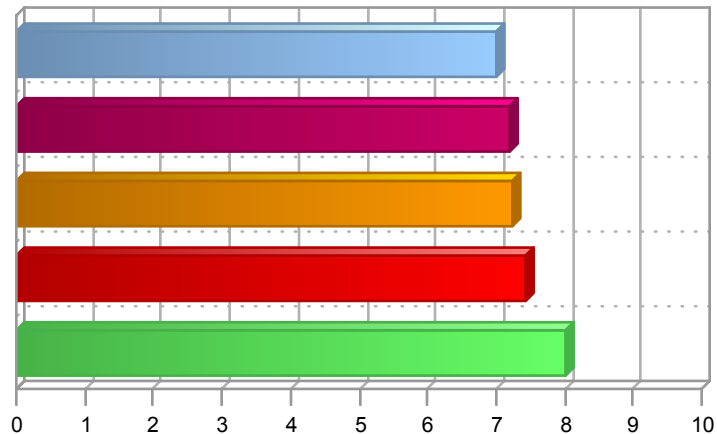
5.5.1 AREA SUMMARY

	Area average
1. Contribution and facilitation	7.21
2. Communication	7.01
3. Service Delivery	7.23
4. Quality of Relationship	8.02
5. Overall Performance	7.45



5.5.2 AREAS PRIORITISED

	Area average
2. Communication	7.01
1. Contribution and facilitation	7.21
3. Service Delivery	7.23
5. Overall Performance	7.45
4. Quality of Relationship	8.02



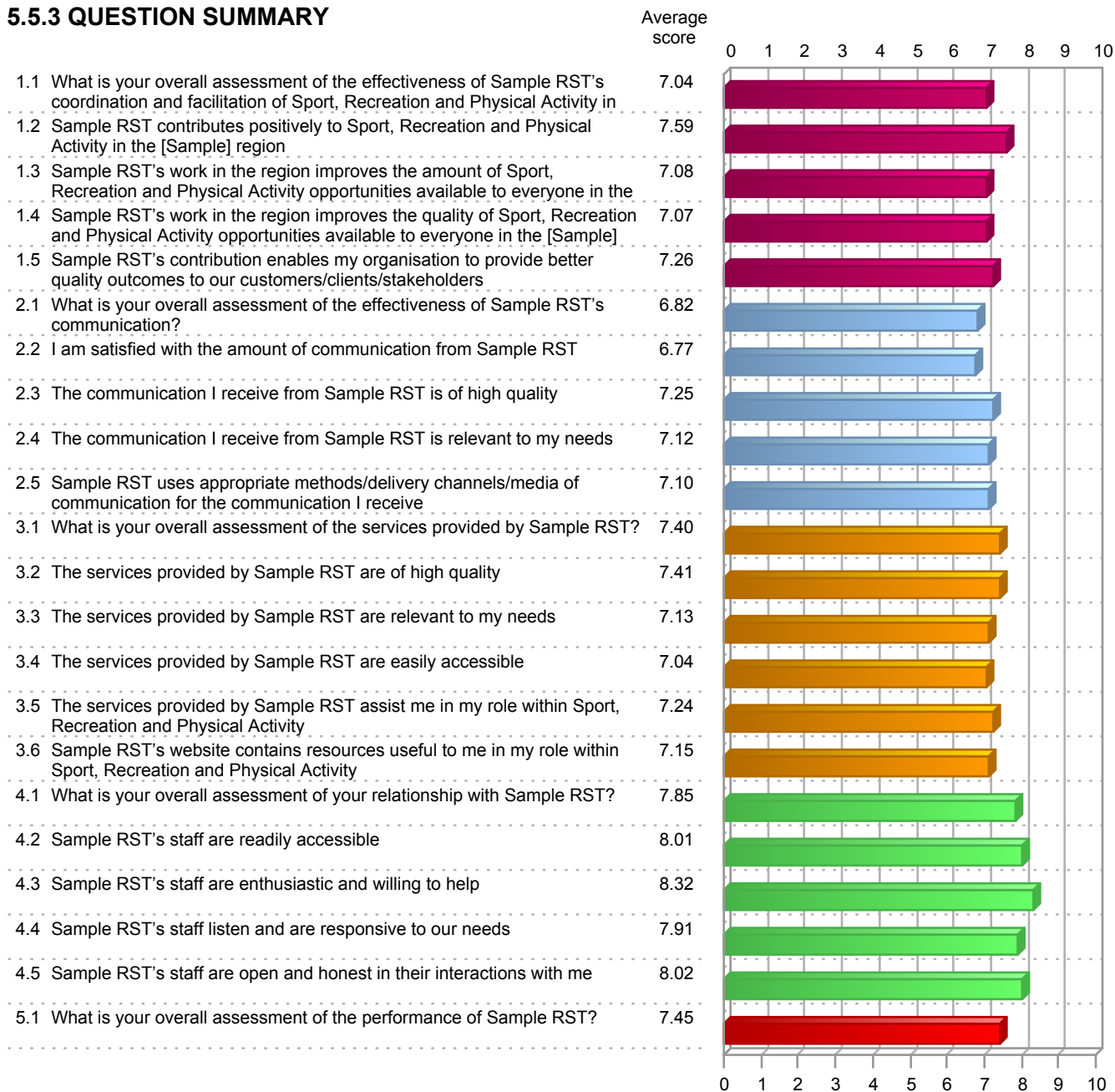
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.5 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Health service funder/provider

5.5.3 QUESTION SUMMARY



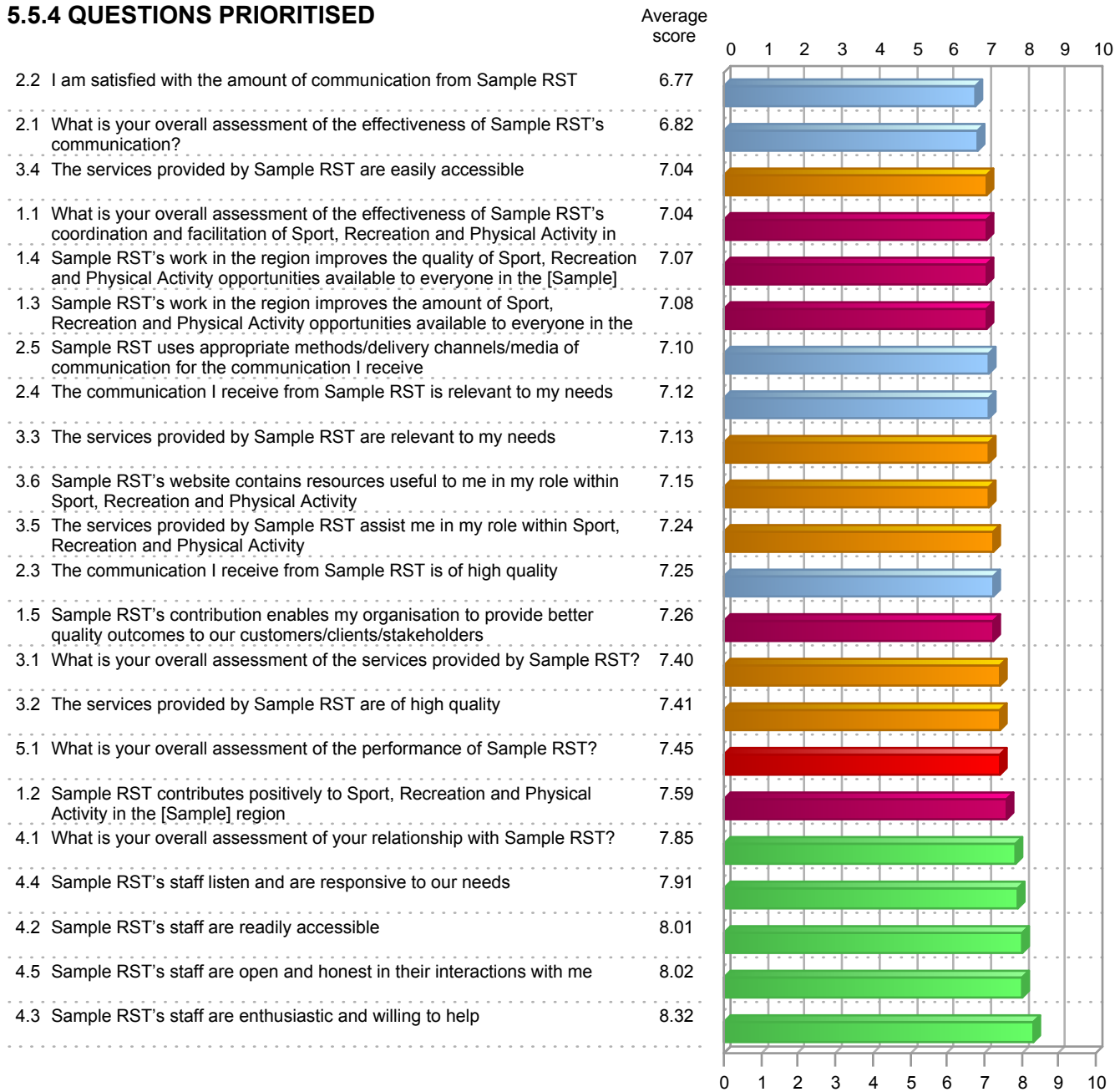
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.5 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Health service funder/provider

5.5.4 QUESTIONS PRIORITISED



Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

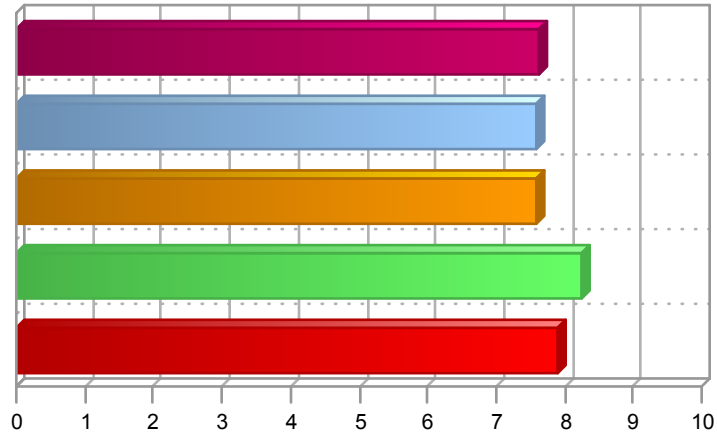
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.6 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Early childhood, primary or secondary education provider

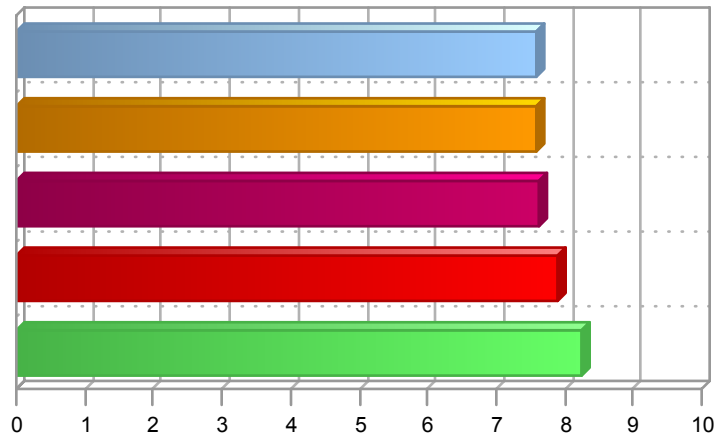
5.6.1 AREA SUMMARY

	Area average
1. Contribution and facilitation	7.61
2. Communication	7.58
3. Service Delivery	7.59
4. Quality of Relationship	8.26
5. Overall Performance	7.89



5.6.2 AREAS PRIORITISED

	Area average
2. Communication	7.58
3. Service Delivery	7.59
1. Contribution and facilitation	7.61
5. Overall Performance	7.89
4. Quality of Relationship	8.26



