



Sample NSO
SPARC Stakeholder Survey
August 2009
Complete Stakeholder Report for Sample NSO

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STAKEHOLDER SURVEY

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1. Introduction

1.1 Background

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

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

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):

- Role
- Regions
- Interaction

Areas (question groupings):

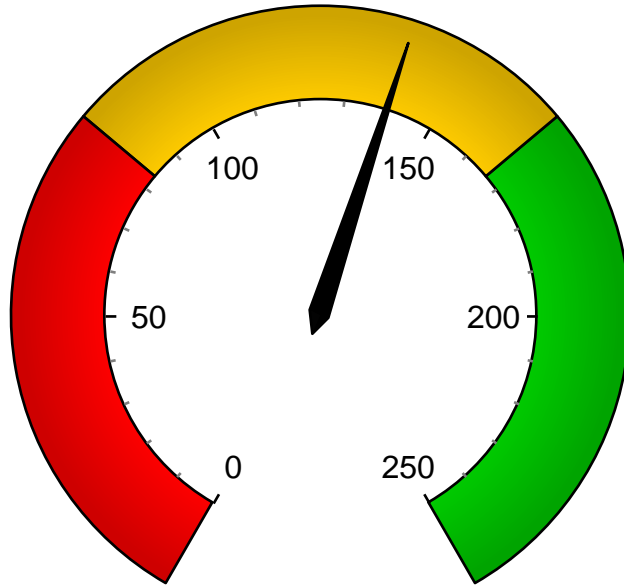
1. Leadership and Direction
2. Communication
3. Service Delivery
4. Quality of Relationship
5. Overall Performance

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).

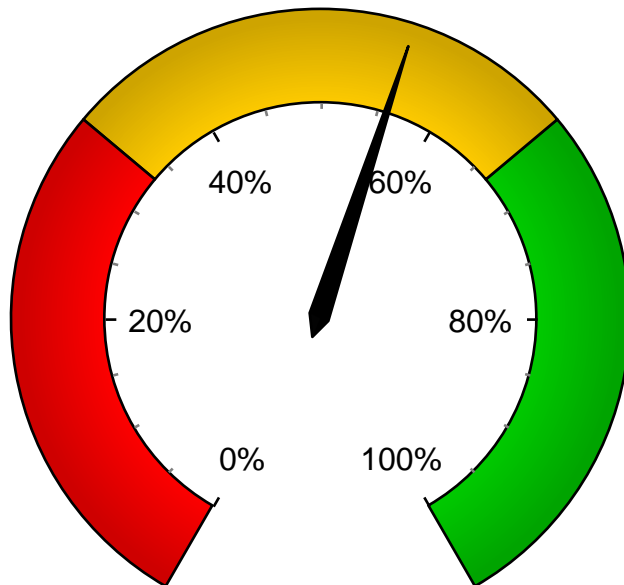
2. STAKEHOLDER SURVEY - OVERALL SATISFACTION

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 (140 out of 250)



Percentage of the Average Scores (56%)

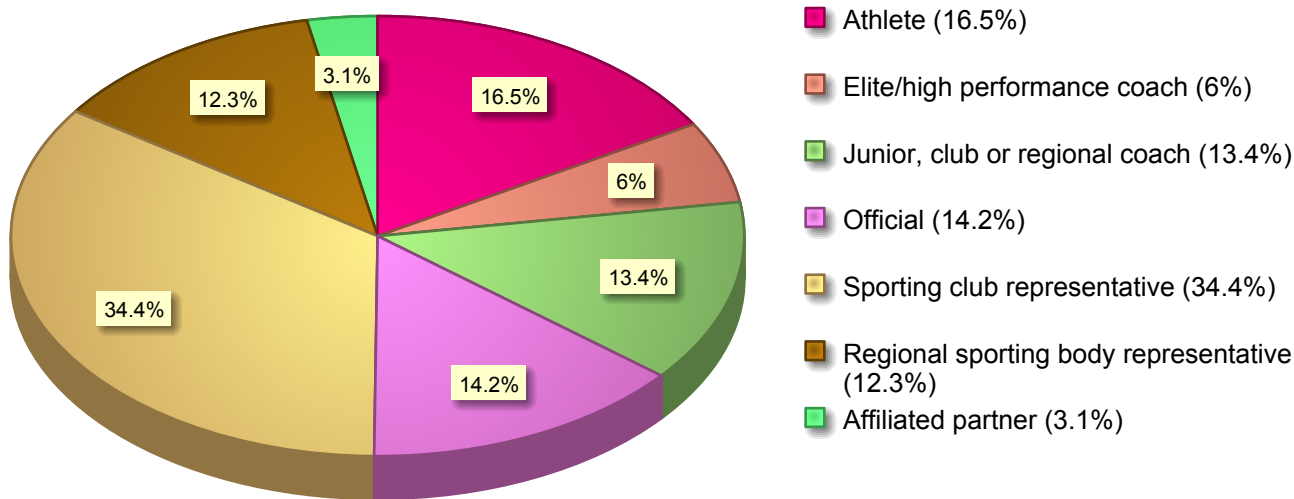


3. STAKEHOLDER SURVEY - CLASSIFICATION

The survey was sent out to 854 stakeholder respondents, of which 381 completed questionnaires. This is a participation rate of 45%.

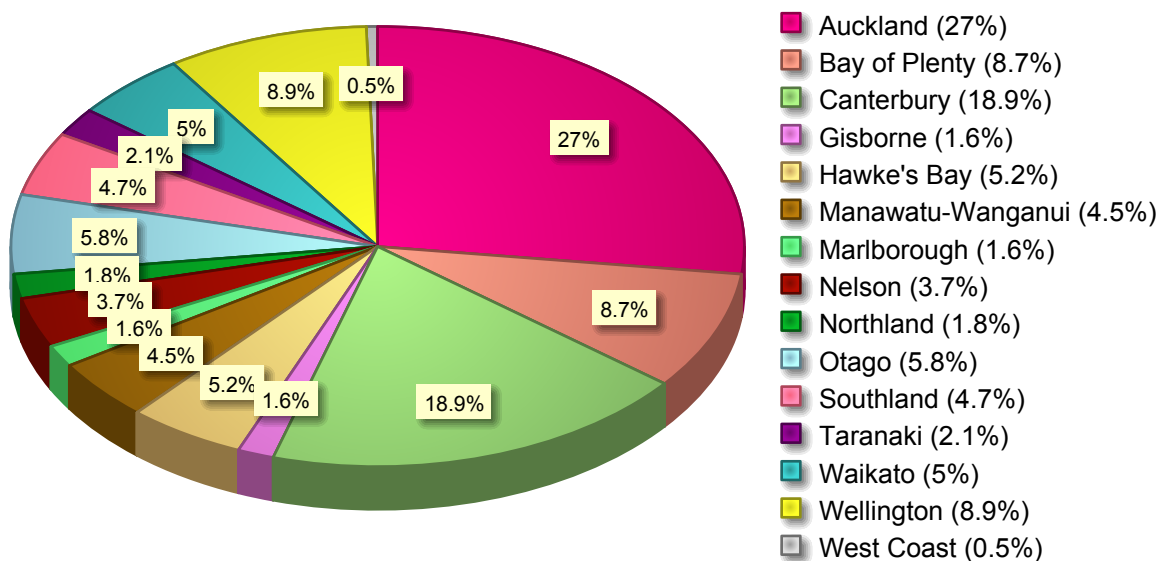
3.1 Role

The participating stakeholders self-selected the classification that best described their role:



3.2 Regions

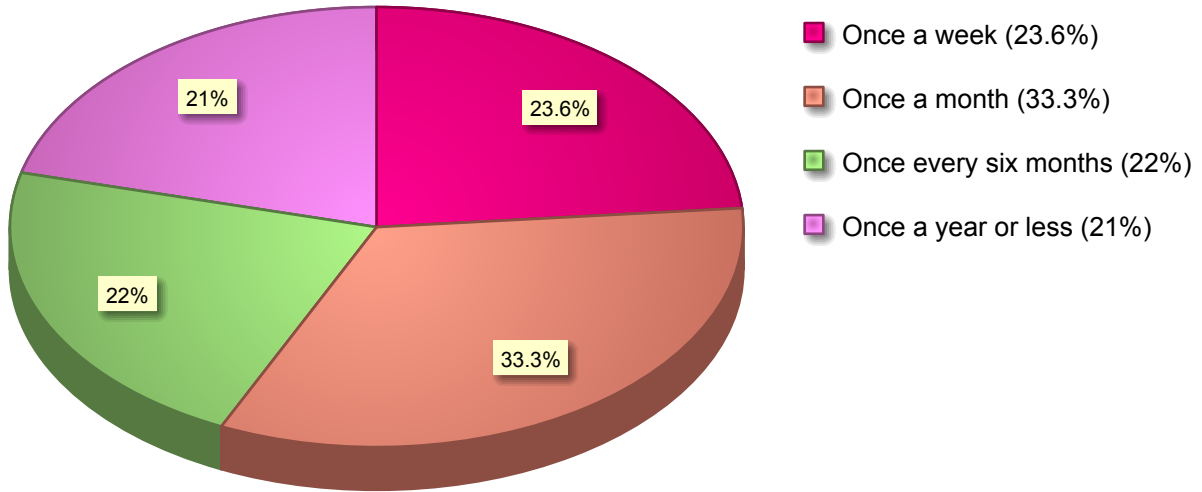
The stakeholders self-selected their nearest geographic region within Sample NSO:



3. STAKEHOLDER SURVEY - CLASSIFICATION

3.3 Interaction

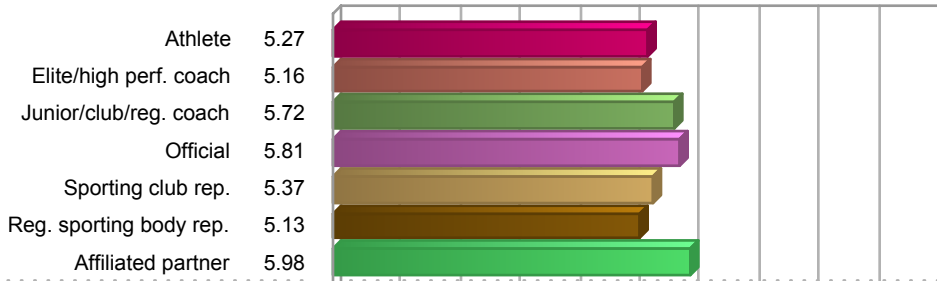
The stakeholders self-selected their level of interaction with Sample NSO:



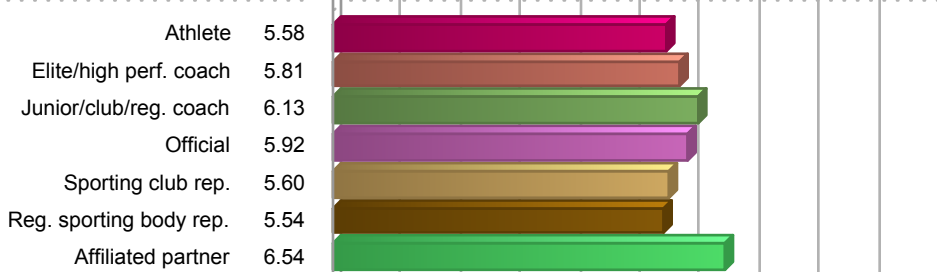
4.1 STAKEHOLDER SURVEY - GLOBAL OVERVIEW

AREA SUMMARY

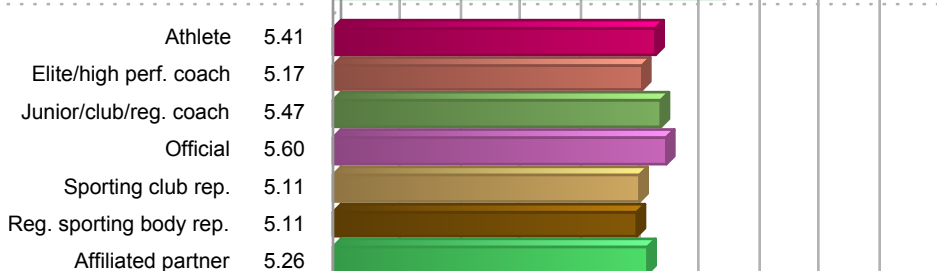
1. Leadership and Direction



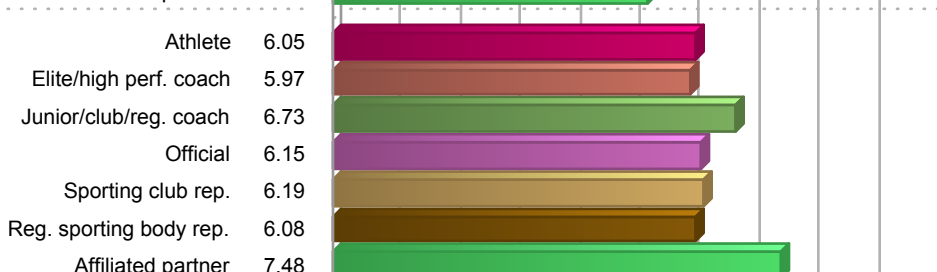
2. Communication



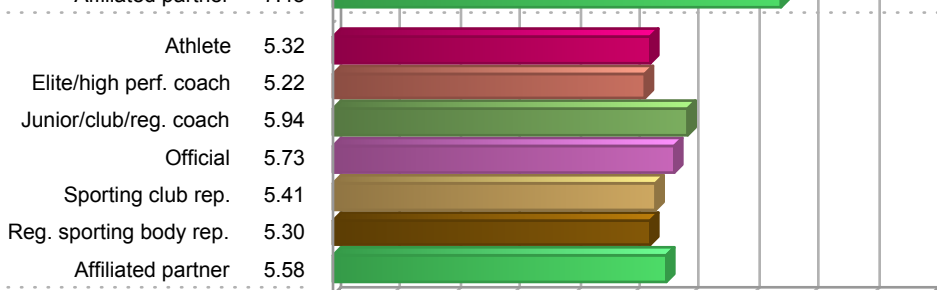
3. Service Delivery



4. Quality of Relationship



5. Overall Performance



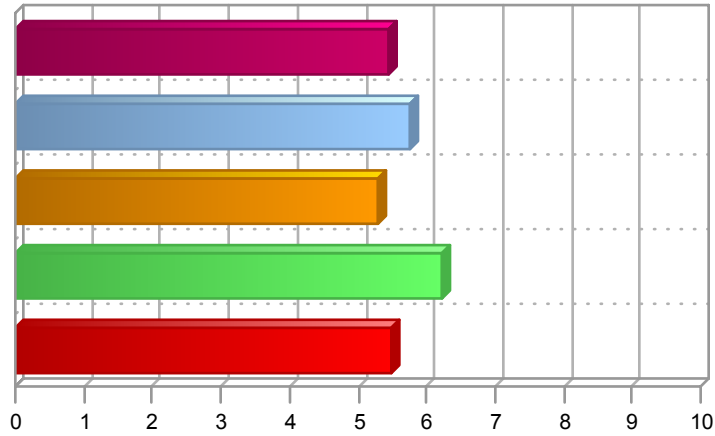
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)
 Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.1 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Overall Summary

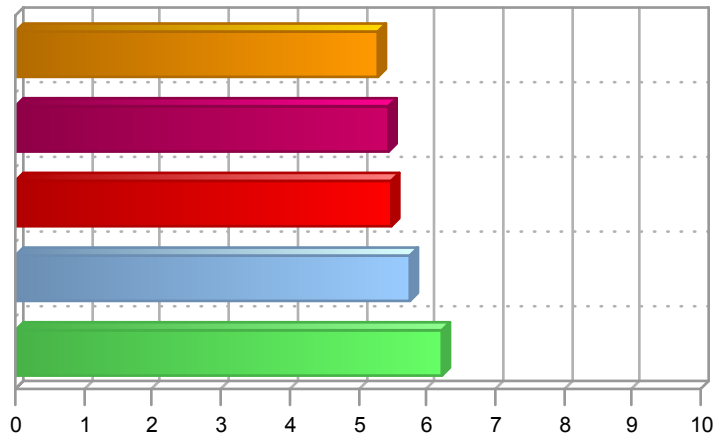
5.1.1 AREA SUMMARY

	Area average
1. Leadership and Direction	5.44
2. Communication	5.75
3. Service Delivery	5.29
4. Quality of Relationship	6.24
5. Overall Performance	5.49



5.1.2 AREAS PRIORITISED

	Area average
3. Service Delivery	5.29
1. Leadership and Direction	5.44
5. Overall Performance	5.49
2. Communication	5.75
4. Quality of Relationship	6.24



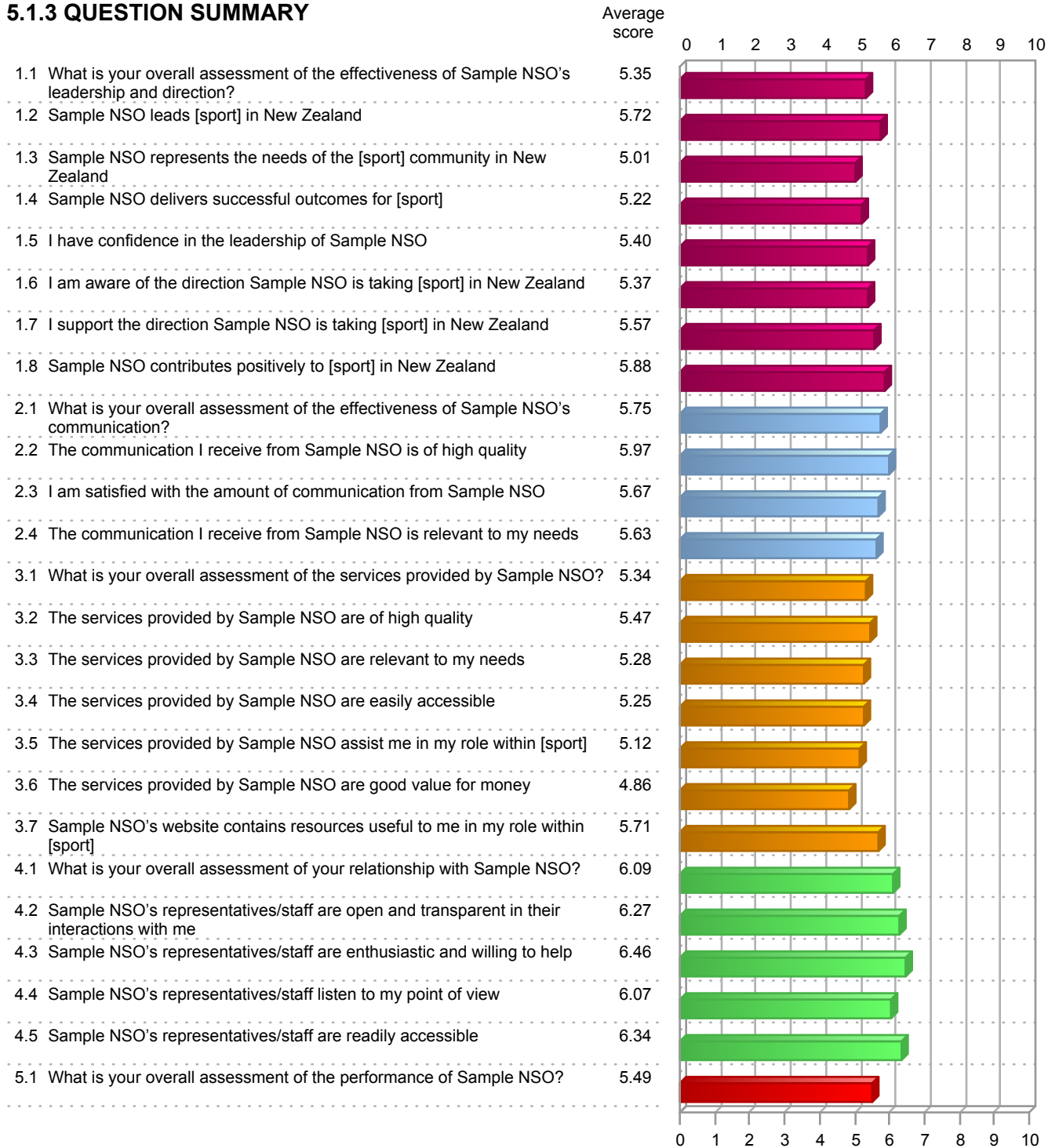
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

