

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 where 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):

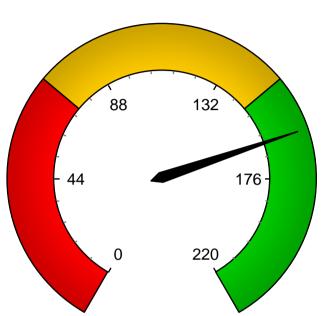
- 1. Contribution and facilitation
- 2. Communication
- 3. Service Delivery
- 4. Quality of Relationship
- 5. Overall Performance

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

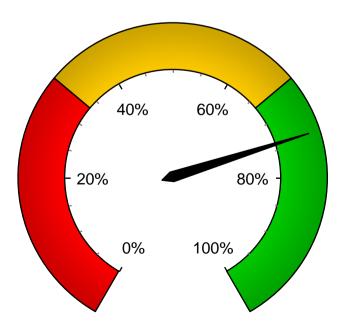
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The graphs below show the Overall Stakeholder Satisfaction for the survey, presented as the sum and the percentage of the average scores.



Sum of the Average Scores (162 out of 220)

Percentage of the Average Scores (74%)

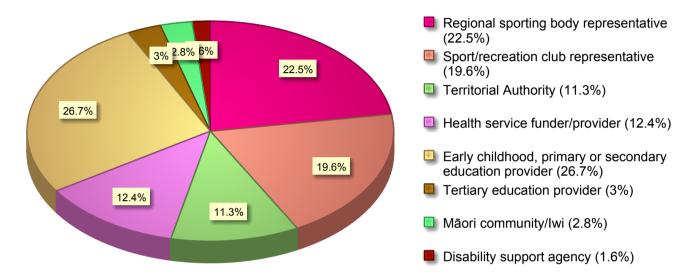


3. STAKEHOLDER SURVEY - CLASSIFICATION

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

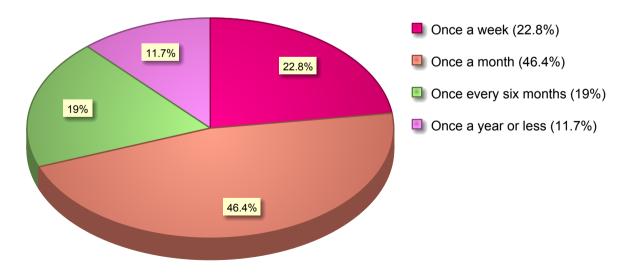
3.1 Capacity of Interaction

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



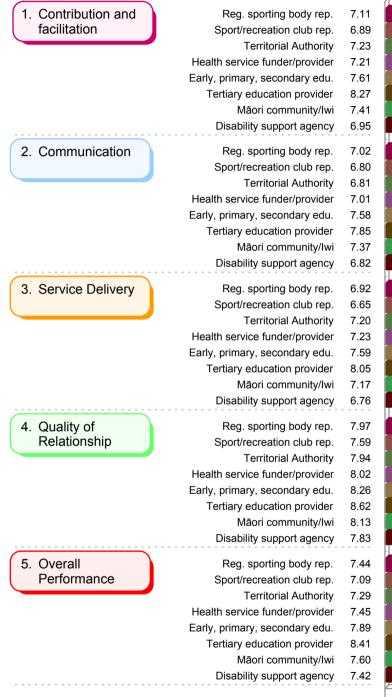
3.2 Frequency of Interaction

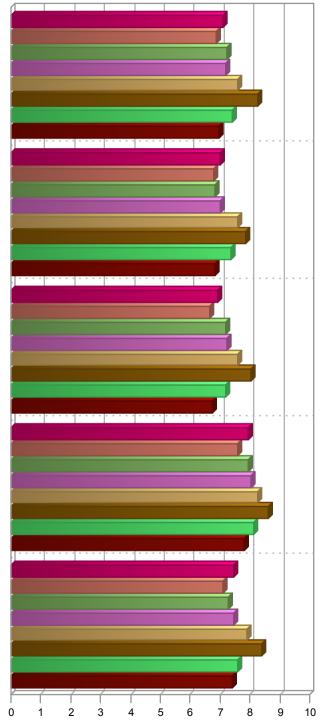
The stakeholders self-selected their frequency of interaction with Sample RST:



4.1 STAKEHOLDER SURVEY - GLOBAL OVERVIEW

AREA SUMMARY





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

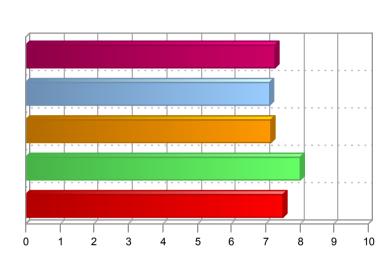
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.1 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Overall Summary

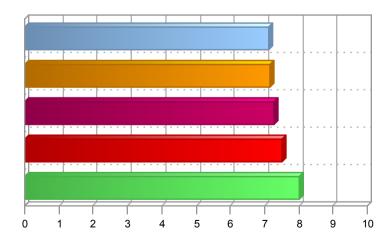
5.1.1 AREA SUMMARY

	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



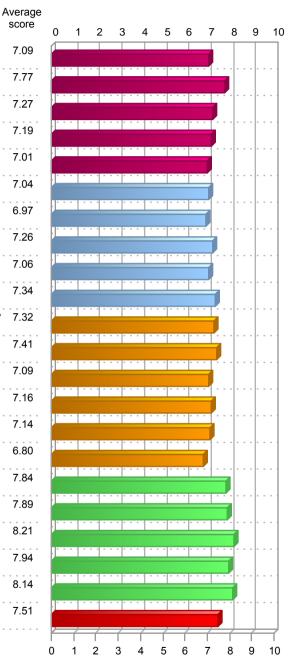
5.1 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Overall Summary

score

5.1.3 QUESTION SUMMARY

	SCOLE
1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	7.09
1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	7.77
1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the	7.27
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]	7.19
1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	7.01
2.1 What is your overall assessment of the effectiveness of Sample RST's communication?	7.04
2.2 I am satisfied with the amount of communication from Sample RST	6.97
2.3 The communication I receive from Sample RST is of high quality	7.26
2.4 The communication I receive from Sample RST is relevant to my needs	7.06
2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	7.34
3.1 What is your overall assessment of the services provided by Sample RST?	7.32
3.2 The services provided by Sample RST are of high quality	7.41
3.3 The services provided by Sample RST are relevant to my needs	7.09
3.4 The services provided by Sample RST are easily accessible	7.16
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	7.14
3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	6.80
4.1 What is your overall assessment of your relationship with Sample RST?	7.84
4.2 Sample RST's staff are readily accessible	7.89
4.3 Sample RST's staff are enthusiastic and willing to help	8.21
4.4 Sample RST's staff listen and are responsive to our needs	7.94
4.5 Sample RST's staff are open and honest in their interactions with me	8.14
5.1 What is your overall assessment of the performance of Sample RST?	7.51