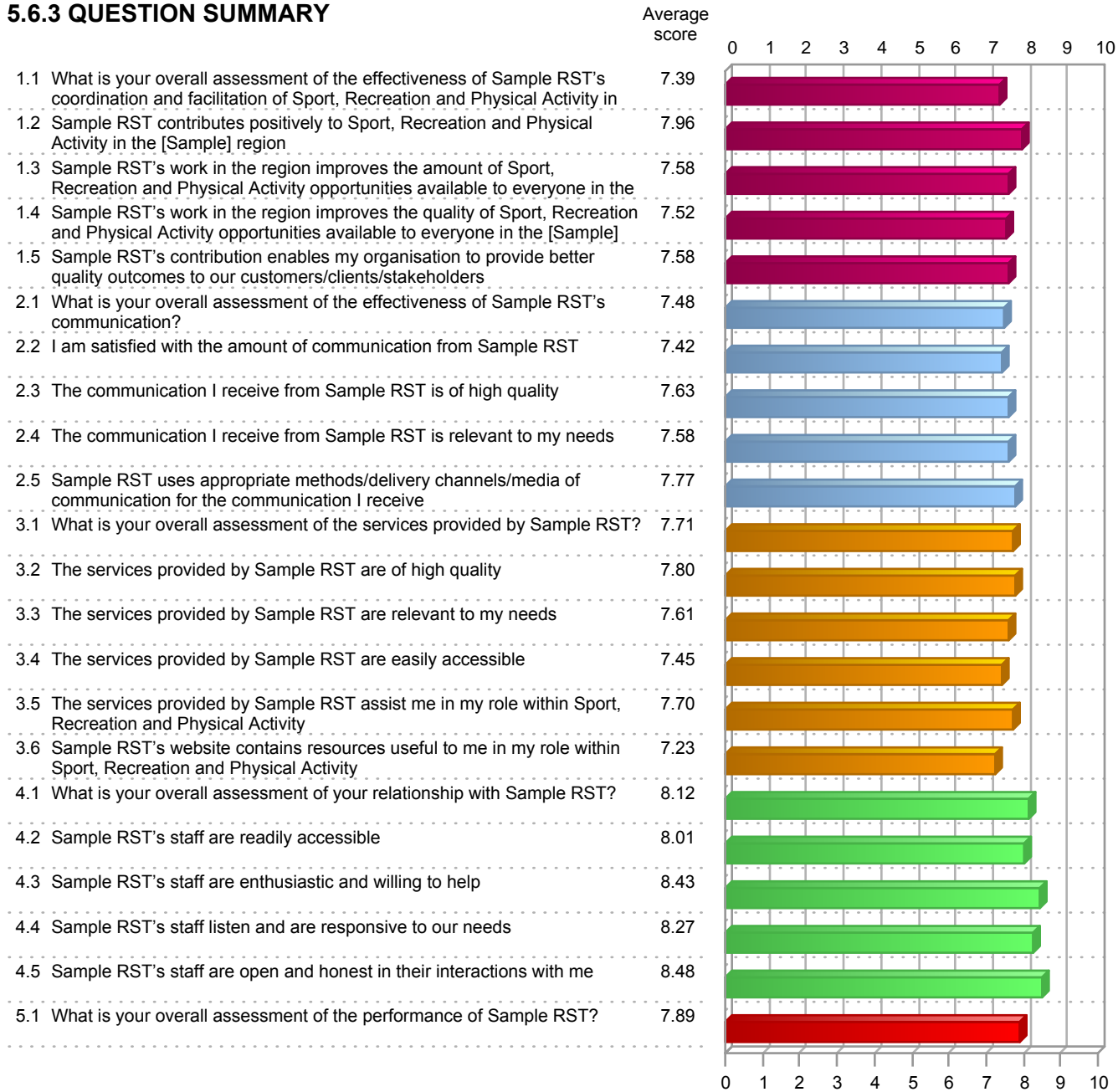
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.6 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Early childhood, primary or secondary education provider

5.6.3 QUESTION SUMMARY



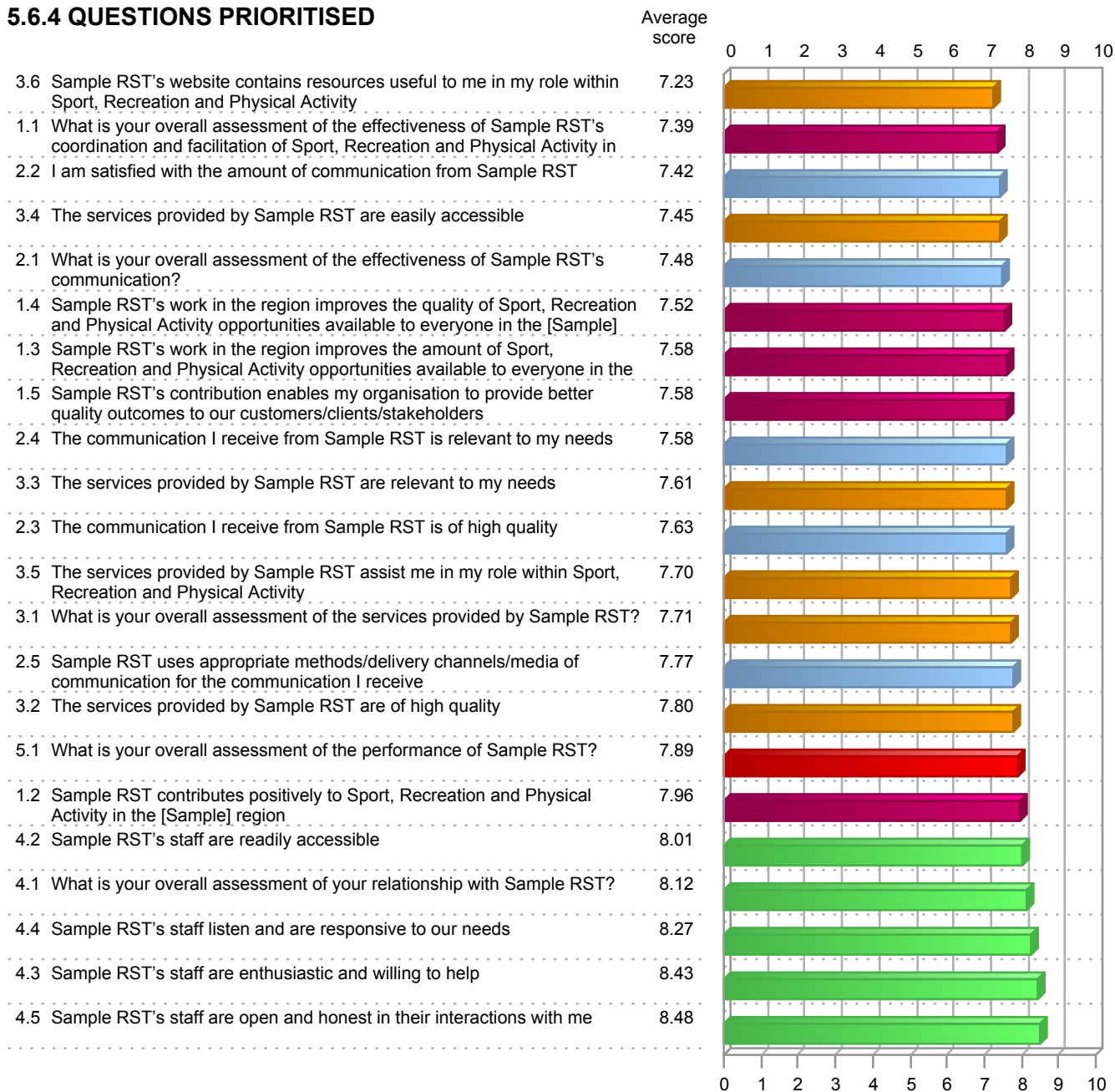
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.6 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Early childhood, primary or secondary education provider

5.6.4 QUESTIONS PRIORITISED



Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

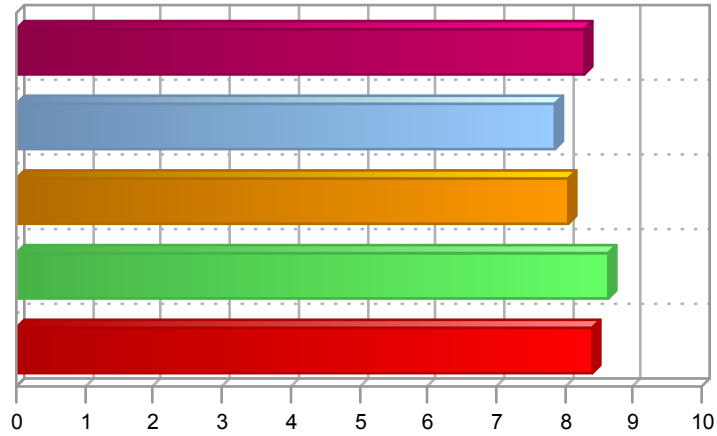
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.7 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Tertiary education provider

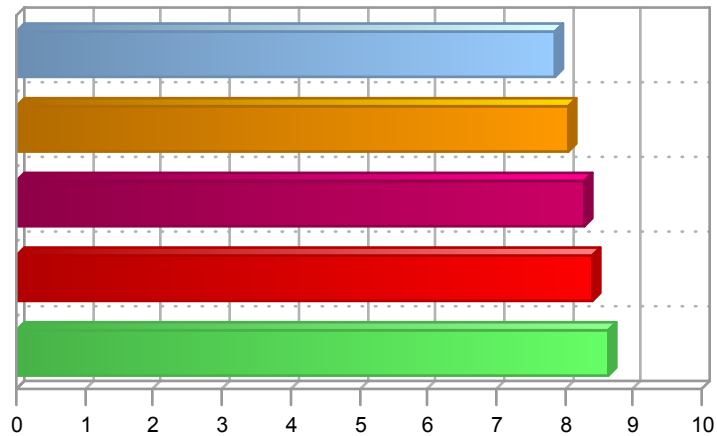
5.7.1 AREA SUMMARY

	Area average
1. Contribution and facilitation	8.27
2. Communication	7.85
3. Service Delivery	8.05
4. Quality of Relationship	8.62
5. Overall Performance	8.41



5.7.2 AREAS PRIORITISED

	Area average
2. Communication	7.85
3. Service Delivery	8.05
1. Contribution and facilitation	8.27
5. Overall Performance	8.41
4. Quality of Relationship	8.62



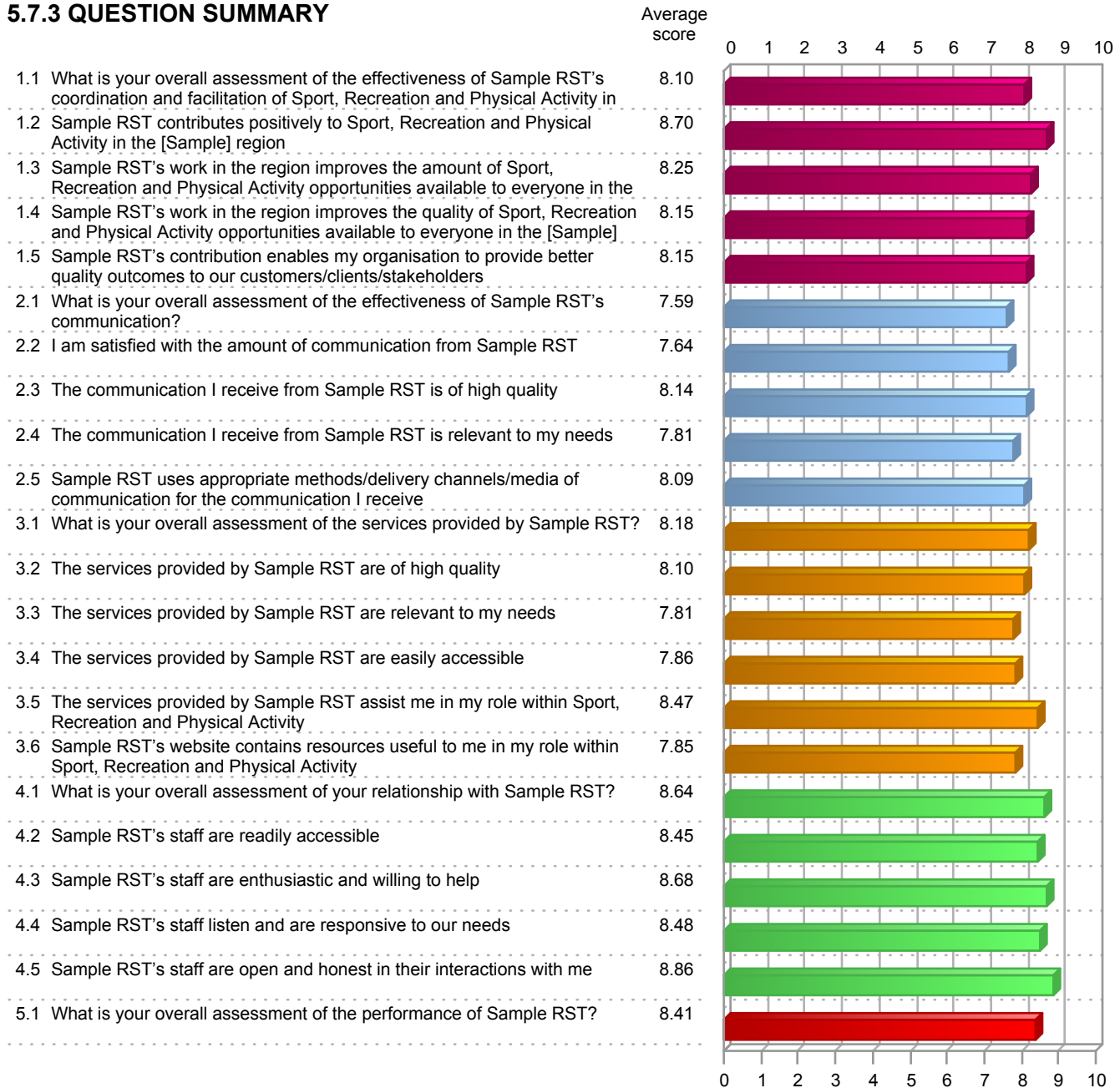
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.7 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Tertiary education provider