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



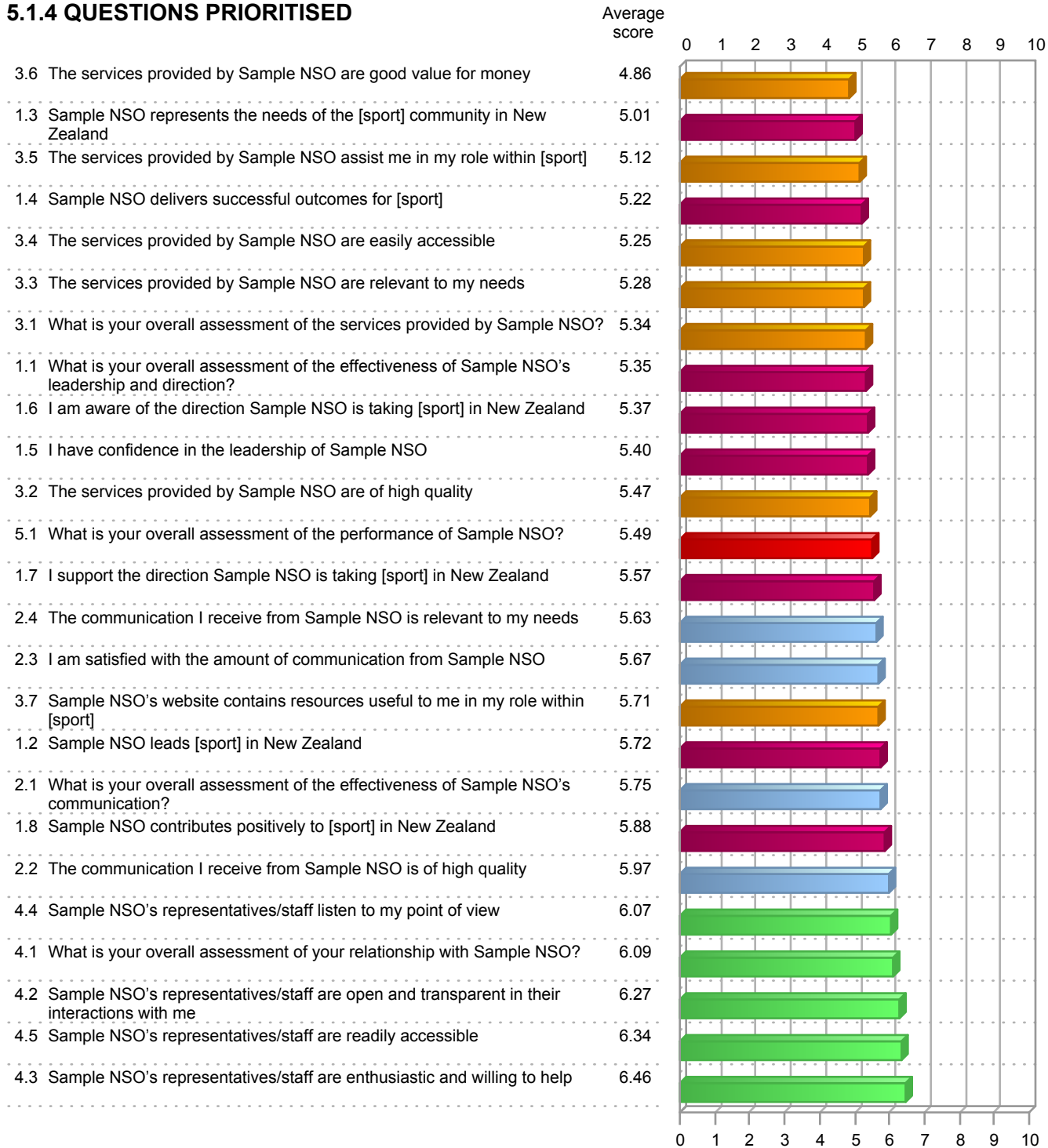
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

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)

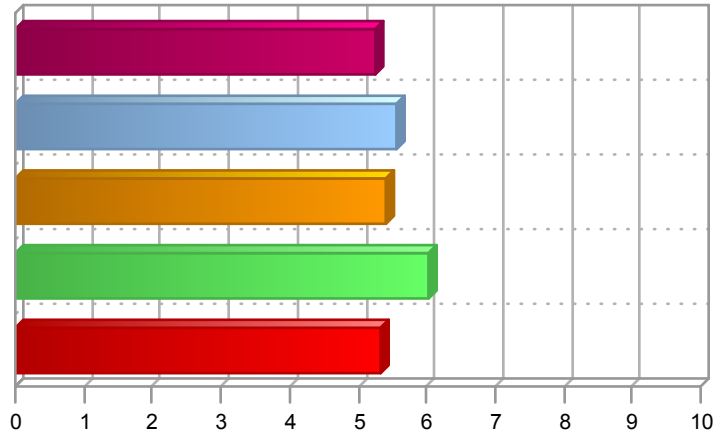
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.2 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Athlete

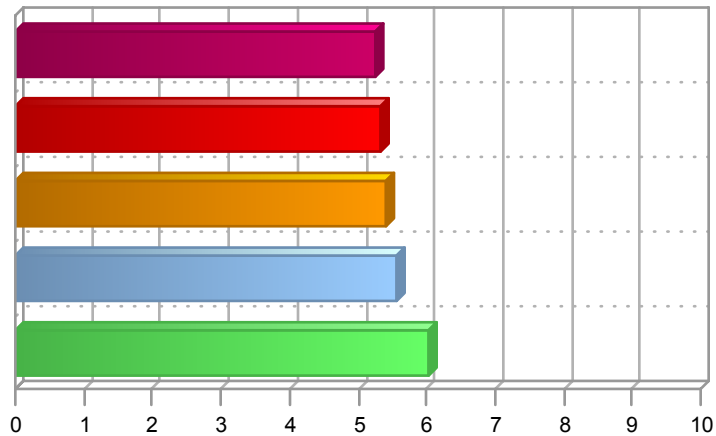
5.2.1 AREA SUMMARY

	Area average
1. Leadership and Direction	5.27
2. Communication	5.58
3. Service Delivery	5.41
4. Quality of Relationship	6.05
5. Overall Performance	5.32



5.2.2 AREAS PRIORITISED

	Area average
1. Leadership and Direction	5.27
5. Overall Performance	5.32
3. Service Delivery	5.41
2. Communication	5.58
4. Quality of Relationship	6.05



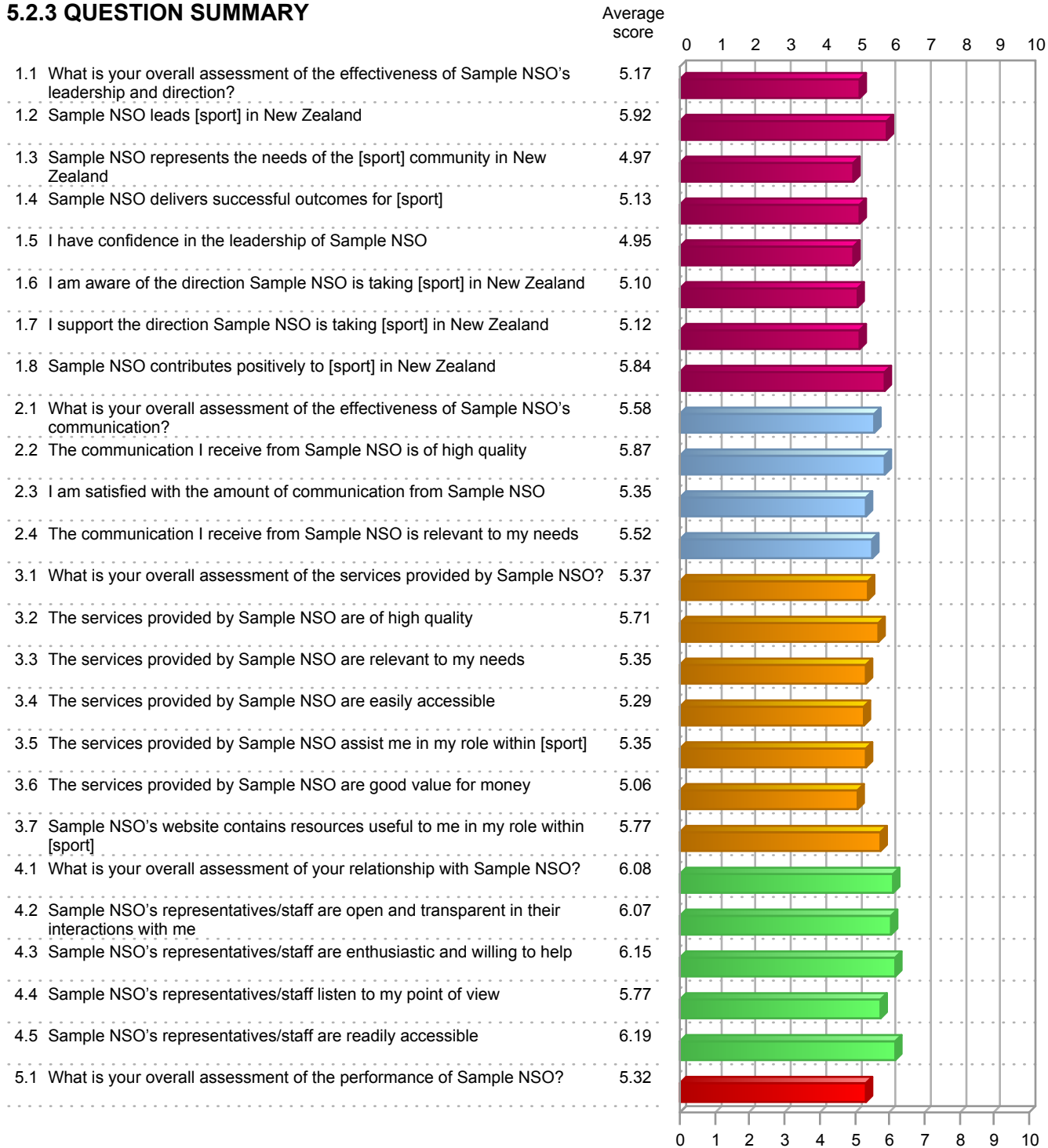
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

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

5.2 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Athlete

5.2.3 QUESTION SUMMARY



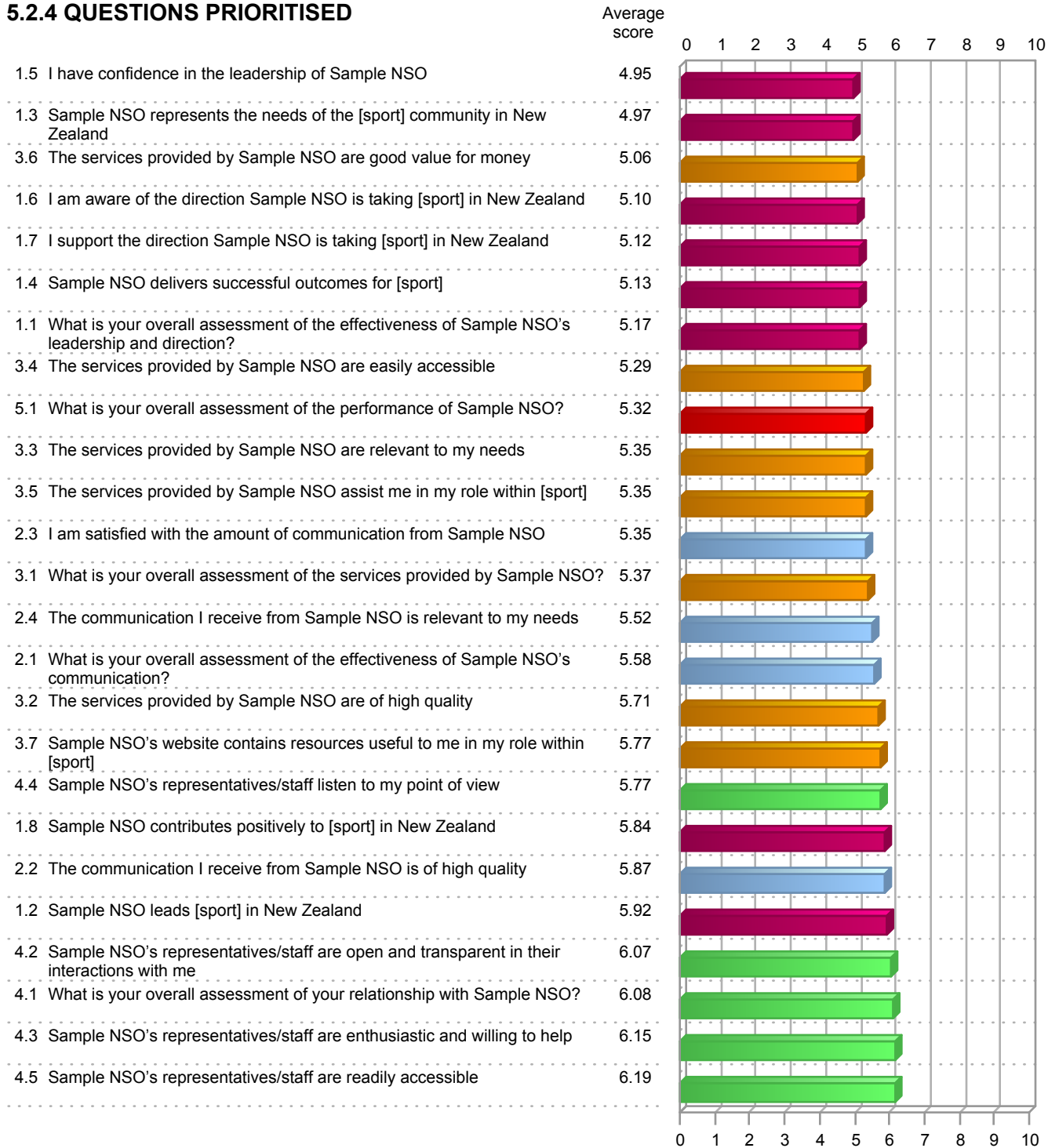
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

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

5.2 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Athlete

5.2.4 QUESTIONS PRIORITISED



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

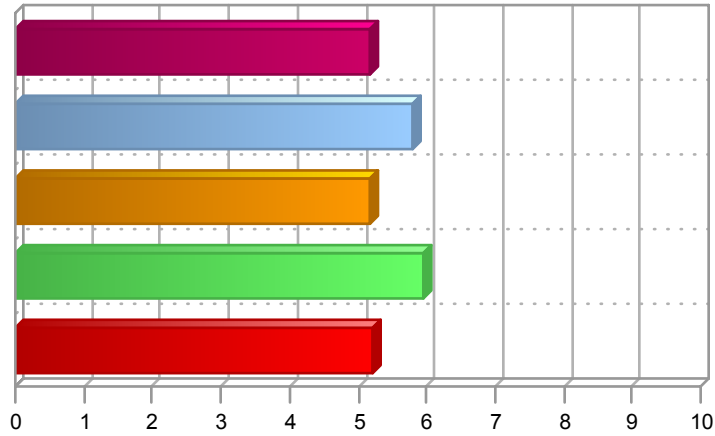
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.3 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Elite/high performance coach

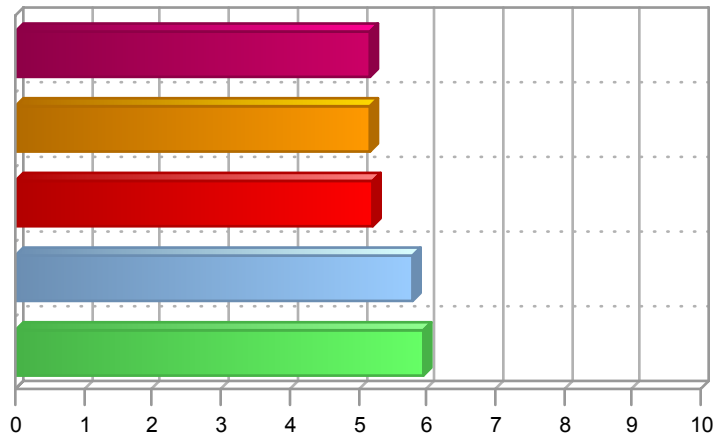
5.3.1 AREA SUMMARY

	Area average
1. Leadership and Direction	5.16
2. Communication	5.81
3. Service Delivery	5.17
4. Quality of Relationship	5.97
5. Overall Performance	5.22



5.3.2 AREAS PRIORITISED

	Area average
1. Leadership and Direction	5.16
3. Service Delivery	5.17
5. Overall Performance	5.22
2. Communication	5.81
4. Quality of Relationship	5.97

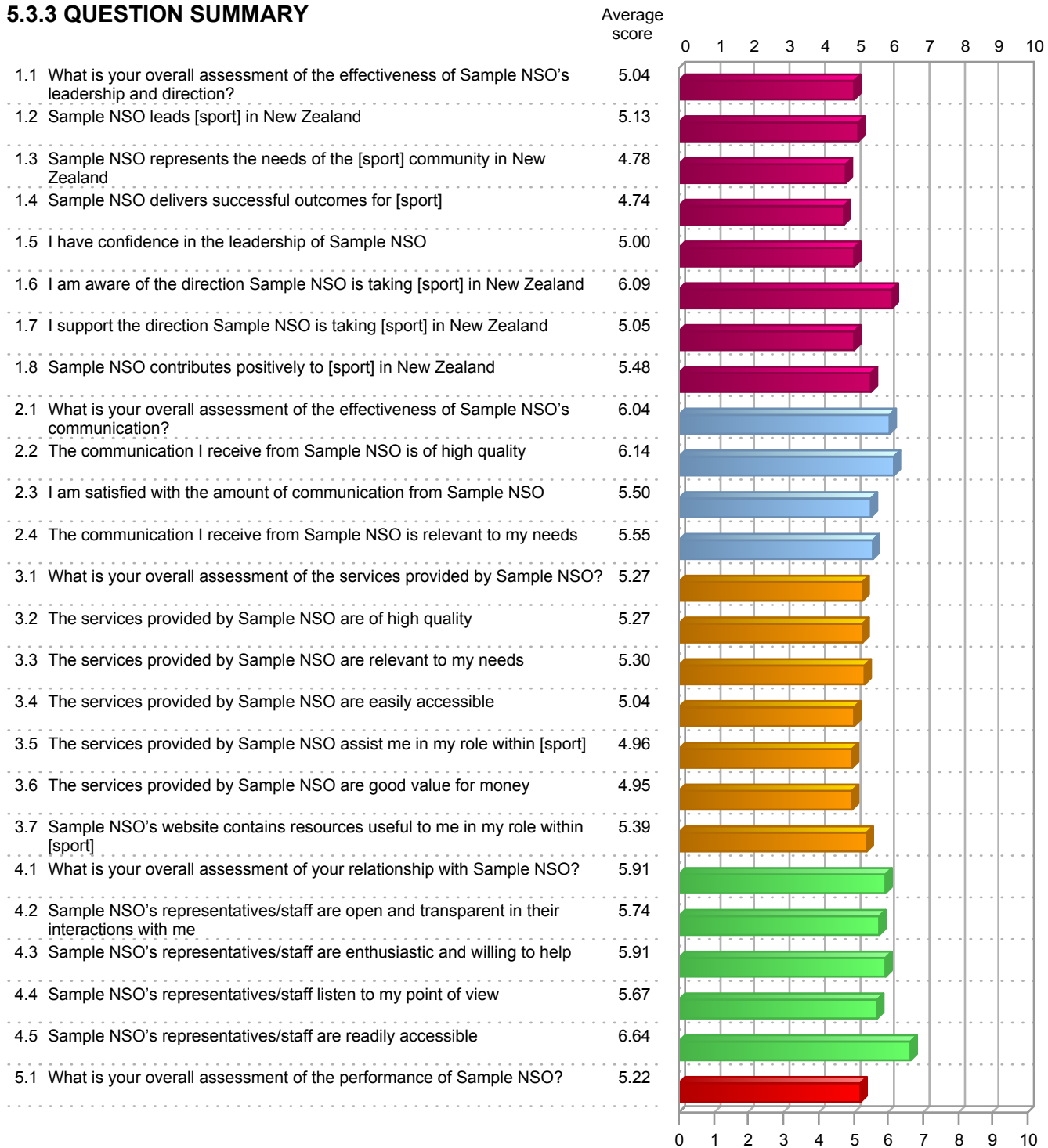


Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)
 Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.3 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Elite/high performance coach