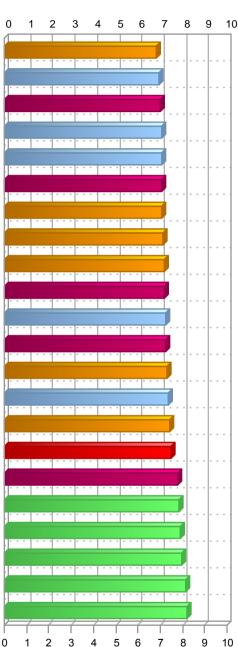


5.1 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Overall Summary

5.1.4 QUESTIONS PRIORITISED

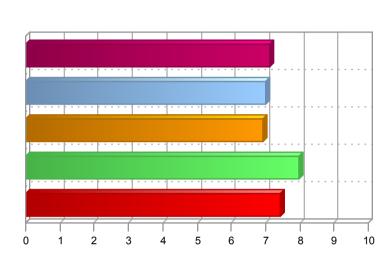
5.1.	4 QUESTIONS PRIORITISED	Average score	C
3.6	Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	6.80	1
2.2	I am satisfied with the amount of communication from Sample RST	6.97	ļ
1.5	Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	7.01	1
2.1	What is your overall assessment of the effectiveness of Sample RST's communication?	7.04	J
2.4	The communication I receive from Sample RST is relevant to my needs	7.06	1
1.1	What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	7.09	
3.3	The services provided by Sample RST are relevant to my needs	7.09	
3.5	The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	7.14	J
3.4	The services provided by Sample RST are easily accessible	7.16	ľ
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]	7.19	
2.3	The communication I receive from Sample RST is of high quality	7.26	
1.3	Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the	7.27	
3.1	What is your overall assessment of the services provided by Sample RST?	7.32	
2.5	Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	7.34	J
3.2	The services provided by Sample RST are of high quality	7.41	ľ
5.1	What is your overall assessment of the performance of Sample RST?	7.51	J
1.2	Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	7.77	
4.1	What is your overall assessment of your relationship with Sample RST?	7.84	
4.2	Sample RST's staff are readily accessible	7.89	J
4.4	Sample RST's staff listen and are responsive to our needs	7.94	
4.5	Sample RST's staff are open and honest in their interactions with me	8.14	
4.3	Sample RST's staff are enthusiastic and willing to help	8.21	
			P



Regional sporting body representative

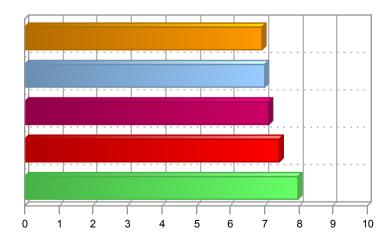
5.2.1 AREA SUMMARY

	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

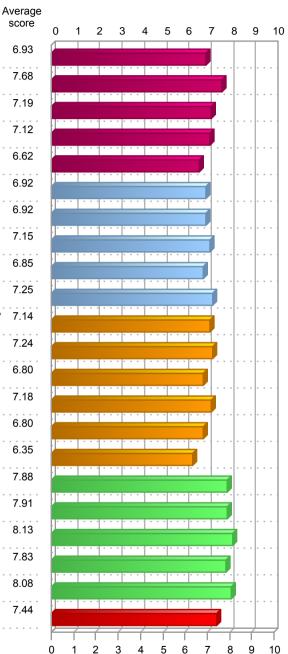


5.2 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Regional sporting body representative

5.2.3 QUESTION SUMMARY

5.2.3 QUESTION SUMMARY	score
1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	6.93
1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	7.68
1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the	7.19
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]	7.12
1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	6.62
2.1 What is your overall assessment of the effectiveness of Sample RST's communication?	6.92
2.2 I am satisfied with the amount of communication from Sample RST	6.92
2.3 The communication I receive from Sample RST is of high quality	7.15
2.4 The communication I receive from Sample RST is relevant to my needs	6.85
2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	7.25
3.1 What is your overall assessment of the services provided by Sample RST?	7.14
3.2 The services provided by Sample RST are of high quality	7.24
3.3 The services provided by Sample RST are relevant to my needs	6.80
3.4 The services provided by Sample RST are easily accessible	7.18
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	6.80
3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	6.35
4.1 What is your overall assessment of your relationship with Sample RST?	7.88
4.2 Sample RST's staff are readily accessible	7.91
4.3 Sample RST's staff are enthusiastic and willing to help	8.13
4.4 Sample RST's staff listen and are responsive to our needs	7.83
4.5 Sample RST's staff are open and honest in their interactions with me	8.08
5.1 What is your overall assessment of the performance of Sample RST?	7.44



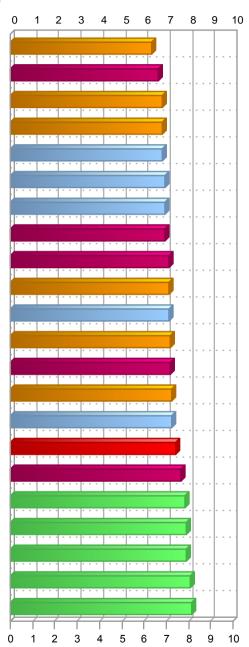
5.2 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Regional sporting body representative

5.2.4 QUESTIONS PRIORITISED

Average
score

3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	6.35
 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders 	6.62
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	6.80
3.3 The services provided by Sample RST are relevant to my needs	6.80
2.4 The communication I receive from Sample RST is relevant to my needs	6.85
2.1 What is your overall assessment of the effectiveness of Sample RST's communication?	6.92
2.2 I am satisfied with the amount of communication from Sample RST	6.92
1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	6.93
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]	7.12
3.1 What is your overall assessment of the services provided by Sample RST?	7.14
2.3 The communication I receive from Sample RST is of high quality	7.15
3.4 The services provided by Sample RST are easily accessible	7.18
1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the	7.19
3.2 The services provided by Sample RST are of high quality	7.24
2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	7.25
5.1 What is your overall assessment of the performance of Sample RST?	7.44
1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	7.68
4.4 Sample RST's staff listen and are responsive to our needs	7.83
4.1 What is your overall assessment of your relationship with Sample RST?	7.88
4.2 Sample RST's staff are readily accessible	7.91
4.5 Sample RST's staff are open and honest in their interactions with me	8.08
4.3 Sample RST's staff are enthusiastic and willing to help	8.13

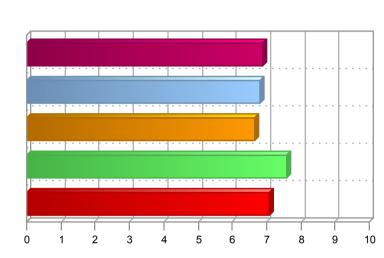


5.3 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Sport/recreation club representative

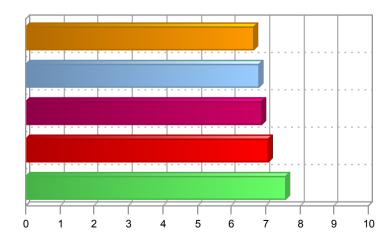
5.3.1 AREA SUMMARY

	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



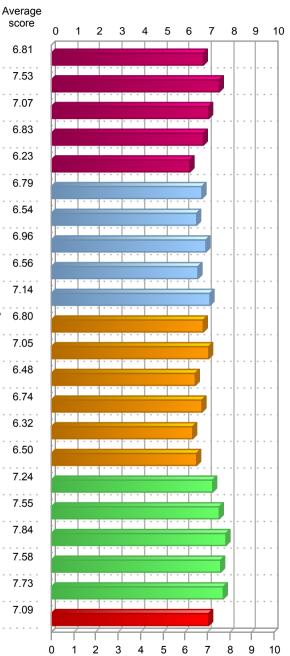
5.3 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Sport/recreation club representative

score

5.3.3 QUESTION SUMMARY

	000.0
1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	6.81
1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	7.53
1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the	7.07
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]	6.83
1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	6.23
2.1 What is your overall assessment of the effectiveness of Sample RST's communication?	6.79
2.2 I am satisfied with the amount of communication from Sample RST	6.54
2.3 The communication I receive from Sample RST is of high quality	6.96
2.4 The communication I receive from Sample RST is relevant to my needs	6.56
2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	7.14
3.1 What is your overall assessment of the services provided by Sample RST?	6.80
3.2 The services provided by Sample RST are of high quality	7.05
3.3 The services provided by Sample RST are relevant to my needs	6.48
3.4 The services provided by Sample RST are easily accessible	6.74
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	6.32
3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	6.50
4.1 What is your overall assessment of your relationship with Sample RST?	7.24
4.2 Sample RST's staff are readily accessible	7.55
4.3 Sample RST's staff are enthusiastic and willing to help	7.84
4.4 Sample RST's staff listen and are responsive to our needs	7.58
4.5 Sample RST's staff are open and honest in their interactions with me	7.73
5.1 What is your overall assessment of the performance of Sample RST?	7.09