5.7.3 QUESTION SUMMARY



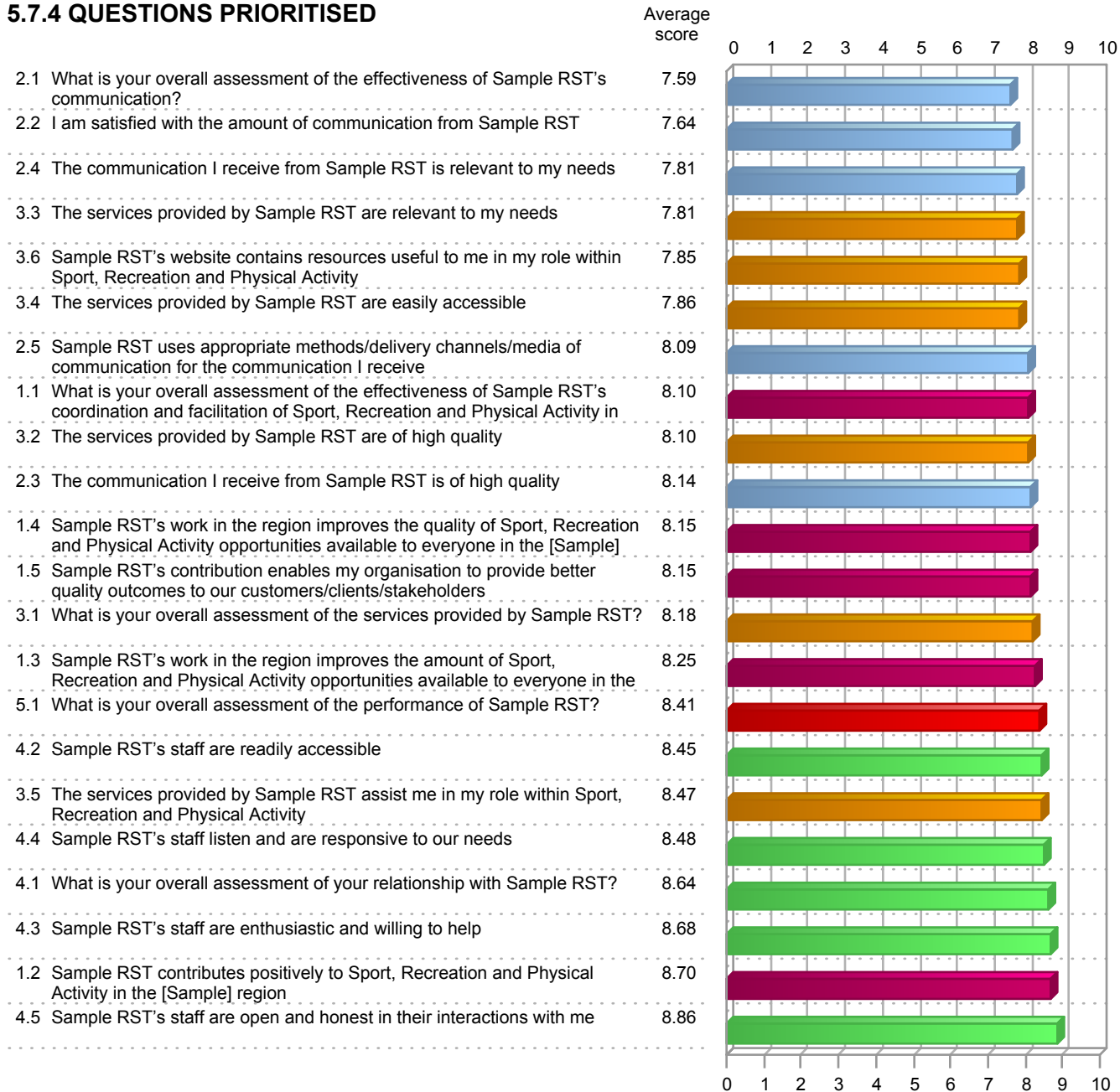
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.7 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Tertiary education provider

5.7.4 QUESTIONS PRIORITISED



Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

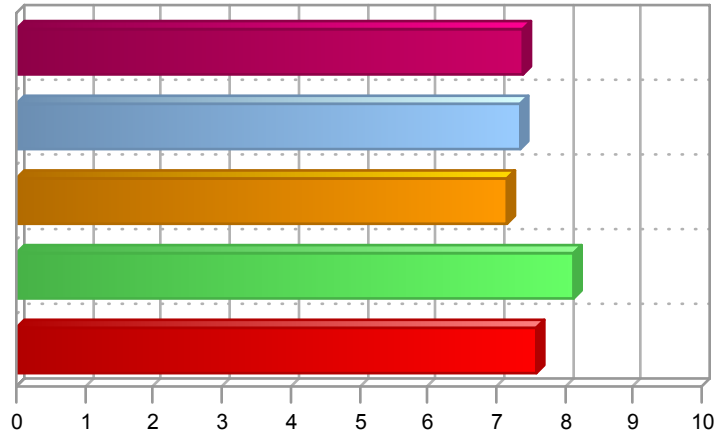
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.8 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Māori community/lwi

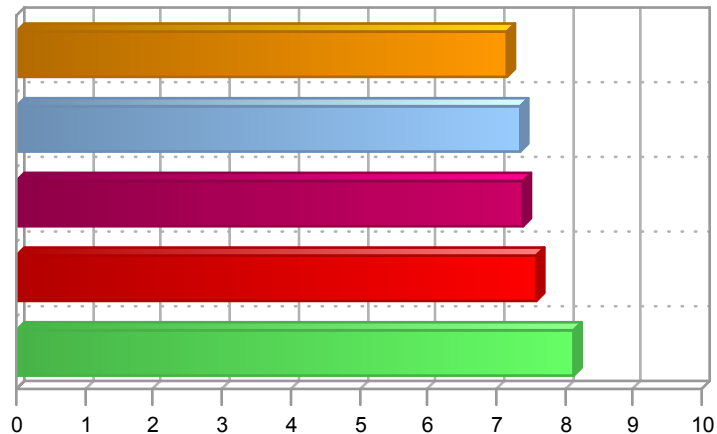
5.8.1 AREA SUMMARY

	Area average
1. Contribution and facilitation	7.41
2. Communication	7.37
3. Service Delivery	7.17
4. Quality of Relationship	8.13
5. Overall Performance	7.60



5.8.2 AREAS PRIORITISED

	Area average
3. Service Delivery	7.17
2. Communication	7.37
1. Contribution and facilitation	7.41
5. Overall Performance	7.60
4. Quality of Relationship	8.13



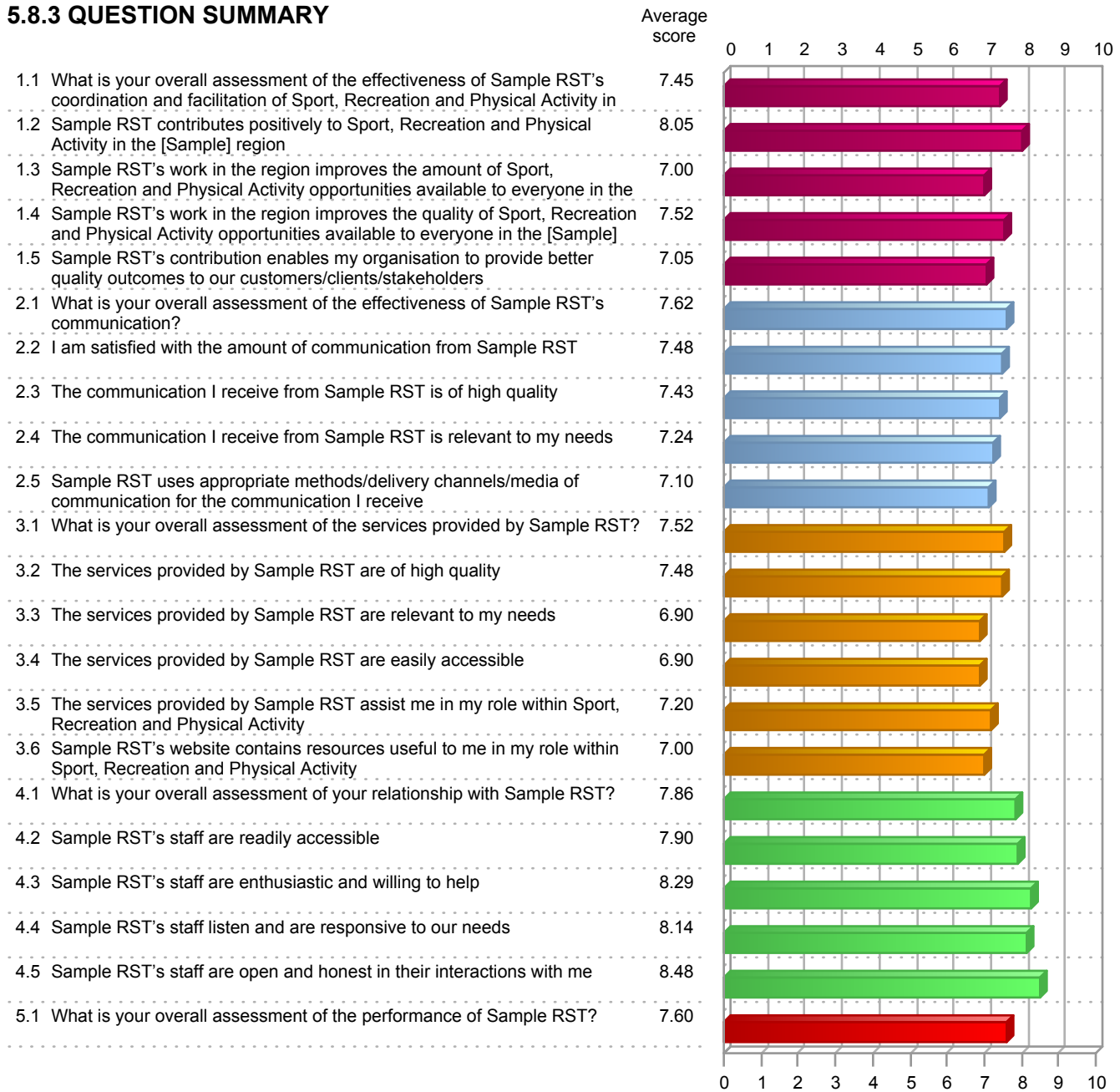
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.8 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Māori community/Iwi

5.8.3 QUESTION SUMMARY



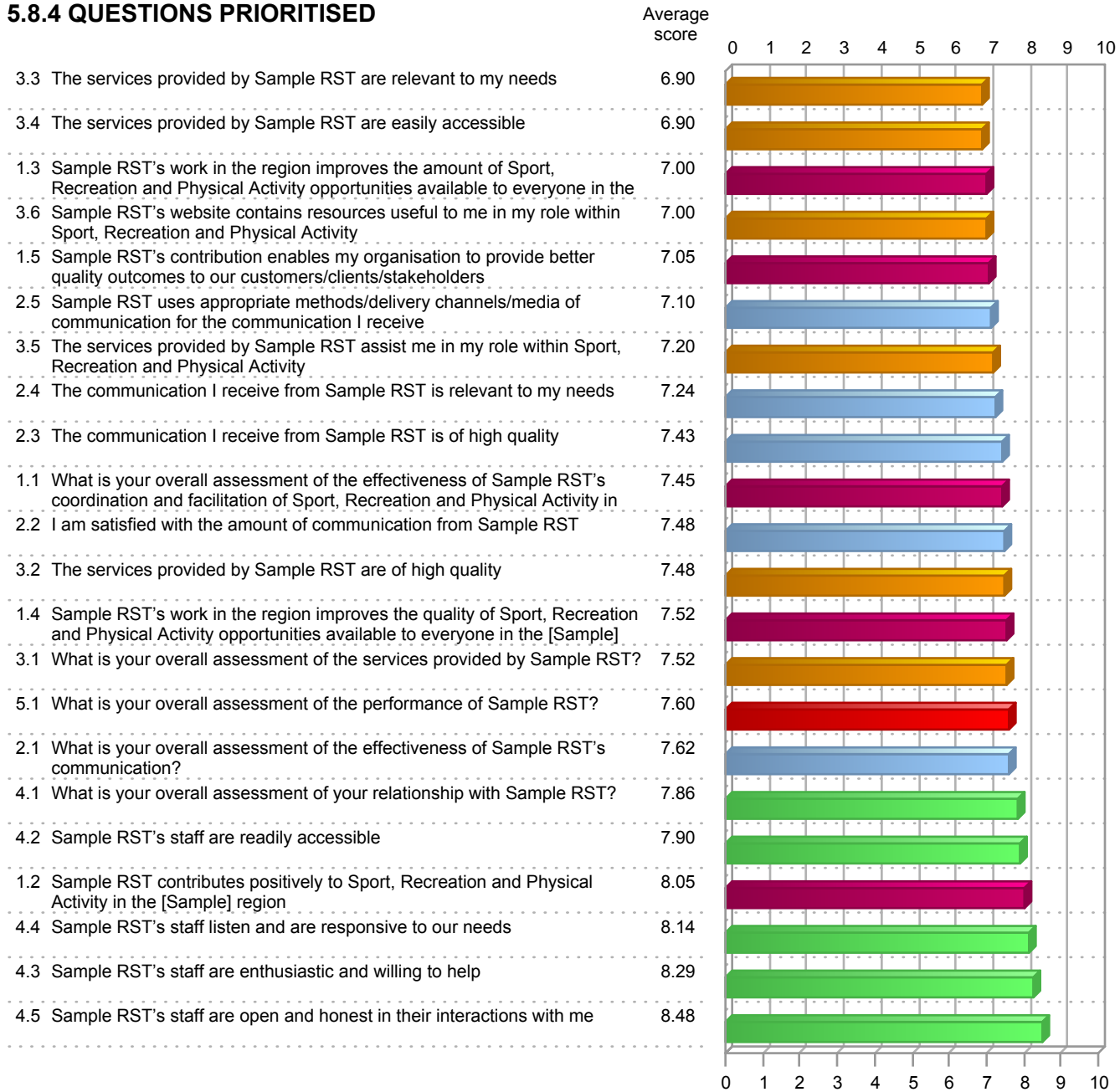
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.8 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Māori community/Iwi