5.3.3 QUESTION SUMMARY



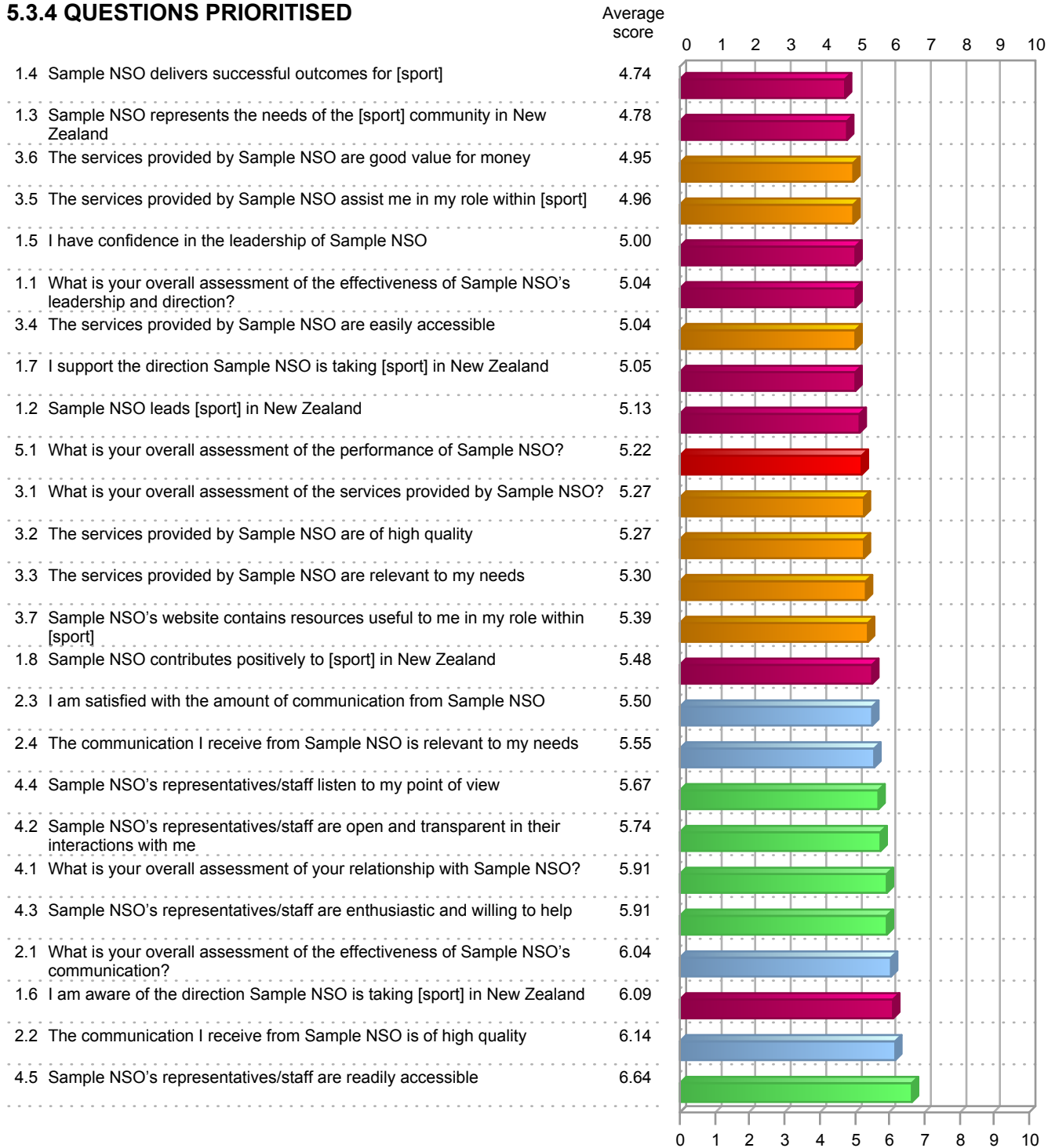
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

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

5.3 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Elite/high performance coach

5.3.4 QUESTIONS PRIORITISED



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

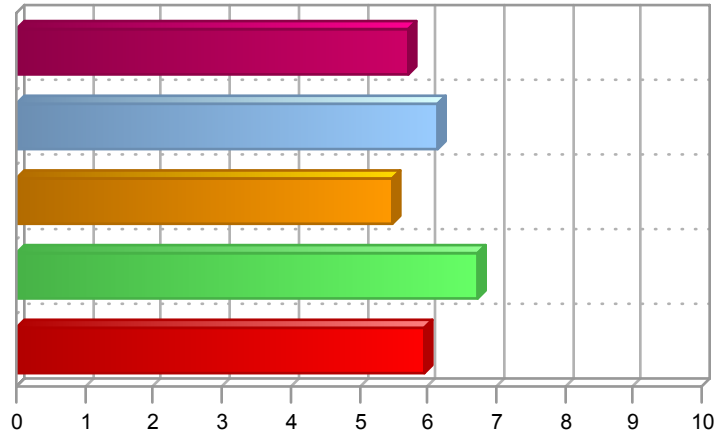
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.4 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Junior, club or regional coach

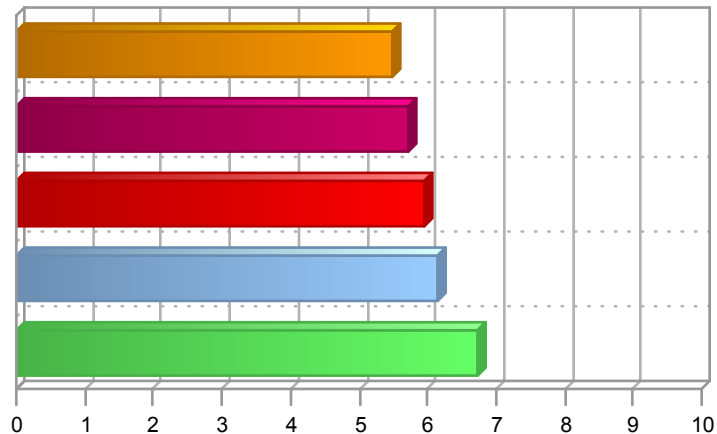
5.4.1 AREA SUMMARY

	Area average
1. Leadership and Direction	5.72
2. Communication	6.13
3. Service Delivery	5.47
4. Quality of Relationship	6.73
5. Overall Performance	5.94



5.4.2 AREAS PRIORITISED

	Area average
3. Service Delivery	5.47
1. Leadership and Direction	5.72
5. Overall Performance	5.94
2. Communication	6.13
4. Quality of Relationship	6.73



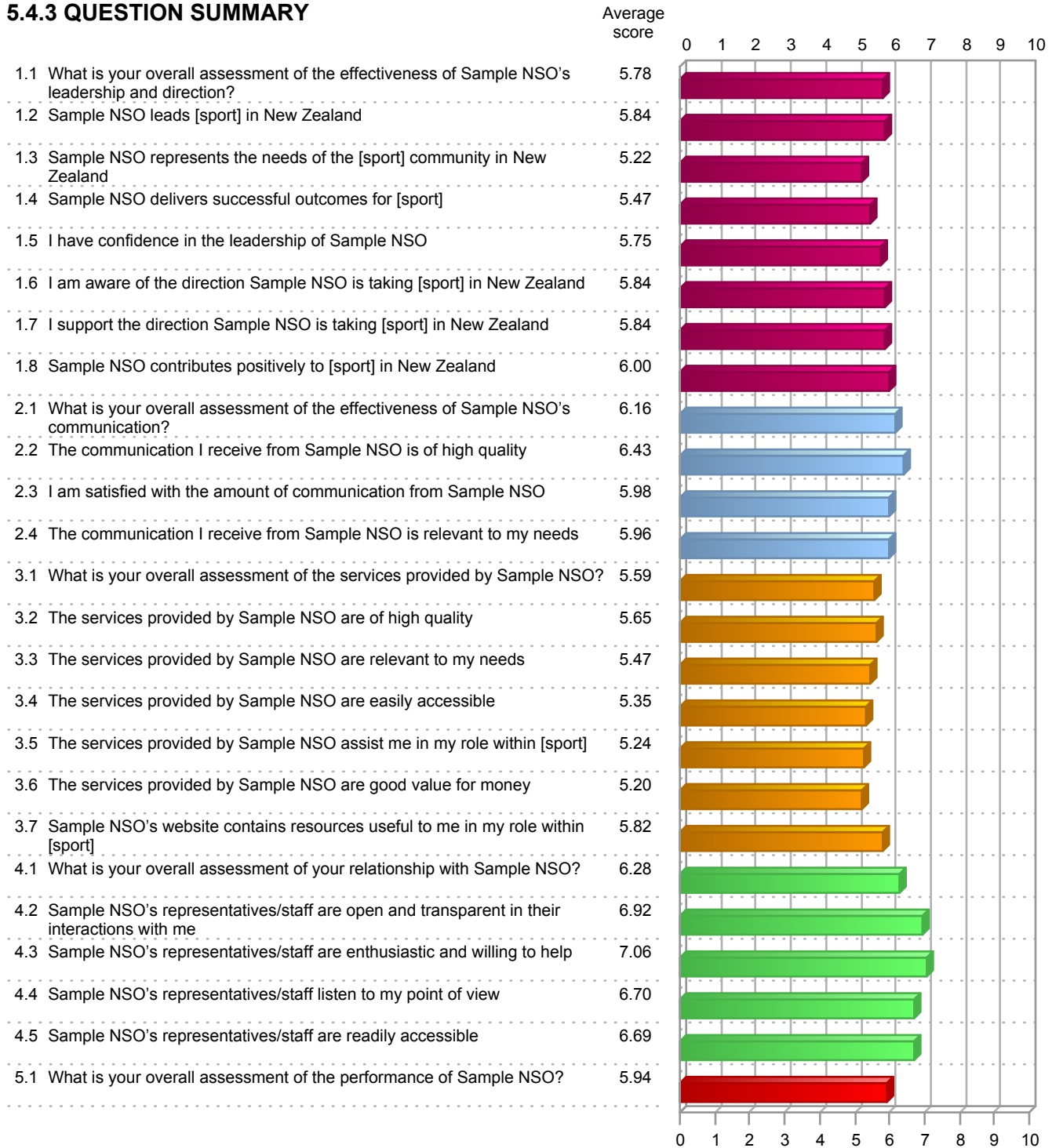
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

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

5.4 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Junior, club or regional coach

5.4.3 QUESTION SUMMARY



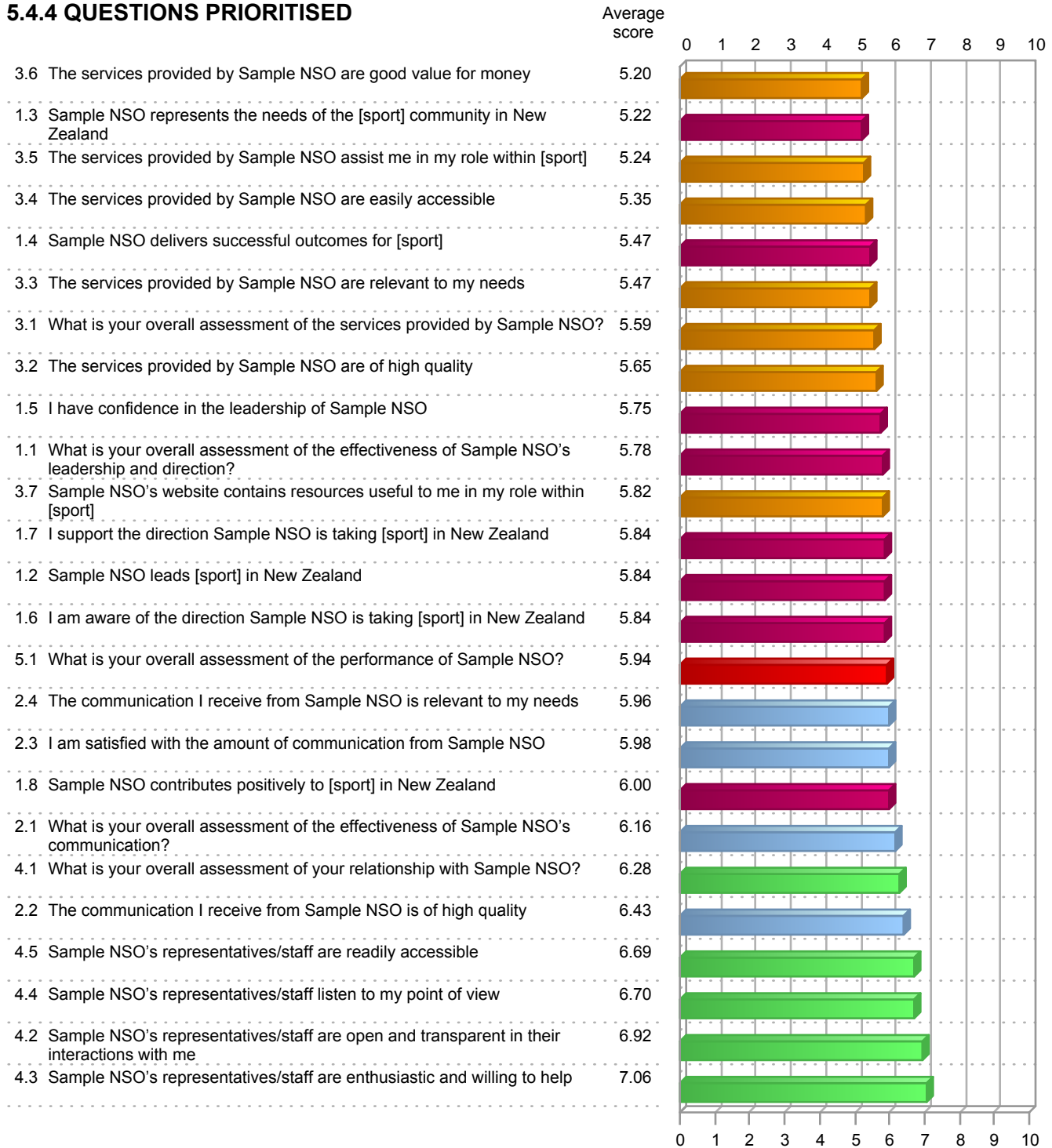
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

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

5.4 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Junior, club or regional coach

5.4.4 QUESTIONS PRIORITISED



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

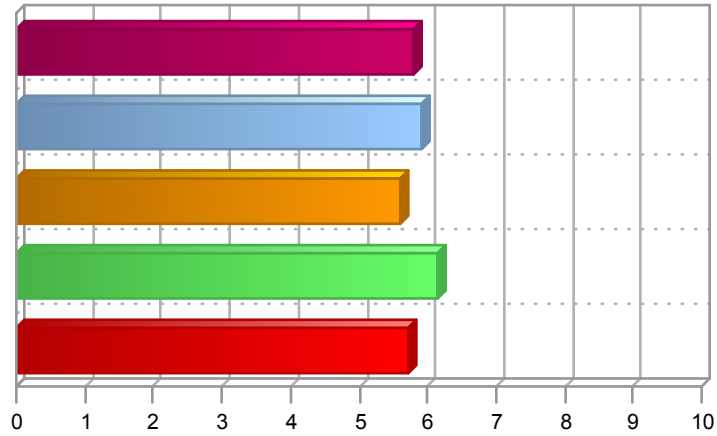
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.5 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Official

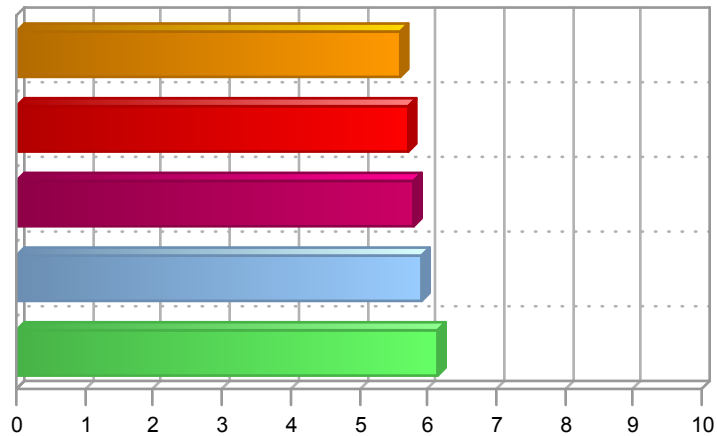
5.5.1 AREA SUMMARY

	Area average
1. Leadership and Direction	5.81
2. Communication	5.92
3. Service Delivery	5.60
4. Quality of Relationship	6.15
5. Overall Performance	5.73



5.5.2 AREAS PRIORITISED

	Area average
3. Service Delivery	5.60
5. Overall Performance	5.73
1. Leadership and Direction	5.81
2. Communication	5.92
4. Quality of Relationship	6.15



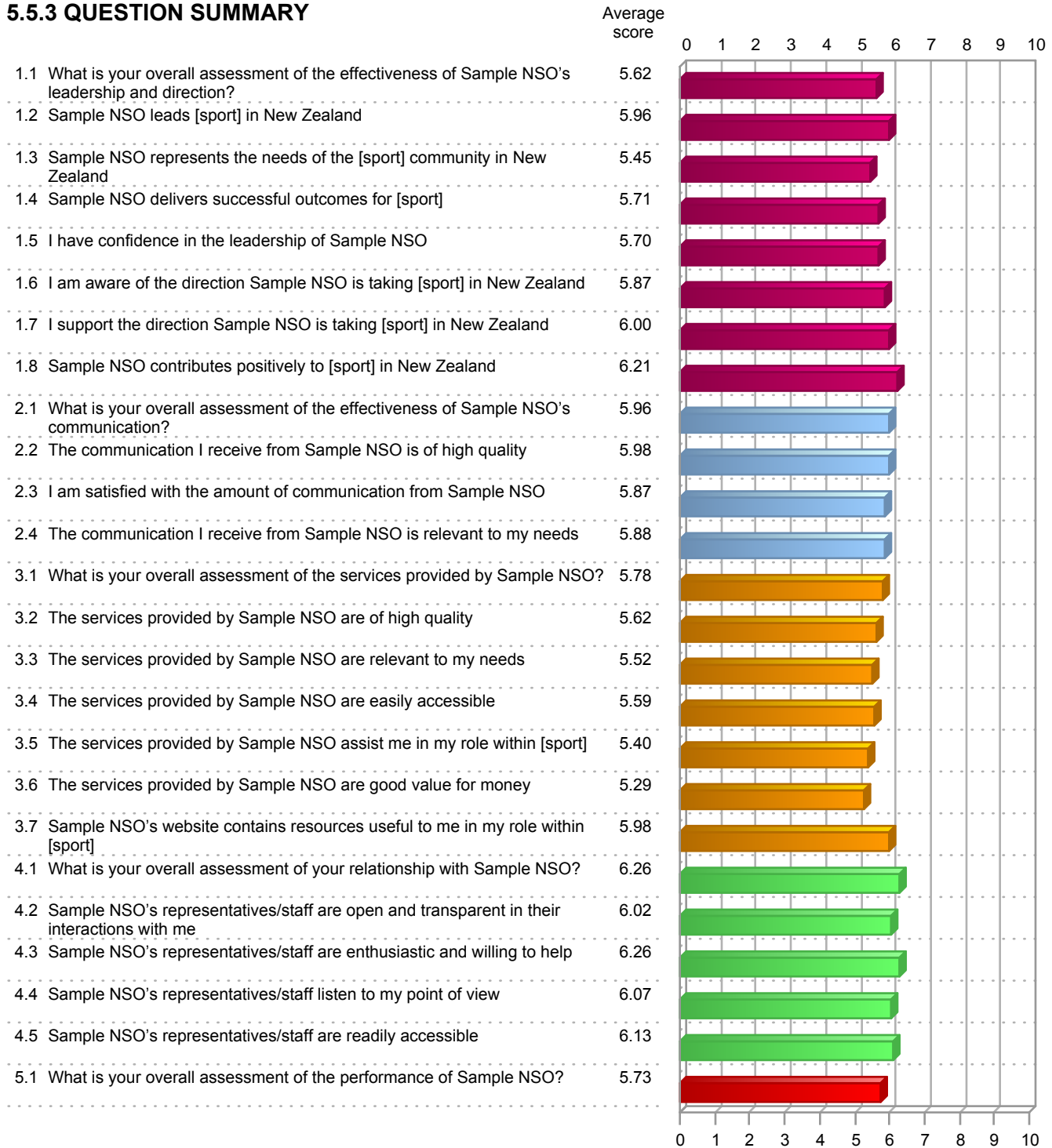
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