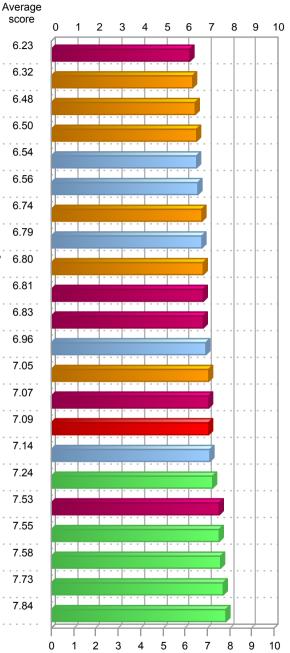
5.3 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Sport/recreation club representative

score

5.3.4 QUESTIONS PRIORITISED

1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	6.23
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	6.32
3.3 The services provided by Sample RST are relevant to my needs	6.48
3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	6.50
2.2 I am satisfied with the amount of communication from Sample RST	6.54
2.4 The communication I receive from Sample RST is relevant to my needs	6.56
3.4 The services provided by Sample RST are easily accessible	6.74
2.1 What is your overall assessment of the effectiveness of Sample RST's communication?	6.79
3.1 What is your overall assessment of the services provided by Sample RST?	6.80
1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	6.81
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]	6.83
2.3 The communication I receive from Sample RST is of high quality	6.96
3.2 The services provided by Sample RST are of high quality	7.05
1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the	7.07
5.1 What is your overall assessment of the performance of Sample RST?	7.09
2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	7.14
4.1 What is your overall assessment of your relationship with Sample RST?	7.24
1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	7.53
4.2 Sample RST's staff are readily accessible	7.55
4.4 Sample RST's staff listen and are responsive to our needs	7.58
4.5 Sample RST's staff are open and honest in their interactions with me	7.73
4.3 Sample RST's staff are enthusiastic and willing to help	7.84

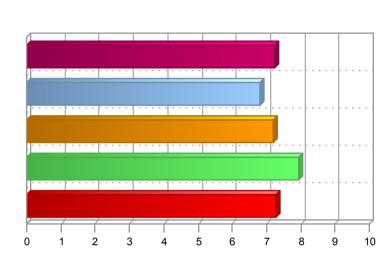


5.4 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Territorial Authority

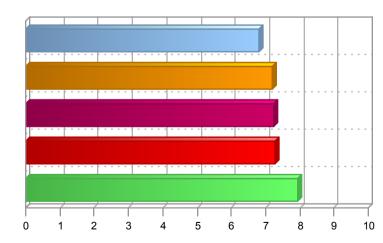
5.4.1 AREA SUMMARY

	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



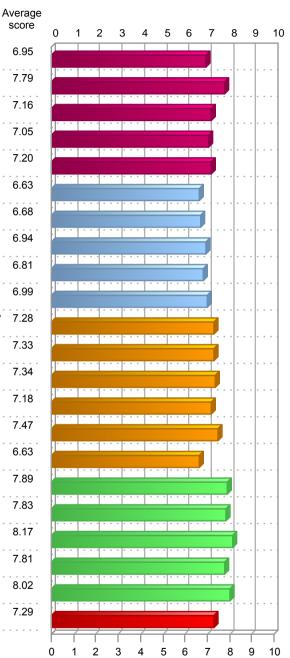
5.4 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Territorial Authority

score

5.4.3 QUESTION SUMMARY

	SCOLE
1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	6.95
1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	7.79
1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the	7.16
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]	7.05
1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	7.20
2.1 What is your overall assessment of the effectiveness of Sample RST's communication?	6.63
2.2 I am satisfied with the amount of communication from Sample RST	6.68
2.3 The communication I receive from Sample RST is of high quality	6.94
2.4 The communication I receive from Sample RST is relevant to my needs	6.81
2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	6.99
3.1 What is your overall assessment of the services provided by Sample RST?	7.28
3.2 The services provided by Sample RST are of high quality	7.33
3.3 The services provided by Sample RST are relevant to my needs	7.34
3.4 The services provided by Sample RST are easily accessible	7.18
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	7.47
3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	6.63
4.1 What is your overall assessment of your relationship with Sample RST?	7.89
4.2 Sample RST's staff are readily accessible	7.83
4.3 Sample RST's staff are enthusiastic and willing to help	8.17
4.4 Sample RST's staff listen and are responsive to our needs	7.81
4.5 Sample RST's staff are open and honest in their interactions with me	8.02
5.1 What is your overall assessment of the performance of Sample RST?	7.29



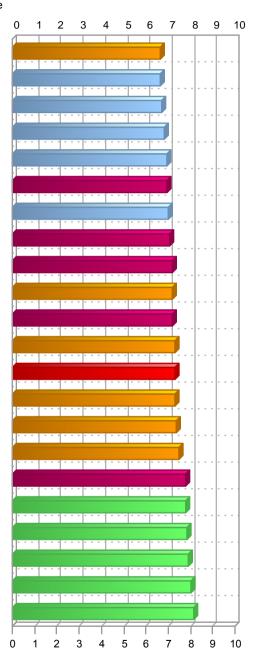
5.4 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Territorial Authority

5.4.4 QUESTIONS PRIORITISED

Average score

3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	6.63
2.1 What is your overall assessment of the effectiveness of Sample RST's communication?	6.63
2.2 I am satisfied with the amount of communication from Sample RST	6.68
2.4 The communication I receive from Sample RST is relevant to my needs	6.81
2.3 The communication I receive from Sample RST is of high quality	6.94
1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	6.95
2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	6.99
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]	n 7.05
1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the	7.16
3.4 The services provided by Sample RST are easily accessible	7.18
1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	7.20
3.1 What is your overall assessment of the services provided by Sample RST	? 7.28
5.1 What is your overall assessment of the performance of Sample RST?	7.29
3.2 The services provided by Sample RST are of high quality	7.33
3.3 The services provided by Sample RST are relevant to my needs	7.34
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	7.47
1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	7.79
4.4 Sample RST's staff listen and are responsive to our needs	7.81
4.2 Sample RST's staff are readily accessible	7.83
4.1 What is your overall assessment of your relationship with Sample RST?	7.89
4.5 Sample RST's staff are open and honest in their interactions with me	8.02
4.3 Sample RST's staff are enthusiastic and willing to help	8.17

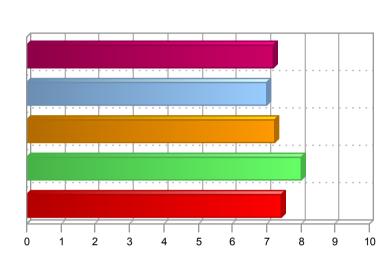


5.5 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Health service funder/provider