5.8.4 QUESTIONS PRIORITISED



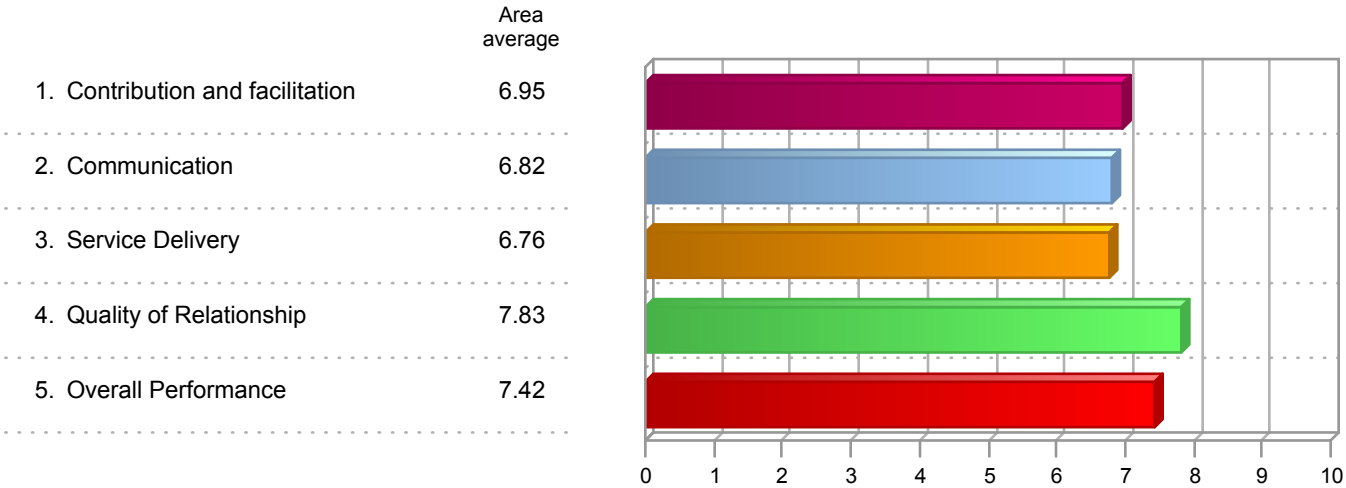
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

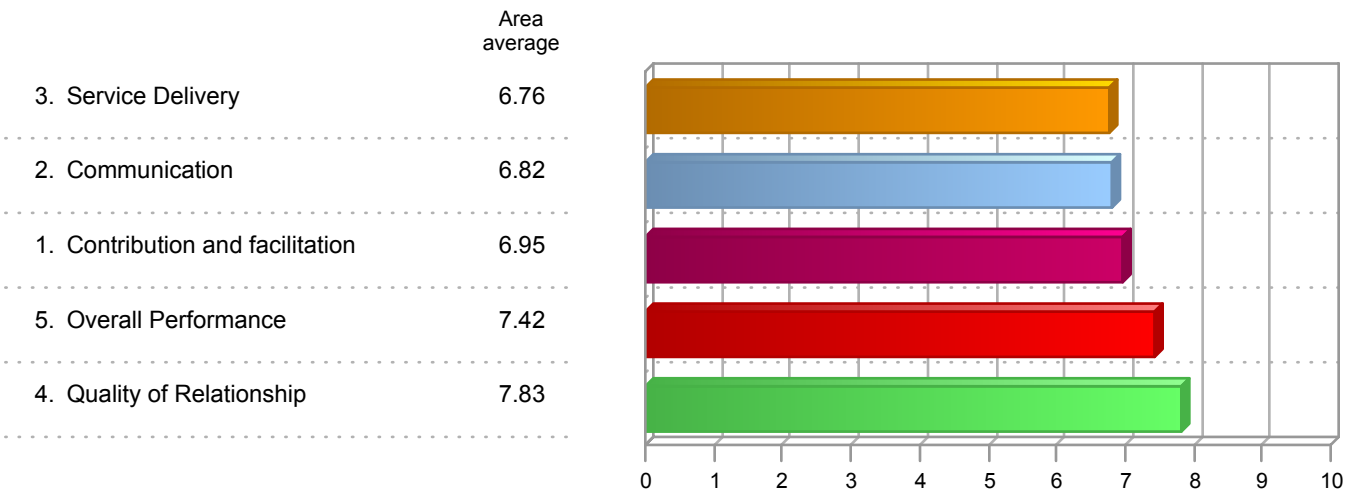
5.9 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Disability support agency

5.9.1 AREA SUMMARY



5.9.2 AREAS PRIORITISED



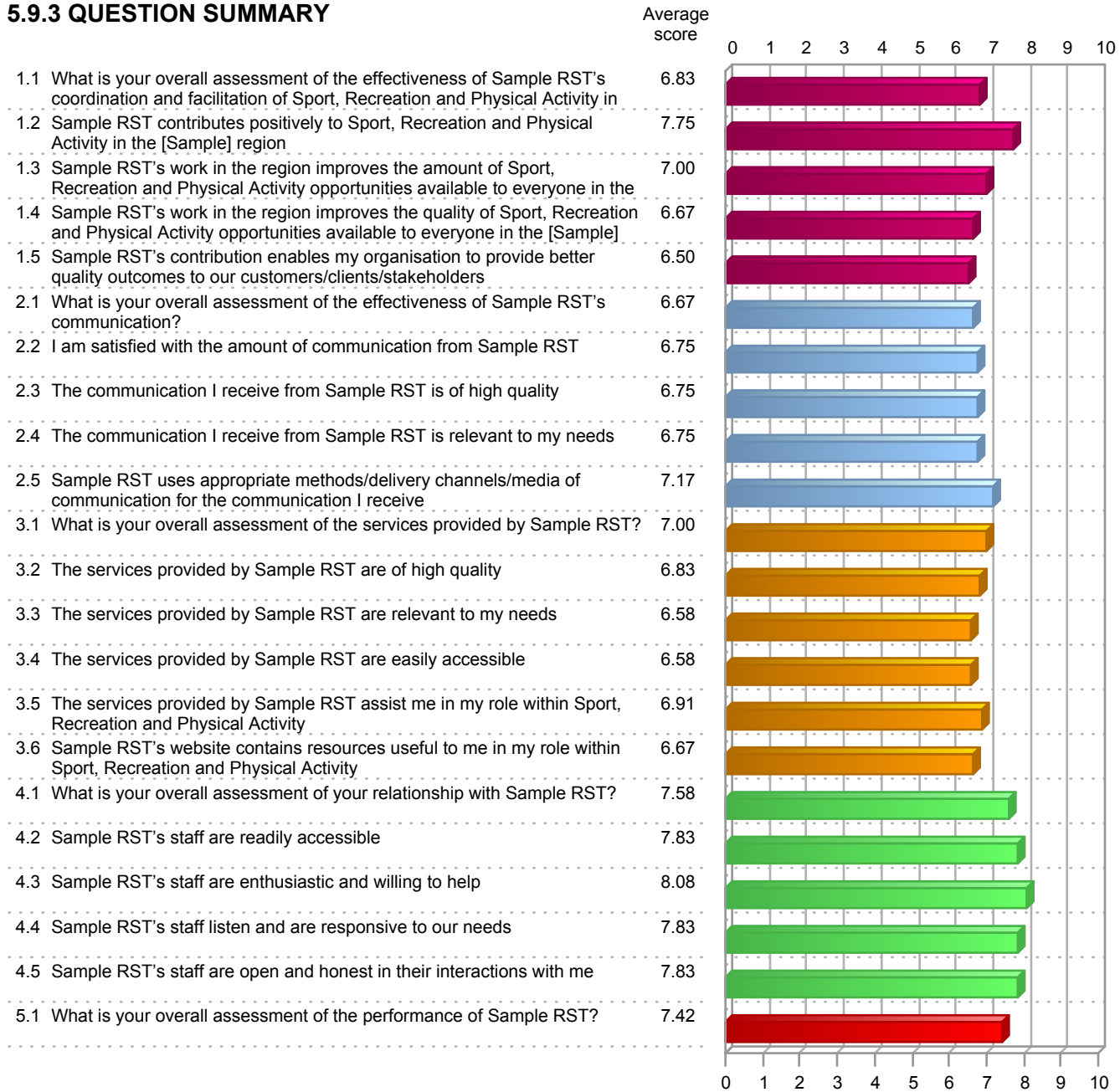
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.9 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Disability support agency

5.9.3 QUESTION SUMMARY



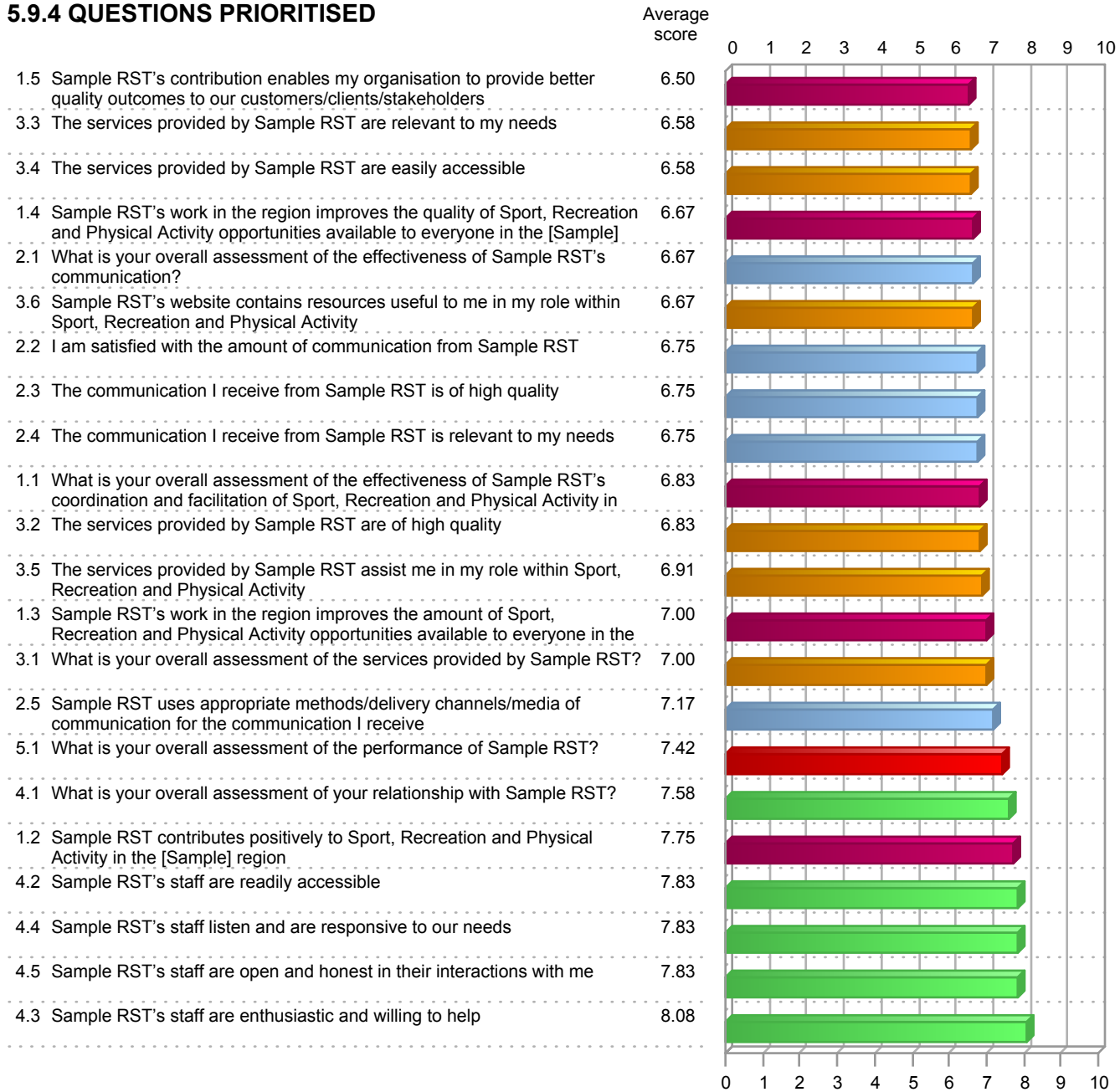
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.9 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Disability support agency