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

5.5 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Official

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

Official

5.5.4 QUESTIONS PRIORITISED



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

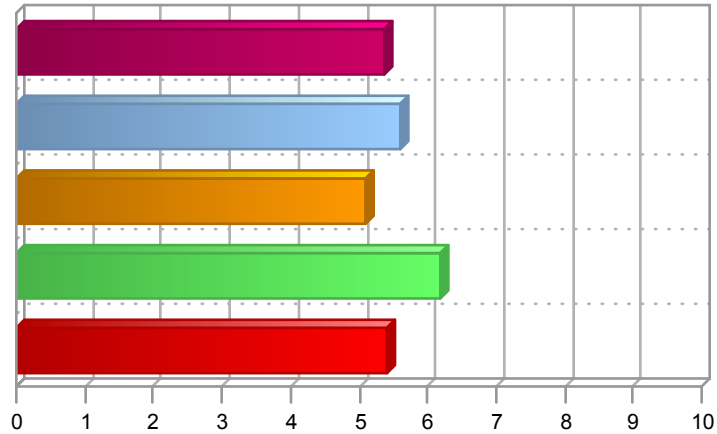
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.6 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Sporting club representative

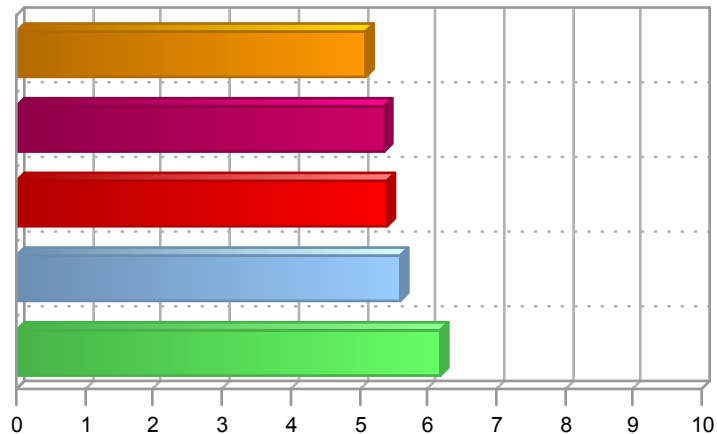
5.6.1 AREA SUMMARY

	Area average
1. Leadership and Direction	5.37
2. Communication	5.60
3. Service Delivery	5.11
4. Quality of Relationship	6.19
5. Overall Performance	5.41



5.6.2 AREAS PRIORITISED

	Area average
3. Service Delivery	5.11
1. Leadership and Direction	5.37
5. Overall Performance	5.41
2. Communication	5.60
4. Quality of Relationship	6.19



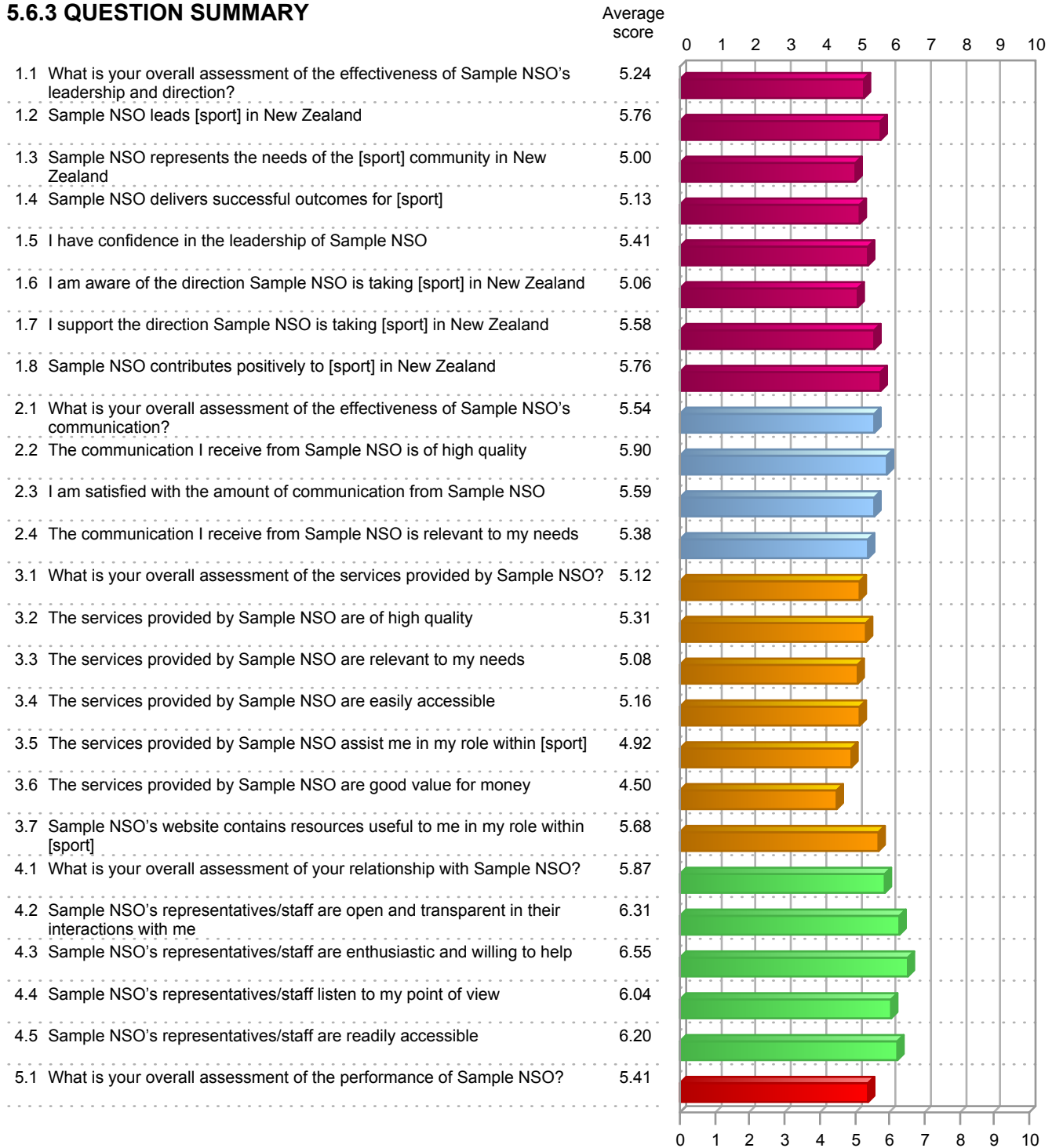
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

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

5.6 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Sporting club representative

5.6.3 QUESTION SUMMARY



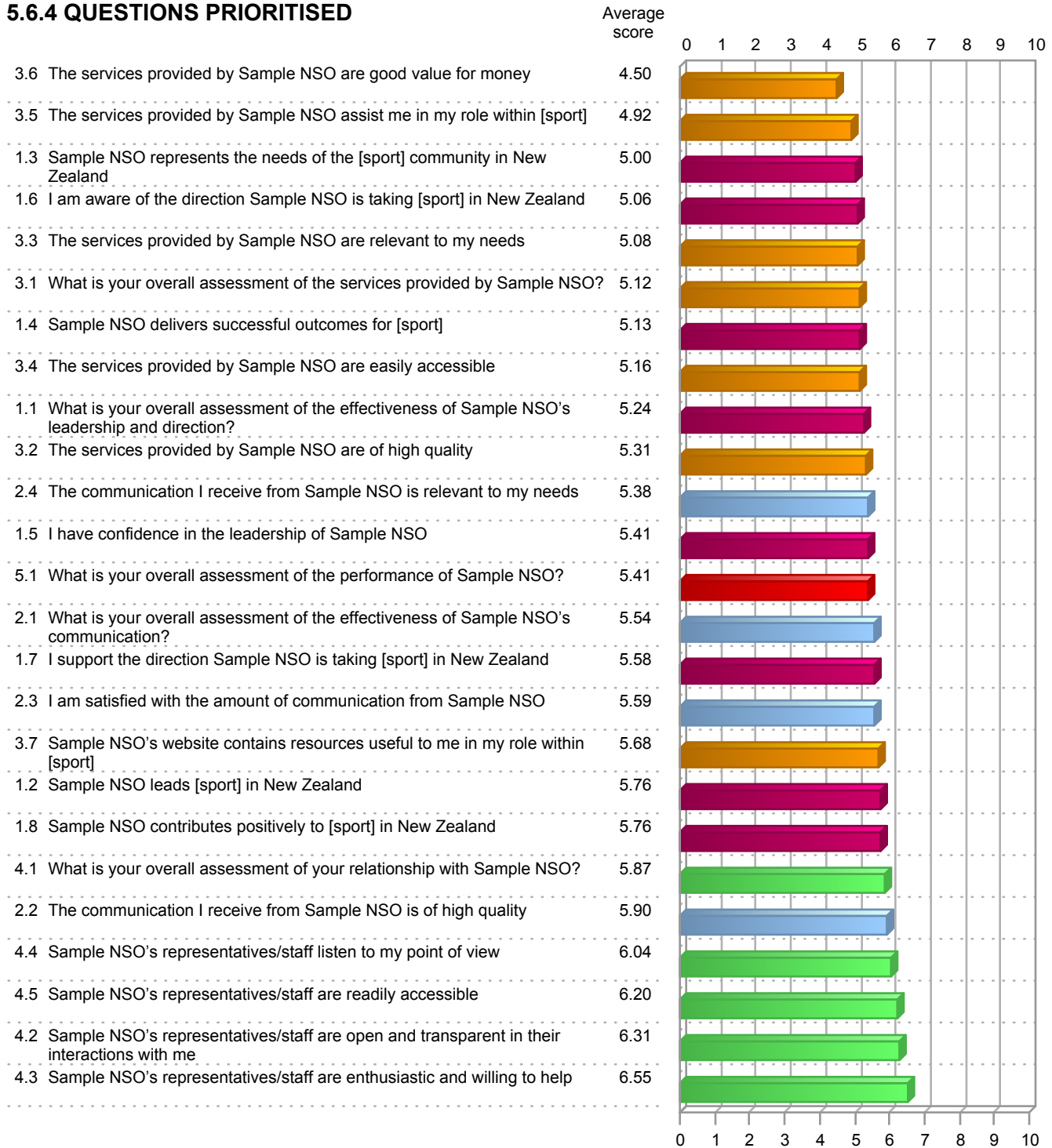
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

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

5.6 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Sporting club representative

5.6.4 QUESTIONS PRIORITISED



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

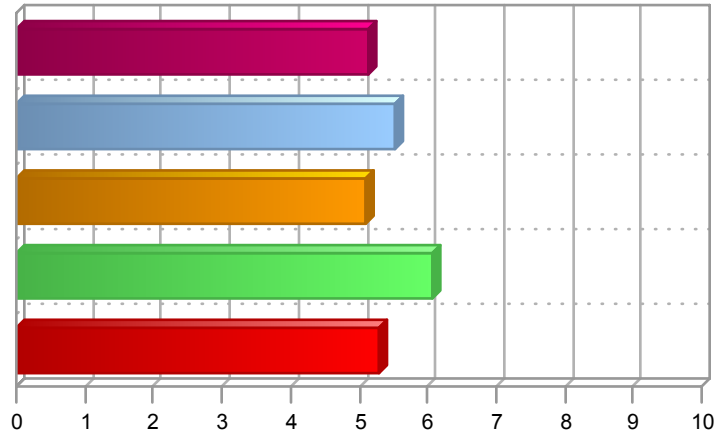
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.7 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Regional sporting body representative

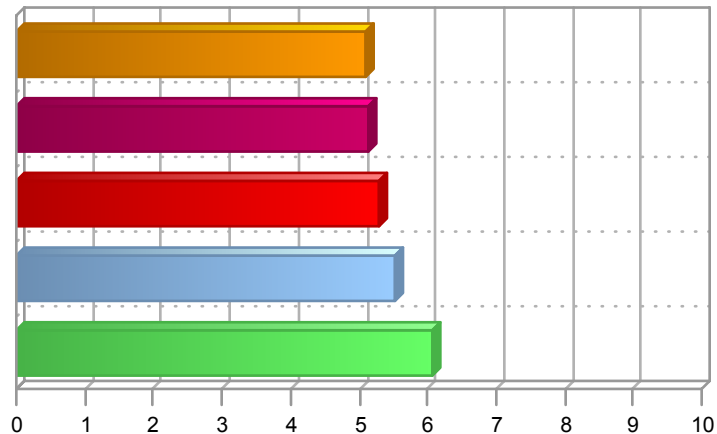
5.7.1 AREA SUMMARY

	Area average
1. Leadership and Direction	5.13
2. Communication	5.54
3. Service Delivery	5.11
4. Quality of Relationship	6.08
5. Overall Performance	5.30



5.7.2 AREAS PRIORITISED

	Area average
3. Service Delivery	5.11
1. Leadership and Direction	5.13
5. Overall Performance	5.30
2. Communication	5.54
4. Quality of Relationship	6.08



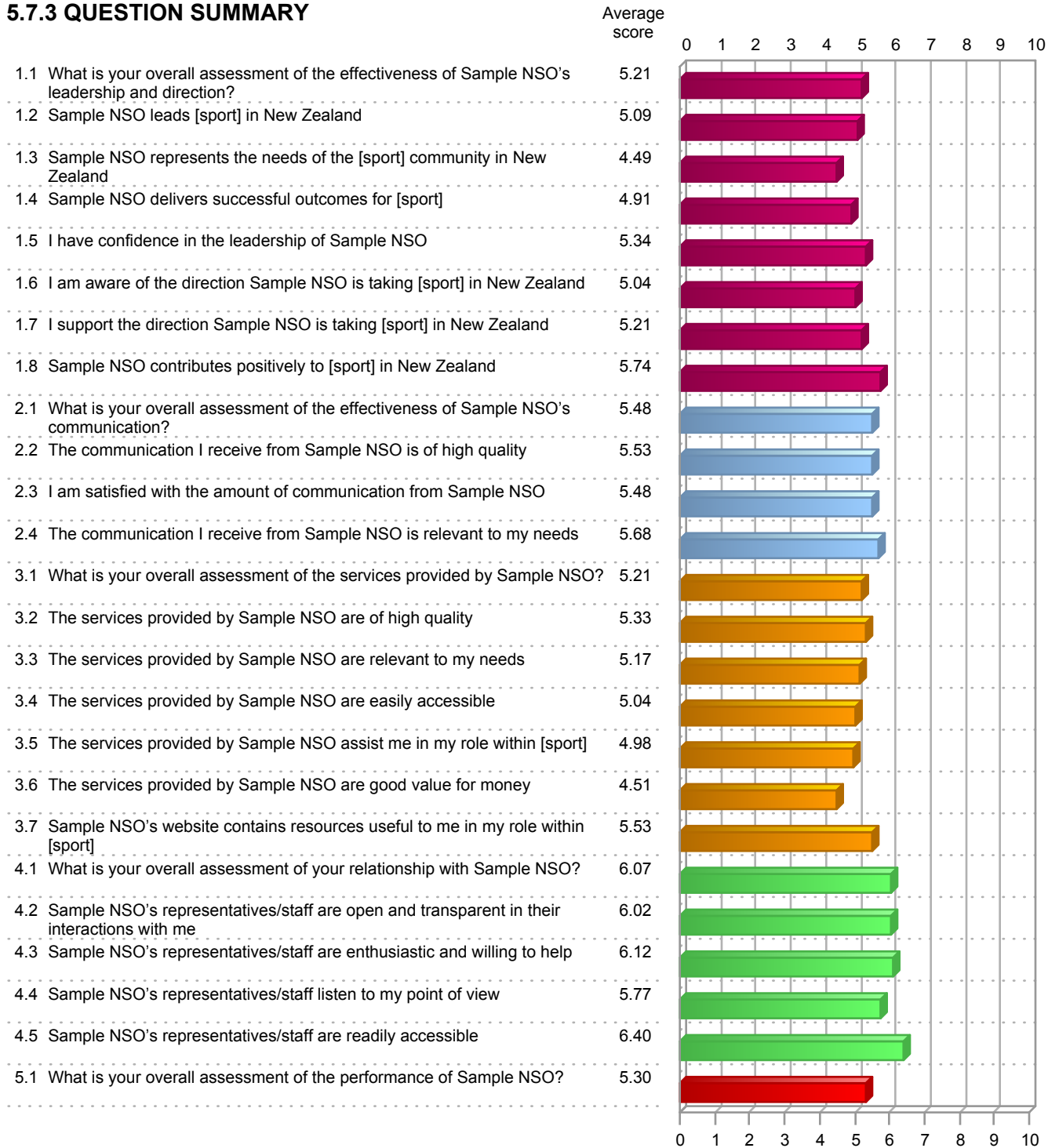
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

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

5.7 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Regional sporting body representative