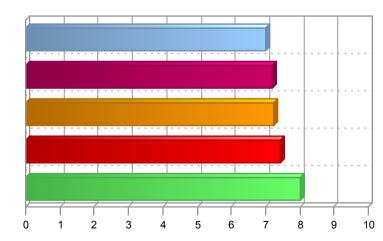
5.5.1 AREA SUMMARY

	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



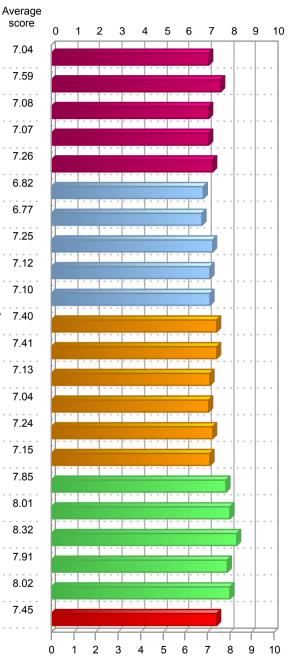
5.5 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Health service funder/provider

score

5.5.3 QUESTION SUMMARY

	SCOLE
1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	7.04
1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	7.59
1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the	7.08
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]	7.07
1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	7.26
2.1 What is your overall assessment of the effectiveness of Sample RST's communication?	6.82
2.2 I am satisfied with the amount of communication from Sample RST	6.77
2.3 The communication I receive from Sample RST is of high quality	7.25
2.4 The communication I receive from Sample RST is relevant to my needs	7.12
2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	7.10
3.1 What is your overall assessment of the services provided by Sample RST?	7.40
3.2 The services provided by Sample RST are of high quality	7.41
3.3 The services provided by Sample RST are relevant to my needs	7.13
3.4 The services provided by Sample RST are easily accessible	7.04
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	7.24
3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	7.15
4.1 What is your overall assessment of your relationship with Sample RST?	7.85
4.2 Sample RST's staff are readily accessible	8.01
4.3 Sample RST's staff are enthusiastic and willing to help	8.32
4.4 Sample RST's staff listen and are responsive to our needs	7.91
4.5 Sample RST's staff are open and honest in their interactions with me	8.02
5.1 What is your overall assessment of the performance of Sample RST?	7.45



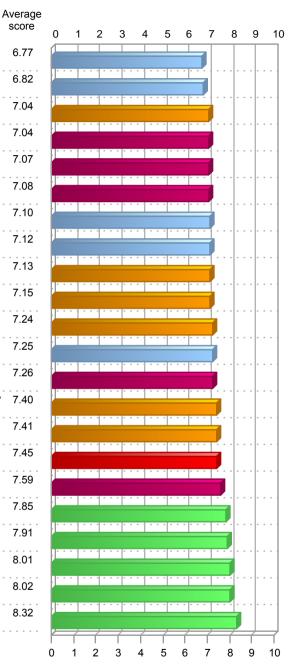
5.5 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Health service funder/provider

score

5.5.4 QUESTIONS PRIORITISED

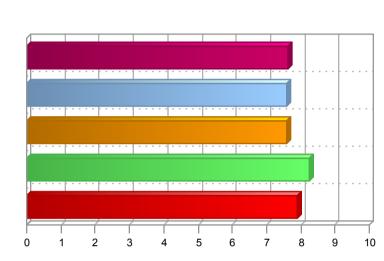
2.2 I am satisfied with the amount of communication from Sample RST	6.77
2.1 What is your overall assessment of the effectiveness of Sample RST's communication?	6.82
3.4 The services provided by Sample RST are easily accessible	7.04
1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	7.04
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]	7.07
 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the 	7.08
 2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive 	7.10
2.4 The communication I receive from Sample RST is relevant to my needs	7.12
3.3 The services provided by Sample RST are relevant to my needs	7.13
3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	7.15
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	7.24
2.3 The communication I receive from Sample RST is of high quality	7.25
1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	7.26
3.1 What is your overall assessment of the services provided by Sample RST?	7.40
3.2 The services provided by Sample RST are of high quality	7.41
5.1 What is your overall assessment of the performance of Sample RST?	7.45
1.2 Sample RST contributes positively to Sport, Recreation and Physical	7.59
Activity in the [Sample] region 4.1 What is your overall assessment of your relationship with Sample RST?	7.85
4.4 Sample RST's staff listen and are responsive to our needs	7.91
4.2 Sample RST's staff are readily accessible	8.01
4.5 Sample RST's staff are open and honest in their interactions with me	8.02
4.3 Sample RST's staff are enthusiastic and willing to help	8.32



5.6 STAKEHOLDER SURVEY - SUMMARY OF RESULTS Early childhood, primary or secondary education provider

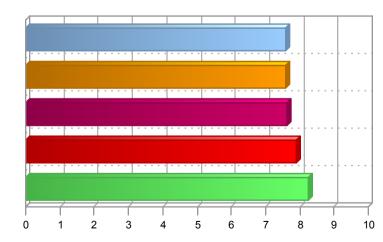
5.6.1 AREA SUMMARY

	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



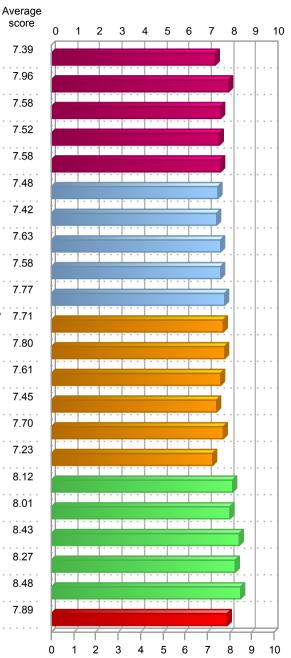
5.6 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Early childhood, primary or secondary education provider

score

5.6.3 QUESTION SUMMARY

1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	7.39
 1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region 	7.96
 1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the 	7.58
 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] 	7.52
 1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders 	7.58
2.1 What is your overall assessment of the effectiveness of Sample RST's communication?	7.48
2.2 I am satisfied with the amount of communication from Sample RST	7.42
2.3 The communication I receive from Sample RST is of high quality	7.63
2.4 The communication I receive from Sample RST is relevant to my needs	7.58
2.5 Sample RST uses appropriate methods/delivery channels/media of	7.77
communication for the communication I receive 3.1 What is your overall assessment of the services provided by Sample RST?	7.71
3.2 The services provided by Sample RST are of high quality	7.80
3.3 The services provided by Sample RST are relevant to my needs	7.61
3.4 The services provided by Sample RST are easily accessible	7.45
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	7.70
 3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity 	7.23
4.1 What is your overall assessment of your relationship with Sample RST?	8.12
4.2 Sample RST's staff are readily accessible	8.01
4.3 Sample RST's staff are enthusiastic and willing to help	8.43
4.4 Sample RST's staff listen and are responsive to our needs	8.27
4.5 Sample RST's staff are open and honest in their interactions with me	8.48
5.1 What is your overall assessment of the performance of Sample RST?	7.89



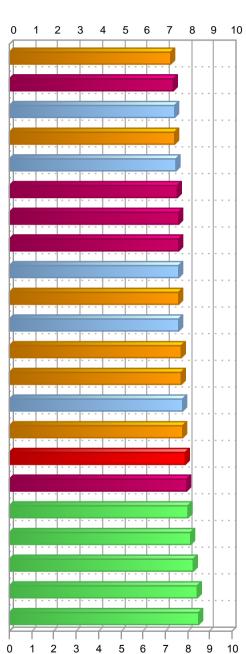
5.6 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Early childhood, primary or secondary education provider

Average

5.6.4 QUESTIONS PRIORITISED

	score
3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	
 1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in 2.2 I am satisfied with the amount of communication from Sample RST 	7.39
	<u>ع</u> ד. <i>ו</i>
3.4 The services provided by Sample RST are easily accessible	7.45
2.1 What is your overall assessment of the effectiveness of Sample RST's communication?	7.48
1.4 Sample RST's work in the region improves the quality of Sport, Recreati and Physical Activity opportunities available to everyone in the [Sample]	
1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the second seco	7.58 ne
1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	7.58
2.4 The communication I receive from Sample RST is relevant to my needs	7.58
3.3 The services provided by Sample RST are relevant to my needs	7.61
2.3 The communication I receive from Sample RST is of high quality	7.63
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	7.70
3.1 What is your overall assessment of the services provided by Sample RS	T? 7.71
2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	7.77
3.2 The services provided by Sample RST are of high quality	7.80
5.1 What is your overall assessment of the performance of Sample RST?	7.89
1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	7.96
4.2 Sample RST's staff are readily accessible	8.01
4.1 What is your overall assessment of your relationship with Sample RST?	8.12
4.4 Sample RST's staff listen and are responsive to our needs	8.27
4.3 Sample RST's staff are enthusiastic and willing to help	8.43
4.5 Sample RST's staff are open and honest in their interactions with me	8.48