5.9.4 QUESTIONS PRIORITISED



Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

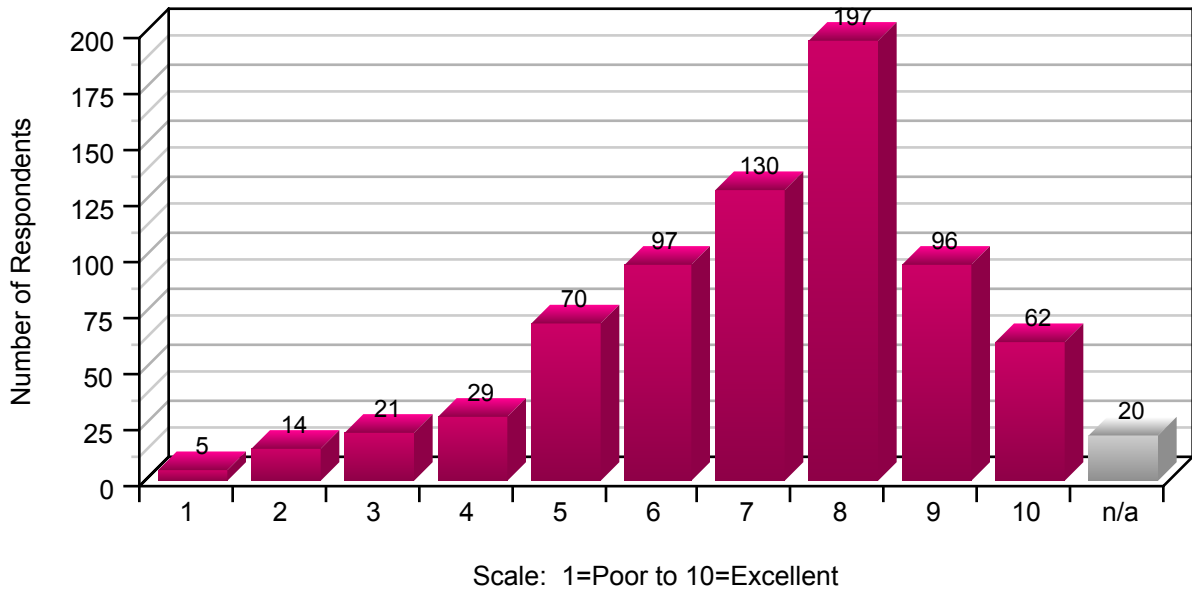
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

6. STAKEHOLDER SURVEY - DETAILED RESULTS

1. Contribution and facilitation

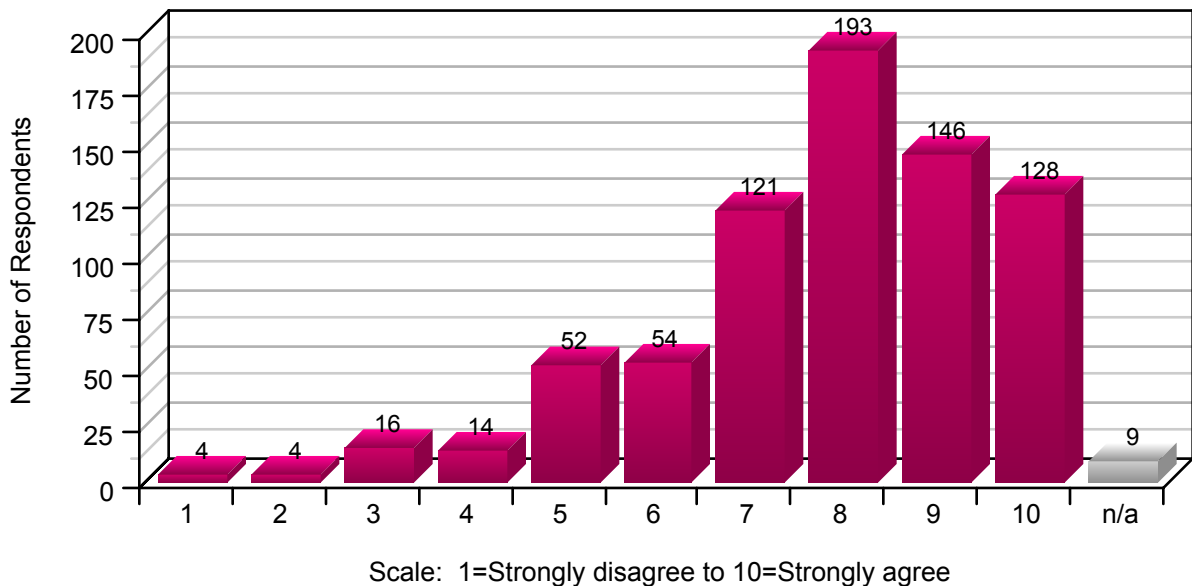
1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in the [Sample] region?

Average Score = 7.09



1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region.

Average Score = 7.77

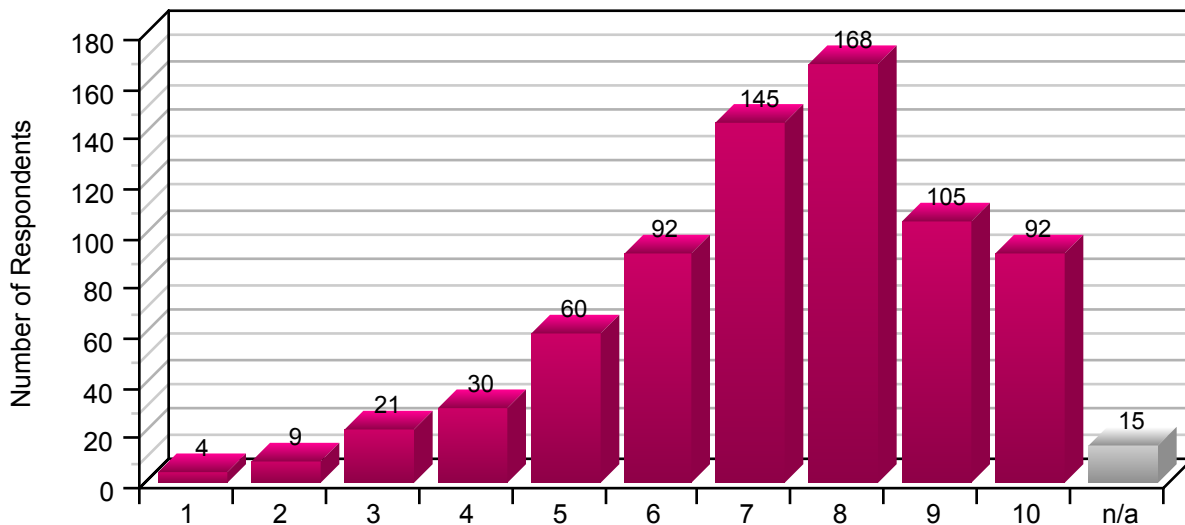


6. STAKEHOLDER SURVEY - DETAILED RESULTS

1. Contribution and facilitation (cont.)

1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the [Sample] region.

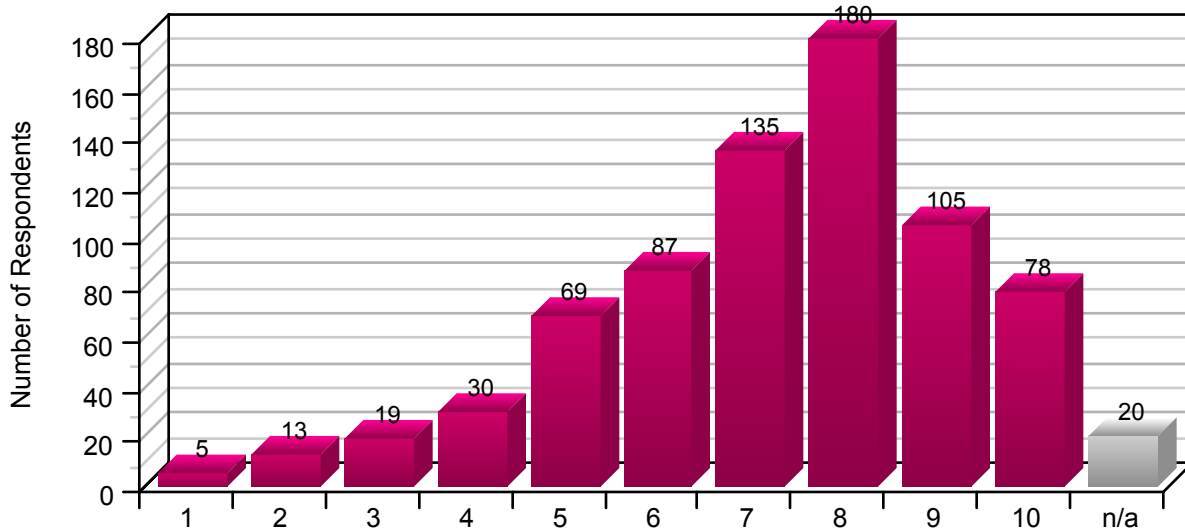
Average Score = 7.27



Scale: 1=Strongly disagree to 10=Strongly agree

1.4 Sample RST's work in the region improves the quality of Sport, Recreation and Physical Activity opportunities available to everyone in the [Sample] region.

Average Score = 7.19



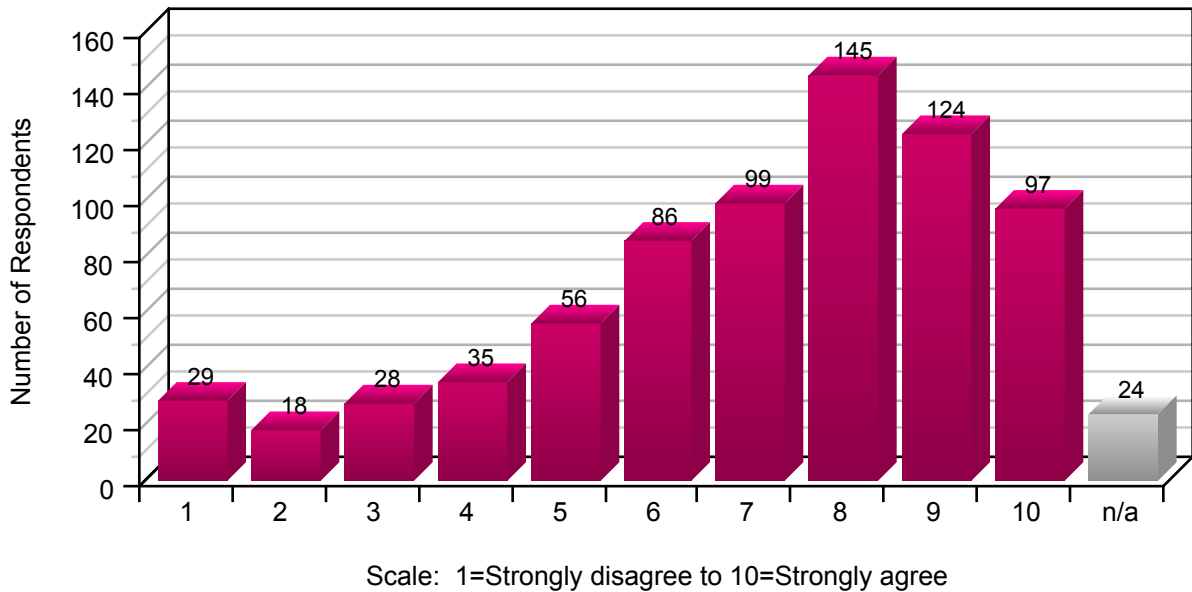
Scale: 1=Strongly disagree to 10=Strongly agree

6. STAKEHOLDER SURVEY - DETAILED RESULTS

1. Contribution and facilitation (cont.)

1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders.