5.7.3 QUESTION SUMMARY



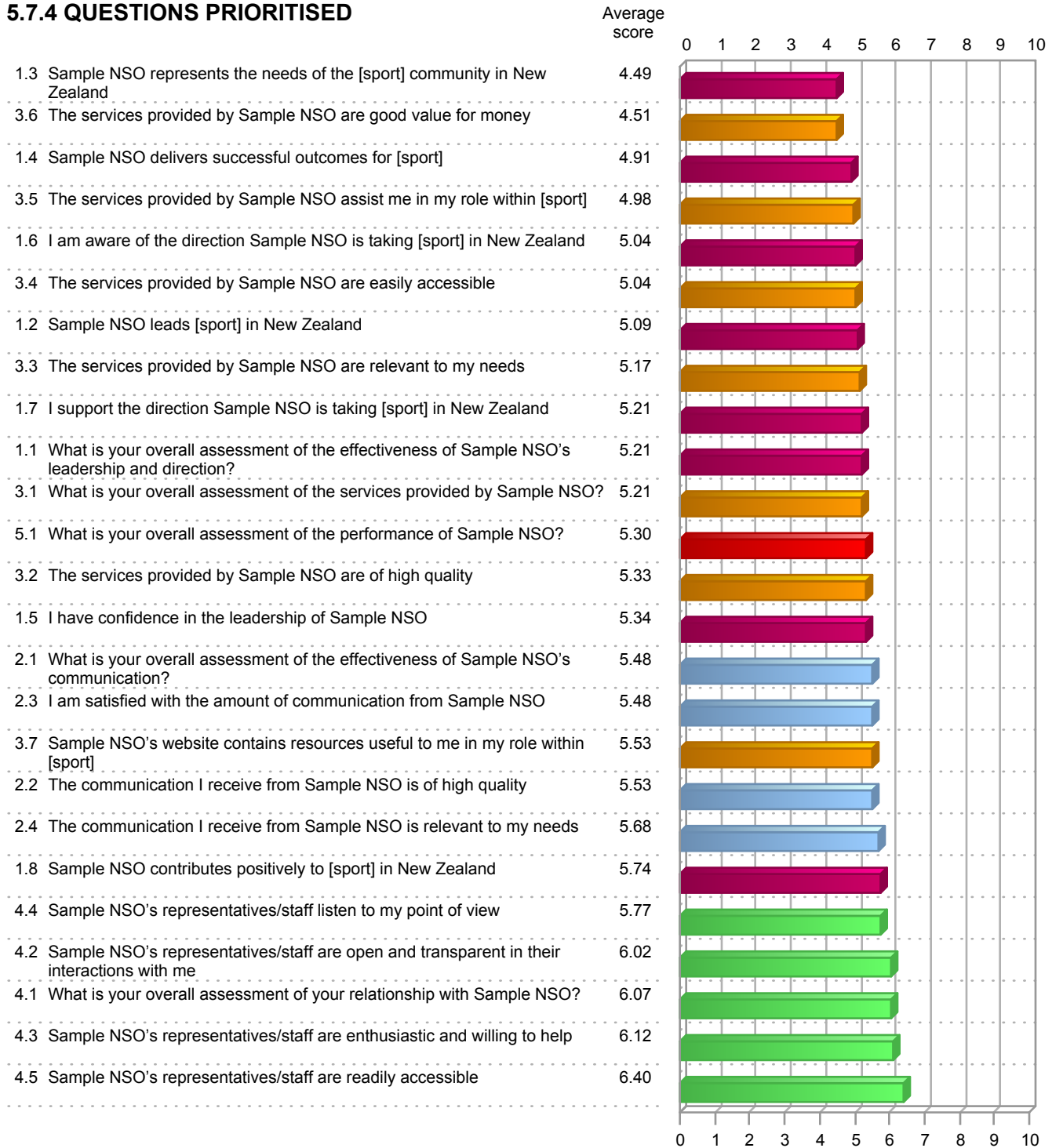
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

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

5.7 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Regional sporting body representative

5.7.4 QUESTIONS PRIORITISED



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

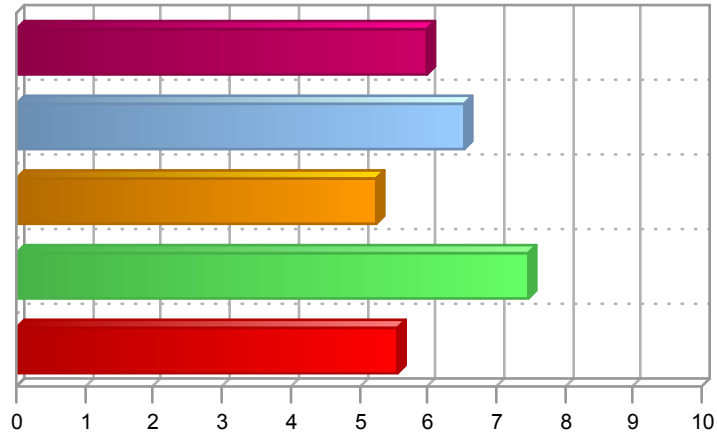
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

5.8 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Affiliated partner

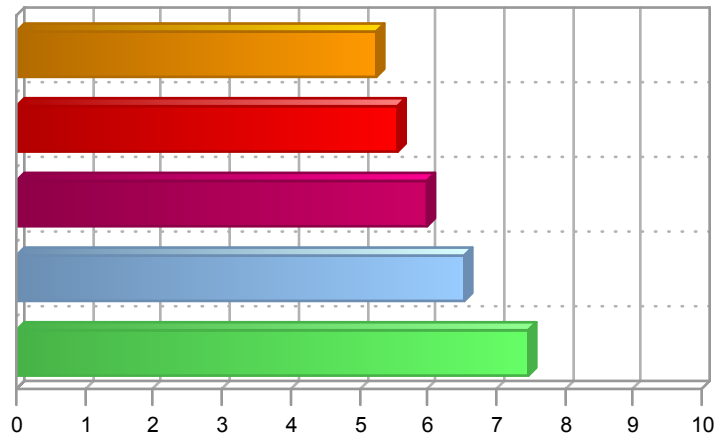
5.8.1 AREA SUMMARY

	Area average
1. Leadership and Direction	5.98
2. Communication	6.54
3. Service Delivery	5.26
4. Quality of Relationship	7.48
5. Overall Performance	5.58



5.8.2 AREAS PRIORITISED

	Area average
3. Service Delivery	5.26
5. Overall Performance	5.58
1. Leadership and Direction	5.98
2. Communication	6.54
4. Quality of Relationship	7.48



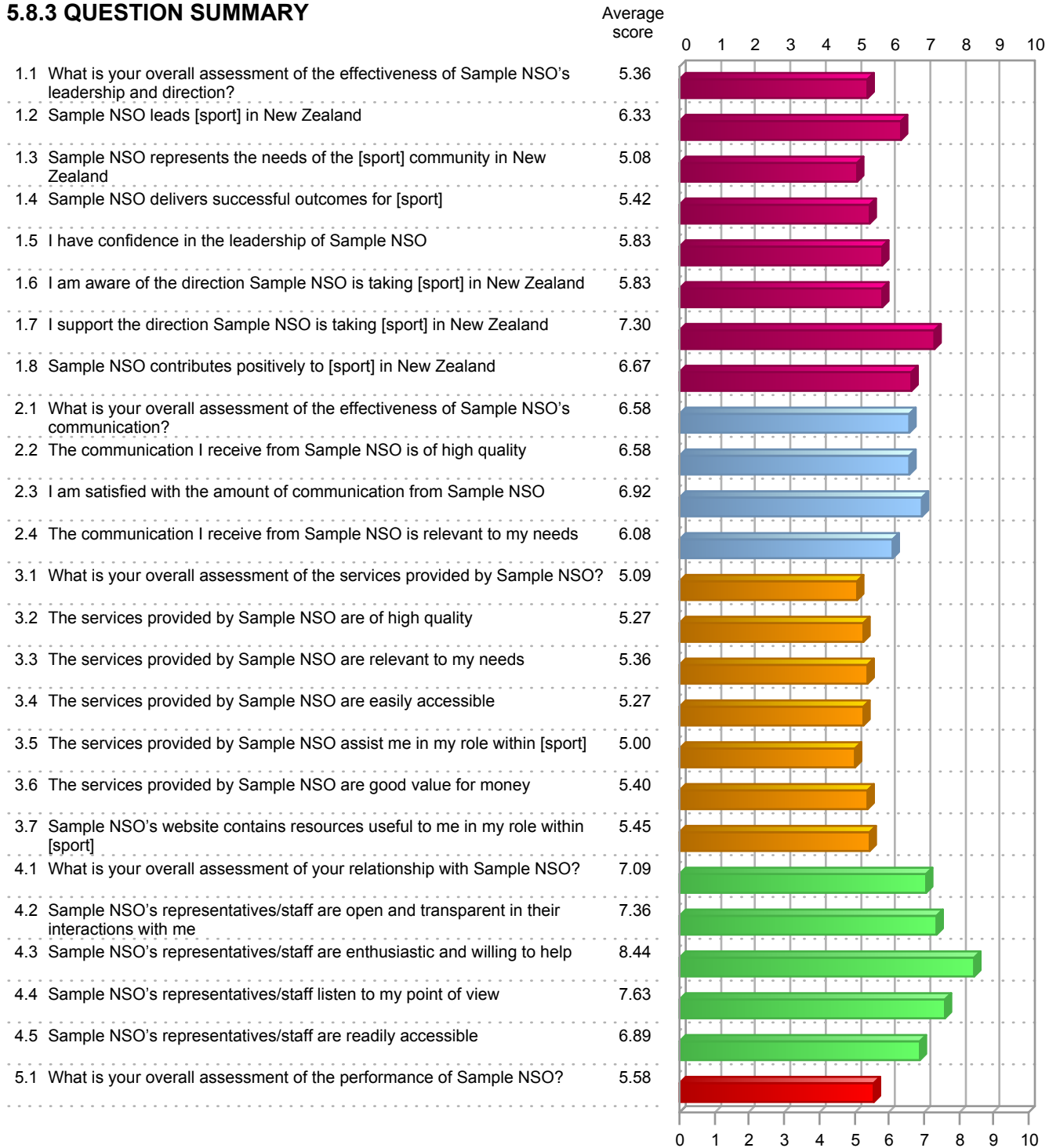
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

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

5.8 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Affiliated partner

5.8.3 QUESTION SUMMARY



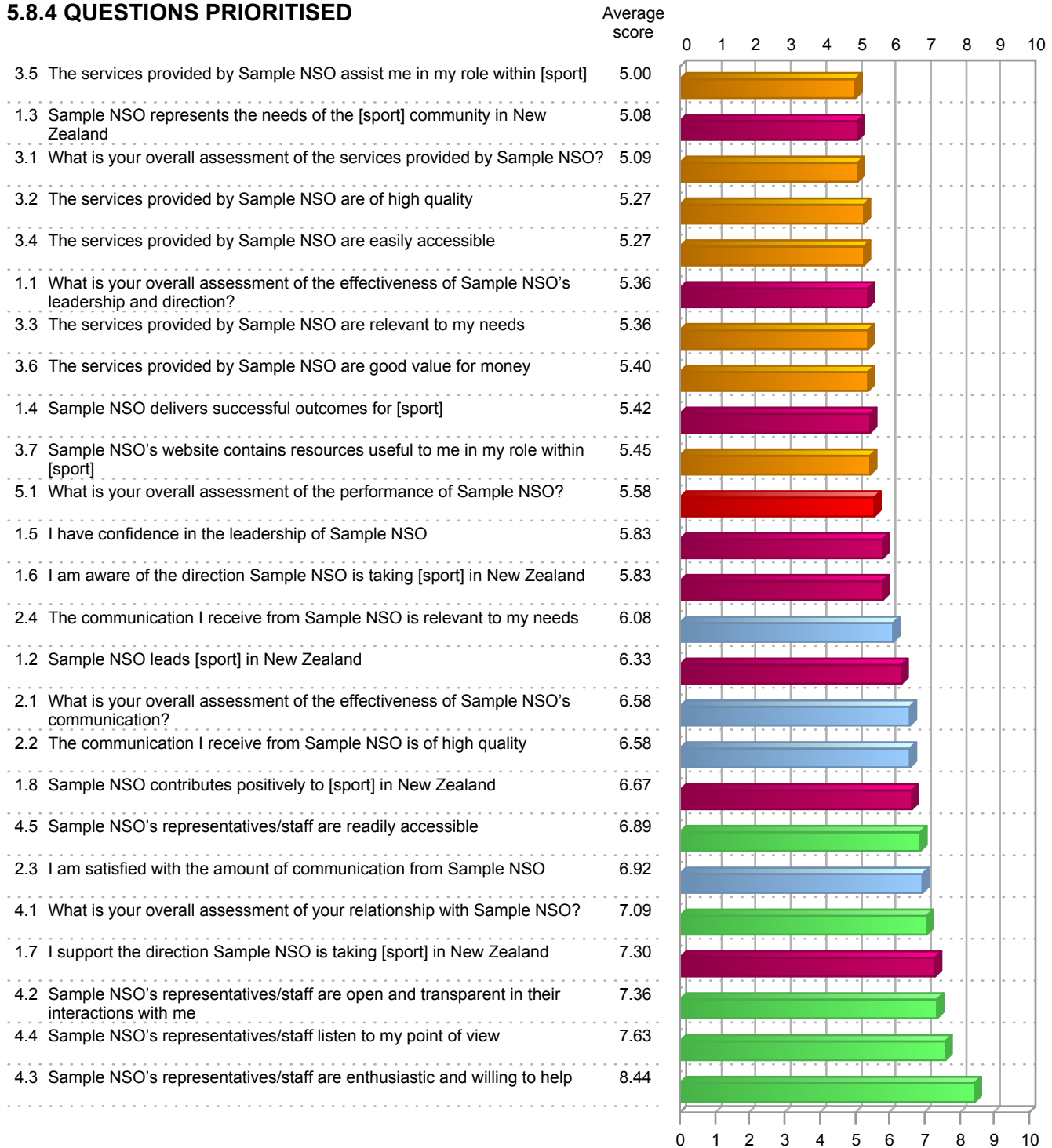
Scale1: 1=Poor to 10=Excellent ('overall assessment' questions)

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

5.8 STAKEHOLDER SURVEY - SUMMARY OF RESULTS

Affiliated partner

5.8.4 QUESTIONS PRIORITISED



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

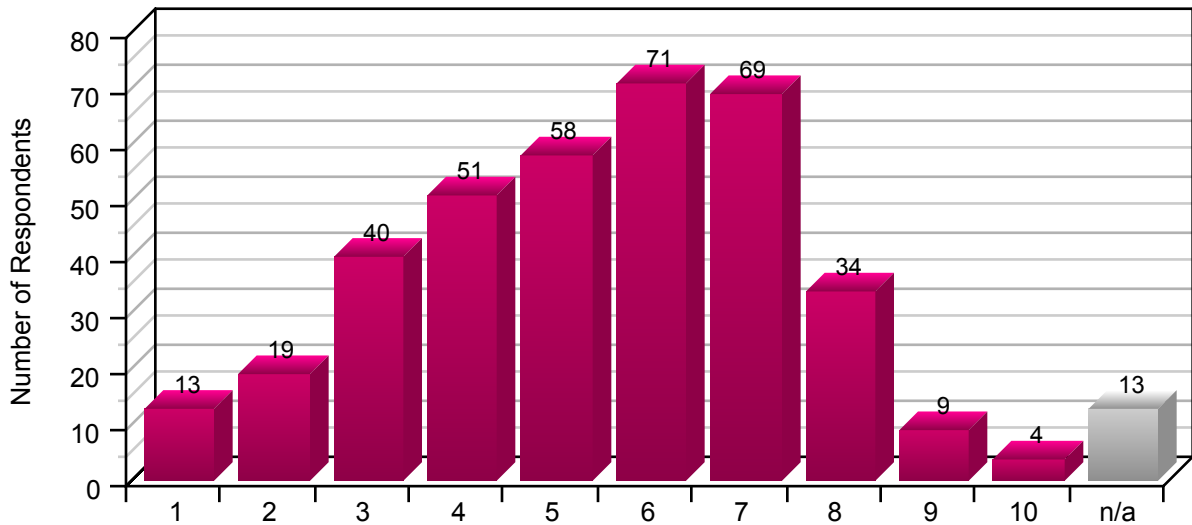
Scale2: 1=Strongly disagree to 10=Strongly agree (all other questions)

6. STAKEHOLDER SURVEY - DETAILED RESULTS

1. Leadership and Direction

1.1 What is your overall assessment of the effectiveness of Sample NSO's leadership and direction?

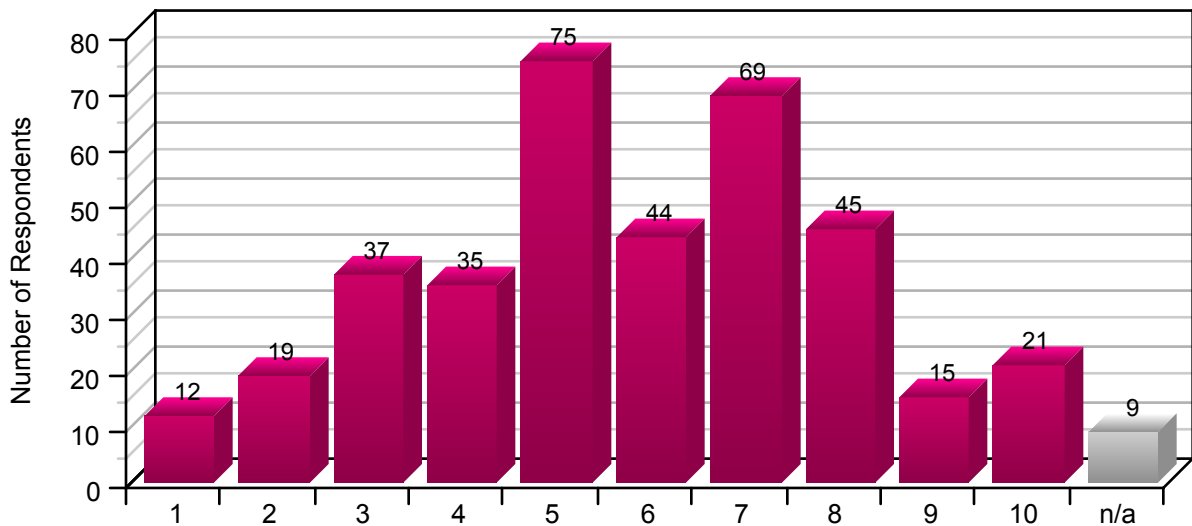
Average Score = 5.35



Scale: 1=Poor to 10=Excellent

1.2 Sample NSO leads [sport] in New Zealand.

Average Score = 5.72

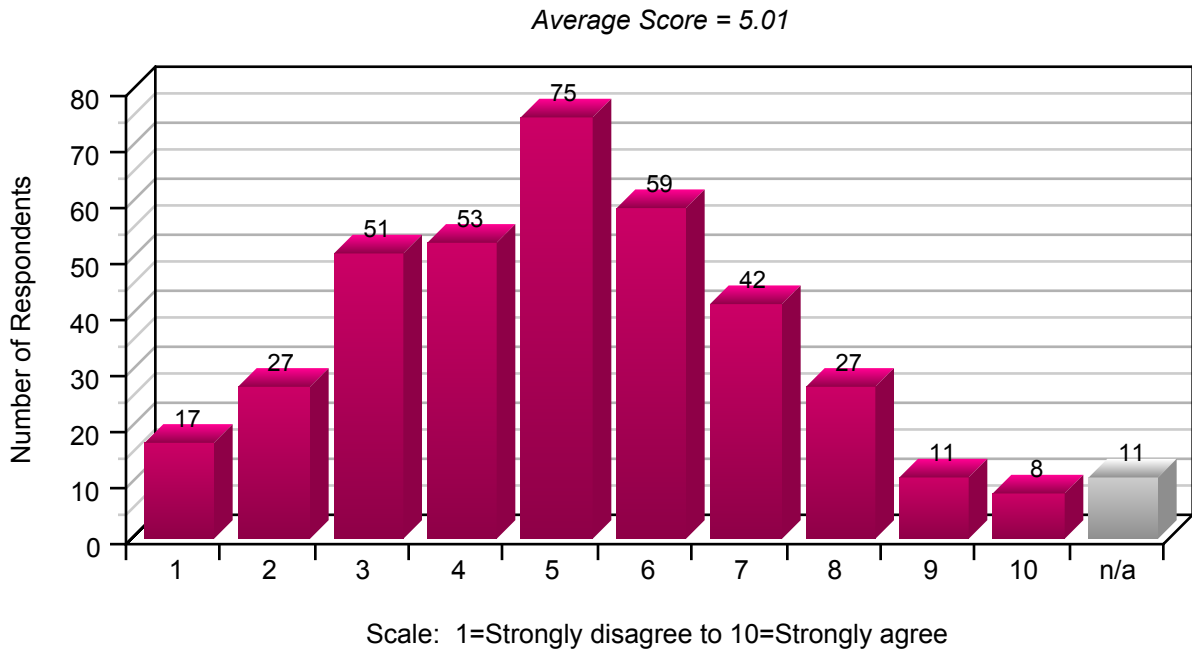


Scale: 1=Strongly disagree to 10=Strongly agree

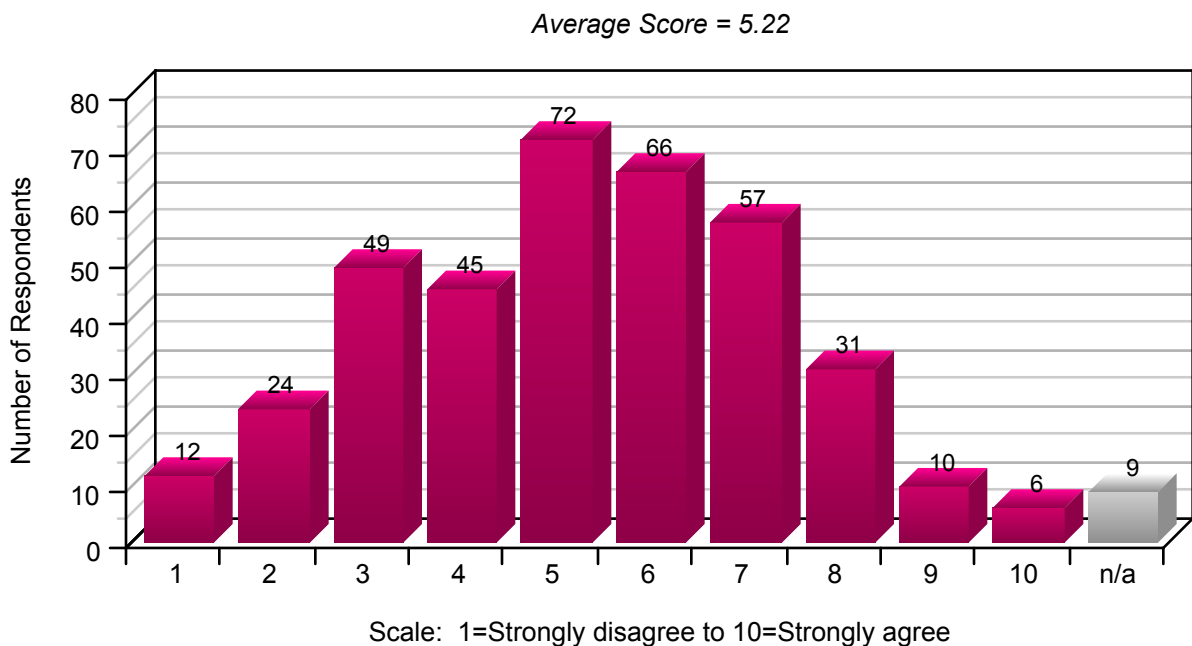
6. STAKEHOLDER SURVEY - DETAILED RESULTS