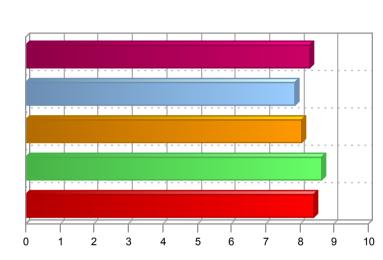


5.7 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Tertiary education provider

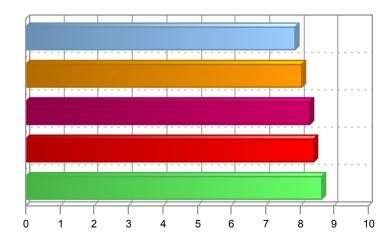
5.7.1 AREA SUMMARY

	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



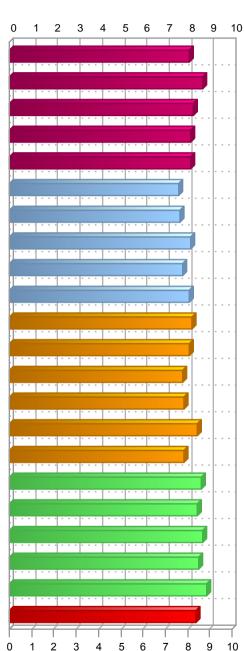
5.7 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Tertiary education provider

Average

5.7.3 QUESTION SUMMARY

5.7.3 QUESTION SUMMARY	score
1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	8.10
1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	8.70
1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the	8.25
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]	8.15
1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	8.15
2.1 What is your overall assessment of the effectiveness of Sample RST's communication?	7.59
2.2 I am satisfied with the amount of communication from Sample RST	7.64
2.3 The communication I receive from Sample RST is of high quality	8.14
2.4 The communication I receive from Sample RST is relevant to my needs	7.81
2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	8.09
3.1 What is your overall assessment of the services provided by Sample RST?	8.18
3.2 The services provided by Sample RST are of high quality	8.10
3.3 The services provided by Sample RST are relevant to my needs	7.81
3.4 The services provided by Sample RST are easily accessible	7.86
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	8.47
3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	7.85
4.1 What is your overall assessment of your relationship with Sample RST?	8.64
4.2 Sample RST's staff are readily accessible	8.45
4.3 Sample RST's staff are enthusiastic and willing to help	8.68
4.4 Sample RST's staff listen and are responsive to our needs	8.48
4.5 Sample RST's staff are open and honest in their interactions with me	8.86
5.1 What is your overall assessment of the performance of Sample RST?	8.41



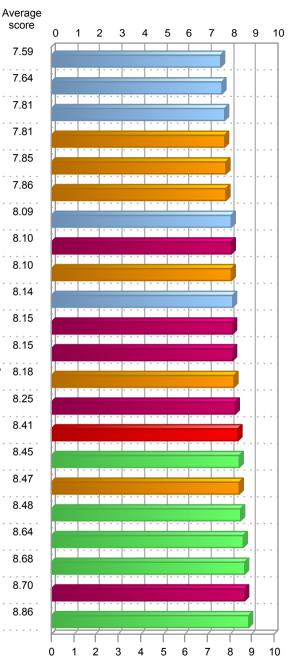
5.7 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Tertiary education provider

score

5.7.4 QUESTIONS PRIORITISED

	000.0
2.1 What is your overall assessment of the effectiveness of Sample RST's communication?	7.59
2.2 I am satisfied with the amount of communication from Sample RST	7.64
2.4 The communication I receive from Sample RST is relevant to my needs	7.81
3.3 The services provided by Sample RST are relevant to my needs	7.81
3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	7.85
3.4 The services provided by Sample RST are easily accessible	7.86
2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	8.09
1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	8.10
3.2 The services provided by Sample RST are of high quality	8.10
2.3 The communication I receive from Sample RST is of high quality	8.14
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]	8.15
1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	8.15
3.1 What is your overall assessment of the services provided by Sample RST?	8.18
1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the	8.25
5.1 What is your overall assessment of the performance of Sample RST?	8.41
4.2 Sample RST's staff are readily accessible	8.45
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	8.47
4.4 Sample RST's staff listen and are responsive to our needs	8.48
4.1 What is your overall assessment of your relationship with Sample RST?	8.64
4.3 Sample RST's staff are enthusiastic and willing to help	8.68
1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	8.70
4.5 Sample RST's staff are open and honest in their interactions with me	8.86

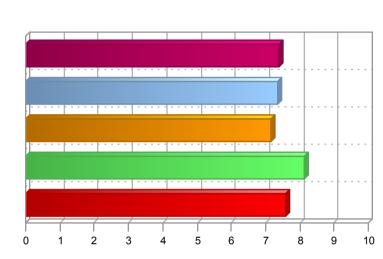


5.8 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Māori community/lwi

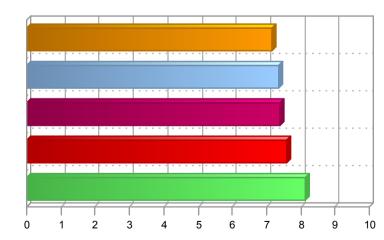
5.8.1 AREA SUMMARY

	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



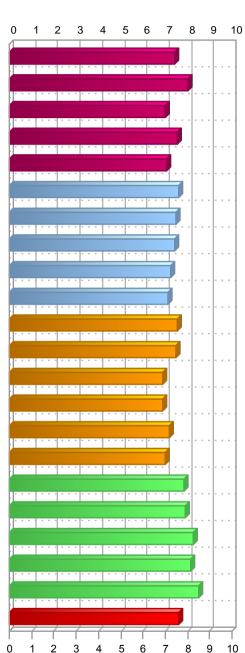
5.8 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Māori community/lwi

Average

5.8.3 QUESTION SUMMARY

5.8	3 QUESTION SUMMARY	Average score
1.1	What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	7.45
1.2	Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	8.05
	Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the	7.00
	Sample RST's work in the region improves the quality of Sport, Recreation and Physical Activity opportunities available to everyone in the [Sample]	7.52
	Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	7.05
2.1	What is your overall assessment of the effectiveness of Sample RST's communication?	7.62
2.2	I am satisfied with the amount of communication from Sample RST	7.48
2.3	The communication I receive from Sample RST is of high quality	7.43
2.4	The communication I receive from Sample RST is relevant to my needs	7.24
	Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	7.10
	What is your overall assessment of the services provided by Sample RST?	7.52
	The services provided by Sample RST are of high quality	7.48
3.3	The services provided by Sample RST are relevant to my needs	6.90
	The services provided by Sample RST are easily accessible	6.90
	The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	7.20
	Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	7.00
	What is your overall assessment of your relationship with Sample RST?	7.86
4.2	Sample RST's staff are readily accessible	7.90
4.3	Sample RST's staff are enthusiastic and willing to help	8.29
	Sample RST's staff listen and are responsive to our needs	8.14
4.5	Sample RST's staff are open and honest in their interactions with me	8.48
5.1	What is your overall assessment of the performance of Sample RST?	7.60