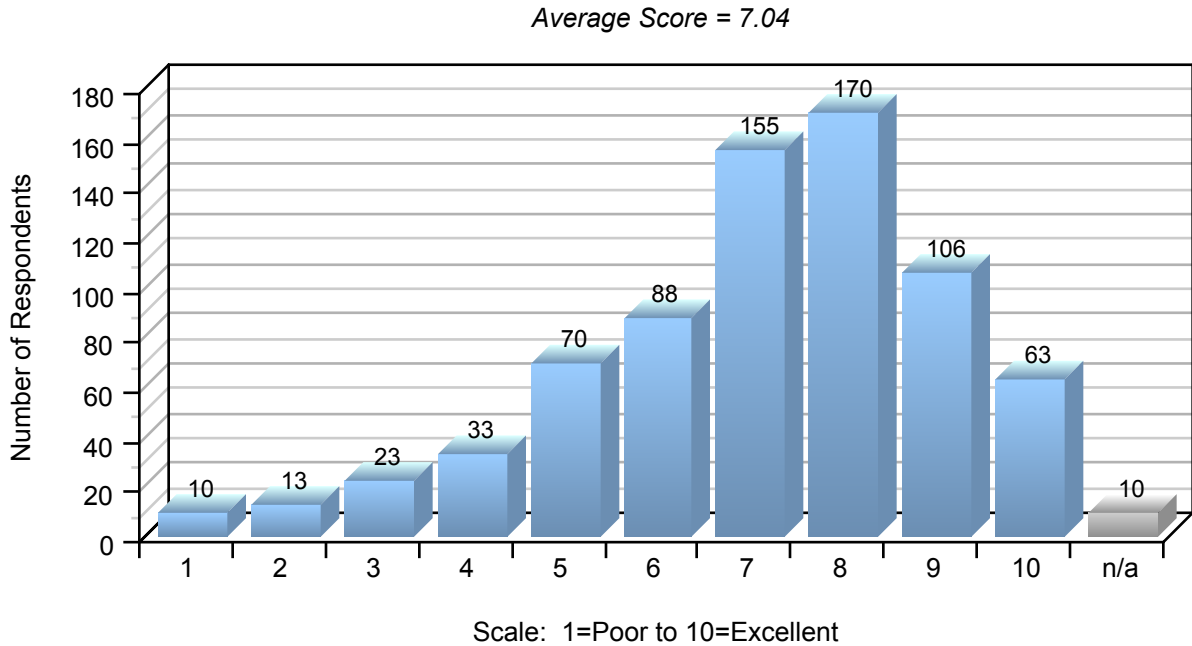
Average Score = 7.01



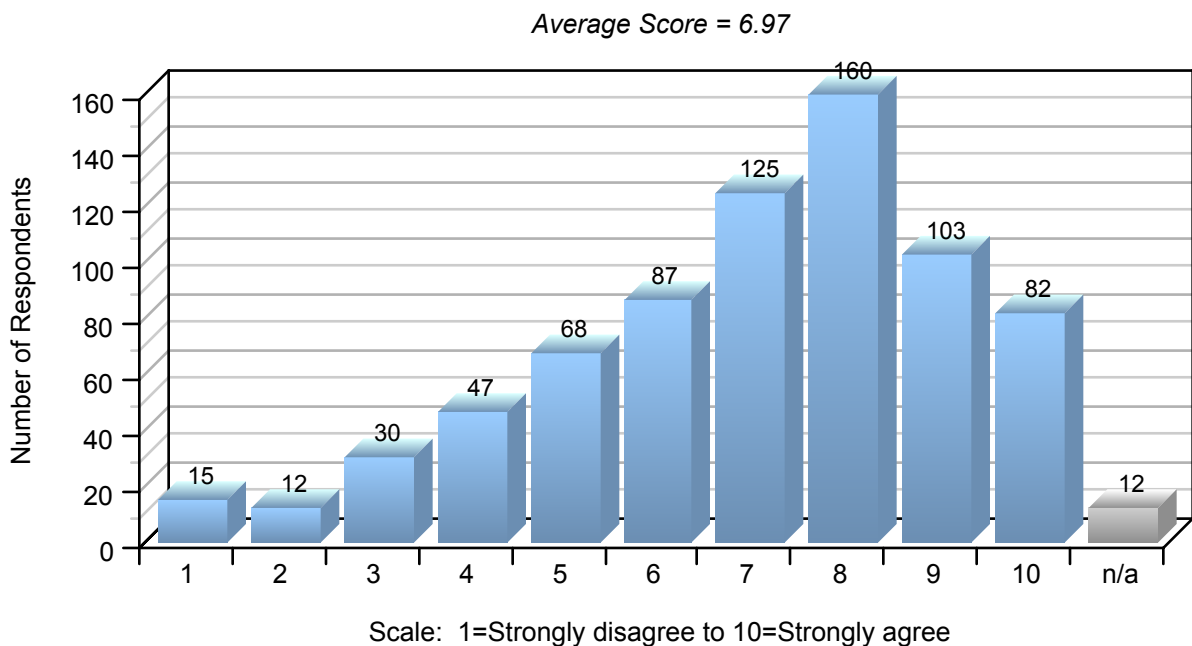
6. STAKEHOLDER SURVEY - DETAILED RESULTS

2. Communication

2.1 What is your overall assessment of the effectiveness of Sample RST's communication?



2.2 I am satisfied with the amount of communication from Sample RST.

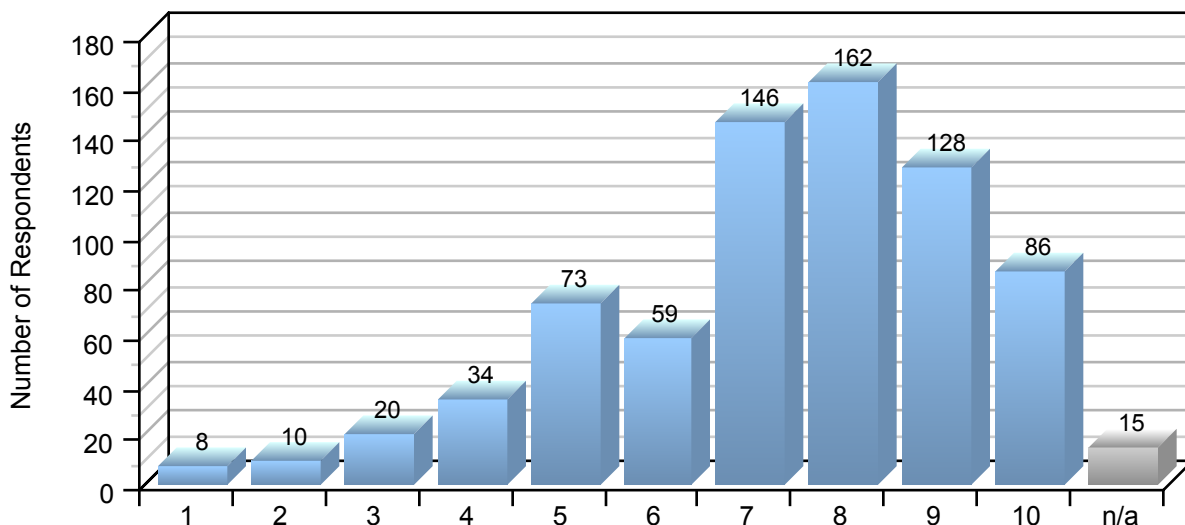


6. STAKEHOLDER SURVEY - DETAILED RESULTS

2. Communication (cont.)

2.3 The communication I receive from Sample RST is of high quality.

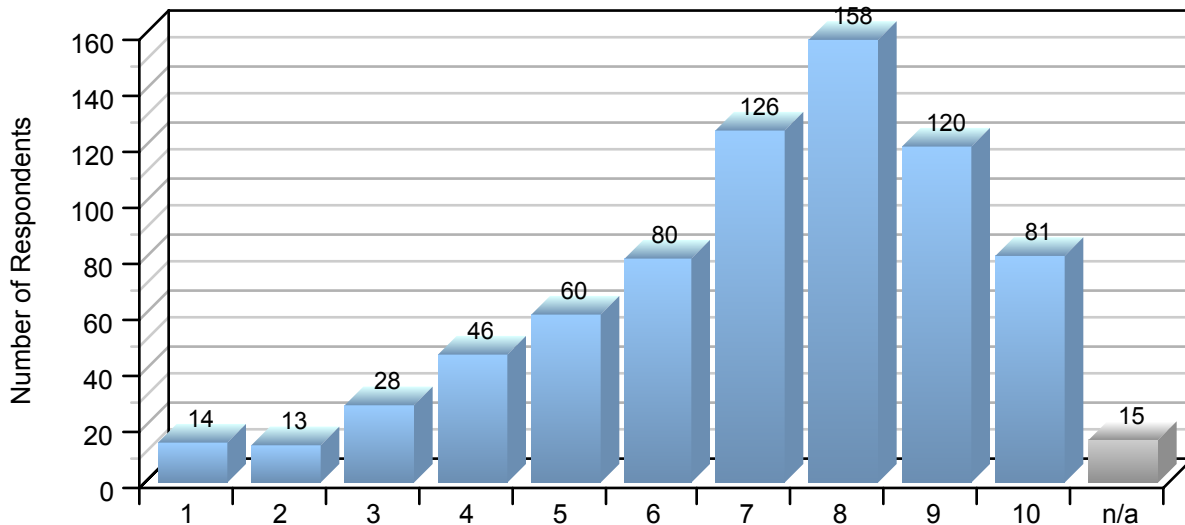
Average Score = 7.26



Scale: 1=Strongly disagree to 10=Strongly agree

2.4 The communication I receive from Sample RST is relevant to my needs.

Average Score = 7.06



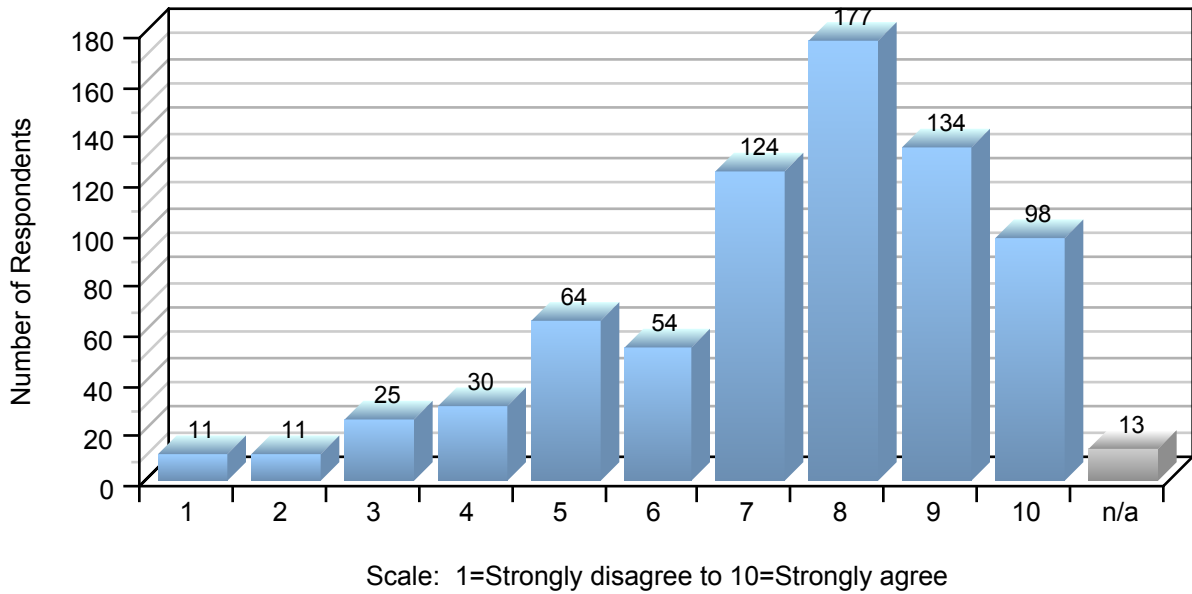
Scale: 1=Strongly disagree to 10=Strongly agree

6. STAKEHOLDER SURVEY - DETAILED RESULTS

2. Communication (cont.)

2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive.

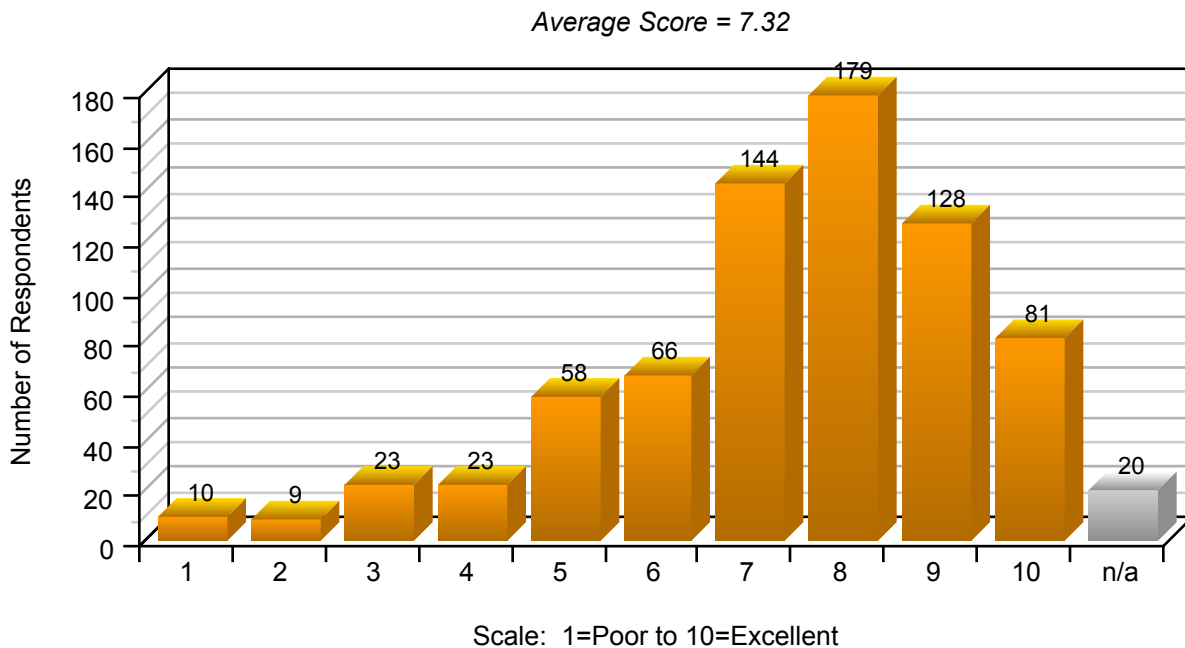
Average Score = 7.34



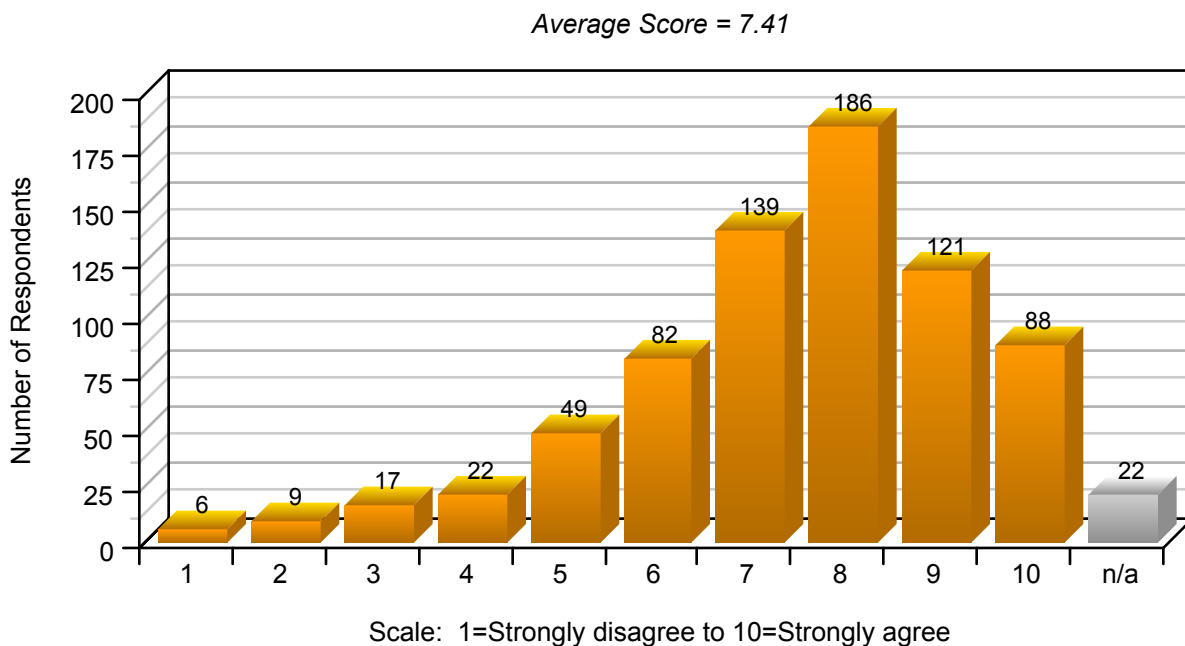
6. STAKEHOLDER SURVEY - DETAILED RESULTS