1. Leadership and Direction (cont.)

1.3 Sample NSO represents the needs of the [sport] community in New Zealand.



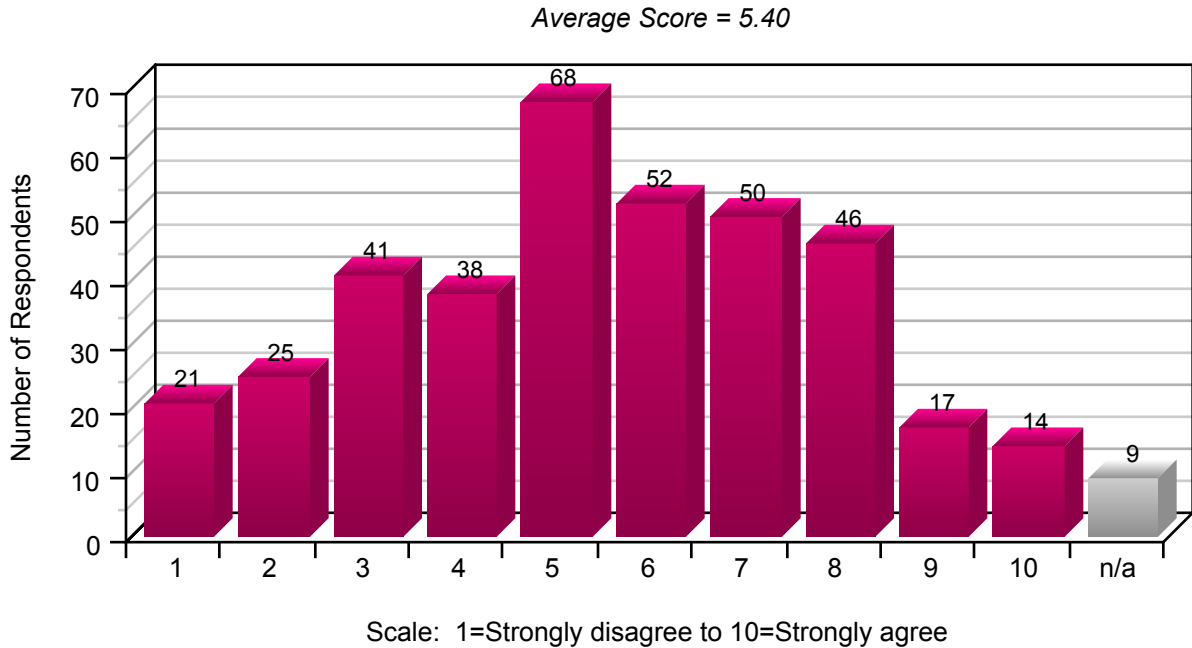
1.4 Sample NSO delivers successful outcomes for [sport].



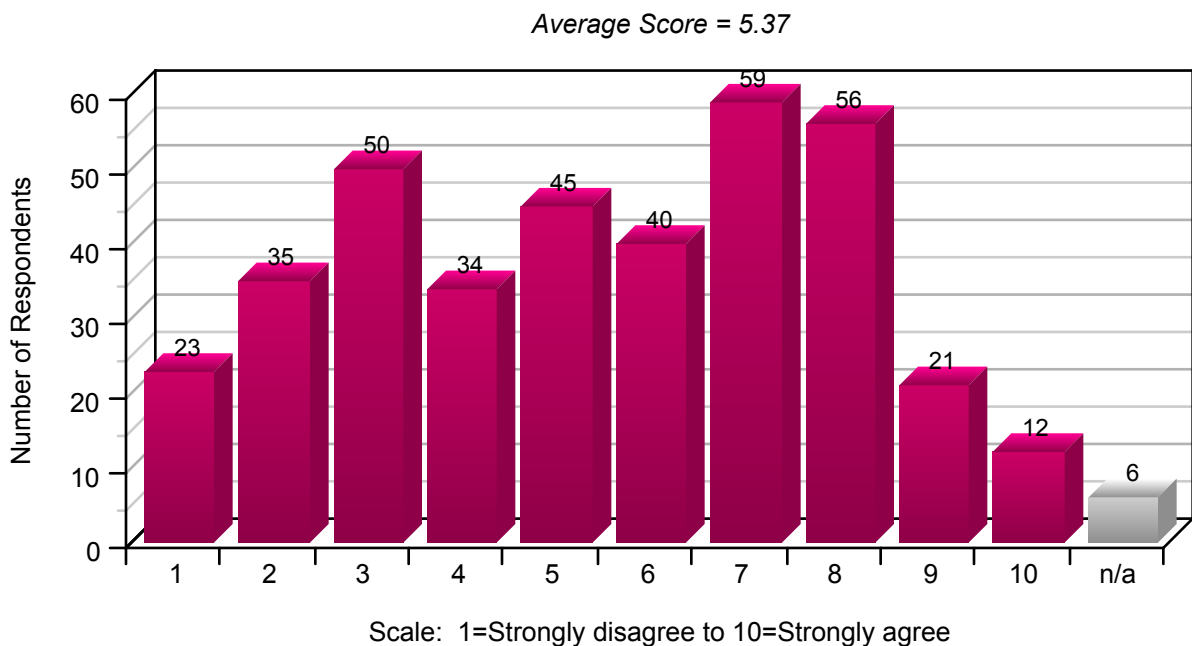
6. STAKEHOLDER SURVEY - DETAILED RESULTS

1. Leadership and Direction (cont.)

1.5 I have confidence in the leadership of Sample NSO.



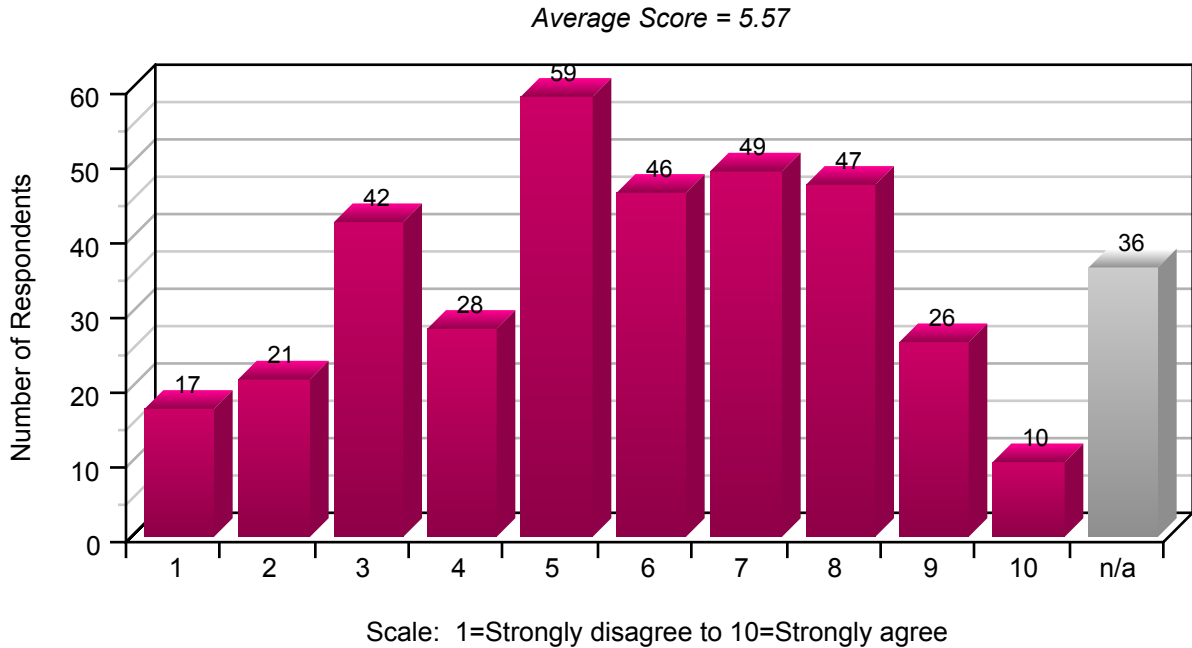
1.6 I am aware of the direction Sample NSO is taking [sport] in New Zealand.



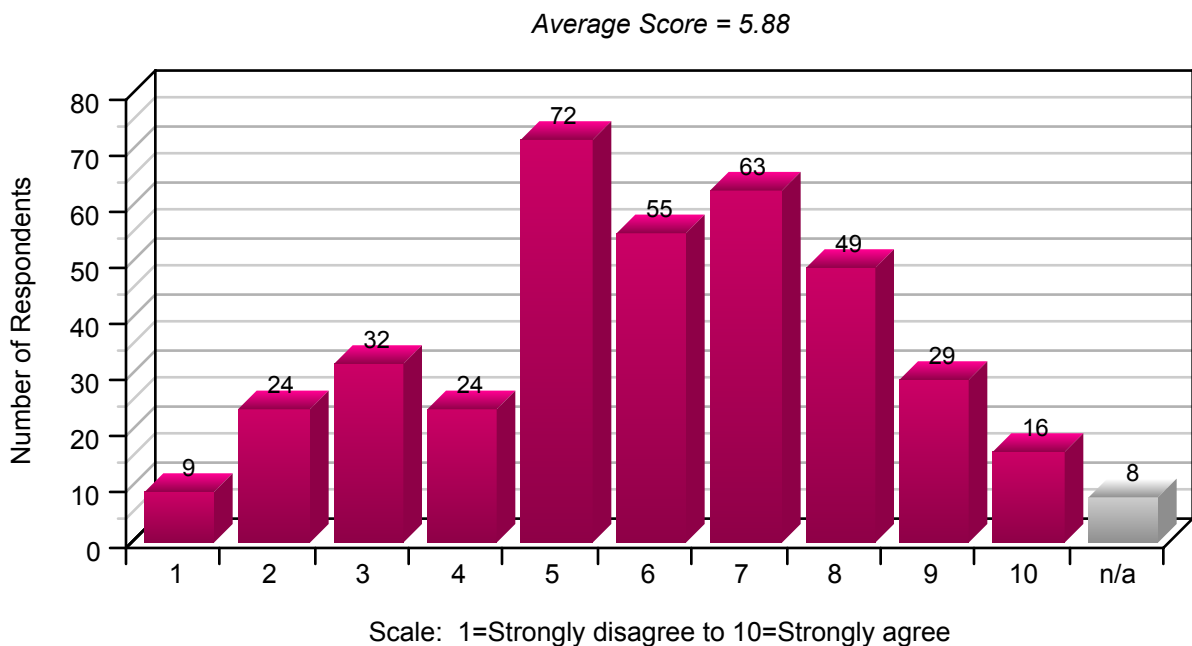
6. STAKEHOLDER SURVEY - DETAILED RESULTS

1. Leadership and Direction (cont.)

1.7 I support the direction Sample NSO is taking [sport] in New Zealand .



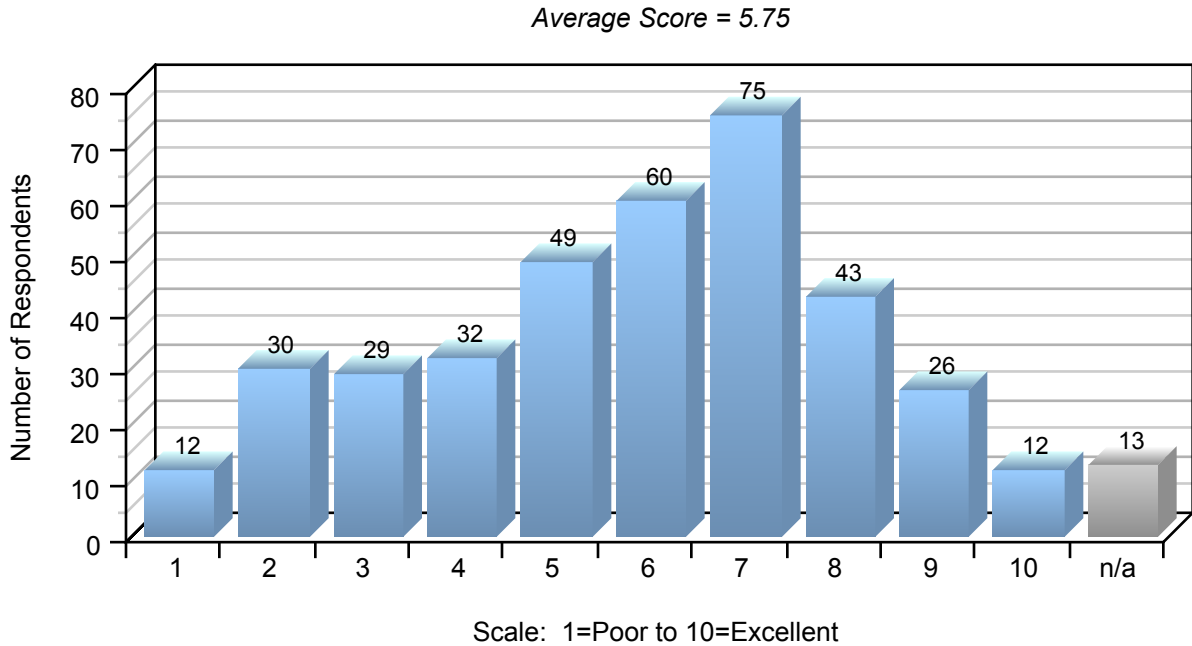
1.8 Sample NSO contributes positively to [sport] in New Zealand.



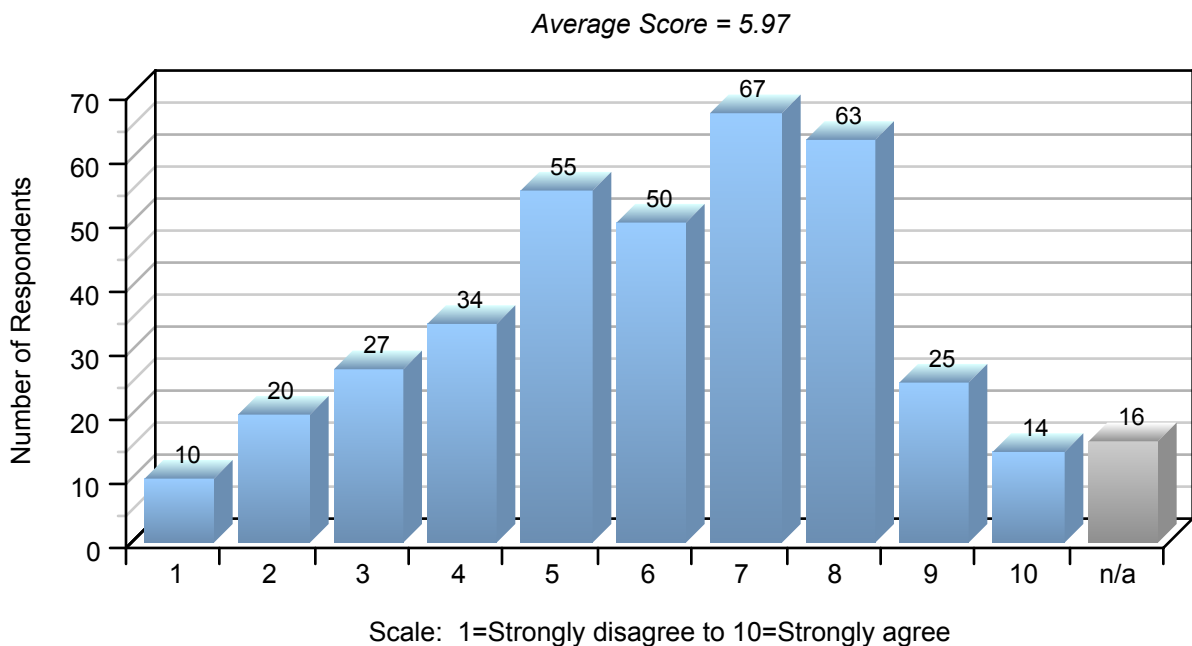
6. STAKEHOLDER SURVEY - DETAILED RESULTS

2. Communication

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



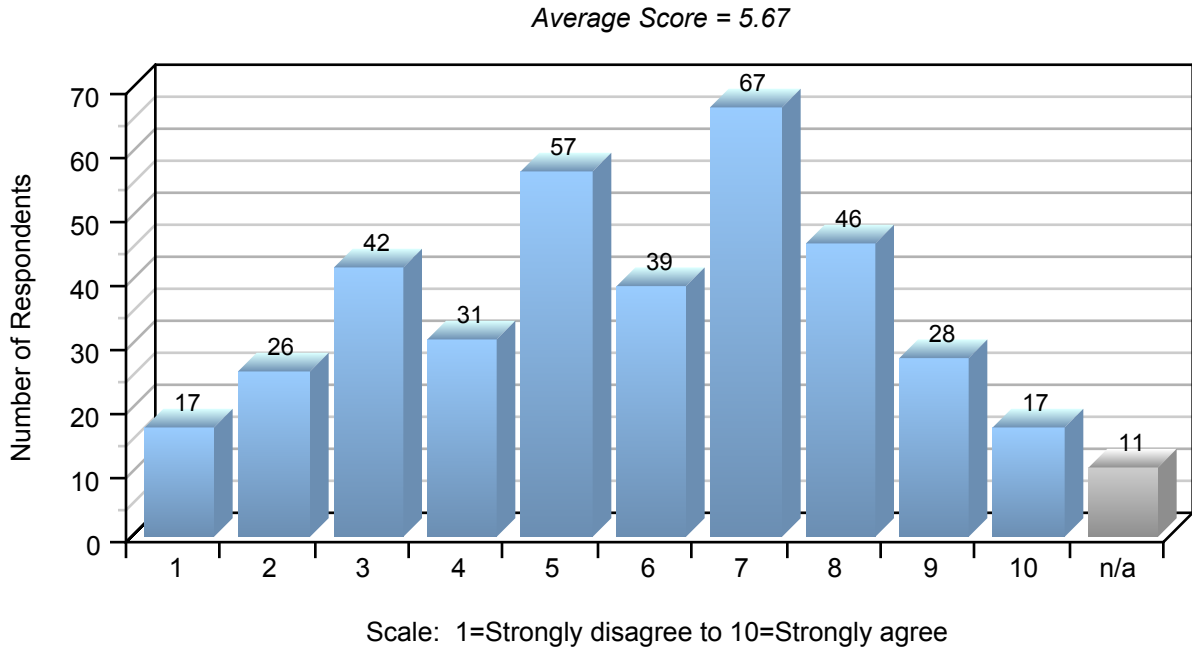
2.2 The communication I receive from Sample NSO is of high quality.