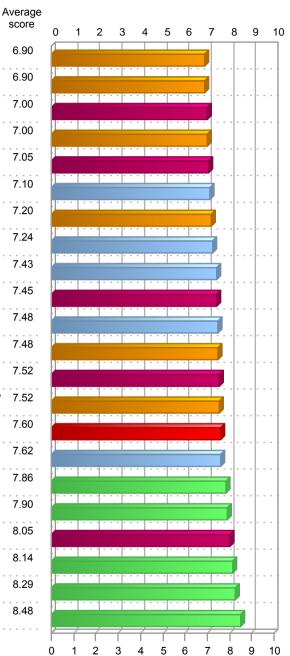


5.8 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Māori community/lwi

5.8.4 QUESTIONS PRIORITISED

5.8.4 QUESTIONS PRIORITISED	Average score
3.3 The services provided by Sample RST are relevant to my needs	6.90
3.4 The services provided by Sample RST are easily accessible	6.90
1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the	7.00
3.6 Sample RST's website contains resources useful to me in my role within Sport, Recreation and Physical Activity	7.00
1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	7.05
2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	7.10
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity	7.20
2.4 The communication I receive from Sample RST is relevant to my needs	7.24
2.3 The communication I receive from Sample RST is of high quality	7.43
1.1 What is your overall assessment of the effectiveness of Sample RST's coordination and facilitation of Sport, Recreation and Physical Activity in	7.45
2.2 I am satisfied with the amount of communication from Sample RST	7.48
3.2 The services provided by Sample RST are of high quality	7.48
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]	
3.1 What is your overall assessment of the services provided by Sample RST?	
5.1 What is your overall assessment of the performance of Sample RST?	7.60
2.1 What is your overall assessment of the effectiveness of Sample RST's communication?	7.62
4.1 What is your overall assessment of your relationship with Sample RST?	7.86
4.2 Sample RST's staff are readily accessible	7.90
1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	8.05
4.4 Sample RST's staff listen and are responsive to our needs	8.14
4.3 Sample RST's staff are enthusiastic and willing to help	8.29
4.5 Sample RST's staff are open and honest in their interactions with me	8.48

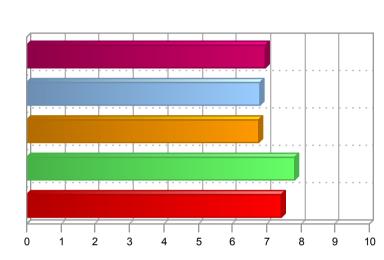


5.9 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Disability support agency

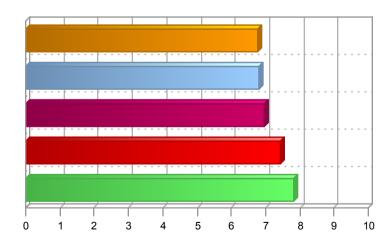
5.9.1 AREA SUMMARY

	Area average
1. Contribution and facilitation	6.95
2. Communication	6.82
3. Service Delivery	6.76
4. Quality of Relationship	7.83
5. Overall Performance	7.42



5.9.2 AREAS PRIORITISED

	Area average
3. Service Delivery	6.76
2. Communication	6.82
1. Contribution and facilitation	6.95
5. Overall Performance	7.42
4. Quality of Relationship	7.83

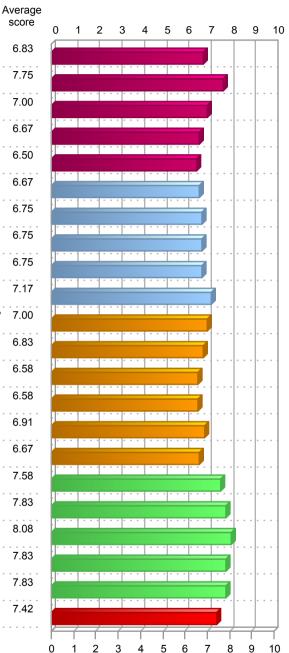


5.9 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Disability support agency

5.9.3 QUESTION SUMMARY

5.9.3 QUESTION SUMMARY		Average score
1.1 What is your overall assessment of the coordination and facilitation of Sport, R		6.83
1.2 Sample RST contributes positively to S Activity in the [Sample] region		7.75
1.3 Sample RST's work in the region impro Recreation and Physical Activity opport		7.00
1.4 Sample RST's work in the region impro and Physical Activity opportunities avai	able to everyone in the [Sample]	6.67
1.5 Sample RST's contribution enables my quality outcomes to our customers/clier	nts/stakeholders	6.50
2.1 What is your overall assessment of the communication?	effectiveness of Sample RST's	6.67
2.2 I am satisfied with the amount of comm	unication from Sample RST	6.75
2.3 The communication I receive from Sam	ple RST is of high quality	6.75
2.4 The communication I receive from Sam	ple RST is relevant to my needs	6.75
2.5 Sample RST uses appropriate methods communication for the communication		7.17
3.1 What is your overall assessment of the	services provided by Sample RST?	? 7.00
3.2 The services provided by Sample RST	are of high quality	6.83
3.3 The services provided by Sample RST		6.58
3.4 The services provided by Sample RST	are easily accessible	6.58
3.5 The services provided by Sample RST Recreation and Physical Activity		6.91
3.6 Sample RST's website contains resour Sport, Recreation and Physical Activity		6.67
4.1 What is your overall assessment of you	r relationship with Sample RST?	7.58
4.2 Sample RST's staff are readily accessil	ble	7.83
4.3 Sample RST's staff are enthusiastic an	d willing to help	8.08
4.4 Sample RST's staff listen and are response	onsive to our needs	7.83
4.5 Sample RST's staff are open and hone	st in their interactions with me	7.83
5.1 What is your overall assessment of the	performance of Sample RST?	7.42



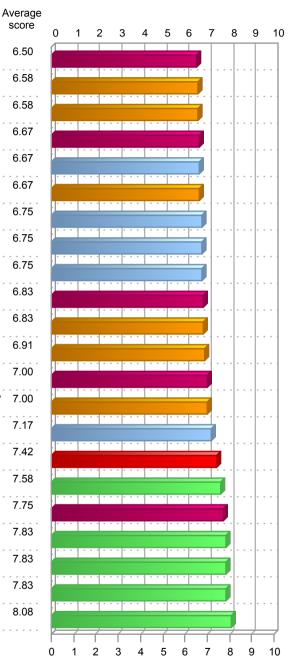
5.9 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Disability support agency

score

5.9.4 QUESTIONS PRIORITISED

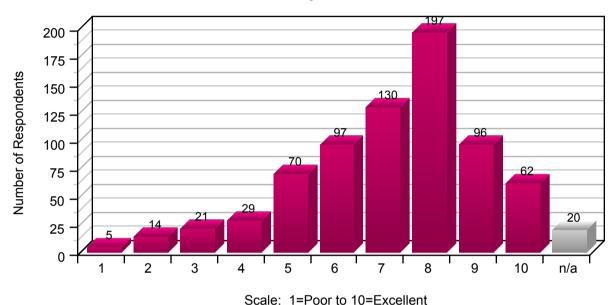
	30010
1.5 Sample RST's contribution enables my organisation to provide better quality outcomes to our customers/clients/stakeholders	r 6.50
3.3 The services provided by Sample RST are relevant to my needs	6.58
3.4 The services provided by Sample RST are easily accessible	6.58
1.4 Sample RST's work in the region improves the quality of Sport, Recr and Physical Activity opportunities available to everyone in the [Sam	
2.1 What is your overall assessment of the effectiveness of Sample RST communication?	"s 6.67
3.6 Sample RST's website contains resources useful to me in my role wi Sport, Recreation and Physical Activity	thin 6.67
2.2 I am satisfied with the amount of communication from Sample RST	6.75
2.3 The communication I receive from Sample RST is of high quality	6.75
2.4 The communication I receive from Sample RST is relevant to my nee	eds 6.75
1.1 What is your overall assessment of the effectiveness of Sample RST coordination and facilitation of Sport, Recreation and Physical Activity	
3.2 The services provided by Sample RST are of high quality	6.83
3.5 The services provided by Sample RST assist me in my role within Sp Recreation and Physical Activity	oort, 6.91
1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone	7.00 in the
3.1 What is your overall assessment of the services provided by Sample	RST? 7.00
2.5 Sample RST uses appropriate methods/delivery channels/media of communication for the communication I receive	7.17
5.1 What is your overall assessment of the performance of Sample RST	? 7.42
4.1 What is your overall assessment of your relationship with Sample RS	ST? 7.58
1.2 Sample RST contributes positively to Sport, Recreation and Physical Activity in the [Sample] region	7.75
4.2 Sample RST's staff are readily accessible	7.83
4.4 Sample RST's staff listen and are responsive to our needs	7.83
4.5 Sample RST's staff are open and honest in their interactions with me	e 7.83
4.3 Sample RST's staff are enthusiastic and willing to help	8.08