3. Service Delivery

3.1 What is your overall assessment of the services provided by Sample RST?



3.2 The services provided by Sample RST are of high quality.

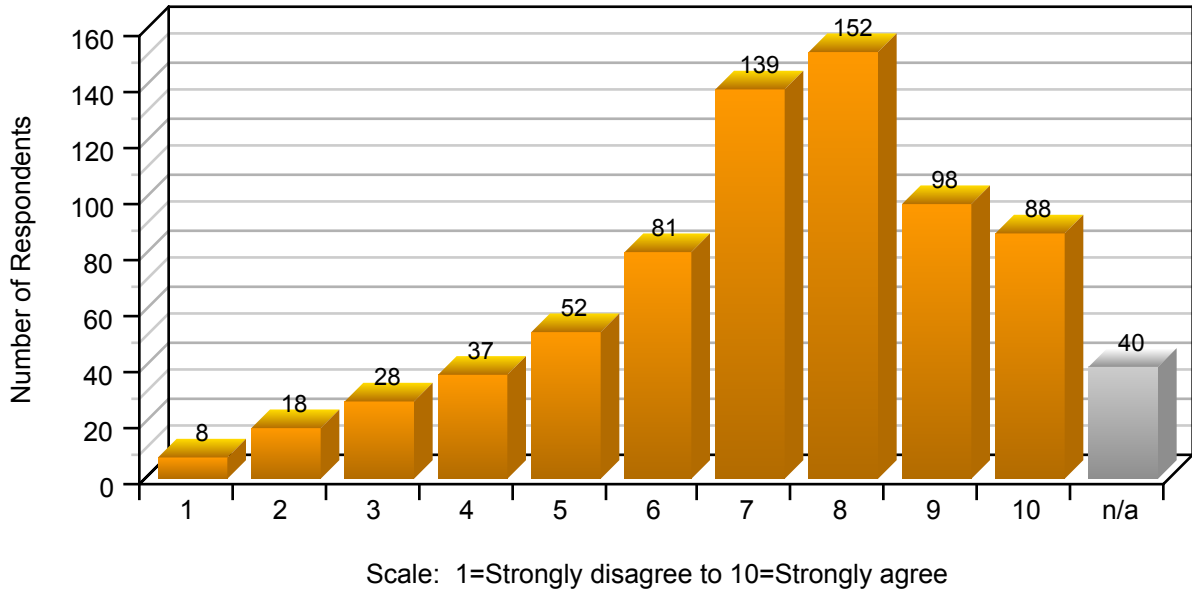


6. STAKEHOLDER SURVEY - DETAILED RESULTS

3. Service Delivery (cont.)

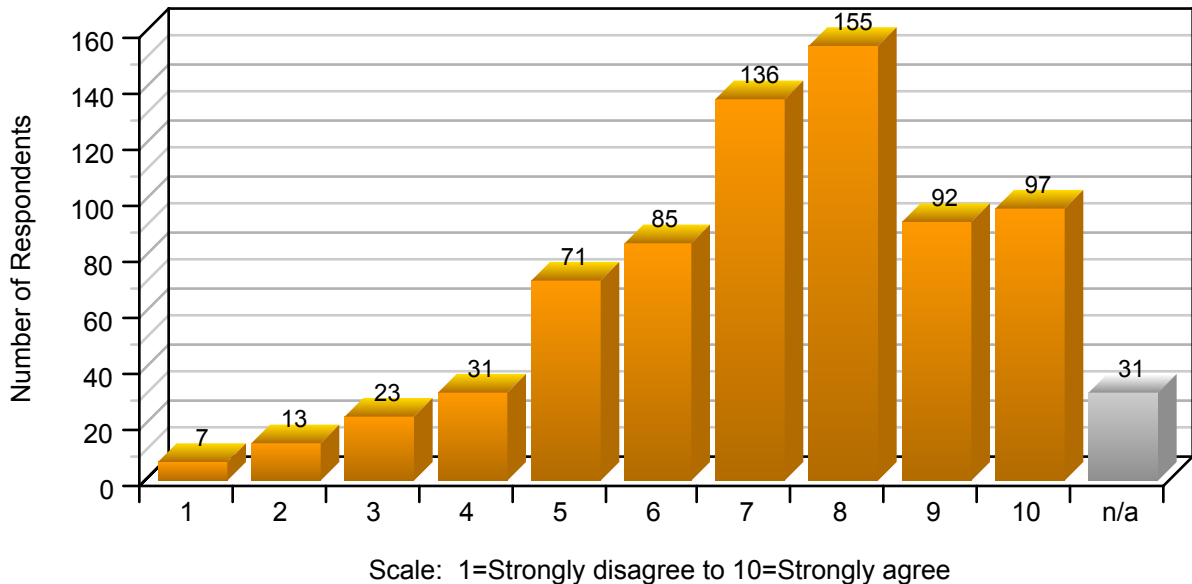
3.3 The services provided by Sample RST are relevant to my needs.

Average Score = 7.09



3.4 The services provided by Sample RST are easily accessible.

Average Score = 7.16

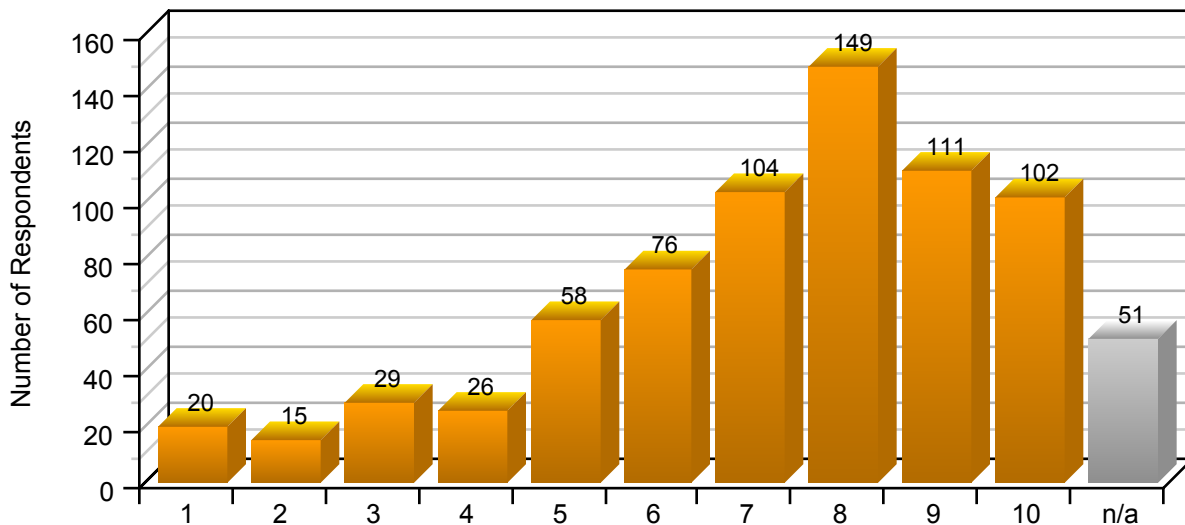


6. STAKEHOLDER SURVEY - DETAILED RESULTS

3. Service Delivery (cont.)

3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity.

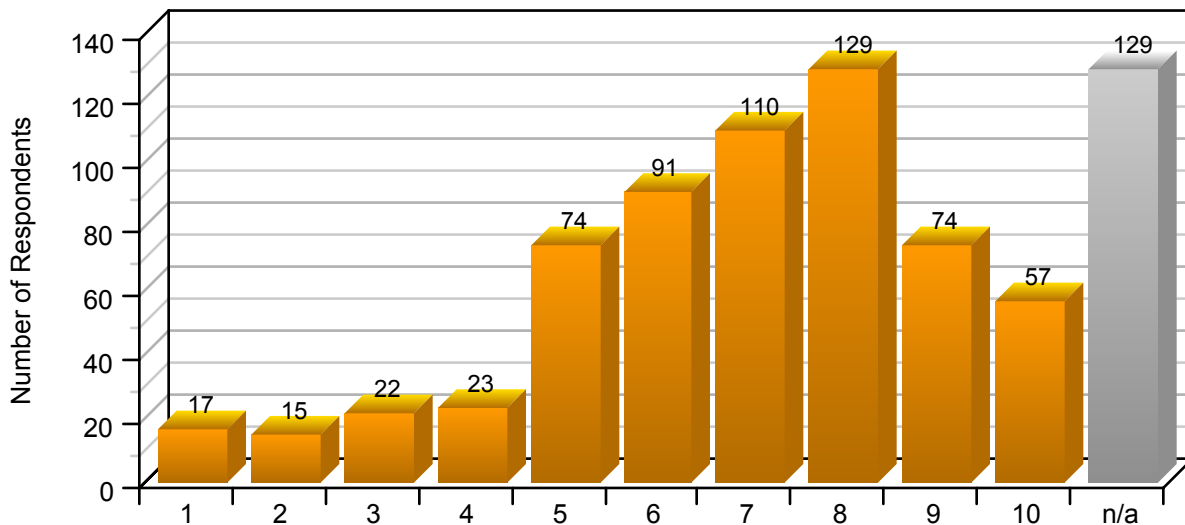
Average Score = 7.14



Scale: 1=Strongly disagree to 10=Strongly agree

3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity.

Average Score = 6.80



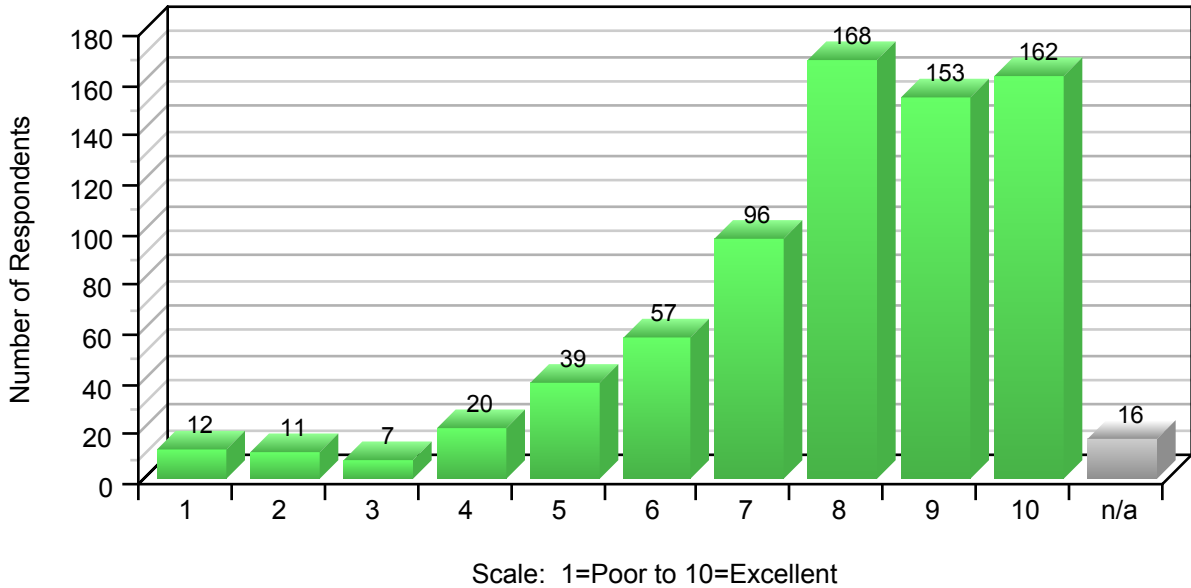
Scale: 1=Strongly disagree to 10=Strongly agree

6. STAKEHOLDER SURVEY - DETAILED RESULTS

4. Quality of Relationship

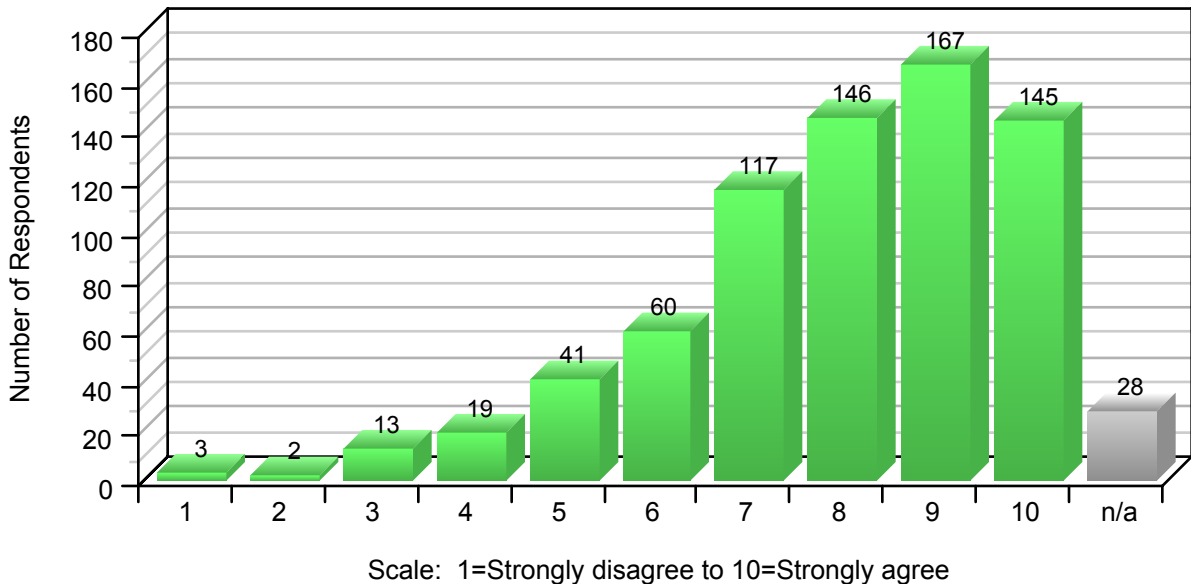
4.1 What is your overall assessment of your relationship with Sample RST?