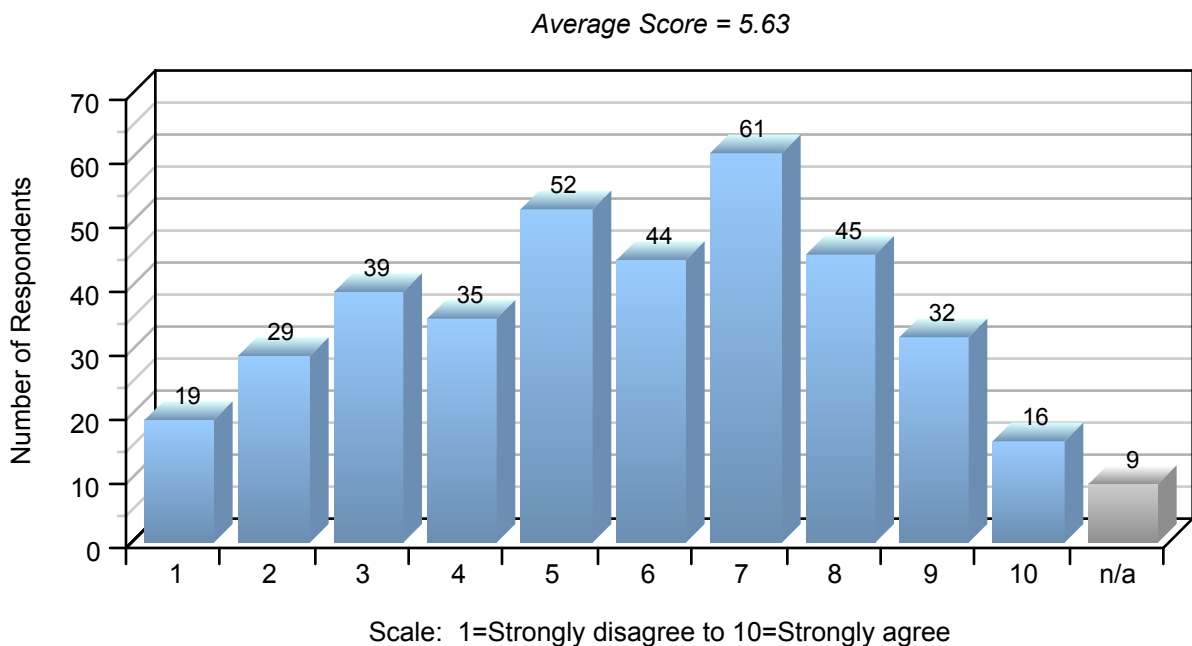
6. STAKEHOLDER SURVEY - DETAILED RESULTS

2. Communication (cont.)

2.3 I am satisfied with the amount of communication from Sample NSO.



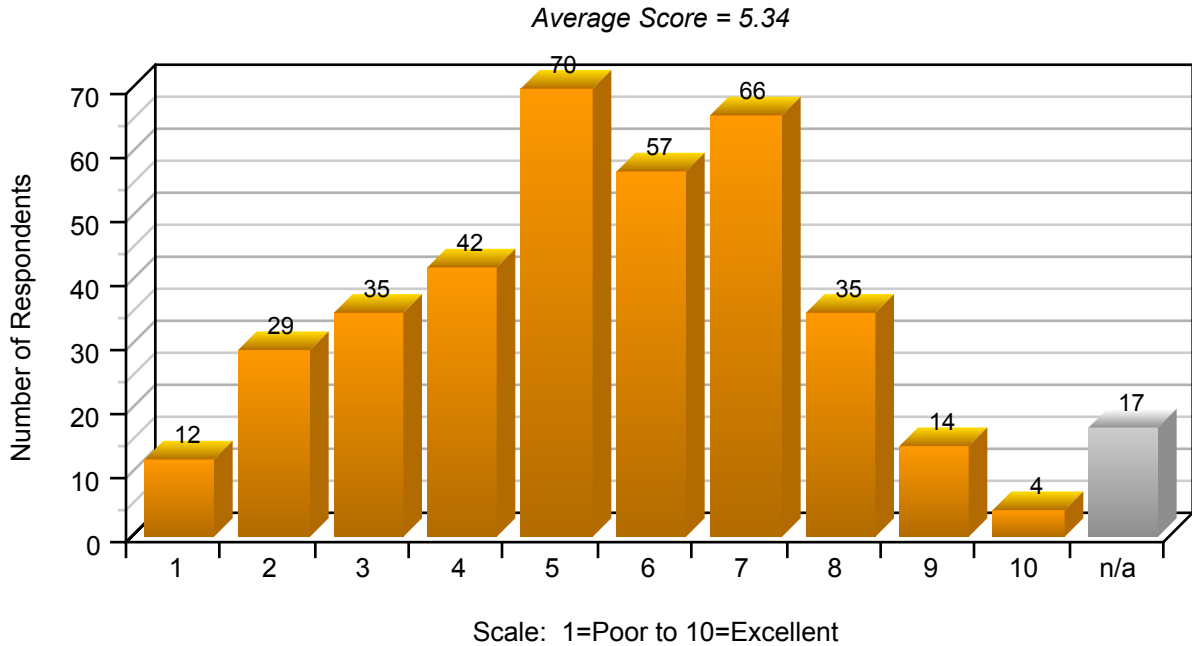
2.4 The communication I receive from Sample NSO is relevant to my needs.



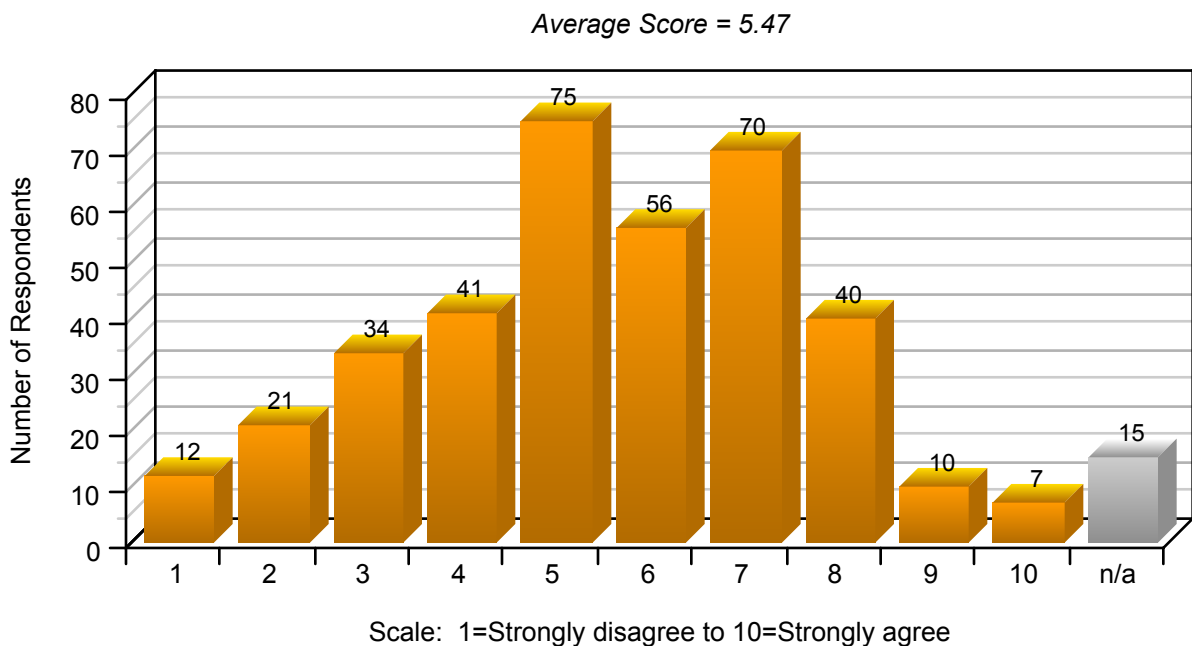
6. STAKEHOLDER SURVEY - DETAILED RESULTS

3. Service Delivery

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



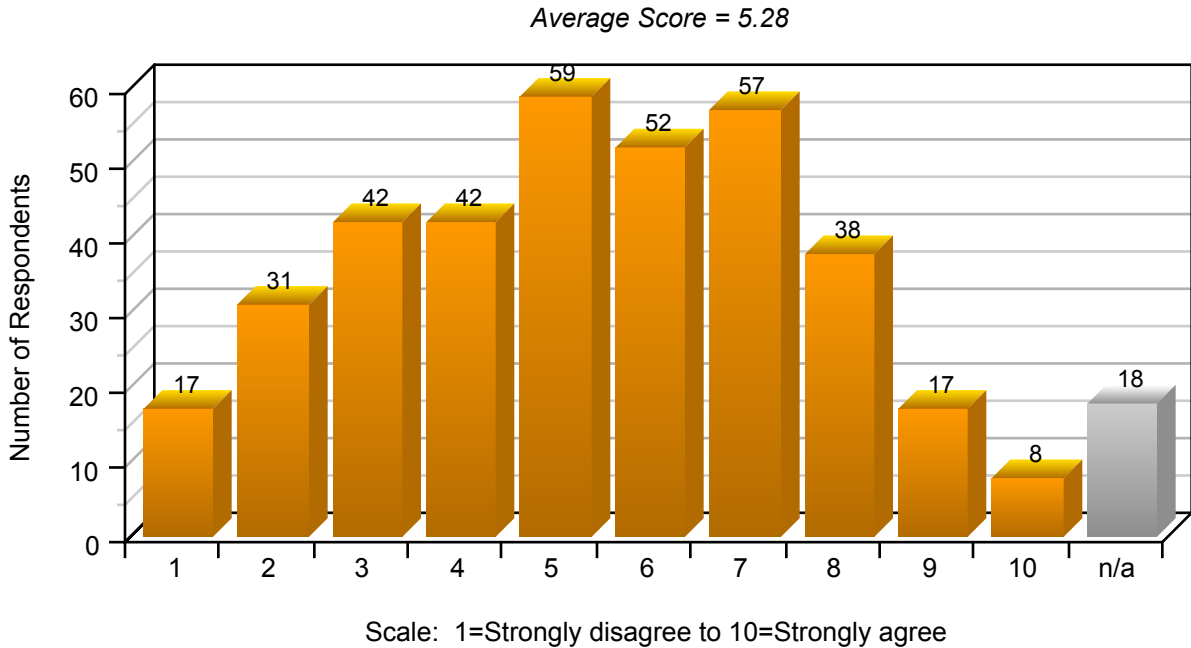
3.2 The services provided by Sample NSO are of high quality.



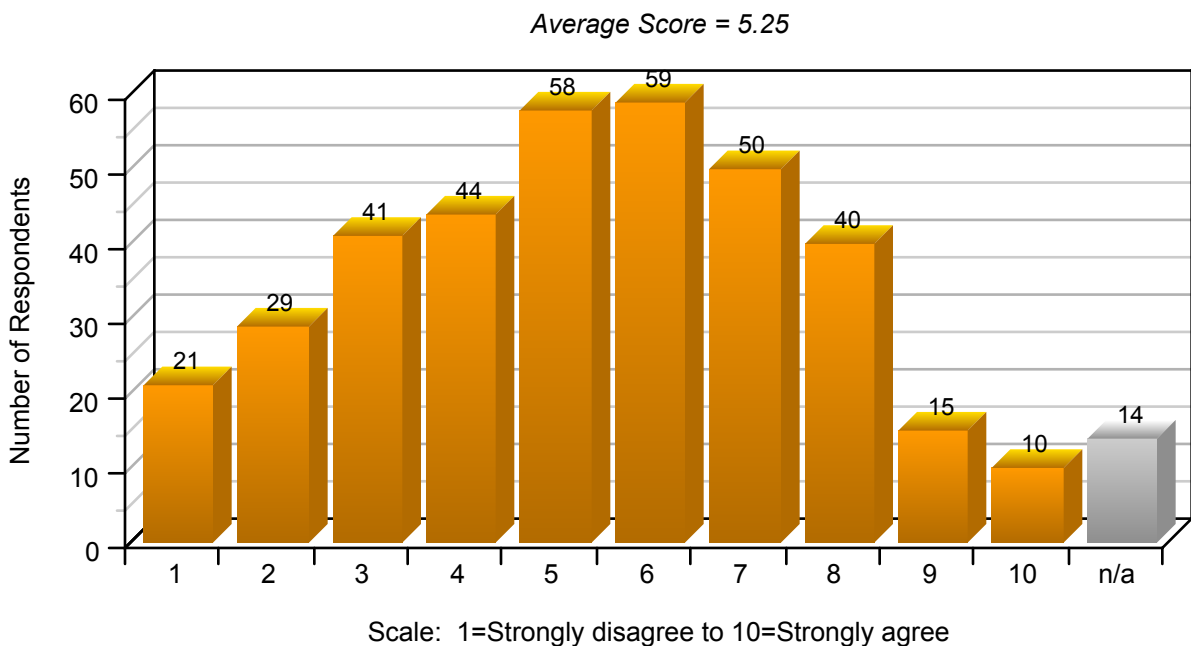
6. STAKEHOLDER SURVEY - DETAILED RESULTS