6. STAKEHOLDER SURVEY - DETAILED RESULTS

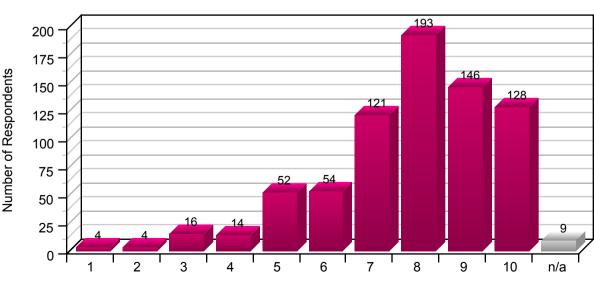
1. Contribution and facilitation

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.



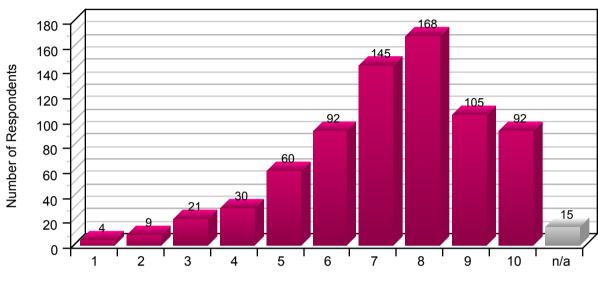
Average Score = 7.77

Scale: 1=Strongly disagree to 10=Strongly agree

6. STAKEHOLDER SURVEY - DETAILED RESULTS

1. Contribution and facilitation (cont.)

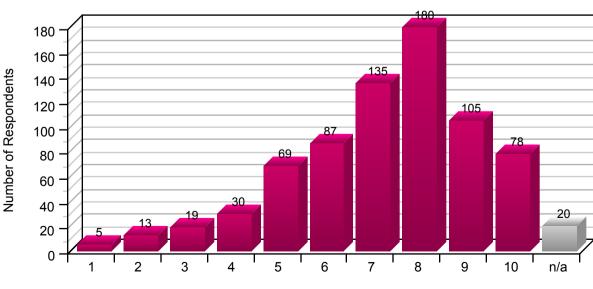
1.3 Sample RST's work in the region improves the amount of Sport, Recreation and Physical Activity opportunities available to everyone in the [Sample] region.



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.



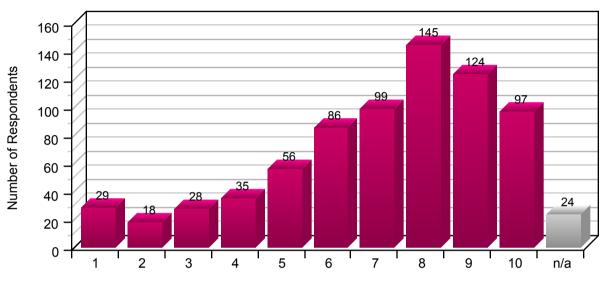
Average Score = 7.19

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.

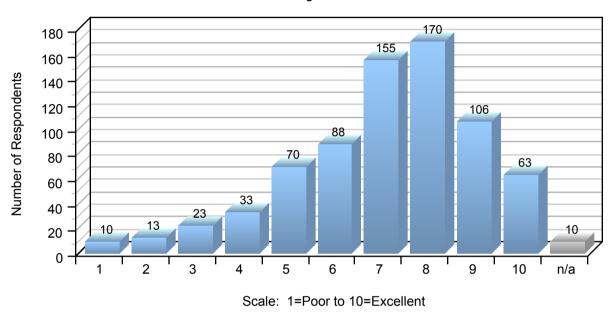


Average Score = 7.01

6. STAKEHOLDER SURVEY - DETAILED RESULTS

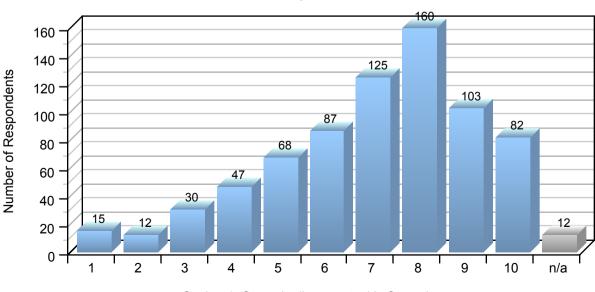
2. Communication

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



Average Score = 7.04

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

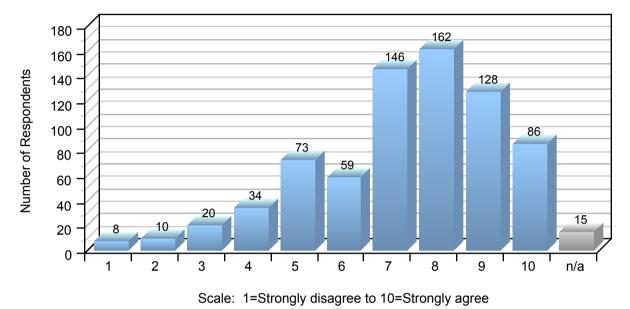


Average Score = 6.97

6. STAKEHOLDER SURVEY - DETAILED RESULTS

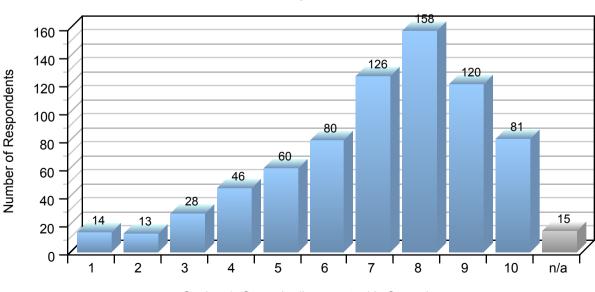
2. Communication (cont.)

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



Average Score = 7.26

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

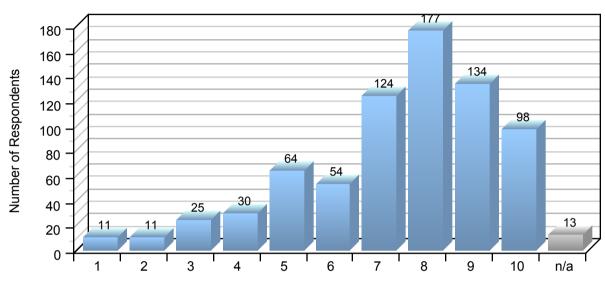


Average Score = 7.06

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.