Average Score = 7.84



4.2 Sample RST's staff are readily accessible.

Average Score = 7.89

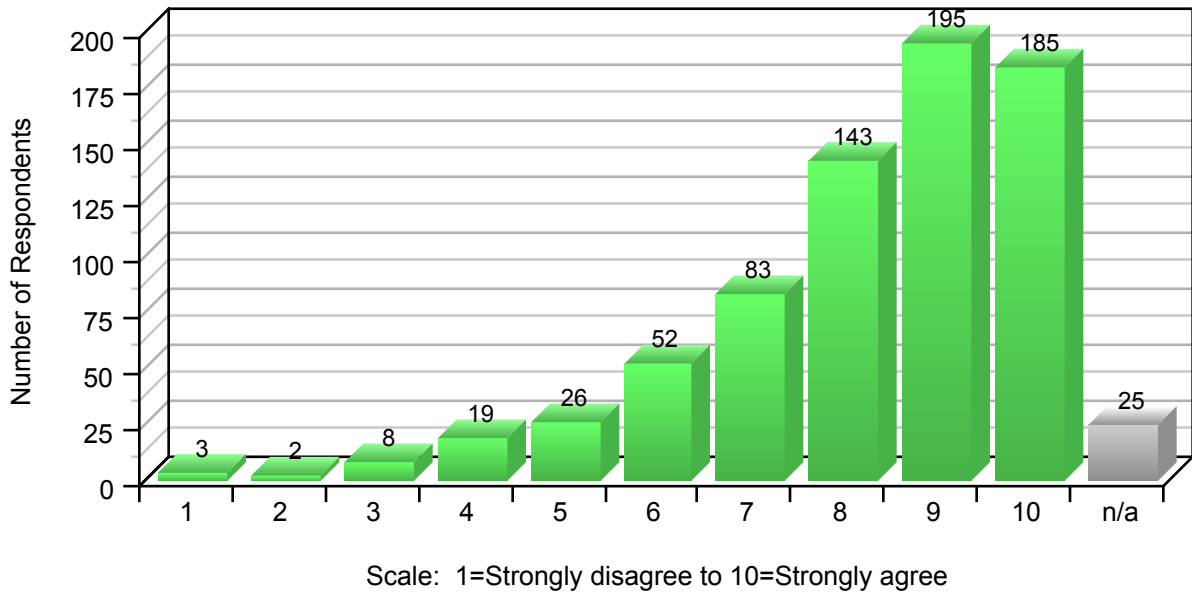


6. STAKEHOLDER SURVEY - DETAILED RESULTS

4. Quality of Relationship (cont.)

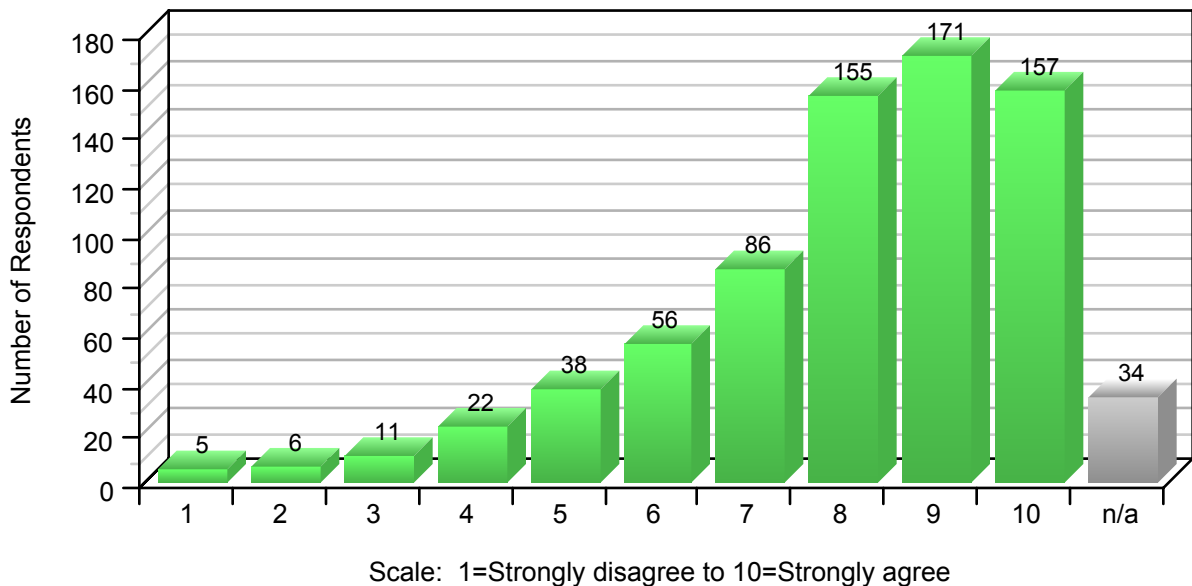
4.3 Sample RST's staff are enthusiastic and willing to help.

Average Score = 8.21



4.4 Sample RST's staff listen and are responsive to our needs.

Average Score = 7.94

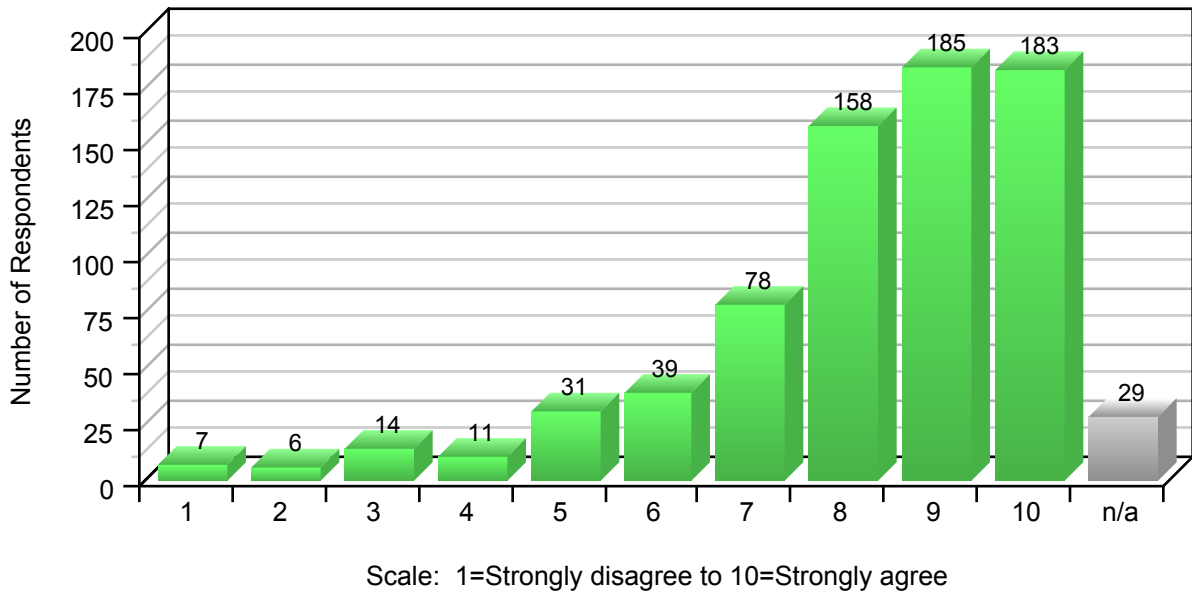


6. STAKEHOLDER SURVEY - DETAILED RESULTS

4. Quality of Relationship (cont.)

4.5 Sample RST's staff are open and honest in their interactions with me.

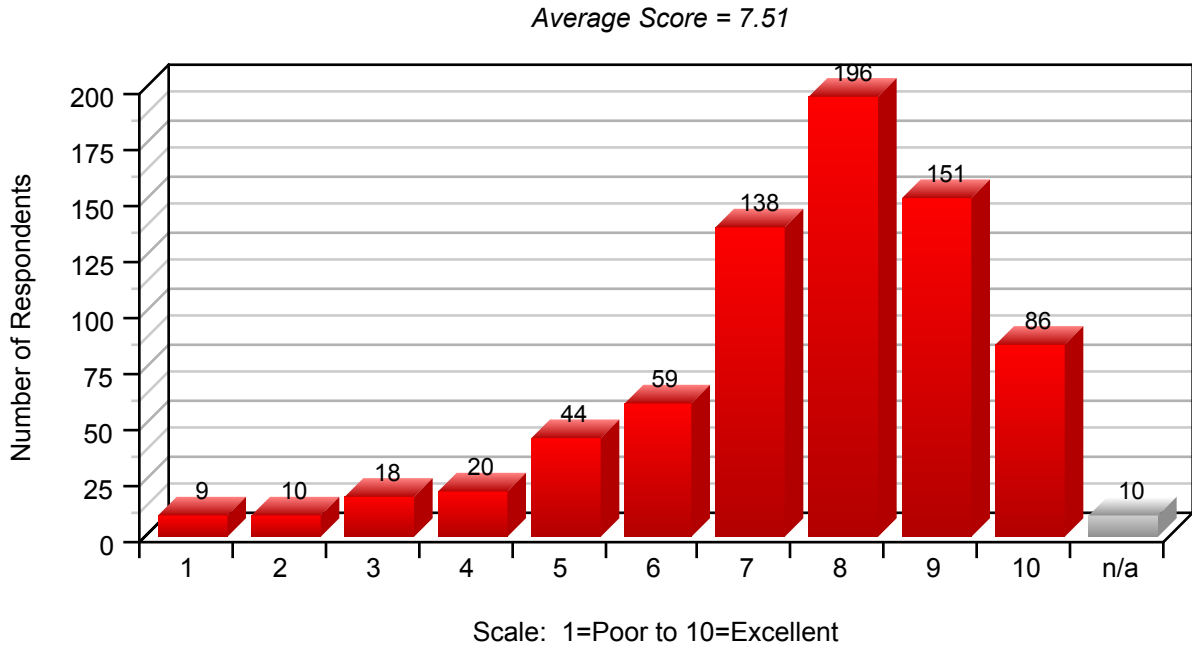
Average Score = 8.14



6. STAKEHOLDER SURVEY - DETAILED RESULTS

5. Overall Performance

5.1 What is your overall assessment of the performance of Sample RST?



+ . STAKEHOLDER SURVEY – COMMENTS

8. STAKEHOLDER SURVEY – APPENDICES

7.1 Appendix A: Survey Questions

Section 1: Contribution and facilitation

- 1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in the [Sample] region?
- 1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region.
- 1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the [Sample] region.
- 1.4 Sample RST's work in the region improves the quality of Sport, Recreation and Physical Activity opportunities available to everyone in the [Sample] region.
- 1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders.
- 1.6 What could Sample RST do to improve their contribution and facilitation of Sport, Recreation and Physical Activity in the [Sample] region?

Section 2: Communication

- 2.1 What is your overall assessment of the effectiveness of Sample RST's communication?
- 2.2 I am satisfied with the amount of communication from Sample RST.
- 2.3 The communication I receive from Sample RST is of high quality.
- 2.4 The communication I receive from Sample RST is relevant to my needs.
- 2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive.
- 2.6 What do you think could improve the communications you receive from Sample RST?

Section 3: Service Delivery

- 3.1 What is your overall assessment of the services provided by Sample RST?
- 3.2 The services provided by Sample RST are of high quality.
- 3.3 The services provided by Sample RST are relevant to my needs.
- 3.4 The services provided by Sample RST are easily accessible.
- 3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity.
- 3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity.
- 3.7 How could the services provided by Sample RST be improved to better meet your needs and expectations?

Section 4: Quality of Relationship

- 4.1 What is your overall assessment of your relationship with Sample RST?
- 4.2 Sample RST's staff are readily accessible.
- 4.3 Sample RST's staff are enthusiastic and willing to help.
- 4.4 Sample RST's staff listen and are responsive to our needs.
- 4.5 Sample RST's staff are open and honest in their interactions with me.

8. STAKEHOLDER SURVEY – APPENDICES

4.6 What can Sample RST do to improve their relationship with you?

Section 5: Overall Performance

5.1 What is your overall assessment of the performance of Sample RST?