3. Service Delivery (cont.)

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



3.4 The services provided by Sample NSO are easily accessible.

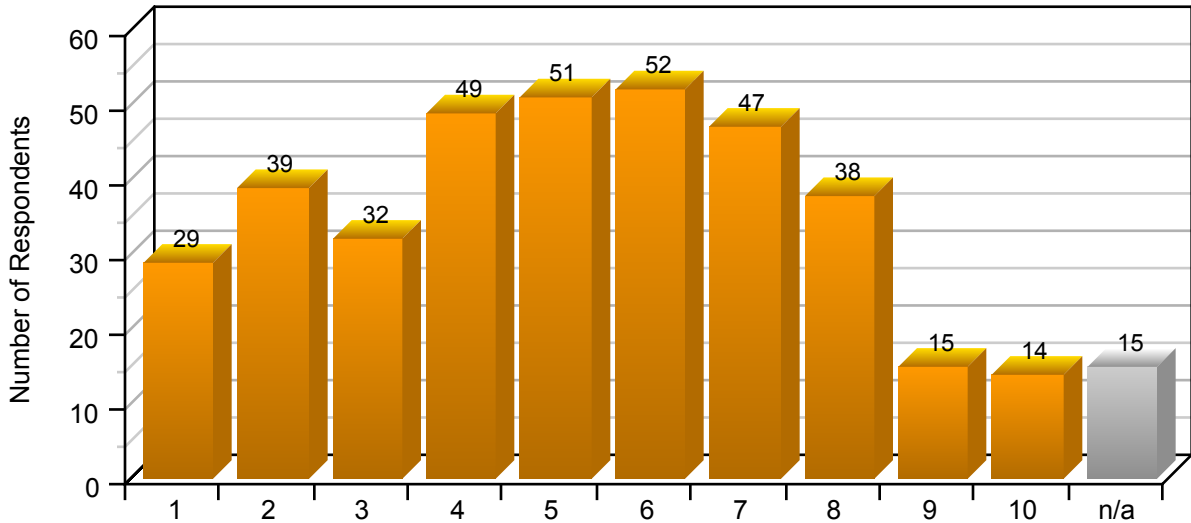


6. STAKEHOLDER SURVEY - DETAILED RESULTS

3. Service Delivery (cont.)

3.5 The services provided by Sample NSO assist me in my role within [sport].

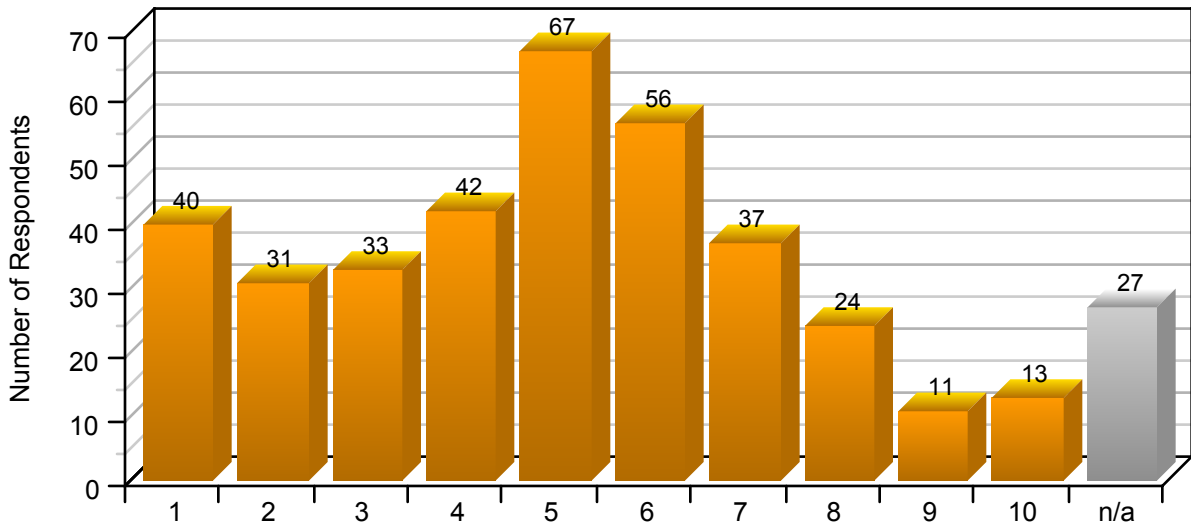
Average Score = 5.12



Scale: 1=Strongly disagree to 10=Strongly agree

3.6 The services provided by Sample NSO are good value for money.

Average Score = 4.86

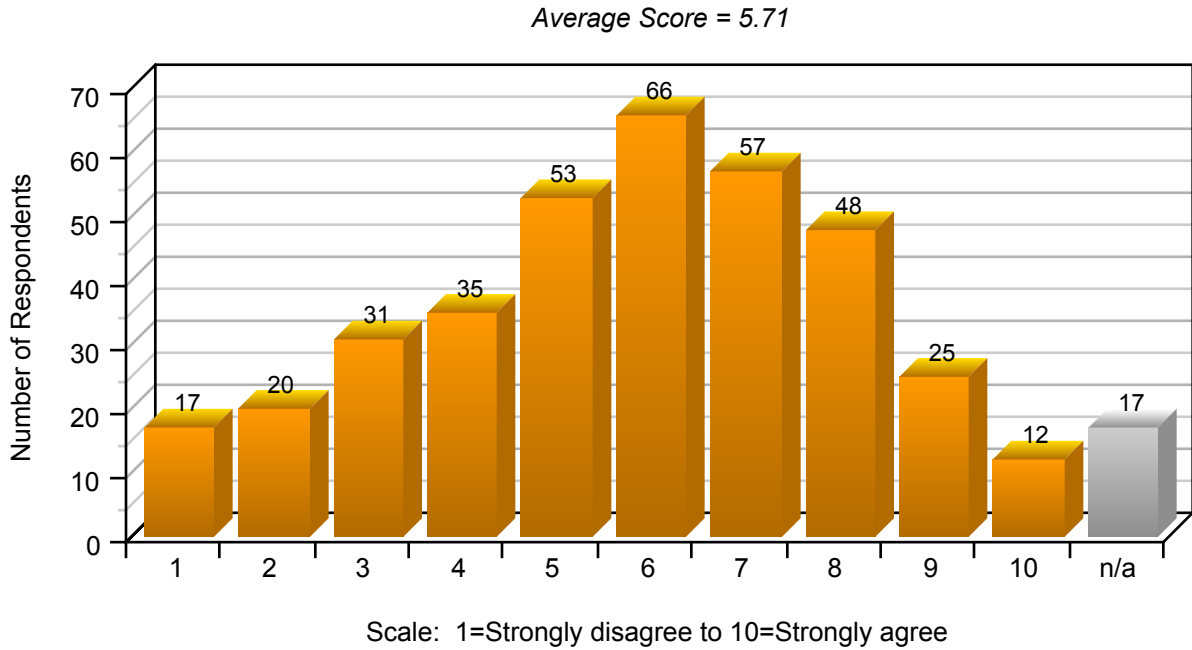


Scale: 1=Strongly disagree to 10=Strongly agree

6. STAKEHOLDER SURVEY - DETAILED RESULTS

3. Service Delivery (cont.)

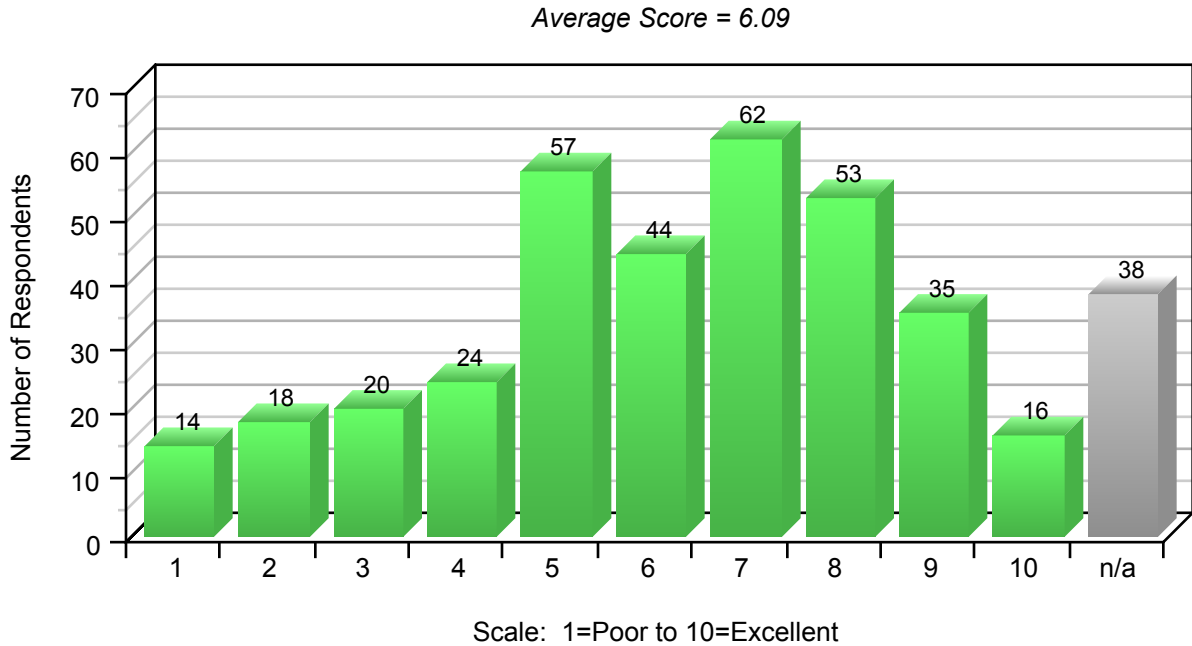
3.7 Sample NSO's website contains resources useful to me in my role within [sport].



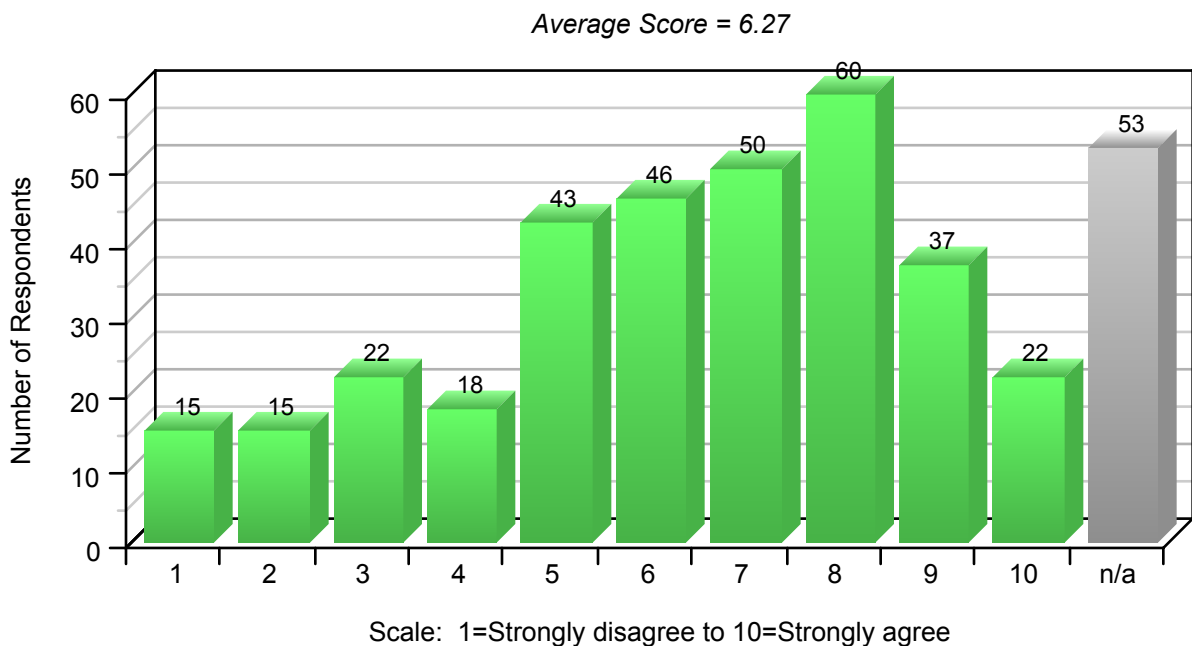
6. STAKEHOLDER SURVEY - DETAILED RESULTS

4. Quality of Relationship

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



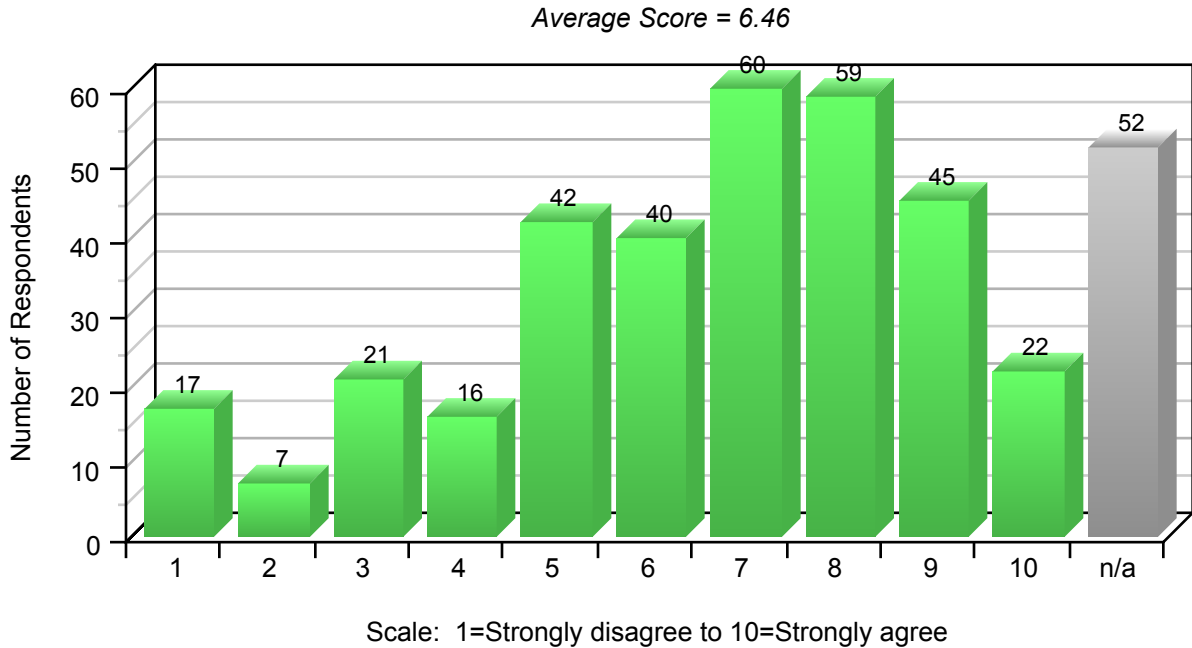
4.2 Sample NSO's representatives/staff are open and transparent in their interactions with me.



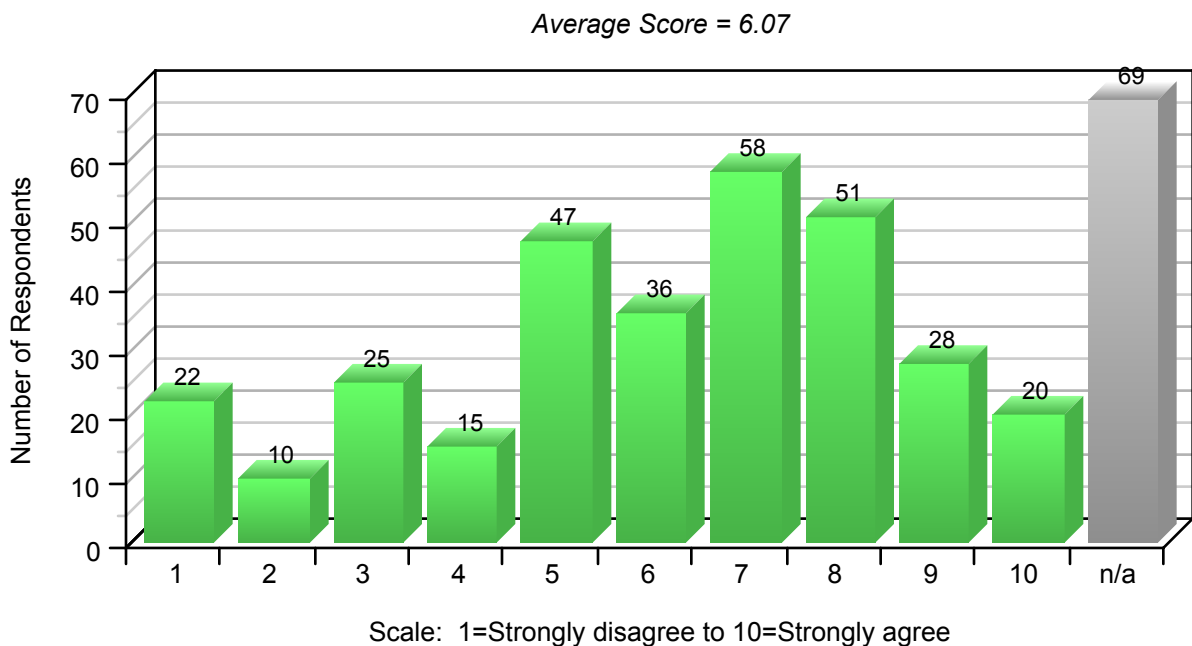
6. STAKEHOLDER SURVEY - DETAILED RESULTS

4. Quality of Relationship (cont.)

4.3 Sample NSO's representatives/staff are enthusiastic and willing to help.



4.4 Sample NSO's representatives/staff listen to my point of view.

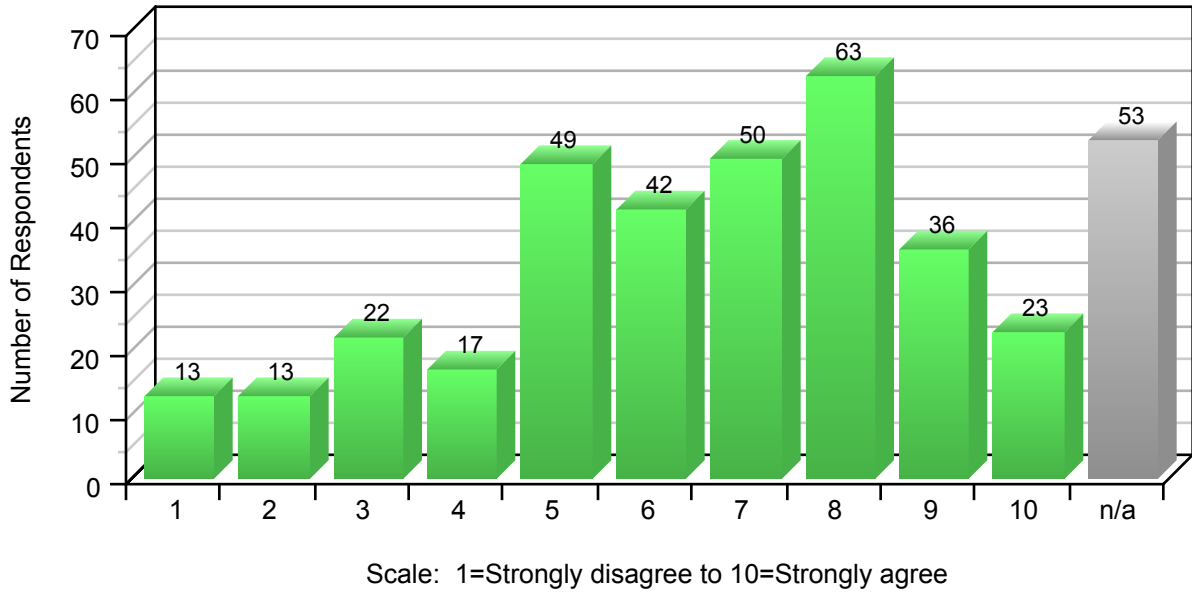


6. STAKEHOLDER SURVEY - DETAILED RESULTS

4. Quality of Relationship (cont.)

4.5 Sample NSO's representatives/staff are readily accessible.

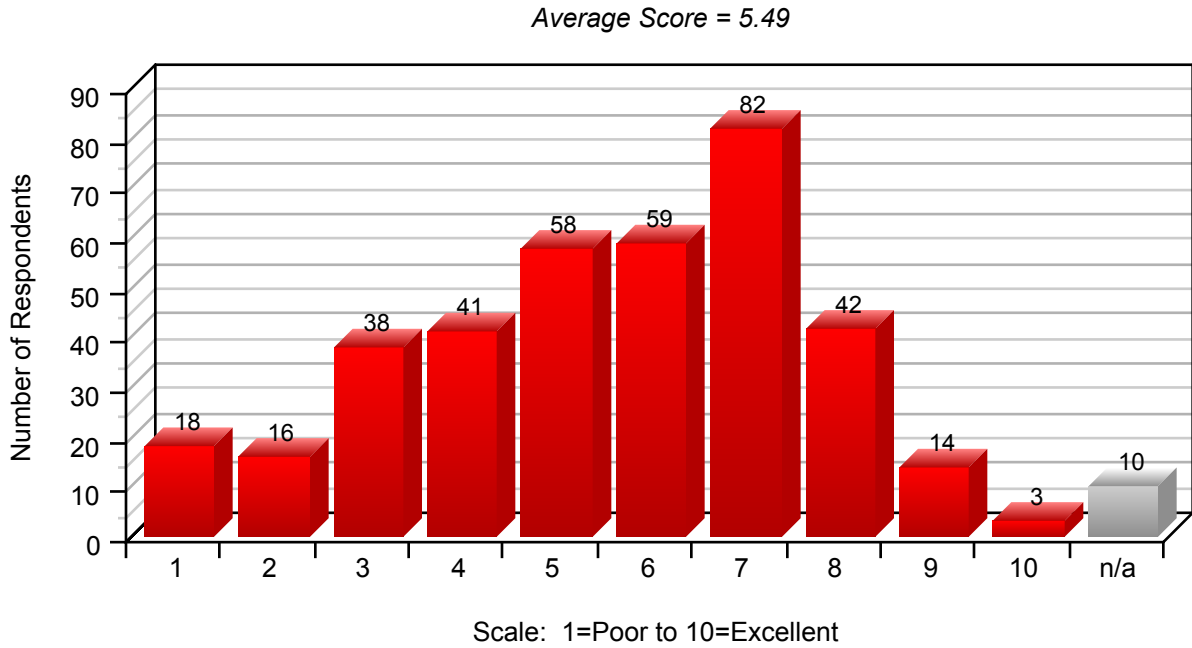
Average Score = 6.34



6. STAKEHOLDER SURVEY - DETAILED RESULTS

5. Overall Performance

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



7. STAKEHOLDER SURVEY – COMMENTS

8. STAKEHOLDER SURVEY – APPENDICES

7.1 Appendix A: Survey Questions

Section 1: Leadership and Direction

- 1.1 What is your overall assessment of the effectiveness of Sample NSO's leadership and direction?
- 1.2 Sample NSO leads [sport] in New Zealand.
- 1.3 Sample NSO represents the needs of the [sport] community in New Zealand.
- 1.4 Sample NSO delivers successful outcomes for [sport].
- 1.5 I have confidence in the leadership of Sample NSO.
- 1.6 I am aware of the direction Sample NSO is taking [sport] in New Zealand.
- 1.7 I support the direction Sample NSO is taking [sport] in New Zealand .
- 1.8 Sample NSO contributes positively to [sport] in New Zealand.
- 1.9 What could Sample NSO do to improve their leadership and/or direction?

Section 2: Communication

- 2.1 What is your overall assessment of the effectiveness of Sample NSO's communication?
- 2.2 The communication I receive from Sample NSO is of high quality.
- 2.3 I am satisfied with the amount of communication from Sample NSO.
- 2.4 The communication I receive from Sample NSO is relevant to my needs.
- 2.5 What do you think could improve the communications you receive from Sample NSO?

Section 3: Service Delivery

- 3.1 What is your overall assessment of the services provided by Sample NSO?
- 3.2 The services provided by Sample NSO are of high quality.
- 3.3 The services provided by Sample NSO are relevant to my needs.
- 3.4 The services provided by Sample NSO are easily accessible.
- 3.5 The services provided by Sample NSO assist me in my role within [sport].
- 3.6 The services provided by Sample NSO are good value for money.
- 3.7 Sample NSO's website contains resources useful to me in my role within [sport].
- 3.8 How could the services provided by Sample NSO 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 NSO?
- 4.2 Sample NSO's representatives/staff are open and transparent in their interactions with me.
- 4.3 Sample NSO's representatives/staff are enthusiastic and willing to help.
- 4.4 Sample NSO's representatives/staff listen to my point of view.
- 4.5 Sample NSO's representatives/staff are readily accessible.
- 4.6 What do you think could improve the quality of your relationship with Sample NSO?

8. STAKEHOLDER SURVEY – APPENDICES

Section 5: Overall Performance

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