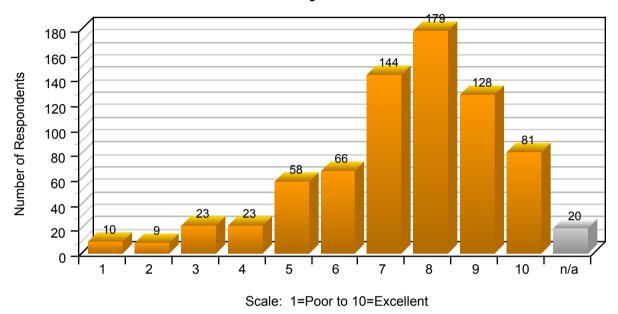
Average Score = 7.34

Scale: 1=Strongly disagree to 10=Strongly agree

6. STAKEHOLDER SURVEY - DETAILED RESULTS

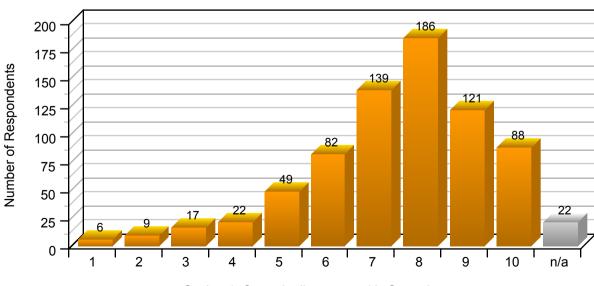
3. Service Delivery

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



Average Score = 7.32

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

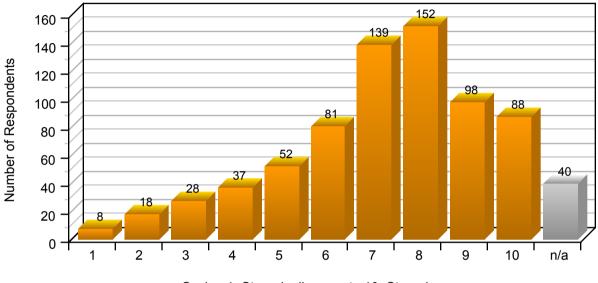


Average Score = 7.41

6. STAKEHOLDER SURVEY - DETAILED RESULTS

3. Service Delivery (cont.)

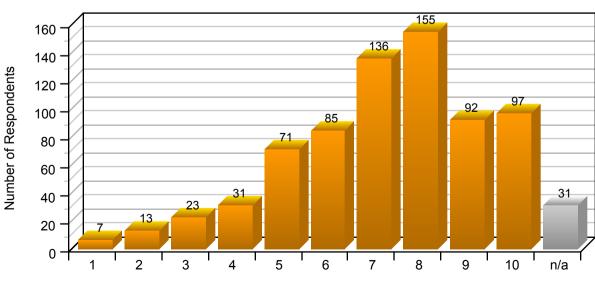
3.3 The services provided by Sample RST are relevant to my needs.



Average Score = 7.09

Scale: 1=Strongly disagree to 10=Strongly agree

3.4 The services provided by Sample RST are easily accessible.

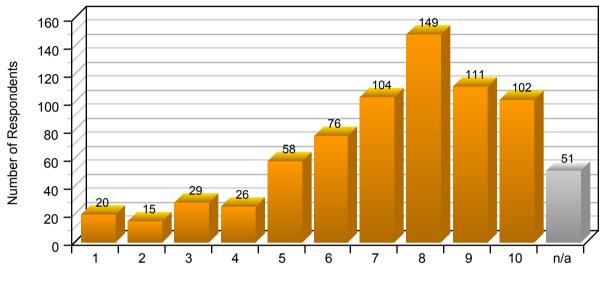


Average Score = 7.16

6. STAKEHOLDER SURVEY - DETAILED RESULTS

3. Service Delivery (cont.)

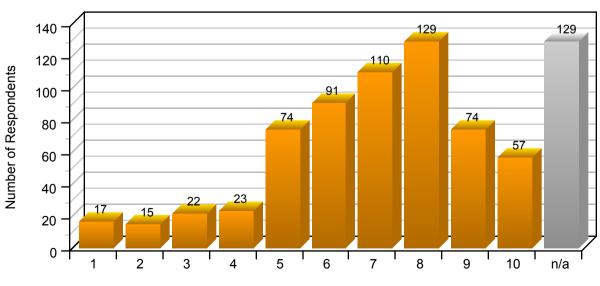
3.5 The services provided by Sample RST assist me in my role within Sport, Recreation and Physical Activity.



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.

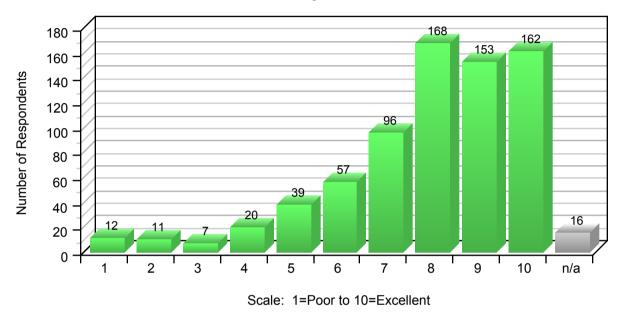


Average Score = 6.80

6. STAKEHOLDER SURVEY - DETAILED RESULTS

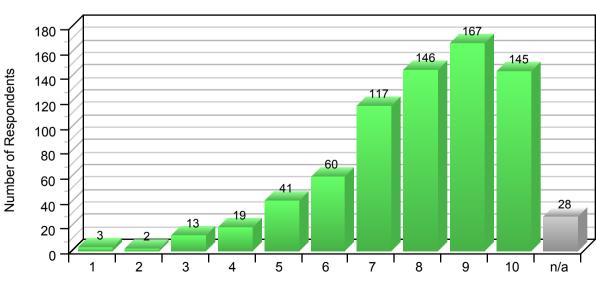
4. Quality of Relationship

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.

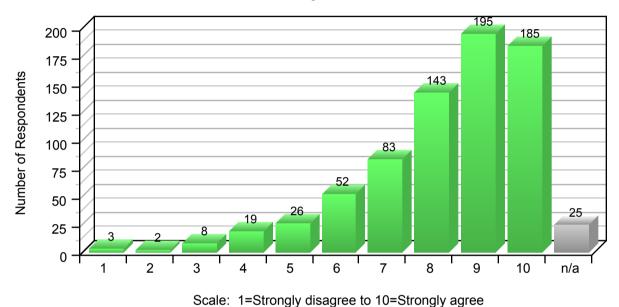


Average Score = 7.89

6. STAKEHOLDER SURVEY - DETAILED RESULTS

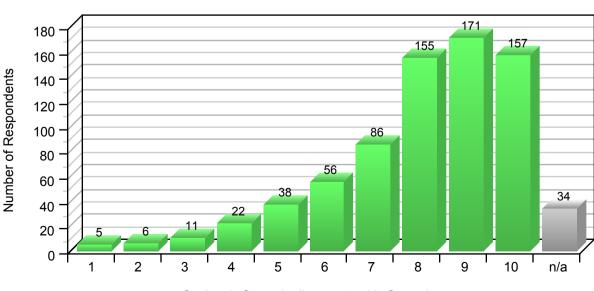
4. Quality of Relationship (cont.)

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.

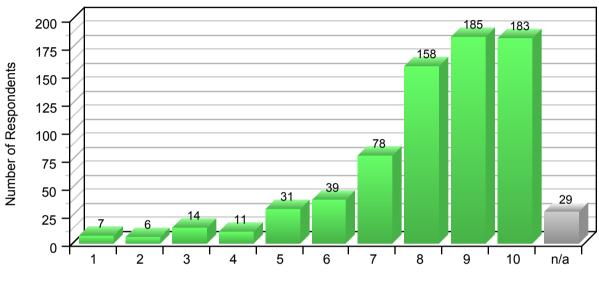


Average Score = 7.94

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.

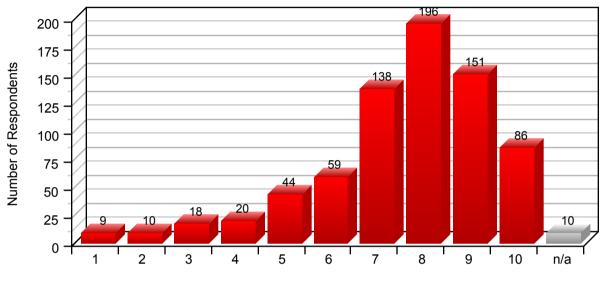


Average Score = 8.14

6. STAKEHOLDER SURVEY - DETAILED RESULTS

5. Overall Performance

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



Average Score = 7.51

Scale: 1=Poor to 10=Excellent

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	Page +-1

+. 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?